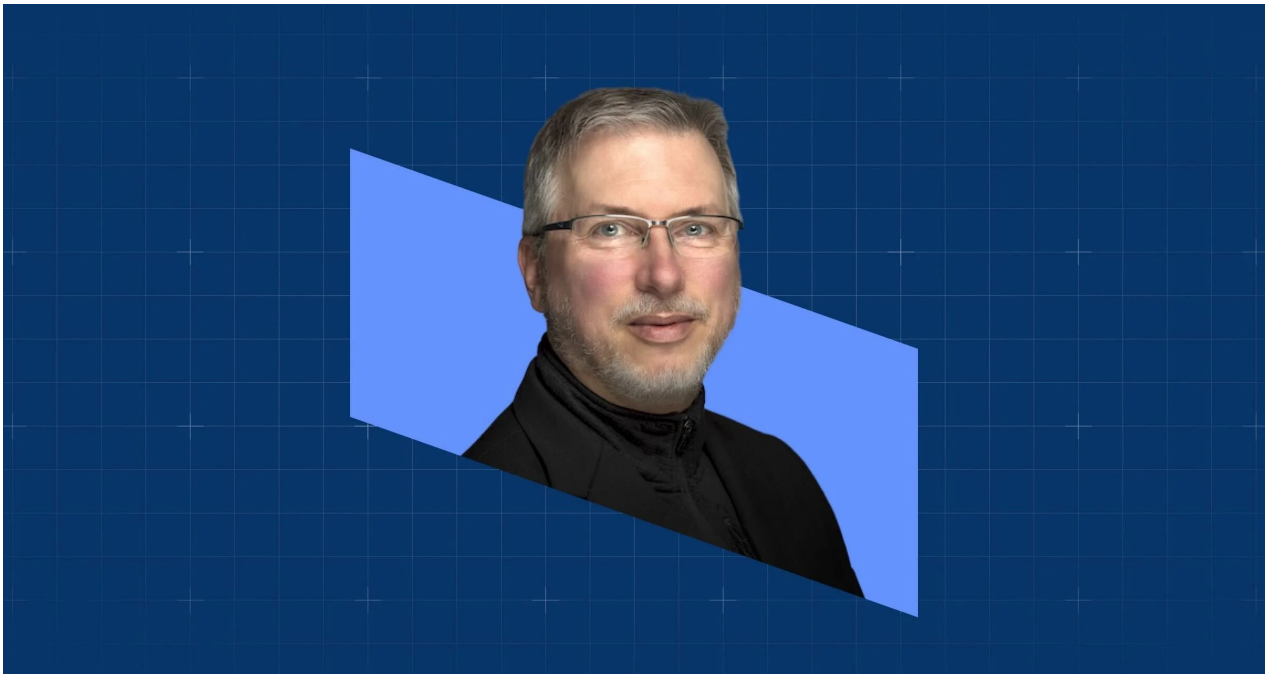


Voiso Updates API Structure to Improve Developer Experience and Integration Clarity

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SINGAPORE, SG - May 28, 2026 -
Voiso, a provider of contact center software, has introduced an updated version of its API designed to improve consistency, usability, and the overall developer experience. The update reflects a broader industry focus on simplifying integrations as contact center platforms continue to expand in complexity.

As organizations increasingly rely on integrations with CRM systems, messaging platforms, and automation workflows, APIs have become a critical layer in how contact center technology is deployed and extended. However, as platforms evolve over time, APIs often grow incrementally, which can lead to inconsistencies in structure and documentation.

According to Matthew West, Technical Writer at Voiso, these challenges are not uncommon in growing systems. ?As platforms expand, APIs tend to evolve alongside them,? West said. ?Over time, that can introduce inconsistencies that make it harder for developers to navigate and understand how different parts of the system connect.?

The updated API structure was developed to address these issues by introducing more consistent naming conventions, clearer endpoint organization, and a more unified documentation approach. The aim is to reduce friction for developers working with the platform and to improve the time it takes to move from initial exploration to implementation.

A key aspect of the update involved closer alignment between product development and documentation. Rather than documenting endpoints after they were created, documentation was incorporated into the design process, helping ensure that structure and usability were considered from the outset.

?When documentation is part of the development process, it naturally improves how the system is structured,? West explained. ?It becomes easier to present the API as a coherent experience, rather than a collection of separate elements.?

The updated API is presented through a consolidated developer environment, where endpoint references, explanations, and testing capabilities are available in one place. This reduces the need to move between multiple tools or resources when working with integrations.

In practical terms, this approach supports common use cases such as outbound calling, messaging integration, and workflow automation by providing a more predictable structure. Developers can review endpoints, understand parameters, and test functionality within a single interface.

The update also includes guidance for organizations transitioning from earlier versions of the API. Supporting materials outline how existing endpoints map to the updated structure, helping teams adapt without significant disruption.

?Changes at this level need to be clearly explained,? West said. ?The goal is to make the transition manageable and to provide enough context so that teams can understand what has changed and why.?

The development reflects a wider trend in software development, where developer experience is becoming an increasingly important factor in platform adoption. As systems become more interconnected, clarity and consistency in APIs are seen as essential to maintaining efficiency and reducing implementation time.

West noted that improvements in structure often have a broader impact beyond documentation. ?If something is difficult to explain, it is often a sign that it is not structured clearly,? he said. ?Addressing that improves both how the system works and how it is understood.?

The updated API provides a more standardized framework for future development, allowing new features to

be introduced without adding unnecessary complexity. This approach is intended to support ongoing platform evolution while maintaining consistency for developers.

As contact center environments continue to expand, the role of APIs in enabling integration and automation is expected to remain central. Updates focused on clarity and usability reflect the growing importance of making these systems easier to work with over time.

About Voiso

Voiso is a provider of contact center software. Its platform includes predictive dialing, speech analytics, omnichannel communication, and real-time dashboards designed to support customer interaction management across multiple industries.

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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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