

THOR Voice AI

From voice connectivity to intelligent voice experiences



Challenge

Voice remains one of the most widely used communication channels worldwide, yet its economic and experiential value is underutilized.

While billions of voice minutes are generated every day, users increasingly experience voice as interruption, and operators primarily monetize connectivity rather than outcomes.

Why Now

The telco network has reached a technological inflection point.

VoLTE and IMS are now mainstream, providing a standardized and scalable service layer for voice. At the same time, realtime speech AI and agentic workflows have reached production maturity.

For the first time, AI-powered voice services can be embedded directly into the operator core – securely, at scale, and without requiring users to change their behavior.

What is THOR Voice AI?

THOR Voice AI extends the THOR platform with a network-native AI voice service layer, embedded directly into IMS and existing call flows. It enables operators to design, deploy and operate AI-powered voice services across customer segments – from simple packaged bots to more complex enterprise solutions.

Rather than delivering a single voice agent, THOR Voice AI provides the operator-grade enablement layer to productize, control and scale voice AI services on top of existing network and service platforms.

Key Capabilities

- Natural voice interaction using low latency speech-to-text and text-to-speech
- Deterministic, telco-grade workflows combined with AI-driven reasoning
- Deep integration into operator and enterprise systems via APIs and workflow orchestration
- Modular service creation for different customer segments and use cases
- Carrier-grade scalability, compliance, observability and policy control

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Illustrative Service Blueprints

THOR Voice AI provides operators with reusable service blueprints that can be packaged, adapted and launched for different customer segments.

Personal Phone Assistant (B2C blueprint)

A reusable AI voice service blueprint that operators can adapt to screen incoming calls, capture intent, summarize conversations and automate follow-ups on the user's existing phone number.

Voice Concierge (SMB blueprint)

A reusable AI voice service blueprint that operators can package for small businesses to qualify incoming calls, capture relevant information and trigger workflows such as bookings, callbacks or ticket creation.

These services can be delivered without app installation, without new numbers and without requiring users to change their behavior.

Why THOR Voice AI

Unlike app-based assistants, isolated AI components or purely contact-center-centric solutions, THOR Voice AI is designed specifically for operator environments. It enables telcos to turn custom service logic into scalable, productizable voice AI services on top of existing network and service platforms.

Voice AI only creates lasting value in operator environments when it is

// Voice AI should not be a feature-it should be a platform capability.

With THOR, we enable telcos to expose voice as an intelligent, programmable asset across their entire ecosystem.

Martin Rückert, Chief AI Officer, Tallence AG

About Tallence

Tallence is a consulting and technology partner with proven expertise in business-critical telco environments. For over 25 years, the company has supported leading network operators in designing, building, and operating platforms across core network, BSS, and OSS domains. With a strong focus on execution and deep domain knowledge, Tallence enables operators to modernize complex system landscapes and accelerate innovation. This foundation makes Tallence a trusted partner for next-generation solutions such as THOR Voice AI.

deeply embedded into network workflows, governed by deterministic controls and exposed as scalable, sellable services.

Architecture at a Glance

- Embedded into IMS / SIP Application Server
- AI Gateway for real time speech processing and reasoning
- Telco Agent Layer for controlled, multi step workflows
- Full operator control over routing, policies, analytics and compliance.

Getting Started: Proof of Concept

A low-risk, high-learning-speed pilot allows operators to validate not only a first use case, but also the architectural and operational foundation for a broader portfolio of AI-powered voice services.

Conclusion

THOR Voice AI enables operators to evolve voice from basic connectivity into differentiated, intelligent services.

Embedded directly into the network, it provides the technical and operational foundation to build, govern and monetize AI-powered voice offerings at scale.

For operators, the opportunity is not simply to deploy a single voice agent, but to establish a repeatable, scalable model for launching AI-powered voice services across customer segments.

