AI Led Contact Center
Transformation

Introducing LTIM – Voice X Agentic Chat & Voice Bots

Human-like, Agentic AI Voice Agents: Natural conversations, task execution, seamless integration

Industry-Leading Performance

Sub-**300ms**
Response Latency

98%+
Function Call Accuracy

>4.6
Mean Opinion Score for voice quality

Key Features & Benefits

24/7 Multilingual Voice Automation

Agentic AI Capabilities

Real-time call summarizations

Advanced Function Calling

Generative AI for Email Management

GenAI-Powered Knowledge Base

AI Skill-Based Routing

Enhanced Workforce Management

Proven Impact

10+
Fortune 2000 Enterprises have experienced successful transformations.

3x
Reduction in Operating Costs

20x
Boost in Productivity

Implementation Strategy

Modular & Cloud-Agnostic Architecture

Deployable across Azure / AWS Integration with client systems (CRMs, ERPs, Ticket, Genesys, AWS)

Phased Rollout

Discovery – Pilot – Scale Rapid, cost-effective implementation

Comprehensive Change Management

Clear view of risks & mitigations ensuring adoption

Key KPIs Tracked

ASA, AHT, CSAT/CSI, call abandonment, FCR, agent utilization, cost per call

Success Story

Global Contact Center modernization for a global leader in transfer agency and financial services

Client partnered with us to modernize shareholder support operations. With high call volumes and complex financial queries across geographies, the challenge was to reduce escalations, improve efficiency, and deliver consistent shareholder experiences worldwide.

Value Delivered

>95%+
Intent
Recognition Accuracy

>32%+
Improvement in
Containment vs Legacy IVR

0
Incidents of downtime
& Escalation Reported

Solution Highlights

AI Voice Agent Deployment: Financial voice bot with multilingual support, emotion detection, and intelligent routing integrated via SIP with Genesys.

Setup: Azure infra, language/accent finalization, Genesys API integration, dynamic call flows for 20+ intents, and STT/NLU tuning for 95%+ accuracy.

Implementation: Bot fine-tuning with live data, sentiment analysis, feedback loop, and contextual bot summaries in Genesys dashboard.

Advanced Testing & Automation: In-sprint automation, GenAI/ML adoption, and expanded coverage for non-functional testing and service virtualization.

Challenges in share transfer business...nudging digital adoption

Current challenges...

Manual dealing
- Traditional contact centers with limited automations
- Human intensive front-office and back-office operations

Regulatory Change
- Creates an administrative burden
- High cost of upgrading systems and redesigning processes

Technology
- Regulatory changes block 20-35% of the change pipeline
- Regulatory complexity due to common data warehouses

Fraud Prevention
- Identity verification & transaction monitoring
- Internal fraud risks

Data & Documents
- Manual document management process leading to incorrect data and inefficiencies

Bespoke Reporting
- Data complexity from multiple systems
- Static insights resulting delayed decisions

...drives the need for cost-effective digital solutions

AI led Customer experience centers
- Omni-channel platforms – Deflect, Eliminate and Automate – AI driven email automations
- Human like Voice AI bots driving consistent experience & hyper personalized conversation

Digital channels
- A secure, user-friendly tool, online from your mobile device or desktop to access and manage your accounts

Document Digitization
- Multi-model transformers – solving unstructured, hand- written and non-standard documents and images
- Increased STP reducing human in loop efforts

Insights to drive decisions
- Unified platform that offers data preparation, ML based insights and end user consumption

Global and Local Integration
- Adopting a model that combines global reach with local expertise

Demonstrations

Use case	Scenario	Demos	Time
Use case 1	Thomas Williams – Voice AI – Deceased transfer	Demo 1	~4:00 min
Use case 1	Thomas Williams – Data AI - Document processing	Demo 2	~2:00 min
Use case 2	Maria Gill – Voice AI – Custodial transfer	Demo 3	~4:00 min
Use case 2	Maria Gill – Data AI – Document processing	Demo 2	~2:00 min
Use case 3	Email automation for queries	Demo 4	~2:00 min
Use case 4	Thomas Doe – Voice AI - CAT bond query	Demo 5	~3:00 min

Reach out to us for more interesting conversations....

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Getting to the
Future, Faster.
Together.