



Tata Communications **Kaleyra CCaaS**

One Strategic Partner. Global Compliance. Exceptional CX.

Cloud is Here. The Future is Intelligent.

The growing demand for cloud-based contact centres

The contact centre market is in the midst of a seismic shift. By 2027, over 65% of enterprises will have migrated from on-premise to cloud contact centres¹, driven by customer demand for personalised, self-service, and omnichannel engagement. Today, 80% of customers say the experience a company provides is as important as its products², and 90% of consumers expect consistent interactions across channels³.

At the same time, AI is becoming the new standard.

95%

of all customer interactions will be AI-powered by 2035⁴

Contact centres using AI see a

25%

boost in customer satisfaction scores

Up to

40%

cost savings⁵

With digital-first expectations rising, the stakes for transformation have never been higher.

What's driving the evolution of contact centres?

- ✓ Cloud-First CCaaS
- ✓ Agentic AI
- ✓ Humanlike Voice AI
- ✓ Omnichannel Orchestration
- ✓ Predictive CX
- ✓ Real-Time Agent Assist
- ✓ Data Privacy & Ethical AI
- ✓ IoT-Triggered Support



Transforming Contact Centres. Empowering Experiences.

With Tata Communications Kaleyra, you have the freedom to design a contact centre that truly fits your business whether hosted by us, powered by our trusted partners, or deployed in a hybrid model. Backed by Kaleyra.ai and our global network, we deliver the intelligence, scalability, and flexibility to transform customer journeys while reducing costs and driving long-term growth.

Tata Communications Solutions



Kaleyra CCaaS

It is a global, multi-tenant, cloud contact centre solution that enhances customer and employee experiences. Flexible, scalable, and compliant, it accelerates time to market and simplifies operations.

Kaleyra CCaaS integrates with Microsoft Teams, CRMs, and enterprise platforms to unify communications and workflows.

Tata Communications partners by combining network, voice, and front-end technologies to deliver seamless, omnichannel engagement.



Kaleyra TX Hub

It is an intelligent, over-the-top interaction layer that improves customer and agent experiences across contact centre systems. A unified interface delivers Total Experience (TX) by integrating tools, channels, and data.

Powered by AI-driven sentiment analysis and real-time intelligence, Kaleyra TX Hub streamlines workflows, guides conversations, and improves outcomes.



Kaleyra Managed Services

It is a Managed Services solution that transforms how enterprises run contact centres, enhancing interactions and driving higher NPS scores.

With AI and automation, it streamlines operations, reduces manual effort, and scales services efficiently.

This innovation helps businesses deliver seamless, intelligent experiences while optimising performance and customer satisfaction.

Partner hosted solutions



Amazon Connect by Tata Communications

A 'born in the cloud', purely usage-based solution with no commitment, hosted by AWS and managed by Tata Communications.



Webex Contact Centre powered by Tata Communications

A unified, omnichannel contact centre solution for large enterprises migrating their on-premise Cisco infrastructure to the cloud.



NiCE CXone powered by Tata Communications

Accelerate your CX transformation with NICE CXone powered by Tata Communications delivering intelligent automation, operational agility, and exceptional customer experiences worldwide.



Genesys Cloud CX™ powered by Tata Communications

An all-in-one cloud contact centre solution hosted on Genesys and managed by Tata Communications, unifying customer and agent experiences across channels.

Speech-to-Speech Voice AI for Next-Generation Contact Centres

Transform customer engagement with AI Workers that can autonomously handle customer requests, execute business processes, and collaborate with human agents when needed. Designed for enterprise environments and compatible with the contact centre platform of your choice, our Speech-to-Speech Voice AI enables organisations to automate routine interactions, improve service efficiency, and deliver connected customer experiences at scale.

Key Highlights

- Ultra-Low Latency, Human-Like Conversations
- Context-Aware Intelligence & Advanced Reasoning
- Enterprise-Grade Security & Governance
- Enterprise Workflow Integration
- 40+ Language Support
- Seamless AI-to-Agent Handoff

Multiple solutions, one powerful partner

Offering a range of tailored solutions under one roof, you can choose from the leading cloud-based contact centre solutions, from some of the most powerful providers in the market. And because it all comes under the umbrella of our Contact Centre as a Service, you can expect seamless migration, robust security and dedicated support, as standard.



Increased Efficiencies with a Dedicated Helpdesk –

Our trained contact centre helpdesk offers expert guidance in monitoring service levels, abandoned call ratios, inbound/outbound streams and much more, helping you stay on track and avoid contact centre SLA breaches.



Lower TCO –

Moving to the cloud means reduced upfront investment, plus low operating costs versus legacy and on-premise systems.



Boost business uptime –

Thanks to our committed Quality of Service, integrated SLAs and 24/7 NOCs.



Ensure compliance –

Supported by our proven expertise in complex telecom regulations and multi-country compliance.



Our leading global logistics customer saw a 60 percent reduction in cost of ownership.



We're regularly delivering 99.9 percent availability SLAs through our managed services.



With a centralised network operations centre, and 24/7 support, our managed service professionals handle 95 percent of customer incidents.

WATCH VIDEO



How Tyger Capital's Contact Centre Transformation fueled 40% Growth

With Tata Communications Kaleyra CCaaS, Tyger Capital transformed customer interactions, improved agent efficiency, and scaled seamlessly driving 40% growth while enhancing customer satisfaction.



Enterprise grade reliability



We helped a customer set up cloud contact centres in 200+ locations across 110+ countries



We're the #1 international voice carrier with 6 billion voice minutes carried on our network every week and 12 billion voice minutes carried on our network annually



Our SIP voice coverage includes global ITFS & LNS with PSTN replacement across 28 countries, 24/7/365



We own and operate the world's largest submarine cable network, carrying 24 percent of the world's internet traffic

To take your contact centre to the cloud and unleash the experiences that will transform your business, talk to us today.