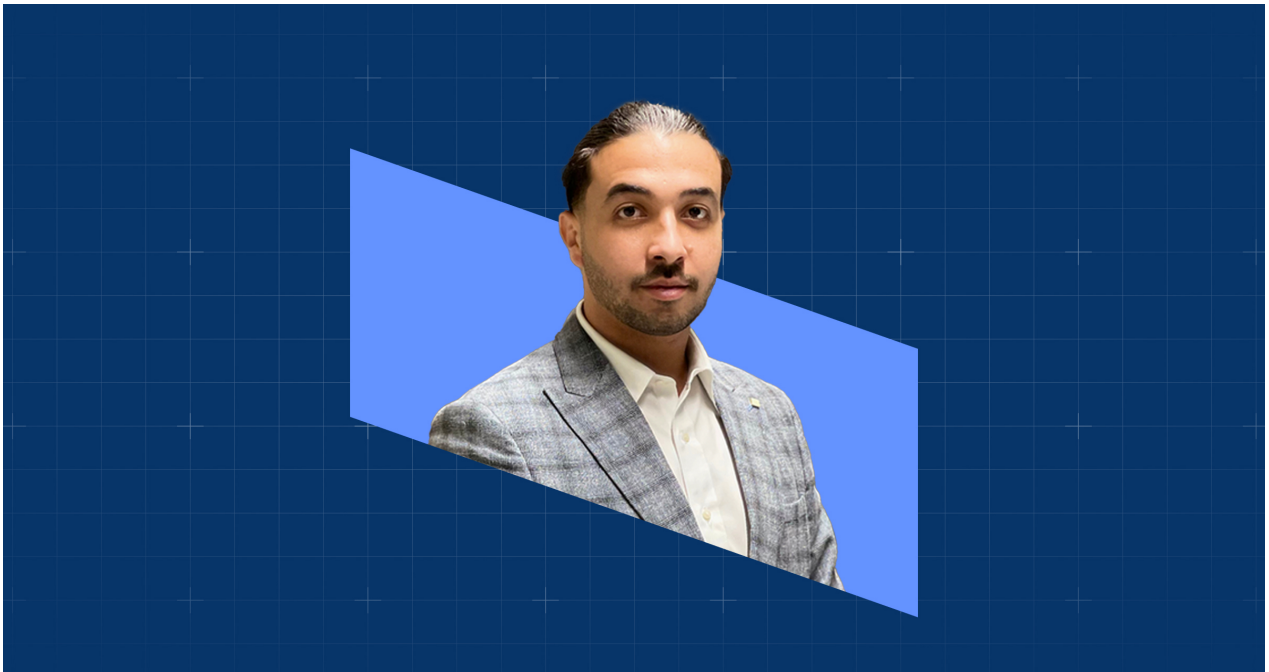




Voiso Highlights the Growing Need for AI-Powered Contact Center Technology Built Around BPO Operations

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Voiso emphasizes how modern BPOs can improve productivity, visibility, and service quality by combining human expertise with AI-powered contact center tools.

Voiso, a global AI-powered contact center software provider, is highlighting the growing need for contact center technology that supports the real operational demands of business process outsourcing companies.

As BPOs continue to manage high-volume customer conversations across multiple clients, markets, languages, and service lines, Voiso believes that the next stage of BPO growth will be defined by the ability to combine scale with quality. The company emphasizes that BPOs no longer need technology that simply helps them handle more interactions. They need platforms that help them improve performance, protect client reputation, and create more consistent customer experiences.

“BPOs operate under a level of pressure that is often underestimated,” said Mahmoud Ouf, Customer Success Manager at Voiso. “They are not only managing calls, messages, and tickets. They are representing the brands that trust them. That means technology has to support speed, visibility, quality, and human judgment at the same time.”

The BPO market has historically been associated with cost efficiency and operational scale. However, customer expectations have changed. Companies now expect BPO partners to deliver measurable outcomes, stronger customer experiences, higher service quality, faster response times, and clearer reporting. This shift is increasing the need for contact center platforms that help BPOs manage both volume and complexity.

Voiso supports this need through an AI-powered contact center platform built to help sales and support teams operate with greater clarity and control. Its capabilities include AI Predictive Dialer, Omnichannel communication, Local Caller ID, AI Speech Analytics, Flow Builder, real-time dashboards, CRM integrations, and automation tools.

For BPOs running outbound sales, lead generation, retention, or recovery campaigns, Voiso’s AI Predictive Dialer helps reduce idle time and connect agents with more live conversations. This allows teams to improve productivity without relying only on additional headcount.

For BPOs operating across multiple markets, Voiso’s Local Caller ID and global reach help outbound teams improve contact rates by making calls feel more familiar and relevant to customers in different regions.

For teams managing communication across voice and digital channels, Voiso’s Omnichannel capabilities bring customer conversations across voice, SMS, web chat, WhatsApp, Facebook Messenger, Instagram DM, Telegram, and Viber into a more unified workspace. This helps agents maintain context and reduces the friction caused by disconnected tools.

Voiso’s AI Speech Analytics gives supervisors and managers greater visibility into performance at scale. With call transcription, sentiment analysis, summaries, and keyword tracking, teams can move beyond limited manual call sampling and gain a clearer understanding of customer conversations, agent performance, quality trends, and coaching opportunities.

Flow Builder allows BPOs to create smarter routing, IVR flows, self-service journeys, and automation that reduce repetitive work and help customers reach the right team faster. Real-time dashboards give leaders the ability to monitor performance while operations are live, helping them respond faster to changing conditions.

According to Voiso, this combination of capabilities is especially important for BPOs because their work is

rarely simple or linear. Many BPOs support different clients, industries, regions, languages, and campaign types at the same time. They need flexibility, reliable voice performance, clear reporting, and tools that help supervisors maintain quality across large teams.

“BPOs do not need isolated features,” added Ouf. “They need an operating layer that helps agents, supervisors, and leaders deliver for their clients every day. The right platform should make teams faster, more informed, and more consistent without removing the human connection from customer experience.”

Voiso also emphasizes that Customer Success plays a critical role in helping BPOs generate value from technology. The company works with teams to understand their workflows, campaign goals, reporting needs, client expectations, and operational structure. This approach helps BPOs configure the platform around the way their teams actually work, rather than forcing operations into a rigid setup.

The company believes the future of BPO is not about replacing people with technology. Instead, it is about using AI to amplify human performance. AI can help with speed, visibility, automation, analytics, and scale, while agents continue to bring empathy, judgment, and brand understanding to the moments that matter most.

“As AI becomes more embedded in customer experience, the strongest BPOs will be the ones that can prove quality, not just promise capacity,” said Ouf. “They will be able to show clients how conversations are handled, where performance is improving, and how technology is helping their people deliver better outcomes.”

Voiso’s continued focus on BPOs reflects its broader mission to help customer-facing teams create better conversations across every channel. By combining AI-powered tools with a human-first approach, Voiso helps BPOs improve productivity, strengthen customer experience, and operate with greater confidence.

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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