

## **BLS International Launches the Industry's First AI-Powered VoiceBot Service in Canada**

**New Delhi, 21 April 2025** – BLS International, a trusted global tech-enabled services partner for governments and citizens and a global leader in visa processing and consular services, has announced the launch of an AI-powered VoiceBot to provide round-the-clock assistance in Canada—becoming the first company in the industry to introduce such a solution.

The VoiceBot will enable human-like interaction and play a key role in addressing customer queries, thereby reducing wait times for live agents and streamlining overall operations.

From answering basic visa-related FAQs to guiding users through documentation and consular services, the AI system significantly reduces dependency on human agents, eliminates long queues, and enhances the end-user experience. This innovation brings an unprecedented level of speed, accuracy, and accessibility—transforming the way visa support is delivered.

In its initial phase, the AI-powered VoiceBot will operate exclusively in English. In Phase 2, support for over 22 additional languages will be introduced, enabling a seamless and inclusive multilingual experience across global missions.

**Mr. Shikhar Aggarwal, Joint Managing Director at BLS International, said,** *“Technology and innovation have always been integral to BLS International’s operational philosophy. We are proud to introduce the industry’s first AI-powered information solution, marking a significant step forward in enhancing the application experience for our customers in Canada. The rollout of AI-powered VoiceBots reinforces our commitment to delivering accessible, efficient, and customer-centric visa, consular, attestation, and related services. By offering instant access to accurate information, we aim to elevate the service experience and build the next generation of citizen-facing technologies.”*

This initiative is part of BLS International’s multi-phased digital transformation strategy focused on intelligent automation and customer-first innovation. In Phase 3, the company will launch AI-powered Chatbots alongside an AI-powered email response system to provide personalized, context-aware replies immediately after application submission or query receipt. In Phase 4, a cutting-edge quality management solution will be introduced to monitor and evaluate 100% of customer service interactions—ensuring consistent excellence across all touchpoints.

With this launch, BLS International not only reinforces its position as a pioneer in innovation-led service delivery but also sets a new benchmark for AI-driven solutions in the visa and consular services industry.

### **About BLS International:**

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 70 countries. For more information, please visit [www.blsinternational.com](http://www.blsinternational.com).

For any further queries, please contact – Pallavi Mohan, [pallavi.mohan@blsinternational.com](mailto:pallavi.mohan@blsinternational.com), 9899299590