

Voiso and Doktor365 Partner to Redefine Communication in Health Tourism

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SINGAPORE, SG - March 06, 2026 -
Voiso, a global provider of AI-powered contact center software, and Doktor365, an innovative health tourism platform, announced the success of their joint webinar highlighting the future of communication and patient engagement in the health tourism industry. The discussion explored how the integration between Voiso and Doktor365 enables healthcare providers to improve efficiency, compliance, and patient satisfaction through technology designed for speed, accuracy, and connection.

The event brought together Sinan Aksöz, Head of Sales Development at Voiso, and Sinan Y?ld?z, Founder and CEO of Doktor365, for a conversation focused on the evolving needs of the health tourism market and how technology can help providers bridge the gap between patient care and communication. Both companies emphasized that this collaboration represents more than a technical integration. It reflects a shared objective to enhance the patient journey through intelligent systems and structured operational design.

?Health tourism is not only about clinical processes,? said Sinan Aksöz. ?In reality, around sixty percent of

the industry revolves around communication, coordination, and relationship management. The integration between Voiso and Doktor365 ensures that every part of that journey, from initial inquiry to post-treatment follow-up, is seamless, compliant, and structured for efficiency.?

During the discussion, Y?ld?z explained that Doktor365 was built to manage the full health tourism workflow, from marketing and lead generation to treatment scheduling and aftercare. By combining this operational backbone with Voiso?s communication infrastructure, healthcare organizations gain centralized control over both workflow and interaction management.

The integration provides clinics and agencies with access to local phone numbers across multiple countries, allowing them to communicate more effectively with international patients. This capability supports higher engagement rates and helps organizations align with Ministry of Health requirements, including the obligation to provide 24/7 multilingual support.

Voiso?s mobile application further enables agents to handle calls remotely, supporting uninterrupted service across time zones. According to Aksöz, this flexibility is critical for healthcare providers operating in international markets. ?Our platform allows organizations to remain accessible at all times while maintaining structured routing through IVR and intelligent call distribution. Accessibility and clarity are both essential in health tourism.?

The webinar also addressed the importance of analytics and AI-driven insight. Voiso?s reporting dashboard provides visibility into call performance, engagement levels, and service metrics across more than forty data points. Speech recognition capabilities currently support nine languages including English, German, French, Italian, Spanish, Portuguese, Polish, Hindi, and Arabic. Conversations are transcribed and analyzed to help teams assess sentiment and improve communication quality. Turkish language support is currently in development.

Speed to contact was another major focus of the session. Both speakers emphasized that rapid follow up on inbound leads significantly influences conversion outcomes in health tourism. Through the integration, leads captured within Doktor365 flow directly into Voiso?s dialer system, allowing automated outbound campaigns and immediate connection to available agents.

?Speed is a decisive factor in this sector,? Aksöz said. ?When inquiry handling is automated and intelligently distributed, organizations can respond within minutes instead of hours. That operational responsiveness contributes directly to improved conversion rates and structured patient management.?

Compliance and data security were also discussed as central pillars of the integration. Doktor365 operates in alignment with KVKK and GDPR requirements, utilizing secure infrastructure hosted in Turkey and supported

by ISO certifications. Voiso complements this with a global communications framework designed to operate within regional regulatory standards, enabling cross-border engagement with structured oversight.

The webinar concluded with both companies reiterating their focus on operational efficiency, compliance readiness, and structured communication workflows. The integration allows health tourism providers to manage patient acquisition, communication, scheduling, and follow up within a coordinated environment rather than across disconnected systems.

As health tourism continues to expand internationally, both Voiso and Doktor365 indicated that their collaboration will continue to evolve, with ongoing development in areas such as multilingual support, AI analytics, and performance reporting.

About Voiso

Voiso is a global provider of AI-powered contact center software. Its platform includes predictive dialing, speech analytics, omnichannel communication, and real-time dashboards designed to help organizations manage customer interactions with operational clarity and scalability. Voiso serves enterprises, BPOs, and global brands across multiple industries.

About Doktor365

Doktor365 is a health tourism management platform based in Turkey, designed to help clinics and healthcare providers manage operations from lead generation to post-treatment care. The platform supports digital workflow management, compliance requirements, and structured patient engagement processes across the health tourism sector.

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Voiso Inc

We started small by building a simple, reliable calling tool. Over time Voiso has become a modern end-to-end cloud contact center software.

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