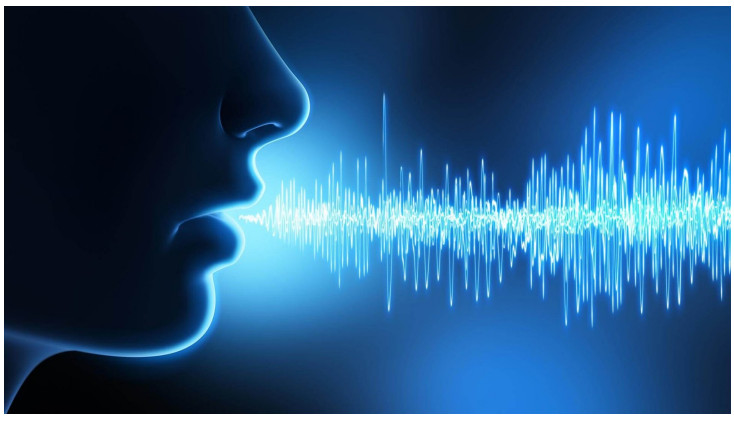
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BioAngels leads Rs 3 Cr funding for New Delhi-based startup Voiceoc

02 March 2023 | News

This investment builds on the IAN and Bio-Angelsâ?? legacy of supporting entrepreneurs who are building great companies using cutting-edge technologies



Voiceoc, a conversational artificial intelligence (AI) solution for hospitals, has raised Rs 3 crore funding from BioAngels, powered by IAN, bringing DeepTech to India’s hospital ecosystem. The round also saw participation from SucSEED Indovation.

With this investment, the New Delhi-based startup will expand its team and is keen to onboard talent in tech, sales and marketing divisions. Voiceoc also intends to utilise the capital to boost product development initiatives, scale its marketing strategies, and strengthen global footprints in the Middle-Eastern market.

Voiceoc helps healthcare companies provide quick and personalised patient support by leveraging the power of AI. Integrating Text AI on communication apps like WhatsApp, Messenger, etc., and Voice AI on the call centre, the company automates the entire patient journey, right from discovery, appointment booking and availing support to easy access to medical documents, and much more in real-time.

The platform’s healthcare-focused AI engine helps hospitals, diagnostics labs and clinics address consumers' pain points by enabling increased appointment bookings and providing quick and personalised support to patients. Voiceoc also plays an integral role in reducing calls at customer care departments and increasing the conversion rate on offers and campaigns. Currently, it is handling 1 million+ patient conversations in a month from 10 countries.

The global conversational AI market was valued at $8.24 billion in 2022 and is projected to touch $32.51 billion by 2028, registering a 21.6% CAGR growth. India, in the APAC region, is one of the fastest-growing markets. Companies, especially in the healthcare sector, are gradually adopting chatbots to cater to the surging demand for AI-enabled customer support services. Voiceoc seeks to explore growth opportunities and envisions becoming the go-to destination for chatbot services in the healthcare domain.