

# SoundHound AI Launches Fully Automated Smart Answering Service That Lets Any Business Handle Customer Service Calls With Voice AI

Forthcoming self-service portal will enable businesses to go live in minutes with no hefty upfront costs or lengthy development cycles

- Uses SoundHound's proprietary advanced voice technology with Generative AI to answer customer questions with business-specific responses
- Answers 100% of inbound calls, including multiple at once
- Cost effective end-to-end product with fast onboarding, saving merchants valuable time and money

SANTA CLARA, Calif.--(BUSINESS WIRE)--Aug. 10, 2023-- SoundHound AI, Inc. (Nasdaq: SOUN) ("SoundHound"), a global leader in voice artificial intelligence, today announced that its fully-automated [Smart Answering](#) service will now put the most powerful AI in the world in the hands of any business. The subscription service uses SoundHound's best-in-class voice AI, combining software engineering and Generative AI to handle inbound customer calls instantly and accurately.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20230810858630/en/>



Smart Answering extends SoundHound's popular customer service offering to enable businesses in any industry to set up a fully-automated, AI-driven call answering service within minutes at a reasonable cost. Using Generative AI, the Smart Answering system seamlessly reads and integrates company website information in order to update its AI Knowledge Base. It then uses SoundHound's advanced speech recognition and natural language understanding to give tailored, conversational responses to customer phone queries.

Thanks to SoundHound's sophisticated conversational AI, Smart Answering is capable of dealing with queries just as well as – or even better than – an employee juggling multiple tasks. The service can also handle many calls at once, is available 24/7, and provides convenient SMS responses in addition to verbal answers.

SoundHound Smart Answering answers 100% of inbound calls, including multiple at once (Graphic: Business Wire)

SoundHound Smart Answering is designed

to help businesses optimize human labor by relieving employees of the burden of answering calls so they can focus on more business-critical tasks. The service also helps businesses cater to the evolving preferences of consumers, who increasingly prefer customer service to be [automated across channels](#).

Smart Answering currently handles an average of 500+ calls per month for businesses, and in most cases the service provides answers to more than one customer query. In the coming weeks, SoundHound will also make onboarding even faster with a self-service portal that will allow businesses go live within minutes.

*"By implementing Smart Answering, our cashiers are able to focus on live customers without having issues with multitasking,"* said Tadeh Ghazalian, Owner of the Dialog Cafe in West Hollywood. *"With labor becoming the biggest challenge, the SoundHound's AI has been able to answer the majority of customer inquiries – and it's actually crazy how much better it has become over time."*

Smart Answering intelligently matches inbound customer queries with answers from a company's website, custom answers, or it responds with actions – like including sending a relevant link via SMS, taking a message, or transferring the call to another number where they can speak with a person.

*"Businesses across the country are stretched. They're finding it difficult to attract, train, and keep employees amid labor shortages, but they still have high standards when it comes to customer service,"* said Keyvan Mohajer, CEO & Co-Founder of SoundHound. *"Smart Answering uses our sophisticated voice technology in combination with Generative AI to answer 100% of calls and provide fast, accurate answers from an AI agent that we envision customers will ultimately prefer to any other method. We're also able to onboard businesses within minutes. For many, it will be a game-changer."*

## Smart Answering In Action

### EXAMPLES

- Do you charge extra for shampoo and blow dry?
- Will you be open on Sunday at 7pm?
- Can you send me a list of your products and services?

Opening up its AI-driven customer service solutions to businesses across industries, SoundHound grows its total addressable market significantly

from 1M restaurants in excess of 20M businesses in the US alone.

Building on nearly two decades of experience in conversational AI development, SoundHound is in a unique position to expertly integrate Generative AI and other third-party models to create seamless customer interactions that go beyond basic API integrations to function as robust, reliable business solutions.

To learn more about Smart Answering, visit the SoundHound website [www.soundhound.com](http://www.soundhound.com)

#### **About SoundHound**

SoundHound (Nasdaq: SOUN), a global leader in conversational intelligence, offers voice AI solutions that let businesses offer incredible conversational experiences to their customers. Built on proprietary technology, SoundHound's voice AI delivers best-in-class speed and accuracy in numerous languages to product creators across automotive, TV, and IoT, and to customer service industries via groundbreaking AI-driven products like Smart Answering, Smart Ordering, and Dynamic Interaction™, a real-time, multimodal customer service interface. Along with SoundHound Chat AI, a powerful voice assistant with integrated Generative AI, SoundHound powers millions of products and services, and processes billions of interactions each year for world class businesses.

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