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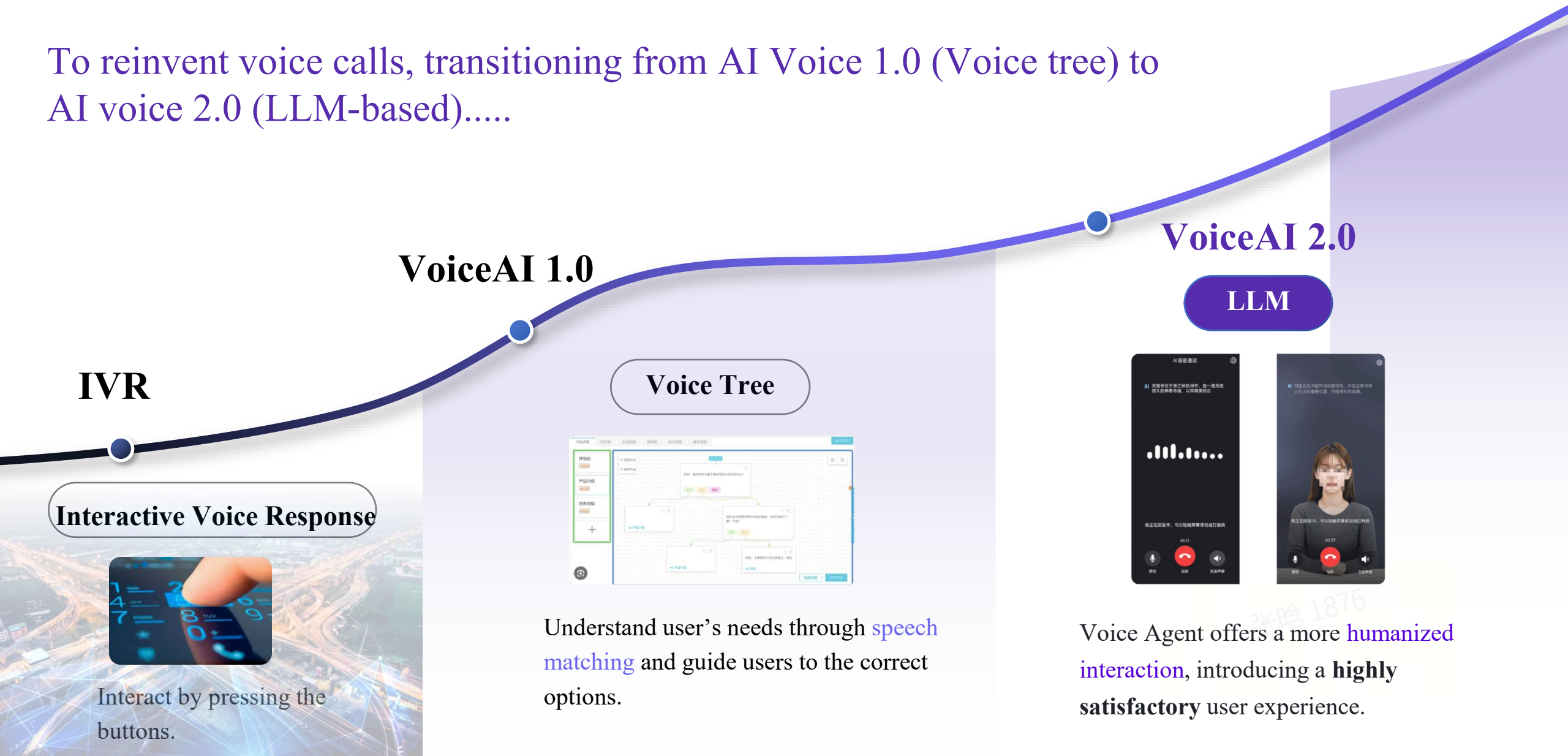
Echora

Voice in Motion, Emotion in Action

www.hserve.ai

Evolution of Real-time Voice AI Interaction

To reinvent voice calls, transitioning from AI Voice 1.0 (Voice tree) to AI voice 2.0 (LLM-based).....



IVR

Interactive Voice Response



Interact by pressing the buttons.

VoiceAI 1.0

Voice Tree



Understand user's needs through **speech matching** and guide users to the correct options.

VoiceAI 2.0

LLM



Voice Agent offers a more **humanized interaction**, introducing a **highly satisfactory** user experience.

Voice Agent AI 2.0 - New Voice Interaction Service

Voice Agent offers intelligent voice services with **natural language interaction**, integrating **speech synthesis** and **recognition** for an **authentic, smooth, low-latency user experience** without digital human images.



Voice call



Voice Agent

TTS speech
synthesis

VAD Voice
monitoring

AI Denoise

Multi intent
recognition

HRIA TTS &
Emotions

Multi-agent
intelligent
scheduling



| Smarter | Friendlier | Nimble | Innovative |

Competitive Analysis

Item/ Company Name	HServe	iFLYTEK	Hume AI	ElevenLabs
Core Technology Architecture	End-to-end voice LLM (ASR+LLM+TTS) parallel architecture, MCP protocol.	Modular architecture	Focusing on emotional recognition and feedback optimization	Supports high-fidelity voice cloning
Average latency	≤150ms end-to-end latency	300-500ms	200-400ms	About 200ms
Business Scenario Depth	Real-time & Enterprise-level	General customer service scenarios	Lacking enterprise system integration capabilities	No business system connection capability
Humanization and Emotional Interaction	20+ Emotion + intention recognition, voice cloning + super anthropomorphic synthesis	Pre-set emotional templates	Voice interaction realism is average	Lacks emotional interaction logic
Multilingual Support	Multiple languages	6 Chinese dialects	5 languages	No business scenario adaptation
Ecosystem and Scalability	MCP protocol supports 120+ tool hot-swapping	Open platform API/SDK, manual docking required	API relies on third-party integration	No enterprise-level ecosystem tools
Data Security and Compliance	Entrusted architecture + Local deployment	Cloud encryption	No local solution	No industry-level compliance plan

Scenarios

Hyper-realistic intelligent agent (HRIA) integrates asset management, **character animation**, **video synthesis**, and **streaming**, unifying content creation, distribution, and marketing.



Telecom Operators Industry

- Digital Human Video Calls
- 5G Call Assistant
- Mobile Cloud Disk
- Business WhatsApp shopping assistant



Financial Industry

- Digital Live Streaming Platform
- GenAI App
- Interactive AI Customer Service at the stores
- AI Smart Customer Service
- GenAI Content Platform



Retail Industry

- AIGC Marketing Solutions
- Digital Intelligent Guide
- AI Customer Service
- Intelligent all-in-one machine at the stores



Education Industry

- AI Career Guidance
- Panoramic Digital Human Course Lecture
- AI Pronunciation Correction Training

Additionally, collaborations have been **established with leading enterprises in these industries**, supporting more than **50,000 concurrent users** and accumulating **650 millions end-users**.



Why is VOICE the "golden medium" for the next generation of business interaction?

Echora transforms voice into a resonator of **emotional and commercial value**, creating an irreplaceable competitive advantage across three dimensions.

More Data Value

Surpassing the commercial data value of text communications.

Free Your Hands/Eyes

Suitable for automobile industry, scenarios for the children and the elders, covering 80% of non-internet users.

Emotional Interactions

Voice conveys brand warmth, directly enhancing user willingness to pay.

Strategic Blueprint

Building up an operating system (OS) for various scenarios to be the “Ears” for businesses
Upgrading from a customer service cost-saver tool to redefine the economy of human emotions of
Entertainment and Media Industries.

ULTIMATE GOAL of ECHORA

“ Not to replace human interactions,
but to enable AI to "speak with
soul.” ”



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