



## BLS International launches AI-Powered VoiceBot service to support visa applicants

- VoiceBot operates 24/7, offers human-like interactions, and delivers instant responses for customers' queries.
- Comes up with multilingual capabilities, supporting 15+ languages

**New Delhi, 23<sup>rd</sup> February 2026** – BLS International, a trusted global tech-enabled services partner for governments and diplomatic missions, has announced the successful launch of an AI-powered VoiceBot for the Spain–Ireland visa mission to provide 24/7 assistance to applicants. Following its successful deployment at IVAC Canada last year, the VoiceBot service is now being launched for the Spain mission in Ireland, with plans for a subsequent global rollout.

The AI-powered VoiceBot is designed to operate 24/7, providing real-time, human-like interaction and delivering instant, accurate responses to customer queries. This significantly reduces wait times, eliminates dependency on traditional queue systems, and ensures consistent information round-the-clock. It addresses a wide spectrum of visa-related enquiries, from basic FAQs to detailed guidance on documentation and consular services. Furthermore, the VoiceBot will support 15+ languages such as Spanish, Arabic, Portuguese, French, Chinese, and Russian, enabling seamless engagement with customers across Europe, the US, Canada, South America, the Middle East, Southeast Asia, China, the RCIS region, and India, with language availability aligned to regional requirements and customer needs.

**Shikhar Aggarwal, Joint Managing Director at BLS International, said,** *“We are pleased to announce the launch of our AI-powered VoiceBot service, designed to enhance customer experience while establishing new standards for operational excellence. This launch represents a pivotal milestone in our digital transformation strategy, demonstrating our commitment to embedding AI and advanced technologies across our operations. As we continue to scale intelligent solutions, this VoiceBot underscores our strategic focus on delivering seamless, customer-centric innovations that drive sustainable value and define the future of our customer engagement.”*

Built on robust Machine Learning platform (Azure ML Python SDK v2) and integrated seamlessly with legacy systems through multiple API connections, the VoiceBot represents a significant leap in digital infrastructure modernization. It leverages real-time sentiment analysis and emotional intelligence to assess customer needs, showcasing how Indian innovation is setting new benchmarks in AI application.

Commenting on the VoiceBot launch, **Nitin Mishra, Vice President - Global Contact Centres, BLS International, said,** *“Implementing the VoiceBot has been a testament to our cross-functional capabilities and technical readiness. From architecting the AI framework to ensuring seamless integration with our existing systems, our teams have built a scalable, secure solution that can handle high volumes while maintaining service quality. This deployment establishes a replicable model for rolling out AI-powered solutions across our business, accelerating our time-to-market for future innovations.”*



This launch is part of BLS International's comprehensive digital transformation strategy, centered on intelligent automation and innovation-led service delivery. Our roadmap encompasses a suite of AI-powered solutions designed to transform customer interactions at scale. Following the VoiceBot deployment, the company in the coming phases will introduce ChatBots and Email Bots across all countries to expand automated assistance channels, will focus on AI-driven Quality Management systems to ensure consistent service excellence. Our strategy focuses on creating an integrated ecosystem of AI-driven tools that enhance service quality, operational efficiency, and customer satisfaction across our global operations.

**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 70 countries.

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

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