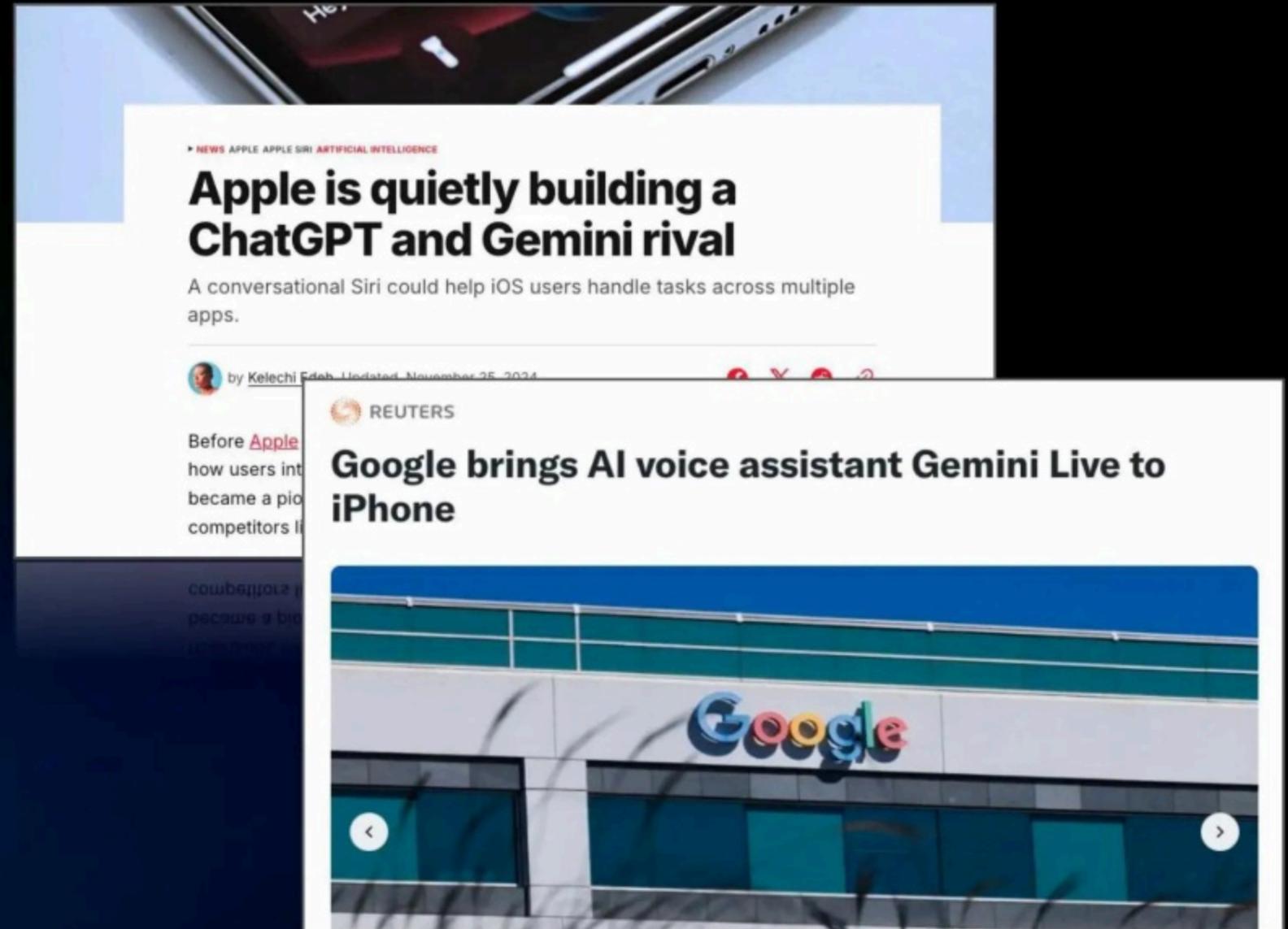# Voice AI Agents for Developers

December 2024

Humans want to talk to the world.

If you **can** talk to something like it's a person, **you will.**

The beginning for voice as the world's default interface

Apple Intelligence and
Gemini Live will onboard
4 billion people to
generative voice

▸ NEWS APPLE APPLE SIRI ARTIFICIAL INTELLIGENCE

Apple is quietly building a ChatGPT and Gemini rival

A conversational Siri could help iOS users handle tasks across multiple apps.

by Kelechi Edeh, Updated November 25, 2024

REUTERS

Google brings AI voice assistant Gemini Live to iPhone

Customers will expect more.

Businesses will be <u>left behind</u>.

Why Voice Matters for Business

→ Humans speak approx. 16,000 words per day

→ Billions of phone calls made daily in B2C, 8 per human

→ The telephone is the **universal business API**

Current State of Business Voice

62%
Unanswered SMB Calls

13min
Average hold time

75%
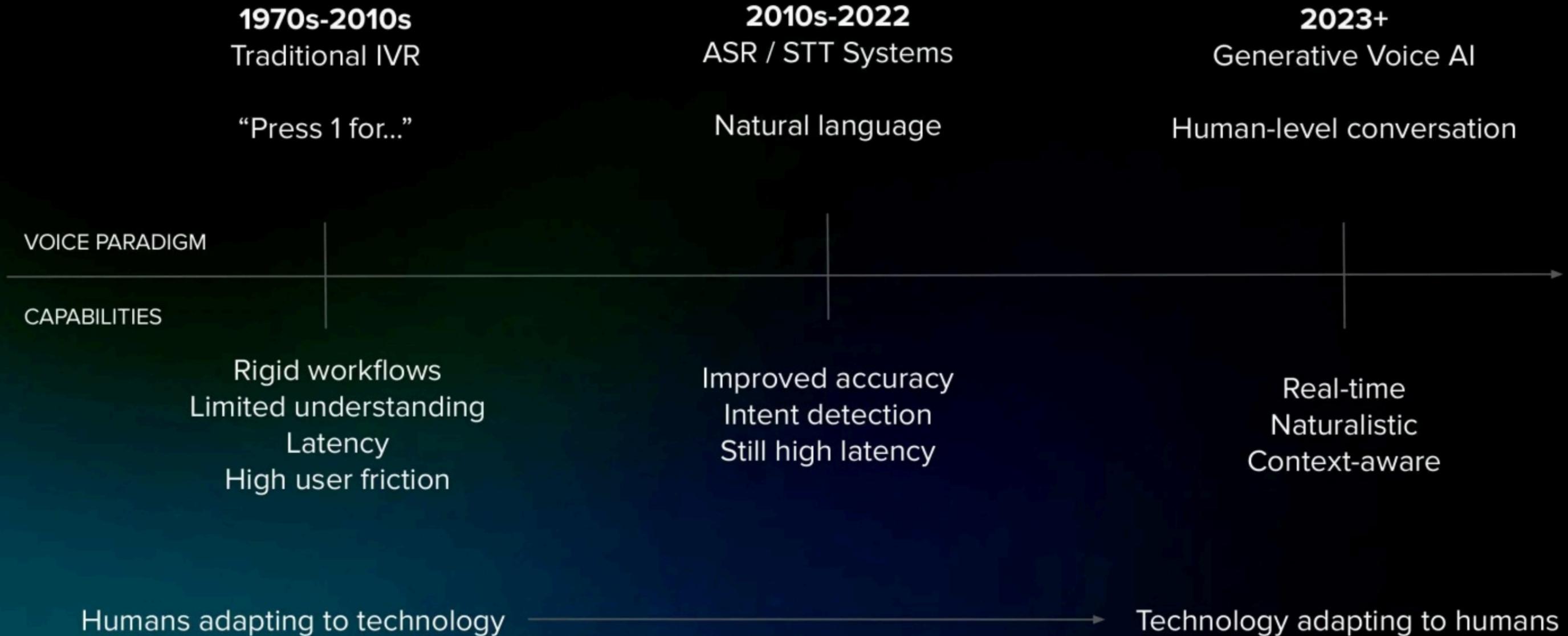Customer preference for complex tasks

400B
Call Center Spend

40%
Agent Attrition

Challenges:

→ After-hours coverage

→ Peak time management

→ Consistent experience / training

→ Scale limitations

History of automated voice systems

1970s-2010s
Traditional IVR

"Press 1 for..."

2010s-2022
ASR / STT Systems

Natural language

2023+
Generative Voice AI

Human-level conversation

VOICE PARADIGM

CAPABILITIES

Rigid workflows
Limited understanding
Latency
High user friction

Improved accuracy
Intent detection
Still high latency

Real-time
Naturalistic
Context-aware

Humans adapting to technology ⟶ Technology adapting to humans

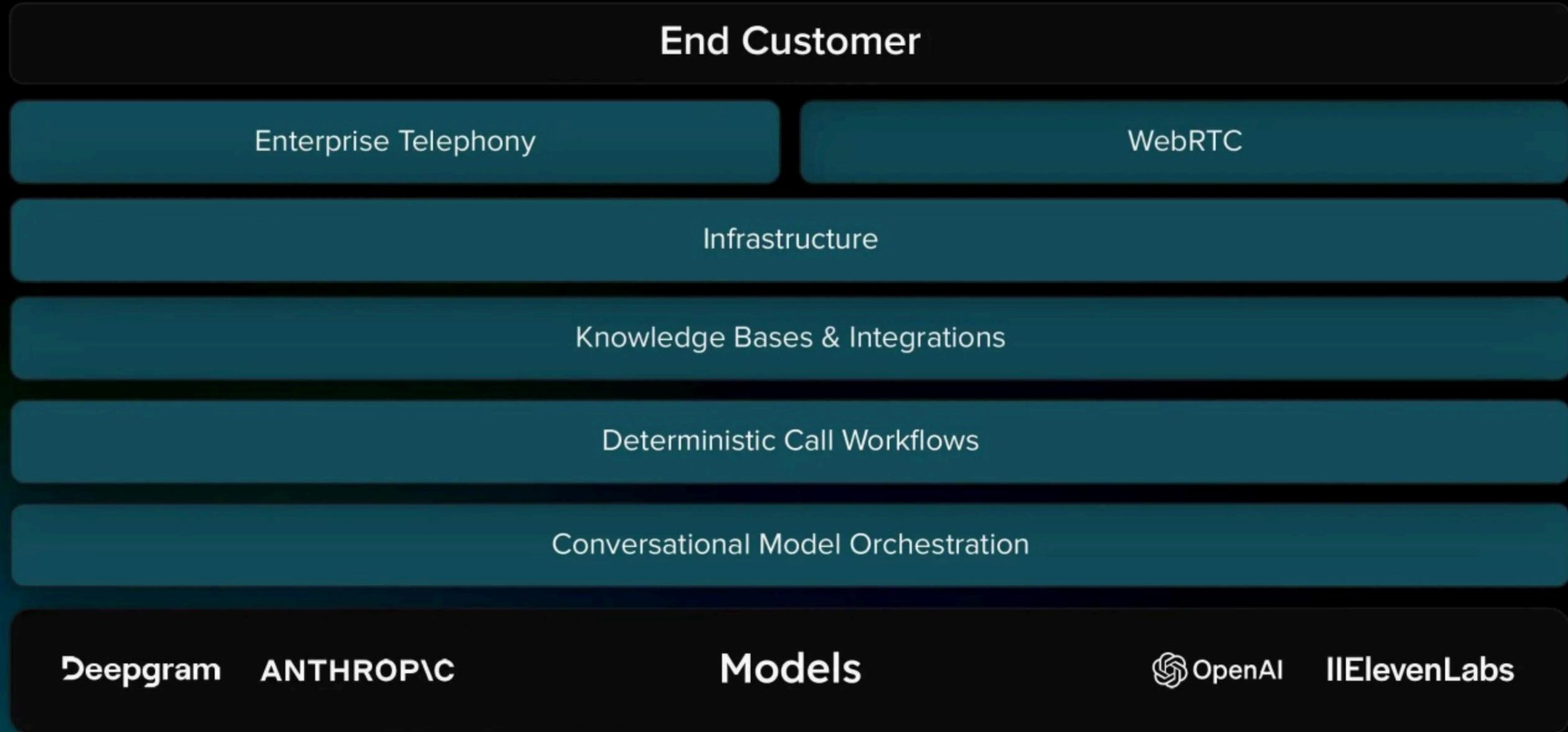If **Human-Performance Models** are here now,

we can just use them to fix everything...

Right?

WRONG

Deploying and scaling voice agents takes months, if not years, of specialized engineering

Here's what businesses need to deploy voice AI

End Customer

Enterprise Telephony	WebRTC

Infrastructure

Knowledge Bases & Integrations

Deterministic Call Workflows

Conversational Model Orchestration

Deepgram　**ANTHROP\C**　**Models**　**OpenAI**　**llElevenLabs**

Or they could just use Vapi

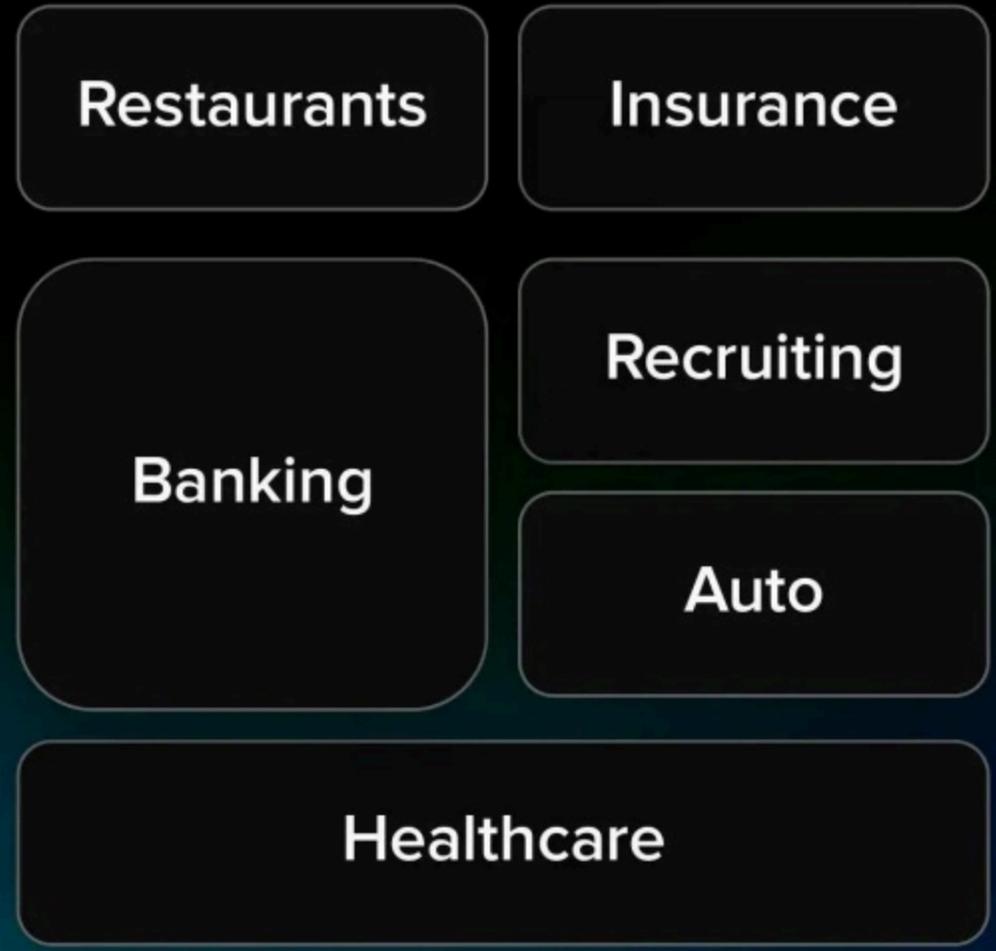End Customer

Models

Deepgram · ANTHROP\C · OpenAI · llElevenLabs

Our Mission
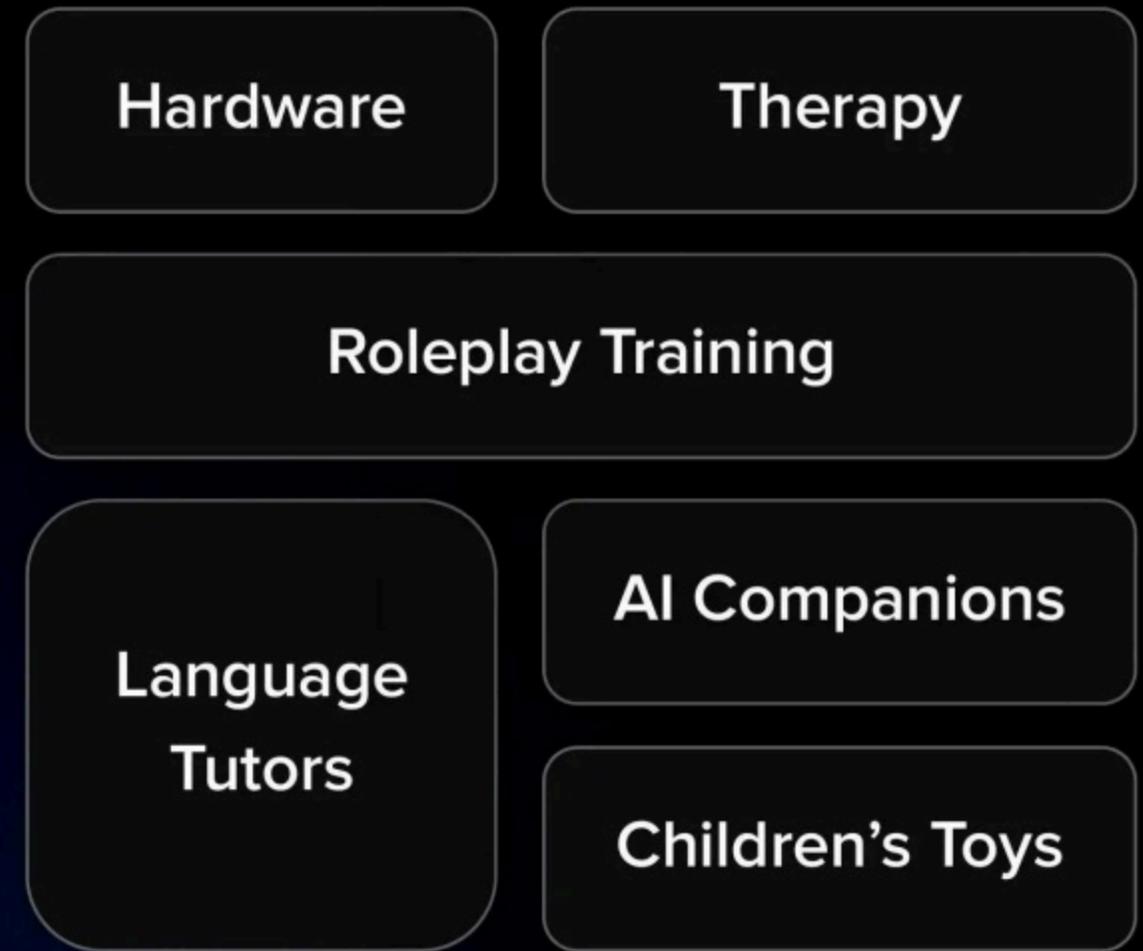
Bend the arc of technology back to the human voice.

How?

With a developer platform that makes it easy to deploy voice agents.

The two segments of opportunity

Restaurants	Insurance
Banking	Recruiting
	Auto
Healthcare	

Existing Call Volume

Hardware	Therapy
Roleplay Training	
Language Tutors	AI Companions
	Children's Toys

New Call Volume

16