

BROCHURE

Strategic AI Voice Intelligence for Modern Enterprises

Human-like Conversations.
Enterprise-Grade Outcomes.



Executive Summary

Organizations are at a critical juncture as legacy human-dependent communication models struggle to scale personalization, speed, and consistency. This urgency is reflected in the market: the voice AI agent space is expected to grow from **\$2.4B in 2024 to \$47.5B by 2034**, with conversational AI projected to eliminate **\$80B in contact center labor costs by 2026**. Rapid VC investment and enterprise adoption signal a clear shift toward AI voice agents that can automate high-volume interactions, deliver context-aware experiences, and integrate seamlessly with enterprise systems—addressing persistent challenges around rising operational costs, slow response cycles, and the lack of real-time intelligence needed to deliver consistent, personalized customer experiences at scale.

Enterprises globally are rapidly adopting AI voice agents. Birlasoft is ideally placed at this inflection point to redefine customer engagement. Our AI Voice Agents are enterprise-ready conversational solutions that automate high-volume voice interactions at scale while delivering empathetic, context-aware experiences. They integrate seamlessly with enterprise systems to improve customer experience, operational efficiency, and business agility. These agents leverage real-time speech-to-speech multimodal LLMs, advanced language understanding, AI orchestration, and robust guardrails and evaluation pipelines.

WHY VOICE AGENTS, WHY THEY MATTER NOW

Voice agents sit at the intersection of reach, responsiveness, and economics. They consistently achieve **35-55% response rates**, far outperforming email and web surveys, while scaling without the labor and cost constraints of human calling. Enterprises now run AI voice interactions at **\$0.20–\$0.50 per call**, delivering a 25–40× cost advantage over human agents. With 80%+ containment for Tier-1 use cases and measurable CSAT gains, voice has moved from experimentation to a proven, enterprise-scale channel for real customer resolution"

Typical Business Outcomes

Reduce operational costs by approximately **30–50%** through automating routine customer conversations with AI-driven systems efficiently.

Improve customer experience with natural, human-like **24/7** conversations, using AI-powered call routing to cut wait times **60–80%**.

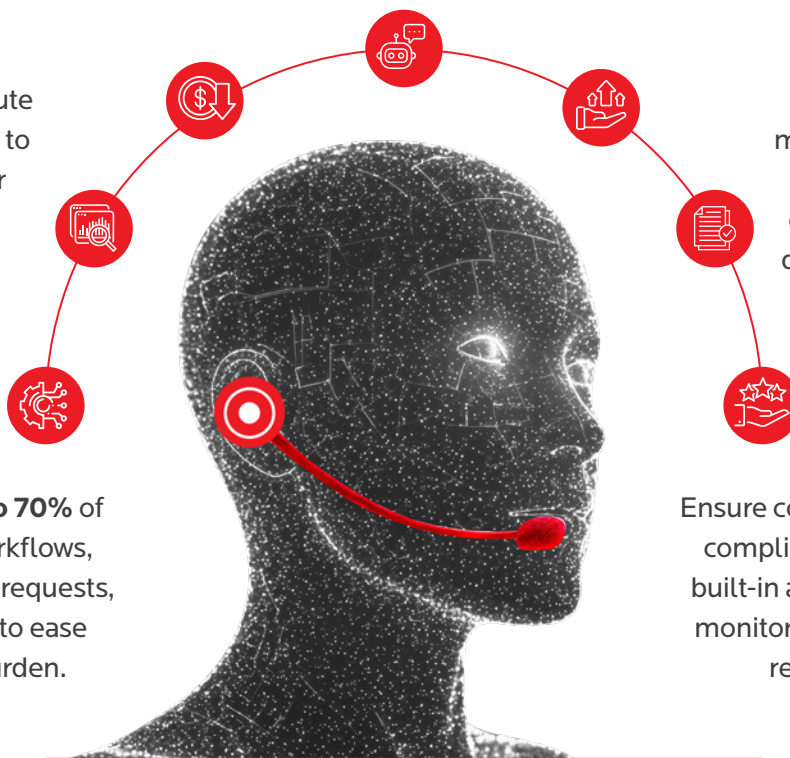
Increase productivity by implementing seamless system actions across CRM, ERP, service departments, and custom enterprise tools.

Improve fraud detection and dispute resolution, leading to better (use better word) first-call resolution rates.

Streamline order management and maintenance triage to enhance routine query handling and directly improve cost efficiency.

Automate **40% to 70%** of high-volume workflows, including queries, requests, and follow-ups, to ease operational burden.

Ensure consistent quality and compliance by leveraging built-in analytics, sentiment monitoring, and transcripts ready for audit.



Our Value Proposition & Offerings

Our Solution

Birlasoft's AI Voice Agents deliver voicefirst, humanlike conversations that automate customer interactions endtoend at scale. Powered by agentic intelligence, the solution listens and understands intent in real time, adapts tone using sentiment awareness, and autonomously thinks, plans, and acts across enterprise workflows.

Designed for highvolume environments, it supports multilingual and accentagnostic interactions while integrating seamlessly with core enterprise systems. With secure cloud or hybrid deployment and intelligent escalation when required, AI Voice Agents reduce wait times, lower operational costs, and deliver consistent, personalized customer experiences across industries.

Agent Features

1 | Human-like, real-time speech-to-speech conversations

2 | Multilingual and regional accent support at scale

3 | Multi-threaded, asynchronous sessions with isolation

4 | Intent recognition with sentiment-aware tone adaptation

5 | Context-aware dialog mgmt. with dynamic responses

6 | Real-time transcription and live agent assistance

7 | Agentic "think, plan, act" enterprise task execution

8 | Seamless enterprise system integrations for workflow automation

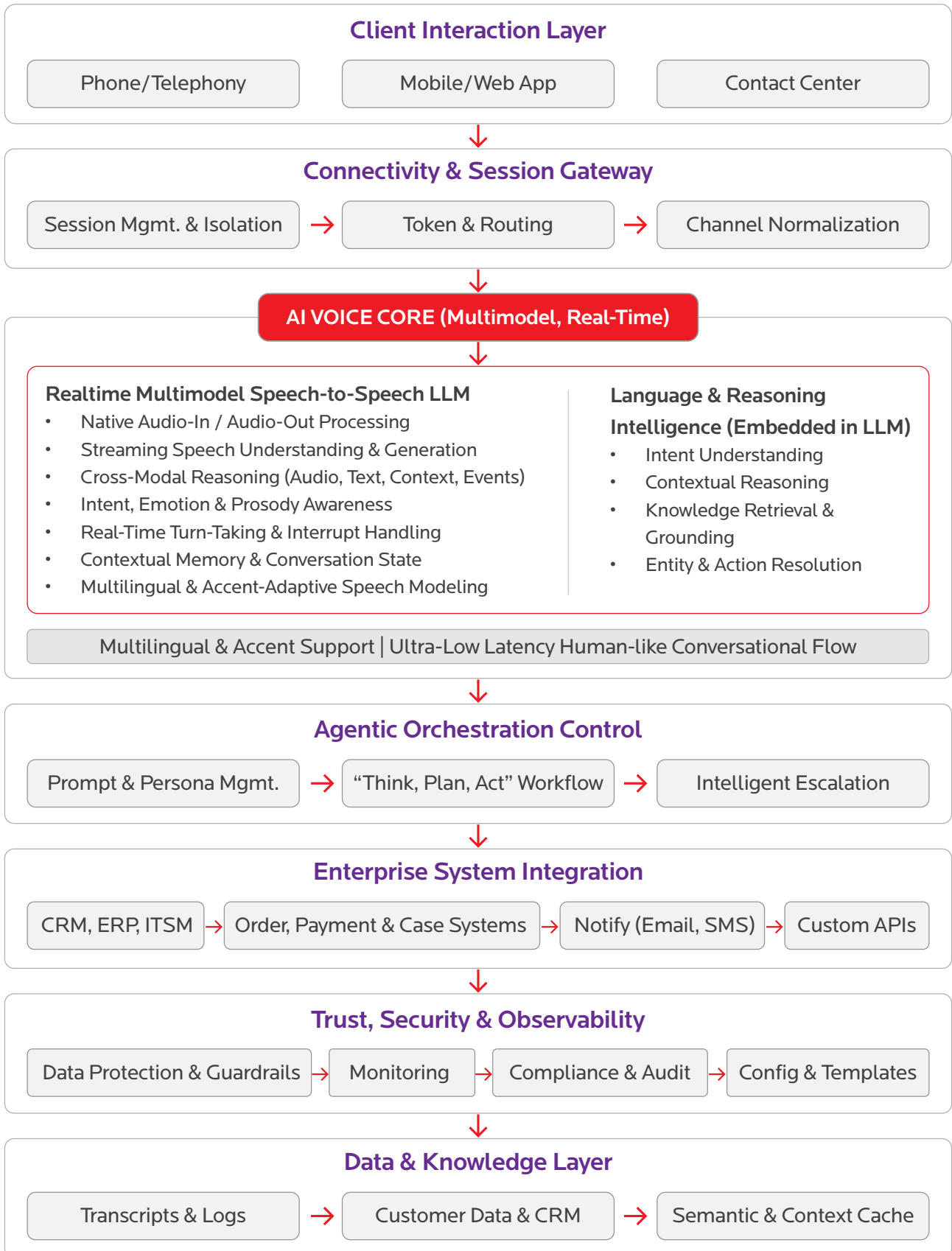
9 | Guardrails, evaluations, and controlled agent behavior

10 | Cloud-native architecture for high-volume concurrency

11 | Enterprise-grade security and regulatory compliance

12 | Intelligent escalation with summarized human handover

Solution Architecture (Illustrative)



Sample Industry Blueprints

Banking, Financial Services & Insurance (BFSI)



- Automated case setup for card dispute intake and triage.
- Screening for eligibility with predetermined questions regarding loans and subsequent instructions.
- Payment flows, transaction queries, reminders, and dues.
- Real-time voice authentication with consented tests enables proactive fraud verification.

Life Sciences & MedTech (LSS)



- Enabling the initiation of medication and the continuation of treatment.
- Collecting and sending symptom information, along with clinical intake and triage.
- Helping clinical trial participants with questions about enrollment, sending reminders, and following up.
- Automating patient engagement to boost adherence.

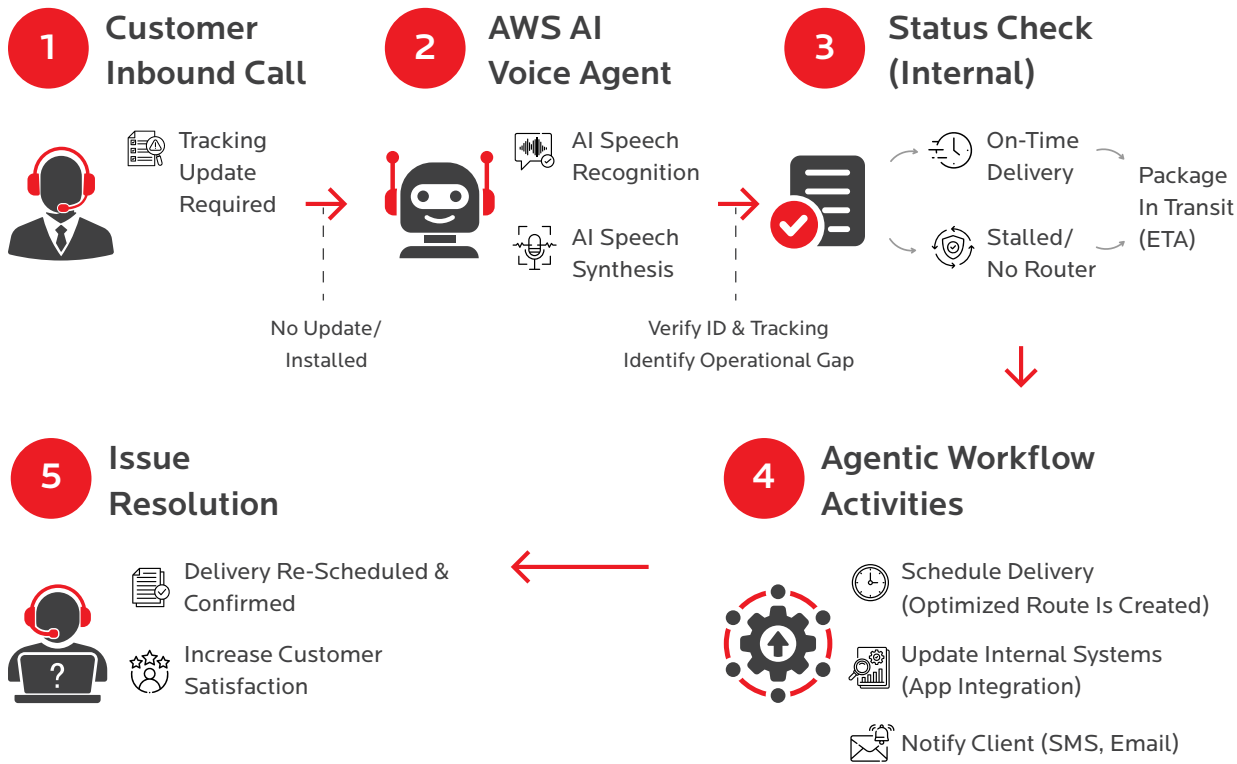
Manufacturing (MFG)



- Integrating ERP systems in real-time for order status and reordering.
- Maintaining equipment involves documenting issues and ensuring the right parts are available.
- Responding to inquiries about pricing and availability from dealers and partners.
- Minimizing downtime by streamlining problem-solving and repairs.

Use Case In Action (Illustrative)

Multicloud AI Agentic Voice Resolution for Stalled Tracking



Why Birlasoft

- **Agentic AI Expertise:** Proven “Think, Plan, Act” architecture that goes beyond basic voice bots to deliver autonomous outcomes
- **Enterprise Grade Integrations:** Deep experience integrating with core business systems for real, end to end automation
- **Industry Ready Use Cases:** Pre built patterns across BFSI, Life Sciences, Manufacturing, Logistics, Energy & Utilities, and Hi Tech
- **Cloud Native & Secure by Design:** Built for scale with robust guardrails, evaluations, and session isolation
- **Outcome Driven Approach:** Focused on measurable business impact—cost reduction, speed, and customer confidence

Partner with Birlasoft to build the future of intelligent voice automation. Let's begin your transformation journey today. Request a working demo and a two-week feasibility sprint focused on your to 2-week intents.

Empowered by Innovation

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CKA Birla Group, Birlasoft with its 12,000+ professionals, is committed to continuing the Group's 170 year heritage of building sustainable communities.

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RESOURCES