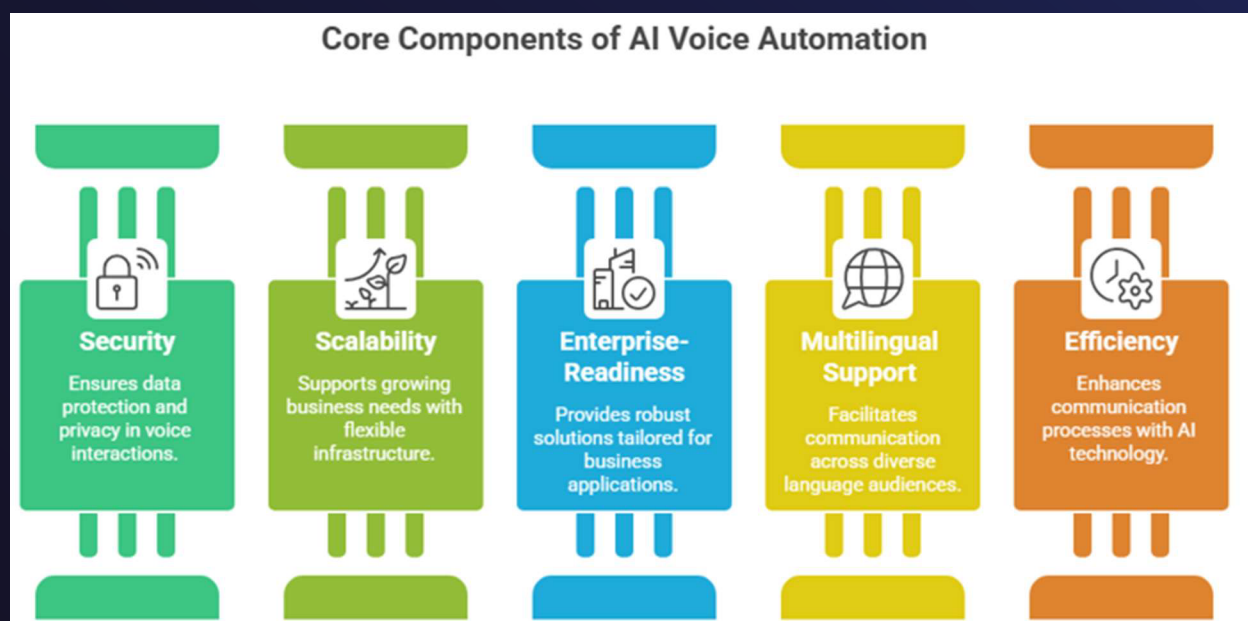




GalaxAI Enterprise AI Voice Agents

AI-Powered Multilingual Voice Automation — Secure, Scalable, and Enterprise-Ready



Overview

The **GalaxAI Enterprise AI Voice Agents** redefine customer and enterprise communication by delivering **natural, multilingual voice interactions** that are secure, scalable, and enterprise-ready. Unlike rigid IVR systems, GalaxAI voice agents use advanced **conversational AI** to understand and respond in **English, Arabic, Urdu, and other local languages** — with the ability to train custom models for regional dialects.

With **on-premises (VoxEnt platform)** and **cloud deployment options**, GalaxAI ensures enterprises can adopt **AI-driven voice automation** without compromising **data sovereignty, compliance, or customer experience**.



Key Features



Multilingual Voice Support

Fluent in **English, Arabic, Urdu**, and adaptable to other **regional/local languages**, ensuring inclusive customer engagement.



Custom Language Training

Enterprises can **train voice agents** to handle **local dialects, domain-specific vocabularies, and cultural nuances**, creating truly personalized interactions.



Conversational AI Beyond IVR

Natural, human-like voice conversations that go beyond menu-based systems — customers simply speak, and GalaxAI understands.



On-Prem or Cloud Deployment

- **On-Prem (VoxEnt):** For maximum control, sovereignty, and compliance.
- **Cloud Voice Agents:** For flexibility, scalability, and rapid rollouts.



Enterprise-Grade Security & Compliance

Built to be **GDPR-ready** and compliant with **ISO 27001, SOC 2, HIPAA** and other international standards.



Seamless Enterprise Integration

Connects voice agents with CRMs, ERPs, ITSMs, and ticketing systems to provide **action-oriented voice automation**.



Voice Analytics & Monitoring







Real-time analytics on **call intent, customer satisfaction, resolution times, and agent performance**.



Omnichannel Alignment

Voice agents extend seamlessly into **WhatsApp, SMS, Web, and Enterprise Apps** for consistent engagement.

Benefits to Enterprises

-  **Multilingual Reach:** Serve customers in **English, Arabic, Urdu, and local dialects**, ensuring inclusivity.
 -  **Smarter CX:** Deliver personalized, conversational support at scale.
 -  **Data Sovereignty:** Choose **on-prem deployment** to keep sensitive data within enterprise boundaries.
 -  **Cost Reduction:** Automate high-volume voice interactions, reducing reliance on human agents.
 -  **Cultural Relevance:** Localized, contextual conversations build stronger customer trust.
 -  **Industry Agility:** Ready for BFSI, healthcare, telecom, retail, utilities, and government use cases.
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Use Cases Across Industries

- **Banking & Finance:** Multilingual balance inquiries, fraud alerts, KYC verification, and loan services.
- **Healthcare:** Patient scheduling, medication reminders, and local-language health guidance.



- **Government & Public Services:** Citizen helplines in **regional languages** for inclusivity.
- **Telecom & Utilities:** Automated bill payment, outage reporting, and multilingual support.
- **Retail & E-commerce:** Order management, delivery updates, and localized customer engagement.
- **Enterprise Ops:** HR & IT helpdesk voice assistants in local employee-preferred languages.

Why GalaxAI?

While most platforms focus only on English cloud-based assistants, **GalaxAI Enterprise Voice Agents** stand out by offering **true multilingual voice AI**, adaptable to **local dialects** and **enterprise-specific vocabularies**, with deployment flexibility in **cloud or sovereign on-prem infrastructures**. This makes GalaxAI the **trusted platform for enterprises** that demand **secure, culturally relevant, and scalable voice automation**.

Contact Us

Bring multilingual intelligence to your customer experience with **GalaxAI Enterprise Voice Agents**. 🌐 GalaxAISolutions.com | ✉️ ceo@galaxaisolutions.com