Bogotá’s Línea 195 Now Serves Nearly 8 Million Residents With an AI Voice Agent Powered by SoundHound AI

Through SoundHound AI’s alliance with Outsourcing S.A.S. BIC and its spinoff DipDig, the Spanish-speaking AI agent guides residents across 76 district entities

Bogotá’s Línea 195 Now Answers Residents With an AI Voice Agent Powered by SoundHound AI



SoundHound AI, Inc., a global leader in voice and agentic AI, today announced that Línea 195, the Bogotá District’s 24/7 line for city services, complaints, petitions, and guidance now uses an AI voice agent to handle inbound calls.



SANTA CLARA, Calif., Nov. 19, 2026 (GLOBE NEWSWIRE) -- SoundHound AI, Inc. (NASDAQ: SOUN), a global leader in voice and agentic AI, today announced that Línea 195, the Bogotá District’s 24/7 line for city services, complaints, petitions, and guidance now uses an AI voice agent to handle inbound calls. Developed and built in partnership with Outsourcing S.A.S. BIC and its regional spinoff DipDig, the AI agent “Alex” serves nearly 8 million residents and is now fully powered by SoundHound’s agentic platform OASYS.

For 25 years, Línea 195 has kept a simple promise to Bogotá’s residents: if you call, someone answers. Now, as demand grows, residents increasingly expect the same fast, clear service they would get from any enterprise business. Thanks to SoundHound’s agentic AI platform, residents now wait an average of just 2 seconds for an answer, down from an average of 2 minutes and 5 seconds before Alex. Since launch, satisfaction with the AI service has also jumped from 2.8 to 4.8 out of 5.

Additionally, Alex can take up to 1,000 calls simultaneously, helping residents from 76 district entities across Bogotá get information and guidance covering water, taxes, mobility, and other public services.

“Residents hold their government to a higher standard than they hold any business. For an AI agent to earn a place on a public line it must speak the way residents speak, give accurate answers grounded in an official source, and know when a case needs human judgment,” **said Keyvan Mohajer, Co-Founder and CEO of SoundHound AI.** *“Línea 195 is built to meet that standard at the scale of a capital city, and with partners like Outsourcing S.A.S. BIC and its AI spinoff DipDig, OASYS can bring the same tested model to governments across Latin America and around the world.”*

One Line, 76 District Entities

Residents don’t need to know which office handles their question or the specific name of a procedure or service. They simply call 195, explain what they need in their own words, and Alex understands the natural language request, finds the right answer, and guides the caller to the next step, with no app or account required. For the topics Alex is trained to handle, it resolves 91% of inquiries on its own, with no transfer to a person. The first phase of

agentic deployment covers information and guidance, with transactions such as filings, bookings, and payments to be added in later phases.

Importantly, a public line cannot be permitted to guess. Every answer Alex gives traces to a single authoritative source in a knowledge base of more than 16,000 official district documents. Each call's transcript, source, and route are saved and can be reviewed. When a case is complex, sensitive, or doesn't fit the rules, it can be routed to a person.

Built With Local Partners

Línea 195 is the first joint build from the strategic alliance SoundHound and Outsourcing announced at ANDICOM 2026 in Cartagena.

"Every call to Línea 195 is a resident who needs help, and our job is to make sure they get it. Alex answers the routine questions at any hour, and human agents focus on the cases that need judgment and care. That's the model we want to bring to every organization we serve," **said Alexander Aparicio, Digital Transformation Manager, of DipDig.**

About OASYS

Línea 195 runs on OASYS, SoundHound's agentic AI platform that empowers businesses to build and run AI agents. OASYS agents train on an organization's existing documentation and call transcripts, they're then tested before launch, and once live the platform continually reviews live interactions to suggest improvements. Guardrails ensure that agents only access approved information. When a conversation needs a person, the call goes to a human agent along with its full context, so residents don't have to repeat themselves. Agents built once can run across phone, chat, and other channels, so as Línea 195 moves into its next phases, residents will be able to use the system to get more done.

To see how organizations build end-to-end conversational experiences with OASYS, visit, www.soundhound.com/oasys.

About SoundHound AI

SoundHound AI (Nasdaq: SOUN) is a voice and agentic AI company that enables businesses to deliver natural, end-to-end conversational experiences across digital and physical channels, including phones, kiosks, chat, smart devices, drive-thrus, TVs, in-vehicle, and more. Its agentic platform, OASYS, is a self-learning, orchestrated AI system where organizations can build and deploy conversational AI agents to handle transactions, tasks, and workflows on behalf of customers and employees. Built on proprietary technology backed by 800+ patents and years of AI research, SoundHound serves leading brands across industries including automotive, financial services, healthcare, retail, telecommunications, and more. It powers millions of products and processes billions of interactions annually for enterprise customers worldwide. Learn more at: www.soundhound.com

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