SoundHound’s Amelia 7.0 Platform Delivers Agentic AI With Category Leading Voice Technology

Platform Marks Leap Forward with Smart AI Agents That Reason And Perform Complex Tasks With Humanlike Interactions

SANTA CLARA, Calif.--(BUSINESS WIRE)--May 8, 2025-- SoundHound AI, Inc. (Nasdaq: SOUN), a global leader in voice artificial intelligence, today revealed that the latest version of its industry leading Amelia Platform allows businesses to harness the power of full, voice-enabled Agentic AI.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20250508842859/en/

Businesses can use Amelia 7.0 to deploy voice-enabled AI agents to execute complex tasks as part of natural, humanlike interactions

Amelia 7.0 is the only agent platform to equip enterprise-ready autonomous AI agents with category leading voice AI. SoundHound’s advanced speech recognition (ASR) works with low latency, exceptional natural language understanding, and includes enterprise tuning for optimal responses – allowing businesses to deploy voice-enabled AI agents to execute complex tasks as part of natural, humanlike interactions.

The platform is powered by a proprietary multi-process Agentic framework – branded Agentic+. This allows businesses to deploy fleets of goal-oriented AI agents capable of understanding, reasoning, and acting with an intimate knowledge of their enterprise across a variety of channels. The platform can handle complex user queries by orchestrating multiple AI agents — each with specific functions — to answer questions and resolve problems via text or voice without the need for human intervention.

Agents built on Amelia 7.0 use the reasoning and planning skills of large language models (LLMs) but the platform enables businesses to define the specific knowledge and functions needed to execute a task. The platform also provides access to a library of business ready pre-sets that allow users to build AI agents to fully automate familiar tasks, like password resets and reorders. At all times, users can toggle seamlessly between programmed actions, deterministic flows, and third-party integrations to complete even complex, multi-stage processes.

The result is a next generation system that delivers efficient, informed, and intelligible interactions that customers love, that employees can use as a tool to improve their own productivity, and that businesses can use to drive better margins and make cost savings.

AI Agents manage complex queries & execute multiple intent queries within Amelia 7.0. Some examples include:

- **Patient:** “*I’d like to reorder my prescription, pay my outstanding bill, and schedule a new appointment about another issue.”*
- **Customer:** “*I want to exchange an item for an order I just received and cancel a subsequent order I made yesterday.”*
- **Employee:** “*Could you please help me with an email issue, and let me know the process for submitting a PTO request?”*

On a larger scale, Amelia 7.0 can be used to build end-to-end agentic experiences. For example, a hotel that handles guest interactions — from marketing and reservations to on-property concierge services like event information, dining, and in-room requests — across phone, web, text, and messaging apps for a seamless, personalized experience.

Amelia 7.0 Features Include:

- World class voice technology for seamless verbal interactions with AI Agents
- Enterprise-ready generative AI Agent builder
- Agentic+: A framework that orchestrates across large language models, deterministic flows, and integrations for exhaustive reasoning and action.
- Guardrails for enterprise that ensure a safe, reliable deployment in any environment
- LLM agnostic with an expanded library of 3rd-party integrations
- User friendly interface for businesses that comes complete with tools including analytics, and an AI companion to answer questions and provide guidance as they build

“Amelia 7.0 isn’t just a landmark evolution for the Amelia Platform, it’s a milestone for the whole category,” **said Michael Anderson, Executive Vice President of Enterprise AI at SoundHound AI.** *“While others talk about the promise of agentic AI, SoundHound is delivering this next wave of voice-enabled AI agents for real world enterprises. We believe that businesses that aren’t already in active conversations about deploying this technology are already behind.”*

Learn more about the Amelia AI Agent Platform here: https://www.soundhound.com/voice-ai-products/amelia/

About SoundHound AI

SoundHound AI (Nasdaq: SOUN), a global leader in conversational intelligence, builds AI solutions that allow businesses to offer superior 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 and service providers across retail, financial services, healthcare, automotive, smart devices, and restaurants. Their various groundbreaking AI-driven products include Smart Answering, Smart Ordering, Dynamic Drive-Thru, and the Amelia Platform, which powers AI Agents for enterprise. In addition, SoundHound Chat AI, a powerful voice assistant with integrated Generative AI, and Autonomics, a category-leading operations platform that automates IT processes, have allowed SoundHound to power millions of products and services, and processes billions of interactions each year for world class businesses.

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Source: SoundHound AI, Inc.