

Voice AI agents for efficient & transformative CX

Transform every customer interaction with our patent-pending speech-to-speech (S2S) model



When human and AI voices converge, CX magic happens

Voice interactions are central to customer experience, customer care and enterprise automation. Yet, most Voice AI platforms still rely on two-stage systems (speech-to-text + text-to-speech), which introduce latency, weaken context, and sound robotic. At most, they can achieve speed (speech recognition), or intelligence (real-time empathetic responses), or omnichannel journeys (seamless context transfer and orchestration across channels), but never deliver on all three.

Voice AI market projections

is exploding from **USD 2.4¹Bn** in 2024 to

USD 47.5¹ billion by 2034 (~34.8% CAGR)

Voice assistants market

is expected to reach from **USD 7.35²Bn** in 2024 to

USD 33.7² billion by 2030 (~26.5% CAGR)

Voice AI infrastructure

is projected to top from **USD 5.4³Bn** in 2024 to

USD 133.3³ billion by 2034 (~37.8% CAGR)

Forward-looking enterprises are already leveraging Voice AI for claims, KYC, payments, marketing, care and much more. Those who wait risk being left behind as your competitors transform customer interactions into growth engines with real-time, voice-first journeys.



Voice AI built for real enterprise outcomes

Tata Communications Kaleyra Voice AI bridges this gap with a unified, real-time speech-to-speech platform that empowers enterprises to own their brand's voice while delivering natural, secure, and outcome-driven voice interactions at scale.

Kaleyra Voice AI is the only platform that delivers **real enterprise impact**. By unifying our **patent-pending speech-to-speech Voice AI model**, **omnichannel journey orchestration**, and a **composable CDP**, it enables **ultra-low latency**, **emotionally intelligent**, and **personalised customer interactions**. It offers a simplified, no-code/low-code architecture for quick and easy deployment, along with best-in-class reasoning to power naturally intelligent voice conversations. Kaleyra Voice AI seamlessly integrates across your existing channels and enterprise workflows, transforming Voice AI from a pilot into a growth engine.

1 Source: Market.us
2 Source: Verified Market Research
3 Source: Market.us

Voice AI use cases across industries

Industry	Top use cases	Enterprise workflows impacted
 Contact centers / CX	Intelligent IVR replacement, customer service automation, 24X7 support, agent assist, survey & feedbacks, call summarisation & analytics	Customer care, compliance, CX analytics
 Banking, financial services & insurance (BFSI)	Authentication & verification, payments & transactions, claims processing, fraud detection, sentiment analysis, call recording & transcription	Payments, KYC, claims, risk & compliance
 Healthcare & pharma	Patient support (appointments, reminders), voice triage, post-care follow-ups, clinical data capture for EMR	Patient care, compliance, data capture
 Retail & E-commerce	Order tracking & returns, personalised recommendations, voice commerce, loyalty & promotions	Commerce, payments, marketing campaigns
 Travel, hospitality & logistics	Bookings & reservations, flight/hotel updates, smart logistics (delivery confirmations), concierge services	Bookings, customer care, logistics
 Enterprise operations	HR voice bots (leave, payroll, onboarding), IT helpdesk automation, field workforce support, meeting notes & action extraction	Employee care, productivity, workflow automation


Why choose Tata Communications Kaleyra Voice AI?





- **Unified Speech-to-Speech model**
Our patent-pending S2S model eliminates clunky pipelines by merging understanding and generation for human-like, no-lag interactions
- **Real-time, low-latency**
Responds instantly, even mid-utterance, with robust noise cancellation and multi-language/accent support
- **Enterprise-ready and secure**
Designed for privacy and compliance (compliant with GDPR, HIPAA, RBI, DPDP and more), with deployment options across cloud, on-premises, or hybrid environments
- **Customisable and scalable**
Adaptable to any domain, accent, or brand voice using lightweight LoRA adapters without heavy retraining
- **Actionable conversations**
Goes beyond intent by integrating with APIs to complete tasks, trigger workflows, and deliver measurable business outcomes


Technical highlights

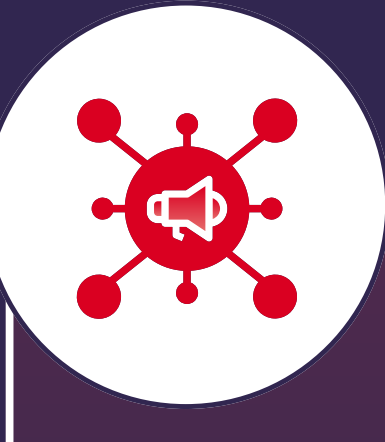
Our **patent-pending multi-agentic speech-to-speech (S2S)** AI model supports **40+ languages** and delivers enterprise-grade **performance, security, and scalability**. It unifies advanced AI with real-world functionality to power **seamless, personalised, outcome-driven customer interactions**.

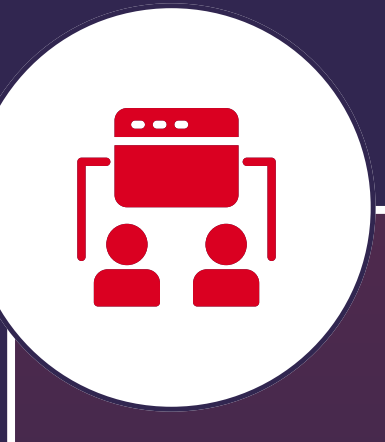
**Ultra-low latency**
Real-time responses <500ms


**Flexible voice control**
Speech-to-speech & speech-to-text with brand-ready TTS


**Emotional intelligence**
Context-aware, tone-detecting interactions

**Live personalisation**
Integrates CDP and journey orchestration in real time

**Omnichannel campaigns**
Maintains context across channels with smart handoff

**Multi-modal engagement**
Voice + text works simultaneously

**Function calling & automation**
Directly connects to enterprise systems like CRM, HRMS, payments and more

**Scalable deployment**
200+ concurrent users per node with auto-scaling and multi-tenancy

Real-world impact

A global insurance leader deployed **Kaleyra Voice AI** as a customer service assistant for:



Reducing average call handling time by 30%



Improved customer satisfaction scores



Ensuring compliance while adapting to regional accents and complex workflows

Why act now?

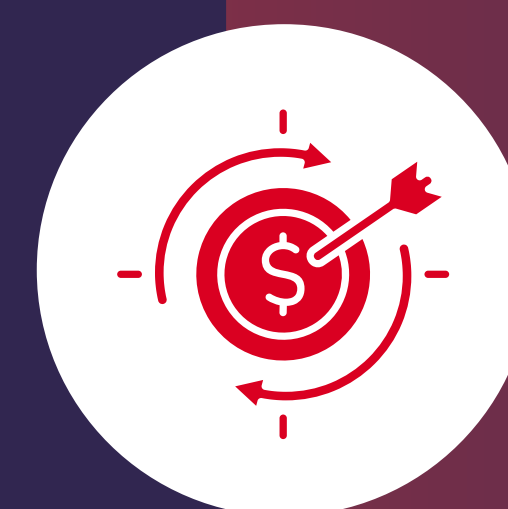
Across industries, **peers are already unlocking next-gen CX with Voice AI** replacing outdated IVRs, scaling personalised services, and reducing operational costs. Every moment without it is a moment where:



Customers face friction that competitors have already eliminated



Agents spend extra time on manual tasks that your peers have automated



New revenue opportunities remain untapped

Take the leap

Tata Communications Kaleyra Voice AI is not just about better conversations; it's about **keeping pace with an AI-driven world**. While market leaders are already reaping the benefits of intelligent, speech-to-speech automation, organisations that delay, risk being left behind.

The future of CX is happening now.
Whether you lead it, or chase it, is your choice!

Unlock the future of enterprise Voice AI interactions with **Kaleyra Voice AI**.

[Schedule a no-obligation consultation](#)