

## **Connectel launches new AI solution for more human customer dialogs**

Automated voice technology to improve customer experience - not just streamline

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Automation and AI in customer service is not just about technology - it's about creating better, smoother and more human customer dialogues. That's the view of Swedish tech company Connectel, which is now launching a new version of its AIbased voice solution for businesses with high call volumes.

We've handled millions of customer calls for transportation companies like Taxi Stockholm, Oslo Taxi and Checker Detroit. Our experience is clear: technology must first and foremost make it easy for customers - otherwise it doesn't matter how advanced it is - Robin Leijon, CEO Connectel

The new version of Connectel's voice bot builds on years of development and practical use. Through improved language understanding and adaptive dialog management, the solution makes it possible to automate more customer dialogs - while making the interaction feel natural and personal.

For businesses and organizations with high call volumes, this means shorter queues, freed-up resources and a better experience for both customers and employees.



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Automation in customer service should not feel like talking to a machine. It should be seamless, agile and give the customer what they need - quickly and easily," says Robin Leijon.

The solution is already used in transport and taxis, but the technology is adapted to meet similar needs in industries such as retail, public sector and financial services.

## About Connectel

Connectel is a Swedish tech company that develops intelligent solutions for modern customer service. Through an integrated software platform with innovative features and AI, we help companies and organizations streamline customer dialogue and create better service experiences. Founded in 2008, Connectel is headquartered in Stockholm, Sweden, with the Nordic region as its home market and a strong presence in Europe and North America.

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