



## **Voiso Highlights the Growing Need for AI-Powered Contact Center Technology Built for Modern BPO Growth**

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As the BPO industry evolves beyond cost efficiency, Voiso emphasizes the importance of technology that helps outsourcing providers improve productivity, prove value, strengthen client trust, and scale smarter.

Limassol, Cyprus, August 14th: Voiso, a global AI-powered contact center software provider, is highlighting the growing need for contact center technology that supports the changing demands of the BPO industry.

As business process outsourcing companies continue to manage high-volume customer communication across multiple clients, markets, languages, and service lines, Voiso believes the next stage of BPO growth will be defined by the ability to combine scale with quality, visibility, and measurable business value.

For years, BPOs were often evaluated mainly through the lens of cost efficiency. Today, that view is changing. Companies are no longer looking only for outsourced teams that can handle more calls, messages,

or tickets. They are looking for partners that can protect brand reputation, improve customer experience, provide clear reporting, and deliver measurable outcomes.

“The BPO industry is changing fast, and the commercial expectations are rising with it,” said Sinan Aksoz, Business Development at Voiso. “BPOs are not only selling capacity anymore. They are selling trust, quality, visibility, and the ability to represent a client’s brand at scale. That means they need technology that helps them prove value, not just handle volume.”

The global BPO market continues to expand, creating major opportunities for providers that can differentiate beyond price. As customer expectations rise, BPOs are being asked to deliver stronger service quality, better visibility, multilingual support, faster response times, and more intelligent customer engagement across channels.

Voiso believes that AI-powered technology will play a key role in helping BPOs meet these expectations. Rather than replacing human agents, Voiso sees AI as a way to support and amplify agent performance, helping teams reduce repetitive work, improve routing, analyze conversations at scale, identify coaching opportunities, and surface insights that improve customer outcomes.

“For BPOs, the future is not people or AI. It is people supported by AI,” added Aksoz. “A trained agent already has the customer’s attention. The goal is to make that agent more prepared, more informed, and more effective in the moments that matter.”

Voiso’s AI-powered contact center platform is designed to support BPO teams that need to manage complexity without losing control. The platform brings together AI Predictive Dialer, Local Caller ID, Omnichannel communication, AI Speech Analytics, Flow Builder, real-time dashboards, CRM integrations, and automation tools to help teams improve productivity and performance across the full customer journey.

For outbound sales, lead generation, recovery, and retention campaigns, Voiso’s AI Predictive Dialer helps agents spend less time waiting and more time speaking with real prospects and customers. For teams operating across different regions, Local Caller ID helps improve answer rates by making outbound calls feel more familiar and relevant to customers.

Voiso’s Omnichannel Contact Center brings conversations across voice, SMS, web chat, WhatsApp, Facebook Messenger, Instagram DM, Telegram, and Viber into one connected experience. This helps agents maintain context across channels and reduces the friction caused by disconnected tools.

Voiso’s AI Speech Analytics gives supervisors and managers greater visibility into customer conversations at scale. With transcription, sentiment analysis, summaries, keyword tracking, and performance insights, BPO

teams can move beyond limited manual call sampling and identify coaching opportunities more consistently.

Flow Builder allows teams to create smarter routing, IVR flows, self-service journeys, and automation that reduce repetitive work and help customers reach the right destination faster. Real-time dashboards help leaders monitor live performance, identify issues earlier, and make decisions while operations are still in motion.

According to Voiso, these capabilities are especially important because technology is becoming part of the BPO sales conversation. Clients increasingly want to understand how campaigns will be managed, how performance will be measured, how customer conversations will be analyzed, and how quickly the BPO can adapt when needs change.

“Technology is no longer just an internal operations decision for BPOs,” said Aksoz. “It is part of how they compete. The right platform helps BPOs walk into client conversations with more confidence, stronger reporting, and a clearer value proposition.”

Voiso believes the next chapter of BPO will be defined by providers that can prove quality at scale. Clients increasingly want evidence of productivity gains, service quality, response performance, coaching improvements, and campaign outcomes. BPOs that can provide this visibility will be better positioned to win trust, retain clients, and grow in a more competitive market.

By combining AI-powered tools with a human-first approach, Voiso aims to help BPOs reach for more: more productivity, more visibility, more client confidence, and more consistent customer experiences.

“The strongest BPOs are not only handling conversations,” added Aksoz. “They are helping brands earn trust, grow smarter, and create better customer experiences at scale.”

## About Voiso

Voiso is a global AI-powered contact center software provider helping businesses create better customer conversations across voice and digital channels. With Omnichannel communication, AI Predictive Dialer, AI Speech Analytics, Flow Builder, real-time dashboards, CRM integrations, and automation tools, Voiso helps sales and support teams improve productivity, visibility, and customer experience.

Voiso’s mission is simple: Every interaction, a human connection.

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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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