


# Voiso and WeCare Group Collaborate to Support Scalable Customer Operations Across Distributed Teams

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Voiso, a global provider of cloud contact center software, and WeCare Group have announced a collaboration focused on strengthening communication infrastructure for distributed customer operations. The partnership highlights how centralized cloud platforms can support operational visibility, structured workflows, and consistent service delivery across geographically dispersed teams.

As customer operations expand across multiple regions and channels, organizations face increasing complexity in maintaining consistent communication standards and operational oversight. The collaboration between Voiso and WeCare Group focuses on addressing these challenges through a structured contact center environment where interactions can be routed, tracked, and analyzed within a unified platform.

Through Voiso?s cloud-based contact center platform, WeCare Group manages inbound and outbound voice communication across its distributed teams. The system centralizes call handling while allowing agents to

operate from multiple locations, enabling operational flexibility while maintaining consistent workflows.

Calls are routed through configurable queues using defined logic that can reflect operational requirements such as language selection, business hours, or departmental routing. Using Voiso?s Flow Builder capabilities, routing paths can be configured to guide incoming calls through structured IVR sequences before connecting customers to the appropriate agent.

This approach allows each interaction to follow a clearly defined operational path. Agents receive calls aligned with assigned queues, while supervisors maintain oversight across teams and communication channels.

The platform also provides detailed call logging and reporting capabilities. Call records automatically capture information including timestamps, call duration, call type, and interaction outcomes. Agents can classify interactions using standardized wrap-up codes, enabling more structured reporting and operational consistency.

For deeper analysis, Voiso?s speech analytics functionality generates post-call transcripts, summaries, topic labels, and conversation scoring. Supervisors can review calls by keyword, topic, or score to support quality assurance processes and coaching initiatives. Multilingual transcription capabilities allow teams operating in different regions to review interactions within a unified analysis framework.

Martin Kalinov, Chief Marketing Officer at Voiso shared that ?This partnership embodies the growth of Voiso worldwide with an established brand that has access to South African businesses seeking to grow and be more efficient?

Outbound operations also play a significant role in customer engagement for distributed teams. Voiso?s answering machine detection technology can identify whether a call reaches a live person or voicemail before connecting the agent. This functionality helps teams manage outbound campaigns more efficiently while maintaining accurate reporting on campaign outcomes.

Agents can also send follow-up SMS messages directly from the communication workspace using predefined templates. Messaging activity and delivery status are recorded alongside voice interactions, ensuring a complete record of customer communication.

As customer communication increasingly spans multiple channels, unified management becomes essential. Voiso?s omnichannel workspace allows teams to manage voice, SMS, WhatsApp, and social messaging interactions from a single interface. This centralized view ensures that conversation history remains accessible when interactions move between channels, supporting continuity across the customer journey.

Supervisors can monitor operational performance through real-time dashboards and historical reporting tools that track service levels, agent activity, and interaction volumes. The platform provides a consolidated view of communication activity, helping organizations maintain visibility as operations grow.

Sipho Manana, Managing Director of WeCare group stated that, ?WeCare Group and Voiso are partnering to bring world?class, cloud?based contact centre technology to South African businesses, turning customer interactions into measurable, scalable, AI?enabled experiences that drive growth and trust.?

The collaboration between Voiso and WeCare Group reflects a broader trend toward centralized cloud communication systems designed to support distributed teams. As organizations expand customer operations across regions and communication channels, structured platforms that provide operational visibility, consistent workflows, and integrated reporting are becoming increasingly important.

Through this collaboration, Voiso and WeCare Group demonstrate how cloud contact center technology can support scalable customer communication while maintaining operational clarity and consistency across global teams.

About Voiso

Voiso is a global provider of cloud 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 WeCare Group

WeCare Group is a customer operations provider supporting organizations with distributed service teams and structured communication workflows. The company focuses on delivering consistent customer engagement across multiple channels while maintaining operational visibility and performance management across global teams.

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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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