

Voice AI Challenges & How We Respond

Practical voice interaction solutions for real-world voice automation

converse
360

VOICE INTERACTION

1



Noise Cancellation

Challenge: Background noise and nearby conversations can confuse the AI.

How we respond: Advanced listening filters out noise, echoes, and the AI's own voice, while wait times adapt to the type of answer needed.

2



System Speed & Delays

Challenge: Processing delays make conversations feel unnatural.

How we respond: We process audio directly for near-instant replies, and if a lookup takes a moment, callers hear natural holding audio so they know the call is still active.

3



Non-Linear Conversations

Challenge: People pause, repeat themselves, or change their mind mid-conversation.

How we respond: The system updates details on the fly, handles multiple changes, waits patiently through pauses, and asks clarifying questions instead of guessing.

4



Accents & Similar Sounds

Challenge: Regional accents and sound-alike words can cause mistakes.

How we respond: The system uses context to interpret speech, asks for spellings when needed, uses caller lookup to help with names, and politely asks for repeats if audio is unclear.

5



Channel Restrictions

Challenge: Voice AI cannot rely on on-screen prompts or visual aids.

How we respond: The assistant can switch to SMS or email for confirmations, links, and written follow-up, and it reads numbers and codes clearly digit by digit.

6



Handling Multiple Requests

Challenge: Callers often mix several requests together or suddenly change topic.

How we respond: The AI can answer side questions, handle more than one intent, and then return smoothly to the exact point in the original task.

7



Robotic Tone

Challenge: Machine-like voices feel unnatural and impersonal.

How we respond: We use natural-sounding voice output, friendly business-specific greetings, and an appropriate tone for bookings, cancellations, and out-of-hours messages.

8



Losing Track on Interruptions

Challenge: Traditional voice AI often loses its place after interruptions or glitches.

How we respond: The system avoids talking over itself, reconnects quickly after brief issues, apologises if needed, and resumes exactly where the conversation left off.



converse360 combines Live Voice AI with deterministic orchestration, natural conversation, and practical business control.