

LINKLIVE

Voice AI

LinkLive Voice AI allows you to automate calls using human-like, conversational AI. Built on your knowledge base and agentic AI workflows, it allows you to scale operations, answer every call in seconds and act on tasks, delivering a better customer experience within budget.



**Deliver 24/7
customer support
and outcomes with
LinkLive Voice AI**



Smarter Voice Interactions

AI agents can touch 100% of conversations, serving as your automated concierge. Conversations can be fully automated, solving simple to complex customer interactions, or serve as the frontend collector to gather information and route with full context to the best live staff. LinkLive Voice AI can act and adapt throughout the conversation, making them ideal for executing multistep work across a variety of systems. Deliver self-service with fast, accurate responses that leverage generative AI and natural language for peak efficiency.



How it Works...

Trainable, Trusted Voice AI

Train your AI agent to use secure, updated knowledge or tailored prompts for workflows. The AI adapts dynamically in real-time, learning from new info, handling inquiries, managing conversation shifts, asking clarifying questions, or seamlessly passing to a live agent.

Authentication & Fraud Prevention

Verifies callers through phone number validation, SMS multi-factor authentication, and other advanced features with trusted partners such as TransUnion and Pindrop.

Mundane to Complex Conversations

Provides fast responses to routine questions such as business hours or can fully automate complex interactions. Agentic AI allows you to connect and act on complex workflows such as scheduling or rescheduling appointments, reporting claims, and verifying accounts or resources.

Real-time Voice AI Translation

Breakdown language barriers with real-time, bi-directional translation in more than 75 languages. Customers can speak in their preferred language, while the AI agent ensures accurate responses.

Seamless Live Agent Handoff & Callbacks

Transfer to a LinkLive or third-party contact center agent with full context preserved including call summaries and caller details for a smooth hand-off. Offers estimated wait time and callbacks when queues are long, reducing customer frustration and improving the experience.

Conversation Intelligence

Delivers access to post call summaries, transcripts, and reporting dashboards for ongoing optimization. Or you can export all of the call details to your favorite business intelligence tool. Real-time dashboards provide SLA details and current capacity metrics across both automated and live agent interactions.

Customize Your AI Agent

Voice AI can be trained and customized with a name, voice, and personality to reflect your brand. With no minimums required, you pay only for what you use. Mix and match different AI modes (Speech-to-speech real-time AI, IVA or IVR) to ensure that costs remain firmly within your control.



Human-Centric, Ethical, Secure

LinkLive's Agentic AI-native customer engagement platform was built specifically for highly regulated industries. Our encryption and secure data centers have earned the stringent HITRUST r2 certification, which covers more than 50 regulations, standards, and frameworks.

More than 1,000 financial and healthcare organizations trust LinkLive to empower efficient conversations and transform customer, member, patient, and resident interactions.

Why should you choose LinkLive Voice AI

- Reduce average handle time by up to 60%
- Increase first-call resolution by up to 80%
- Provide 24/7 support while reducing reliance on live agents
- Support multilingual customers with real-time translation
- Protect sensitive conversations with advanced authentication and secure infrastructure