

Quickstart Kit: AI Voice Bots Without Compliance Risks

1. Why This Matters

Most enterprises are eager to adopt AI and LLM-powered voice bots to manage soaring call volumes. But too many pilots fail because they bypass PSTN rules, ignore data privacy laws, or break at the bot-to-agent handover stage. This kit gives you a practical blueprint to roll out AI voice bots — fast, secure, and compliant.

2. Common Compliance Pitfalls to Avoid

- PSTN Bypass – Routing calls over OTT VoIP instead of licensed telecom networks.
- Unencrypted Streams – Exposing customer data in real-time audio feeds.
- Broken Handover – Losing context when transferring from bot to agent.
- Consent Gaps – Not tracking customer opt-ins (risking TRAI/DND violations).
- Data Residency Blind Spots – Sending sensitive call data outside India.

3. Smart Approach to Compliance-First AI Voice Bots

- PSTN Integration → Always anchor bot calls on licensed telecom carriers.
- End-to-End Security → TLS-encrypted WebSocket or SIP streams.
- Bot-to-Agent Continuity → Pass transcripts and context in real time.
- Consent by Design → Ensure opt-in/out is logged and auditable.
- Data Localization → Host bots/data in India (or approved regions).

4. Where AI Voice Bots Deliver Fast ROI

- BFSI → EMI reminders, collections, KYC verification.
- Healthcare → Patient reminders, follow-up scheduling.
- E-commerce & Logistics → Delivery updates, RTO reduction, COD confirmations.
- Utilities & Telecom → Bill reminders, outage alerts, new service activations.

5. The Smartflo Advantage

Smartflo Voice Streaming from Tata Tele Business Services is India's first enterprise-grade 'voice pipe' built for AI:

- Secure PSTN-Compliant Streaming (TLS, no bypass).
- Real-Time Audio for Bots & Agents (<1s latency).

- Scalable Concurrency (start at 5 channels, grow as needed).
- Predictable Pricing → ■1,100 per channel/month.
- Future Ready → SIP interconnect + transcript sharing roadmap.

6. Quick Checklist for Buyers

- Does your provider run over licensed PSTN?
- Are streams encrypted with TLS/SRTP?
- Can bots hand over to agents with full context?
- Is customer consent tracked and auditable?
- Is your call/audio data stored within India?

If you answered 'No' to any of the above — you may be taking compliance risks.

7. Next Step: Get Started Safely

Book a free Smartflo demo today. Let us show you how AI voice bots can scale your customer calls without putting compliance at risk.