

BLS International Deploys AI-Powered VoiceBot in the United Kingdom to Support Visa Applicants

VoiceBot operates 24/7, offers human-like interactions, and delivers instant responses to customers' queries

VoiceBot is built on Azure ML Python SDK v2, enabling seamless integration with existing systems and API networks

New Delhi, 15 June 2026 - BLS International Services Ltd., a trusted global AI & tech-enabled services partner for governments and diplomatic missions, has successfully launched its AI-powered VoiceBot in the United Kingdom for the Spanish mission, providing round-the-clock virtual assistance to visa applicants. Following successful launches at India Visa Application Center (IVAC) in Canada and the Spain–Ireland visa mission, BLS International now brings its AI-powered, applicant-first VoiceBot service to the UK- reinforcing the company's commitment to delivering innovative solutions and advanced technology that set a global benchmark in visa services.

The AI-powered VoiceBot operates 24/7, delivering instant, human-like responses to a wide spectrum of visa-related inquiries, ranging from basic FAQs and documentation checklists to appointment scheduling, consular service information, and post-submission status updates. What sets it apart is its emotionally intelligent escalation, powered by real-time sentiment analysis that can detect and respond to applicant concerns and urgency in real time.

Commenting on the VoiceBot service launch in the UK, Shikhar Aggarwal, Joint Managing Director at BLS International Services Ltd., said, “We are excited to bring the VoiceBot service to the UK, following its successful launch in Canada and Ireland. VoiceBot delivers a smarter, more empathetic experience to every applicant, reflecting our commitment to leveraging technology to provide advanced and customer centric solutions. Our aim has always been to make visa services hassle-free, smooth, and seamless, and VoiceBot service is a testament to that. By deploying advanced technology, we are setting new standards in customer service by delivering greater speed, accuracy, and reliability, while further strengthening our commitment to service excellence.”

VoiceBot is a powerful machine learning architecture built on Azure ML Python SDK v2, woven into the existing infrastructure through a network of API connections that enable seamless, real-time data exchange. Alongside the VoiceBot, BLS International has deployed an AI Quality Analysis framework that monitors interactions in near real time, evaluating conversations against quality, compliance, and sentiment parameters.

Speaking about the VoiceBot service, Mr. Nitin Mishra, Vice President - Global Contact Centres, BLS International, said, “From architecting the AI framework and refining training models based on insights from our Ireland deployment to ensuring seamless integration, every layer of the VoiceBot has been purpose-built for scalability. Our cross-functional teams have delivered a secure and high-

volume-ready solution that creates a replicable model for future rollouts across our global network, significantly accelerating the deployment of AI-powered innovations worldwide.”

BLS International plans to introduce ChatBots and Email Bots across all markets, creating a truly omnichannel support ecosystem spanning telephonic, web, and email channels. The long-term vision is to fully integrated digital concierge that guides applicants across every stage of their visa journey, from initial enquiry and document submission through to collection.

About BLS International Services Limited:

BLS International Services Ltd. is a trusted global tech-enabled services partner for governments and citizens, having an impeccable reputation for setting benchmarks in the domain of visa, passports, consular, citizen, e-governance, attestation, biometric, e-visa, and retail services since 2005.

The company is recognized as “India’s Most Valuable Companies” by Business Today Magazine, “Best under a Billion’ Company” by Forbes Asia and ranked among “Fortune India’s Next 500 companies”. The company works with over 46 client governments, including Diplomatic Missions, Embassies, and consulates, and leverages technology and processes that ensure data security. The Company now has an extensive network of more than 50,000+ centres globally, with a robust strength of over 60,000+ employees and associates that provide consular, biometrics, and citizen services.

BLS International is certified with CMMI DEV ML5 V2.0 & SVC ML5 V2.0, ISO 9001:2015 for Quality Management Systems, ISO 27001:2013 for Information Security Management Systems, ISO 14001:2015 for Environmental Management Systems, and more.

BLS International is the only listed company in this domain with operations in over 100 countries.

For more information, please visit www.blsinternational.com.

For any further queries, please contact:

Saurabh Saggi, saurabh.saggi@blsinternational.com

Sandeep Kumar, sandeep.k@blsinternational.com