



NEXT-GENERATION CONTACT CENTER PLATFORM

AI-Powered. Browser-Based. Ready in a Day.

The contact center platform built for speed, flexibility and real-world operations — no hardware, no long-term contracts, no complexity. Deploy in hours, scale on demand, and manage everything from a single browser tab.



NO HARDWARE



PAY-AS-YOU-GO



LIVE IN 24 HOURS

Same Tech, Better Value

Pay for what you use, and nothing else.

Voyce delivers enterprise-grade contact center technology at a fraction of traditional cost. Transparent pay-as-you-go pricing means you only pay for what you actually use — scale up or down freely and keep full control of your budget.



Pay Only for Usage

Charges follow actual consumption, without flat monthly fees or minimum seat requirements. Costs scale naturally with your business.



No Membership Required

Skip the subscription trap. Voyce runs without mandatory memberships, so you use the platform entirely on your own terms.



Cancel Anytime

Zero commitment means zero risk. Pause or stop the service whenever your needs change, without penalties or a lengthy offboarding process.

DEPLOYMENT SPEED

Installed in Hours, Not Weeks

Your cloud contact center is live the same day.

Traditional contact center deployments drag on for weeks of IT coordination, hardware procurement and configuration. Voyce eliminates all of it: as a fully cloud-based platform, your entire contact center can be up and running the same day you sign up.

1

Sign up and configure workflows in minutes

2

Agents log in from any browser

3

Your team is taking calls before lunch

1 Day

Time to Live

From signup to active calls — typically within a single business day.

Zero

Hardware Required

No on-site PBX, no physical phones, no server room. Everything runs in the cloud.

100%

Browser-Based

Agents and supervisors access the full platform through any modern web browser.

Works Anywhere: Browser + WebRTC

One identical experience on every operating system.

Voyce is built on WebRTC, so your contact center works seamlessly across Windows, macOS and Linux — without installing a single application. Agents open a browser, log in, and start handling calls from anywhere in the world.



No Software Installation

Runs natively in the browser, with no downloads and no updates to manage.



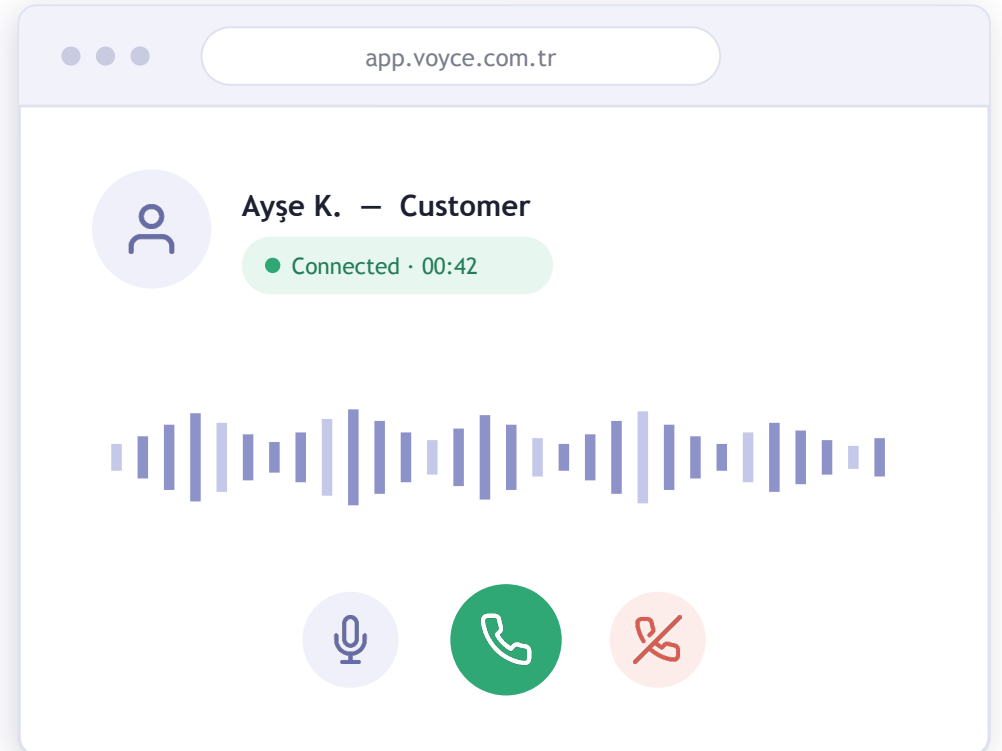
Cross-Platform by Design

Windows, Mac or Linux: every agent gets the exact same experience.



Remote-Ready Out of the Box

Hybrid and fully remote teams work without any extra configuration.



Windows

macOS

Linux

Your Choice: Cloud or On-Prem

Two deployment models, one management system.



Cloud Deployment

FASTEST START

- ✓ Hosted, maintained and scaled by Voyce
- ✓ Zero infrastructure investment
- ✓ Live the same day you sign up



On-Premises

FULL CONTROL

- ✓ Runs on your own servers
- ✓ Full data sovereignty and control
- ✓ Meets strict compliance and regulatory needs



One Unified Admin Panel

Regardless of deployment type, manage extensions, routing, agents and reporting from a single dashboard. Switch modes or run a hybrid setup — without changing workflows or retraining your team.

The “One System” Moment

Manage every extension from a single platform.

Fragmented tools create fragmented operations. Voyce's cloud PBX consolidates your entire internal communications infrastructure into one system, giving supervisors a cleaner operations layer and faster decisions.



Extension Management

Create and assign agent extensions from one admin interface.



Smart Call Routing

Routing rules, queues and escalation paths in one place.



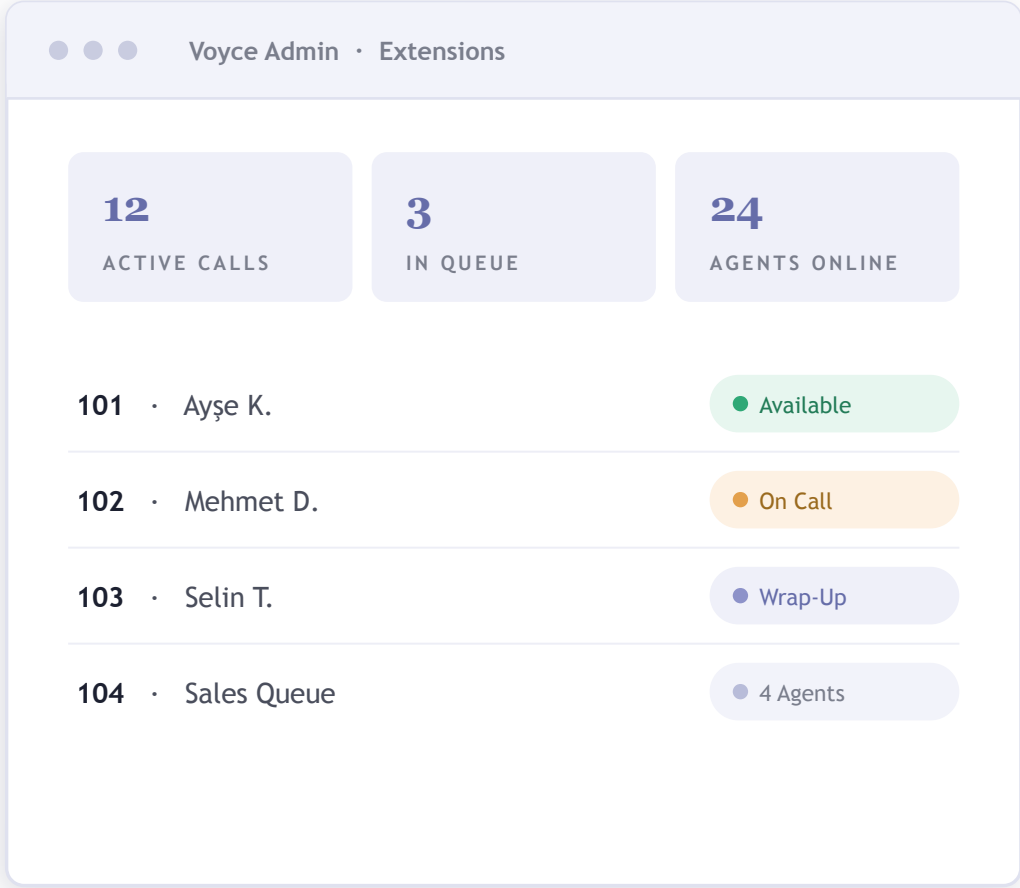
Real-Time Supervision

Live visibility into agent status, queues and call metrics.



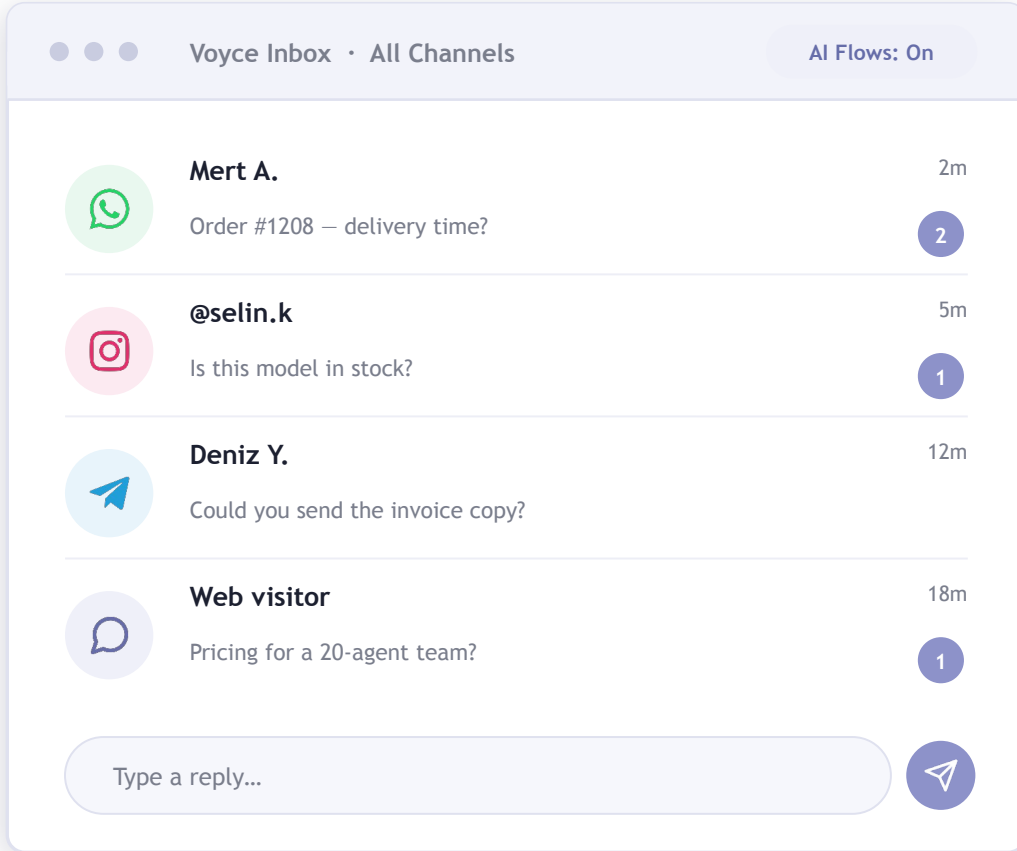
Centralized Configuration

IVR, business hours and recording, configured once.



All Written Channels, One Screen

WhatsApp, Instagram, Telegram and Web Chat in a single inbox.



Voyce brings every written customer conversation into one unified workspace. Agents manage messages, customer history and follow-ups without switching tabs, while AI helps create dynamic flows for faster, smarter responses.



Unified Inbox

WhatsApp, Instagram, Telegram and Web Chat in one agent screen.



AI-Powered Flows

Dynamic flows built on customer intent and operational needs.



Faster Response Management

Route, prioritize and follow up conversations automatically.

One written communication layer — faster replies, clearer ownership and a better customer experience.

AI Call Analysis for Smarter Operations

Turn every call into insight, training and measurable improvement.

Voyce analyzes incoming and completed calls with AI to surface customer needs, agent performance, call quality and operational gaps — so managers can improve service quality with data-driven actions.



Call Intelligence

Intent, sentiment and key moments, detected automatically.



Operational Quality Control

Track performance, compliance and quality across teams.



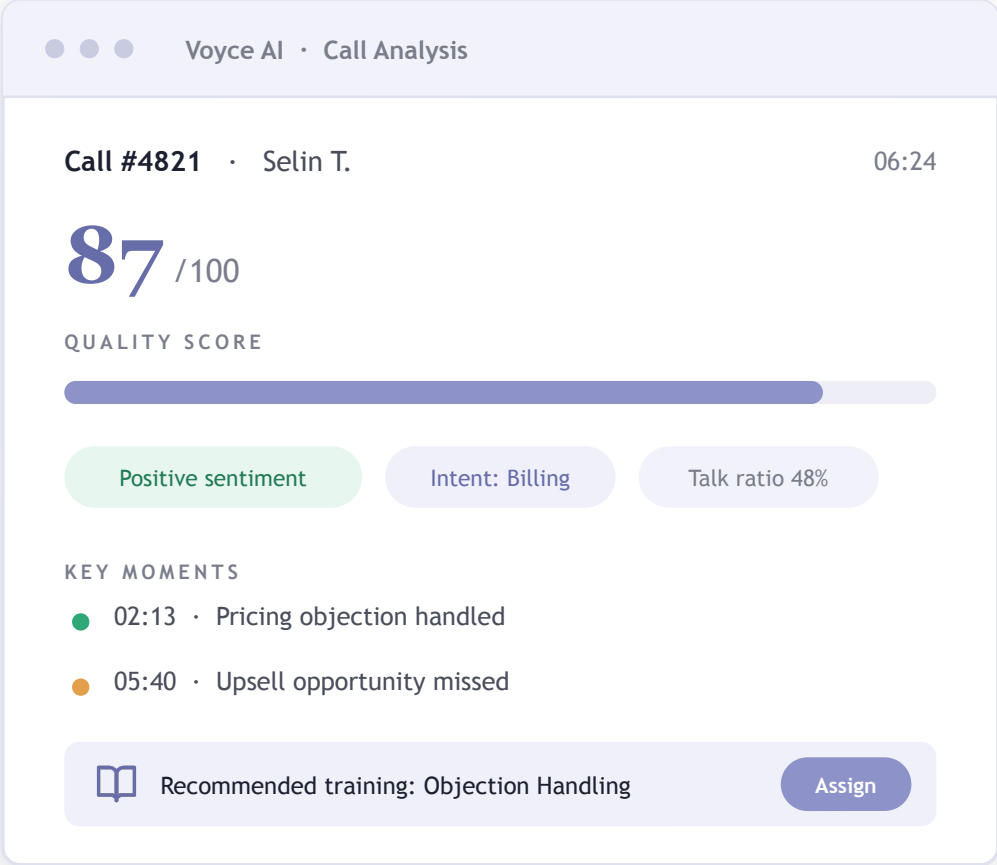
Training Recommendations

Turn analysis results into targeted training paths per agent.



Interactive Agent Improvement

Feedback loops that raise agent success over time.



From call analysis to agent training, Voyce turns quality management into a continuous improvement loop.

Complete Agent Visibility, Beyond Calls

Screen recording, live monitoring, e-mail and task management in one place.

Voyce gives supervisors full visibility into agent activity with screen recording and visual tracking, and supports daily operational workflows such as e-mail handling and task management from the same system.



Screen Recording

Review agent screens for quality, training and process compliance.



Visual Agent Monitoring

Follow agent activity in real time for clearer supervision.



Mail Management

Handle customer e-mails alongside calls and written channels.



Task Management

Assign, follow and complete tasks without leaving Voyce.

Communication, supervision and daily operations in one platform — built for full control.

Integrations Without the Wait

Self-service integration management, end to end.

Most contact center platforms make you open a support ticket and wait days, sometimes weeks, to connect a new tool. Voyce puts you in control: your team configures, activates and manages every integration on its own.



Connect in Minutes

Activate ready-made connections directly from the Voyce interface.



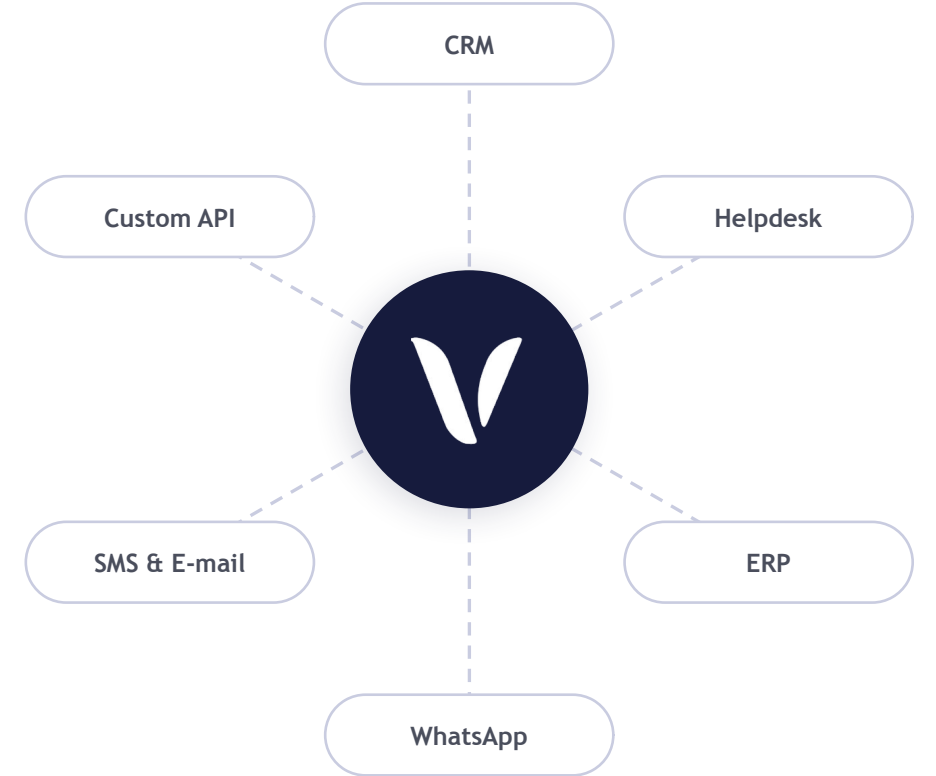
Build on Open APIs

Create custom connections with no vendor dependency.



Skip the Ticket Queue

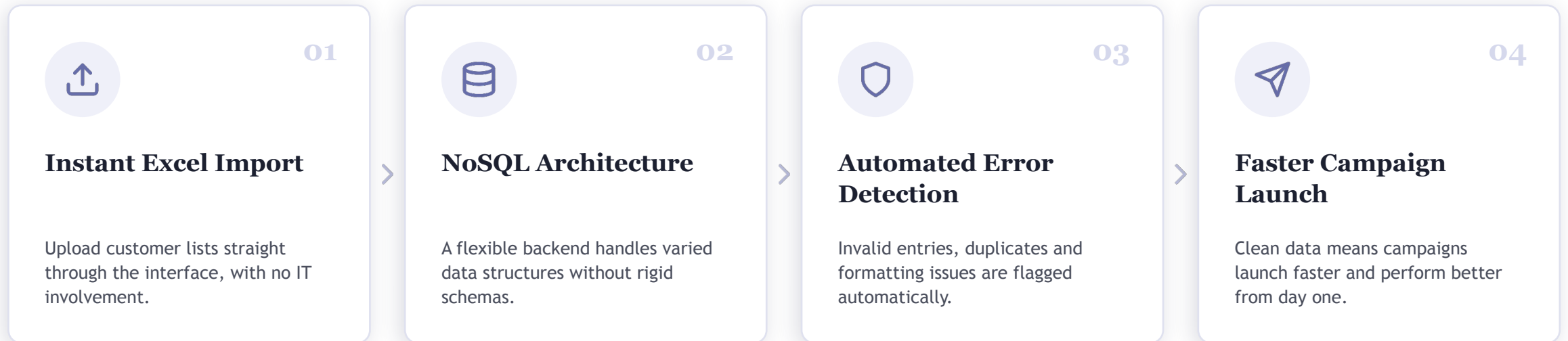
Go live without waiting on third-party support.



Data Loads, Fast and Safe

NoSQL-powered Excel import with built-in error reduction.

Customer lists, contact databases and campaign data usually arrive as messy Excel files. Voyce's NoSQL backend ingests large imports with speed and accuracy – validating every entry before it reaches your agents.



The result: cleaner data, fewer failed calls and far less manual cleanup – a traditionally painful process, fully streamlined.

Your Workflow, Mapped to Voyce

Every stage of your operation in one platform.

Voyce is designed around the real workflows of contact center teams. From the moment a call comes in to the final report your manager reviews, every stage is supported natively within the platform.

01 Calls

WHAT AGENTS USE

- Browser-based WebRTC calling
- Omnichannel written inbox
- Real-time agent interface
- Call routing

02 Operations

WHAT SUPERVISORS USE

- Extension management & cloud PBX
- Supervisor dashboards
- Screen recording & monitoring
- IVR & business hours

03 Management

WHAT THE BUSINESS USES

- AI call analysis & quality
- Self-service integrations
- NoSQL data imports
- Reporting & analytics

Three layers, one platform — no tool-switching, so your team stays focused on what matters: your customers.



GET STARTED

Switch to Voyce — Try It Free

The best way to understand Voyce is to experience it. Our free demo gives your team hands-on access to the full platform, with no credit card and no commitment required. Once you're convinced, the transition is seamless.



01

Request Your Free Demo

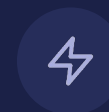
A personalized walkthrough tailored to your industry and team size.



02

Test-Drive the Platform

Hands-on access to the full feature set — calls, extensions, integrations, data.



03

Go Live in a Day

Once you're ready, onboarding makes your contact center fully operational within 24 hours.

voyce.com.tr · Schedule your free demo today