

AI Voice Contact Centers for BFSI

Your Step-by-Step Execution Guide



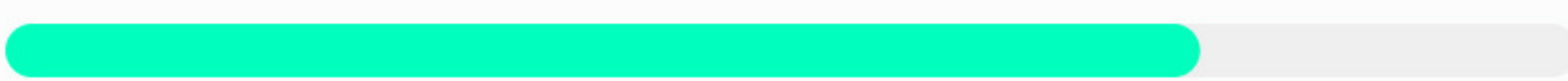
According to KPMG, 94% of banking firms say their contact center is a top investment priority for 2026, up from 79% in 2025.

94%



investment priority for 2026

79%



investment priority for 2025

AI voice-enabled contact centers can transform customer experience for banking and finance firms, delivering smarter and more efficient service delivery without compromising the voice-based personalization that customers treasure.

Here's a step-by-step guide to implementing an AI voice contact center:

Step 1: Map Your Journey

Look for all the use cases that AI voice agents could assist, and identify a shortlist (around 20 to 30) that would be relatively simple to implement.

Typical examples include:

Use Cases



Unblocking blocked cards



Ordering replacement cards



Insurance claim status checks



Balance enquiries



KYC procedure updates

Step 2: Prioritize Your Intents and Use Cases

Rank each of the use cases on your shortlist by volume and regulatory complexity, taking into account automation feasibility, risk and customer impact:



Step 3: Find Your Platform and Integrator

From a technical standpoint, you'll need two things: a well-developed AI/voice platform like Boost.ai, and a systems integrator like Ciklum that can put your solution together. Look for:

AI/Voice Platform

Agentic LLM orchestration

Strong policy controls

BFSI-grade security

System Integrator

Core banking know-how

Strong policy admin and CRM background

Comprehensive regtech stack

Step 4: Embed Humans in the Loop

Retaining human control and oversight is critical to ensure AI behavior is correct, secure and free of bias. Every use case should have well-defined escalation rules, so that the right people with the right skills can step in as and when required, and so that the team can devote more time to higher-value work beyond the scope of AI.

Step 5: Pilot on Quick Wins

Your selected use cases form the basis of your pilot rollout. Tracking success can prove the value of AI voice technology to your contact center team, and to other key stakeholders.



Cost-Per-Contact



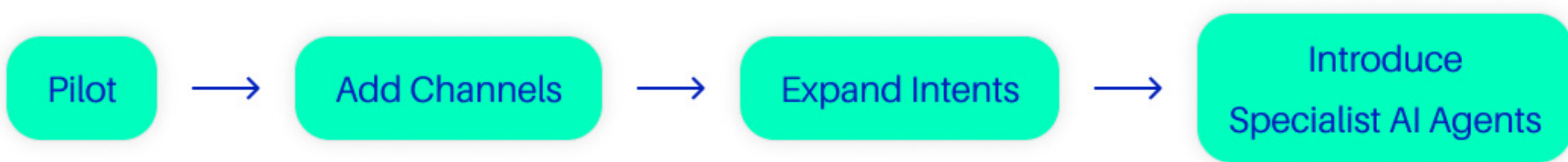
Average Handle Time (AHT)



Customer Satisfaction Score (CSAT)

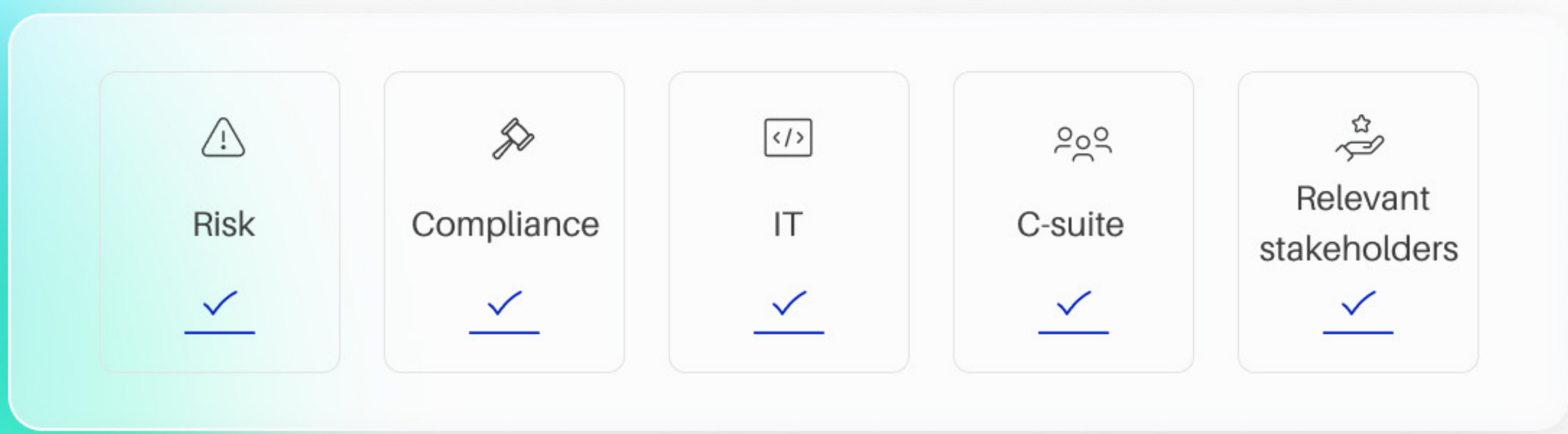
Step 6: Succeed, Scale and Expand

With that solid platform of success, you can then widen deployment of the AI voice contact center, incorporated into the same orchestration layer:



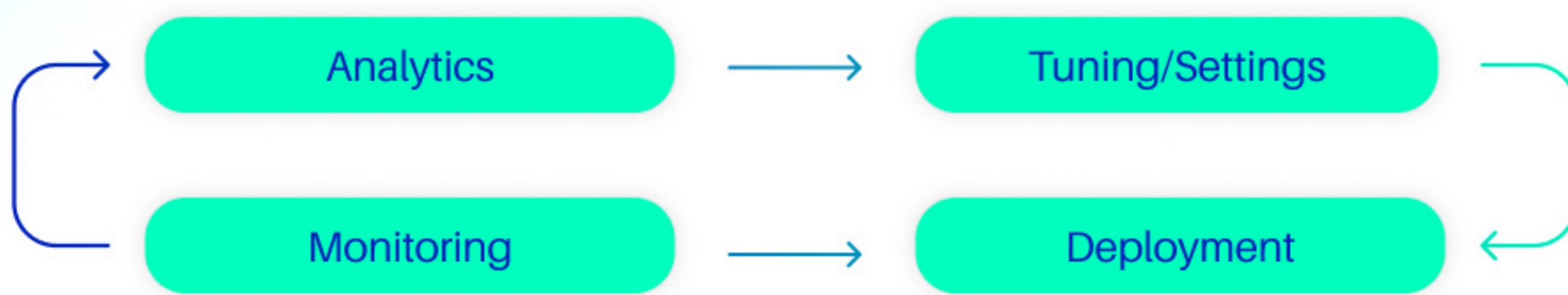
Step 7: Enshrine Governance and Transparency

Establishing an AI governance council can ensure every touchpoint of an AI voice contact center is covered by sufficient oversight, including:



Step 8: Optimise Continuously

Observability data and QA tooling can help you continuously tune prompts, flows, and models, while also demonstrating to regulators and boards that risks are being actively managed.



Start your AI voice contact center transformation with expert support and technology every step of the way.

Talk to the Ciklum team today to find out more.



Contact Us