

Brochure

Transform Customer Interactions with Intelligent Voice AI Agents for Enterprises



Introduction

Voicing AI is an advanced conversational voice AI platform designed to automate customer interactions with human-like AI voice agents capable of taking real-time actions. It seamlessly integrates with enterprise systems to handle inbound and outbound calls and understand their queries. It also takes instantaneous actions and updates knowledge bases, delivering personalized, scalable, and responsible AI-driven communication.

Business Challenges

Organizations face multiple challenges in managing customer interactions effectively, such as:

01

High operational costs due to staffing, turnover, and training expenses

02

Scalability issues in providing 24/7 support across geographies

03

Data entry errors and miscommunication in manual contact centers

04

Inconsistent Customer Experiences across different human agents

05

Limited personalization leading to lower customer satisfaction



Our Solution

Voicing AI enhances customer engagement by combining advanced conversational voice AI with human-like voice interactions.

Improved Response Time (ART)

Reduce ART (Average Resolution Time) by quickly re-directing calls and providing AI-powered responses

Scalability

Handle high call volumes efficiently, helping businesses scale without significantly increasing costs

Intelligent Virtual Assistants

Provide seamless interactions, leading to a frictionless customer experience



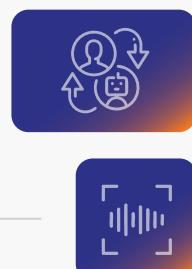
Cross-Platform Integration

Offer accurate and coordinated support across various channels



Sentiment Analysis

Analyze voice data to identify customer emotions and take proactive actions



Key capabilities include



Multilingual Capabilities

Support more than 30 languages, ensuring that customers can use their native language



Connect to Your Ecosystem

AI-driven applications run 24/7, allowing users to access support anytime

Human-like Interaction

Chatbots respond in a natural manner, enhancing the customer experience



Benefits

- **Rapid deployment:** Configure and go live in less than **3 weeks**
- **Secure data handling:** Ensures complete data privacy with no external usage
- **Cost efficiency:** Reduces operational costs by up to **3x** while increasing productivity **20x**
- **Multilingual support:** Engages customers in **30+** languages for seamless interactions
- **Faster resolutions:** Accelerates ticket resolution speed by **4x**
- **AI-driven insights:** Provides real-time analytics to enhance human agent performance
- **Expanded engagement:** Increases customer touchpoints while lowering costs



Here are some use cases of Voice AI across various industries



Healthcare

- Schedule Appointments
- Post-Operation Patient Care
- Insurance/Medical Queries & Follow-ups



BFSI

- New Offers
- Account Related Queries and Actions
- Loan and Credit Card Processing



Retail

- Personalized Offers
- Order Related Queries
- Relationship Building



Telecom

- Customer Queries
- Billing/Account Related Tasks
- Plan Upgrades



News & Media

- Voice-based News Search
- Personalized News Delivery
- Automated News Summary



Airlines

- Upgrading & Personalized Offers
- Re-scheduling Flights
- Membership Enrollment

Success Stories

A Leading Bank Exceeding \$100 Billion Market Value:

Improved CSAT to **81%**, reducing Level 2 call transfers by **50%**



North America's Leading Airline:

Achieved **75%** First Contact Resolution (FCR) with Voicing AI handling **1,600** calls per day



Why LTIMindtree?

Voicing AI is more than just an automation tool—it's a game-changer in enterprise voice interactions. By integrating **Conversational Voice AI** with real-time data access and multilingual capabilities, we help businesses reduce operational costs, enhance customer satisfaction, and drive efficiency at scale. Our deep expertise in AI-driven transformation ensures seamless deployment, enabling enterprises to modernize customer engagement without disruption.

With a proven track record in AI innovation and a commitment to responsible AI, LTIMindtree delivers scalable, secure, and personalized voice solutions that redefine customer experiences. The future of enterprise **Conversational Voice AI** is here—let us help you harness its full potential.

Get in Touch

Are you curious about how Voicing AI can help you manage contact center operations? Email us at pn.aiops@ltimindtree.com

About LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.