Credgenics



GenAI Voice Agents for CXM

Real-Time, Human-Like Conversations at Scale

Digitizing customer engagement across industries, the Credgenics Voicebot empowers enterprises to deliver real-time, hyperpersonalized, and frictionless experiences. Built on Credgenics' proprietary LLM, TTS, and STT models — it transforms customer interactions from reactive service into proactive, intelligent engagement, driving growth, trust, and loyalty at scale.

Key Features

Natural conversations
Human-like dialogues across inbound and outbound journeys

Dynamic language switching
Moves between languages, mid-conversation

Hyperpersonalization
Contextual recommendations and nudges

Massive scalability
Millions of concurrent calls with sub-second latency

Seamless handoff
Bot-to-human transitions with full context

Next-best-action intelligence
Escalate, cross-sell, defer, or close without fixed scripts

Automated call summaries
Generated after every conversation

Live sentiment & analytics
Performance dashboards, sentiment, and conversion outcomes

Full Funnel Coverage from Cold Outreach to Inbound Support

Cold acquisition — Mass-market awareness and lead qualification

Cross-sell & existing base — Portfolio expansion, retention, upsell

Multichannel outbound triggers — Instant callback on quotes, abandoned applications, digital drop-offs

Inbound support — First-contact resolution, 24/7 handling, automated triage before agent transfer

Why Choose Credgenics

Bots qualify, humans convert	Proprietary, domain-trained AI	Enterprise-grade compliance	Proven at Scale
Conversations routed to the right layer for speed and impact	Trained on real BFSI and cross-industry conversations — not a generic LLM wrapper	DPDP Act, TRAI DND, ISO-certified, with audit trails built in	Trusted by 150+ banks, NBFCs and fintechs, across millions of live conversations

Impact Delivered



About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs worldwide. Its advanced full-stack solution leverages predictive and generative AI to assess risk, segment borrowers, and craft personalized recovery strategies across the end-to-end collections lifecycle. Supporting all credit products across retail and MSME/SME portfolios, Credgenics empowers lenders to accelerate recoveries, optimize operational efficiency, and drive smarter collections at scale.

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