

Technology, Products, & Platforms

Elevate Conversations with Voice AI Training

Turn generic voice models into human-like AI voice systems tailored to your enterprise



Voice is the future of digital interaction. Yet, most enterprises struggle with generic speech models that fail to meet the demands of global scale, domain-specific accuracy, and contextual intelligence. Poor speech recognition accuracy improvement, high engineering costs, and localization challenges hinder the potential of voice AI.

Hexaware's Voice AI Training Solution transforms these challenges into opportunities. By combining advanced speech recognition training with proprietary Human-in-the-Loop frameworks, we deliver realistic AI voice systems that are multilingual, contextually aware, and enterprise-ready.

Key Business Outcomes for CXOs

Scalable Intelligence:

Deploy multilingual voice AI solutions that adapt to regional nuances and accents.

Cost Savings:

Achieve higher containment rates in support functions, cutting costs and improving user satisfaction.

Improved Efficiency:

Reduce engineering burden with automated, precision-driven fine-tuning ASR models for your domain.

Risk Reduction: Ensure compliance with Responsible AI Standards while improving operational reliability.

Global Readiness: Enable seamless internationalization with robust accent adaptation and localization capabilities.

Strategic Value Proposition

Hexaware bridges the gap between generic AI and enterprise-specific needs. Our Enterprise Voice AI Solutions empower businesses to deliver natural, engaging, and accurate voice interactions at scale.



How the Solution Works

Hexaware leverages a dual-track approach to voice AI enablement:

- **Supervised Fine-Tuning:** We tailor foundational models to your domain using fine-tuning ASR models for technical terminology, acronyms, and workflows.
- **Human-in-the-Loop:** Our experts provide real-time feedback loops for speech recognition training, ensuring edge-case nuances are addressed and models are continuously optimized.

Key Capabilities

- **Realistic AI Voice:** Deliver natural, human-like voice interactions that resonate with users.
- **Multilingual Voice AI:** Break language barriers with AI trained for regional prosody, dialects, and code-switching.
- **Accent Adaptation:** Ensure seamless communication across geographies with models fine-tuned to diverse accents.
- **Speech Recognition Accuracy Improvement:** Lower error rates for complex and domain-specific conversations.

Business Impact

- **35% Reduction in Word Error Rates (WER):** Achieve higher accuracy in technical and support interactions.
- **Global Product Readiness:** Launch voice solutions across regions with deep localization and scale.
- **Operational Excellence:** Automate multi-turn conversations, reducing support costs while enhancing user satisfaction.

Enterprise Use Cases

- **Customer Support:** Improve containment rates and reduce churn with contextually intelligent, voice-first agents.
- **SaaS Ecosystems:** Enable flawless voice interfaces for next-gen platforms.
- **Global Deployments:** Overcome localization challenges with scalable, multilingual models.

Take the next step in voice AI transformation. Contact us at marketing@hexaware.com to learn how Hexaware's Voice AI Training can improve your enterprise.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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