



GVoice by GTS Group

Transforming Customer Interactions with Gen
AI-Powered Voice Automation

www.gtsg.in

Agenda

- GTS Gvoice – AI-Powered IVR Solutions
- The Problem
- Our Solution – Gen AI-Powered IVR
- How It Works
- Key Features
- Key Industries We Serve
- Competitive Advantage
- Use Cases / Success Stories & Case Studies

Challenges & Pain Points

- Customer service inefficiencies – Long wait times, high call volumes, manual handling errors, and lack of support during non-office hours lead to poor customer experience.
- Manual processes slow businesses down – Repetitive queries waste valuable agent time.
- Multilingual support is costly – Serving diverse customers requires extensive human resources.



Gen AI-Powered IVR

Our Solution



24/7 Automated Assistance

Handle customer queries anytime, anywhere.



Multilingual Support

AI-driven voice bots communicate in multiple languages.



Seamless Integration

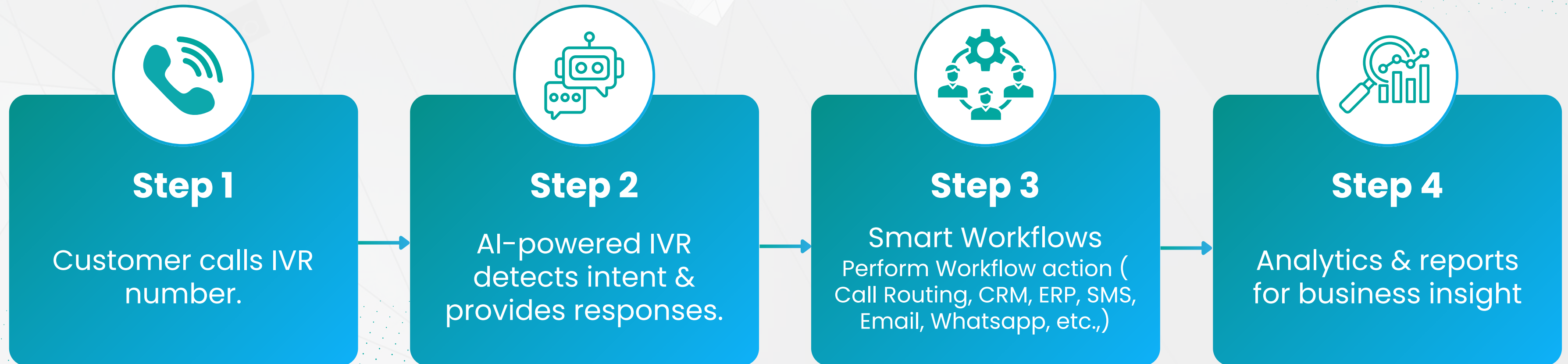
Works with CRM, ERP, SMS, Email, Whatsapp and existing telephony systems.



Cost Reduction

Reduces support costs while improving efficiency.

How It Works



Key Features

- AI-Powered Speech Recognition
- Omnichannel Support
- Smart IVR Flow Customization
- Dynamic Voice Personalization
- Sentiment & Data Analysis
- AI-Driven Fraud Detection
- Dashboard



Key Industries We Serve



Banking & Finance

AI-driven customer verification & fraud detection.



Healthcare & Telemedicine

Appointment booking & prescription reminders.



E-commerce & Retail

Automated order tracking & returns.



Educational Institutions

Student inquiries & admission processes.



Manufacturing & Logistics

Supply chain automation

Competitive Advantage



**Gen AI & NLP – powered
IVR – Smarter than
traditional IVR.**



**Customizable & Scalable
– Adapts to business
needs.**



**Omnichannel Support –
Works on WhatsApp, SMS
& voice calls.**



**Faster Deployment – Go
live within days, not
months.**

Use Cases

- Customer Support Automation
- Lead Generation & Qualification
- Survey & Feedback Collection
- Self-Service Transactions
- And Many more



Pricing & Engagement Models

Pay-as-you-go

Usage-based Pre-Paid billing

Enterprise Model

Pre-Paid Fixed pricing for large deployments.

Custom Solutions

Tailored IVR workflows.

Gen AI Powered IVR Reena – Virtual Receptionist

- **Professional & Friendly:** Greets guests warmly and provides polite, personalized assistance.
- **Comprehensive Support:** Handles inquiries on rooms, pricing, packages, dining, spa, activities, and events.
- **Engaging Conversation:** Encourages questions and smoothly guides bookings and requests.
- **Multilingual:** Supports English, Tamil, Hindi, and more for better guest comfort.
- **Empathetic Approach:** Addresses concerns with patience and reassurance.
- **Proactive Assistance:** Recommends relevant services, offers, and activities.
- **Smart Escalation:** Transfers complex or urgent issues to the right staff.
- **Clear Closure:** Recaps details, confirms bookings, and thanks the guest.



GTS Gvoice Demo Agents Deployed



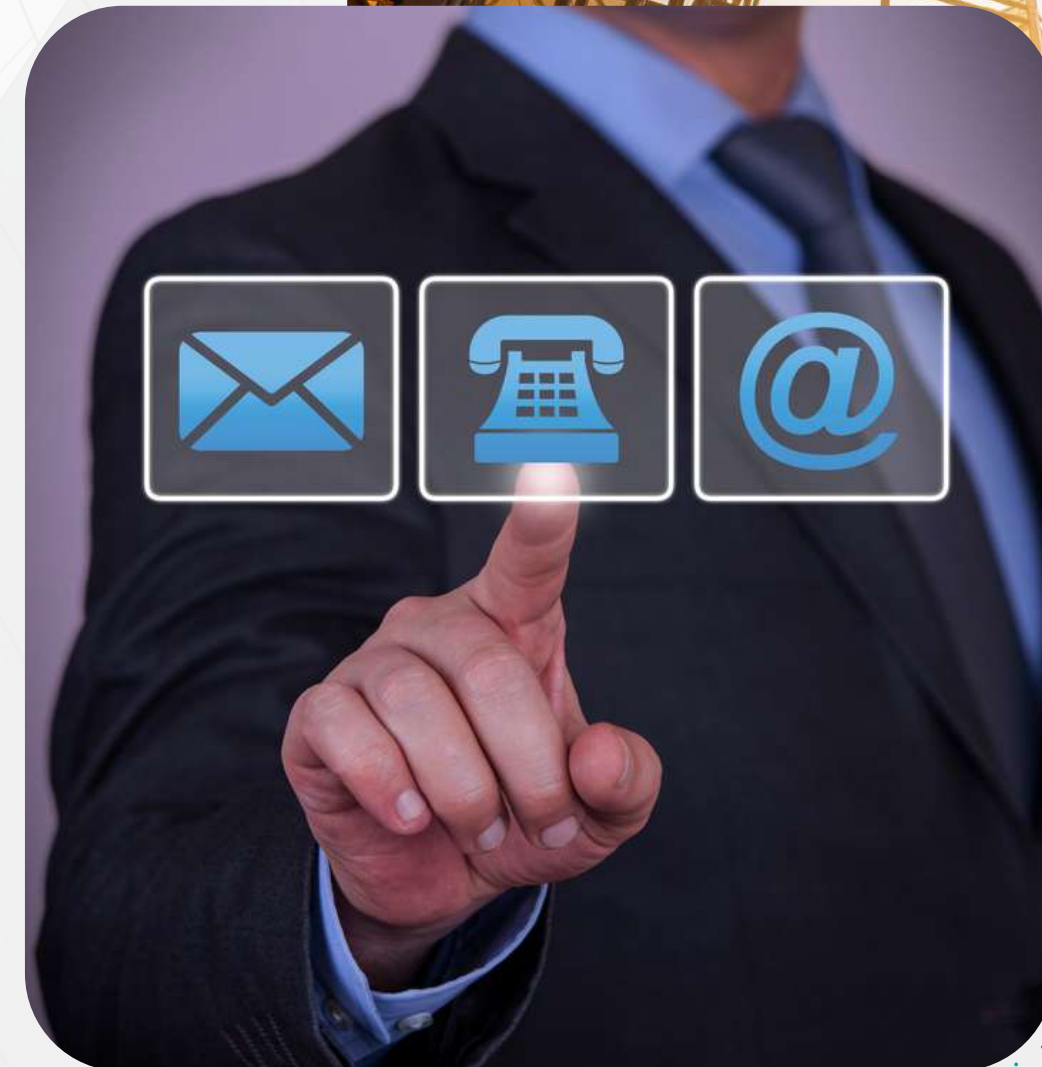
Contact Us



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Thank You

Galaxy Technology Services

Service Beyond Relationship
| Your Strategic IT Transformation Partner |

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