Top AI Voice Agents for E-commerce

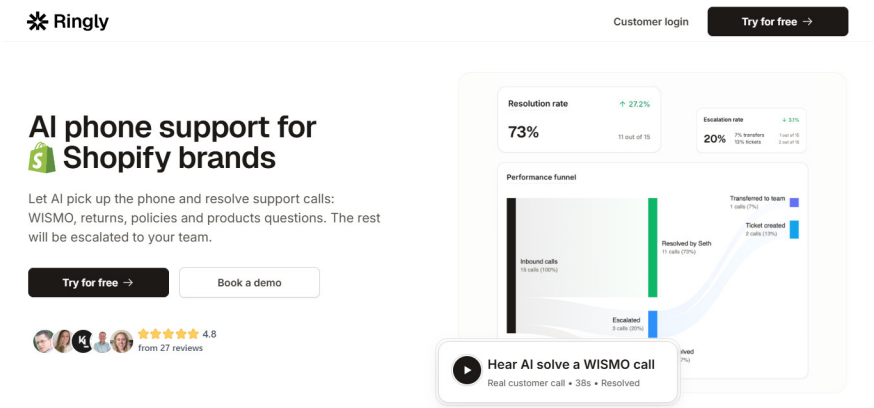
From order processing to retrieving abandoned shopping carts, the best AI voice assistants for e-commerce are helping brands stay operational 24/7 without increasing operating costs.

The way e-commerce businesses handle customer communication is changing rapidly. By 2026, voice automation is no longer just a tool to support brands; it has become a core revenue driver. From order processing to retrieving abandoned shopping carts, the best AI voice assistants for e-commerce are helping brands stay operational 24/7 without increasing operating costs.

Leading this transformation are several AI-powered models. These are state-of-the-art platforms built specifically for conversational commerce. These tools focus on human-like, real-time voice interaction that feels natural and unautomated, becoming a powerful starting point for brands exploring the use of AI-powered calling.

In this article, we'll explore the top AI voice assistants for e-commerce so you can choose the right tool for your needs.

1. Ringly.io



Ringly.io is a popular AI voice assistant for e-commerce, automating customer support calls and order-related inquiries. It's designed for brands looking to minimize manual call handling while maintaining consistent communication with customers.

Main features:

1. Automated call handling
2. Track order responses
3. Integration with Shopify and CRM
4. Personalize your voice.

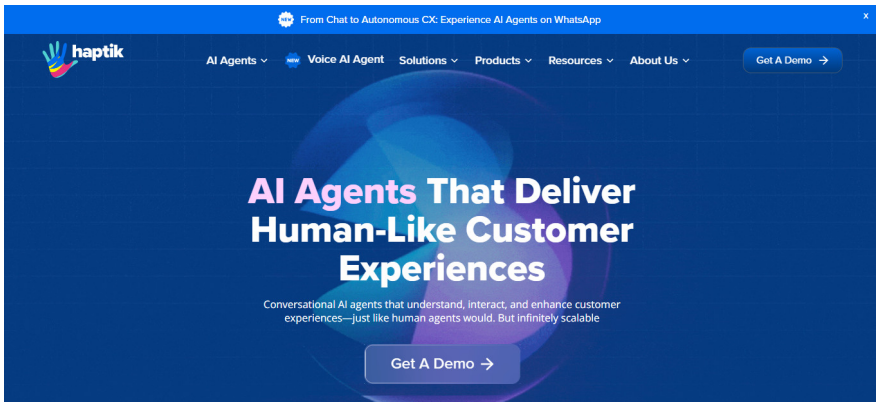
Advantage

1. Easy to deploy
2. Powerful automation process
3. Reliable for support use cases

Disadvantages

1. Limited customization options
2. Not focusing too much on sales.

2. Haptik



Haptik is a flexible AI voice tool platform that allows businesses to build customized voice assistants tailored to their workflows. This platform is ideal for companies seeking more controlled and customized AI voice agent platforms for e-commerce.

Main features:

1. Custom workflow builder tool
2. API-based integration
3. Advanced AI voice control
4. Testing and optimization tools

Pricing: Usage-based pricing model

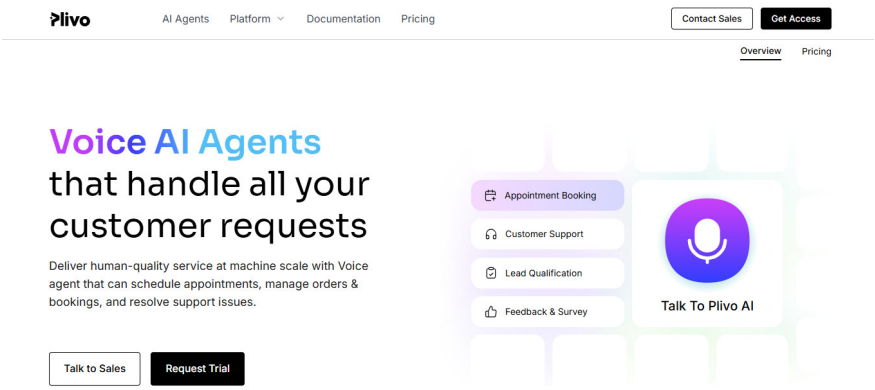
Advantage

1. Highly customizable
2. Developer-friendly
3. Scalable infrastructure

Disadvantages

1. Technical expertise required
2. Not a plug-and-play solution.

3. Plivo Voice AI



Plivo offers a powerful AI-powered voice calling solution designed for businesses requiring a reliable communication infrastructure. Plivo's voice automation capabilities make it one of the best AI voice assistants for efficiently handling high-volume customer interactions.

Main features:

1. Integrate voice API
2. Automated call workflow
3. Global communication support
4. Analysis dashboard

Pricing: Based on usage.

Advantage

1. Can be scaled up for large businesses.
2. Strong infrastructure
3. Reliable performance

Disadvantages

1. Requires setup effort
2. Less conversational depth

4. Air AI

Air AI is designed to replace human salespeople with AI-powered voice interactions. It's an optimal choice for businesses focused on proactive sales and nurturing leads using AI voice assistants in e-commerce.

Main features:

1. Automated voice calls that sound like real people.
2. Automated outbound sales calls
3. Lead nurturing process
4. CRM integration

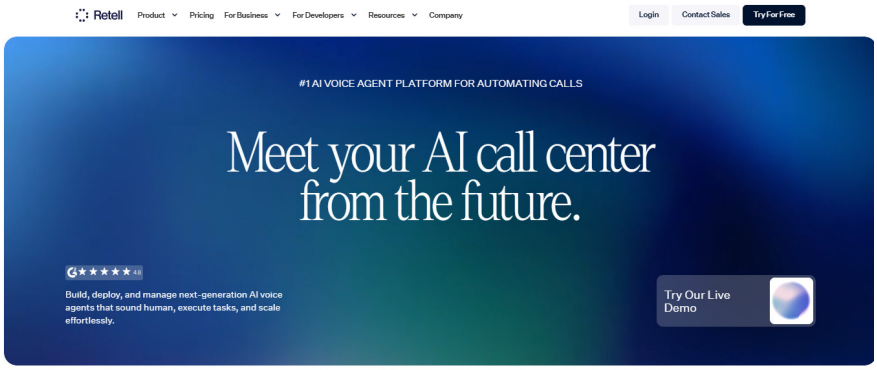
Advantage

1. Excellent for sales calls.
2. Realistic voice sound
3. Good for expanding reach.

Disadvantages

1. Customer support features are limited.

5. Retell AI



Retell AI focuses on building conversational AI systems that closely resemble human interaction. It is widely used to create advanced AI voice assistants capable of handling complex customer queries in e-commerce environments.

Key features:

1. Real-time speech processing
2. Understanding natural language
3. Custom conversation flow
4. Integrated support

Pricing: Based on usage

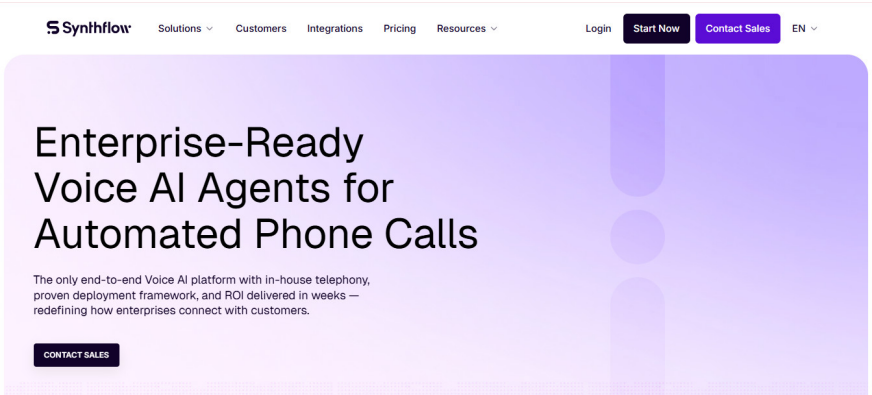
Advantage

1. The conversation was very realistic.
2. Flexible integration
3. Good developer support

Disadvantages

1. Technical setup required
2. Not beginner-friendly.

6. Synthflow AI



Synthflow AI provides no-programming tools for quickly building voice assistants. It's ideal for businesses wanting a simple yet effective AI voice assistant for e-commerce without requiring extensive technical involvement.

Main features:

1. A build tool that requires no coding.
2. Template available
3. Rapid deployment
4. Customize your voice.

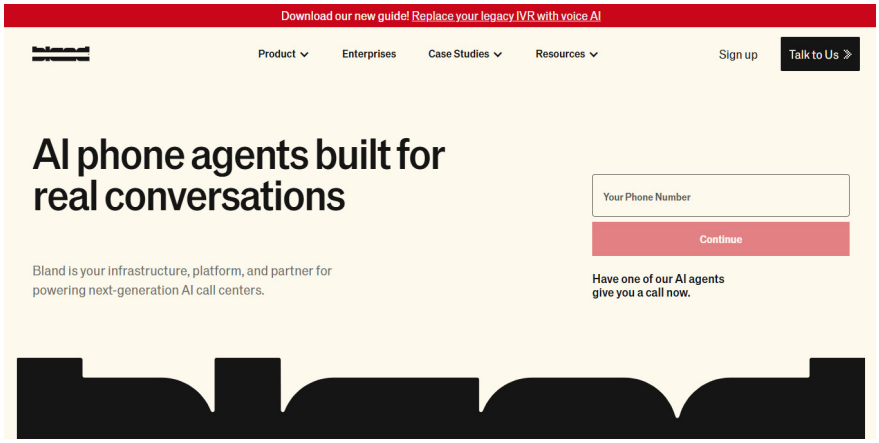
Advantage

1. Easy to use
2. Rapid deployment
3. Suitable for beginners

Disadvantages

1. Limited advanced features
2. Less scalability for complex workflows.

7. Bland AI



Bland AI is renowned for its hyper-realistic voice interaction and scalable calling system. It's a powerful AI voice tool for businesses looking to create human-like conversations at scale.

Main features:

1. Hyper-realistic AI voice
2. High scalability
3. Call automation
4. API integration

Pricing: Pricing based on usage.

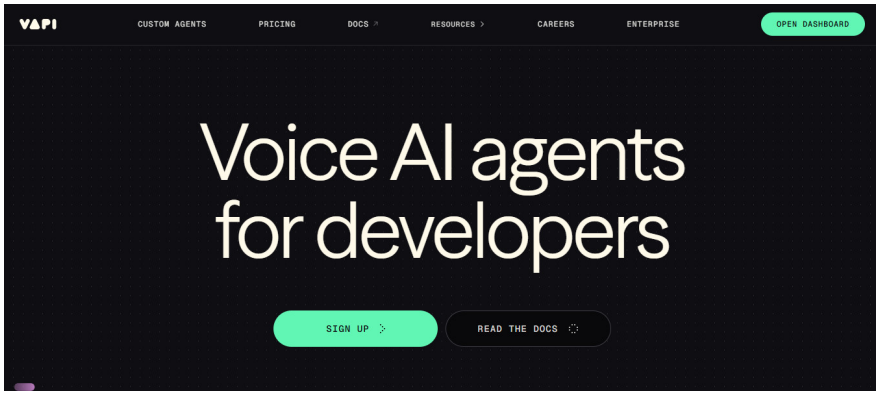
Advantage

1. The voice sounds incredibly realistic.
2. Easily expandable
3. Good performance

Disadvantages

1. Expensive on a large scale
2. Optimization is needed.

8. Vapi



Vapi goes beyond the capabilities of a standard voice generator, becoming an AI voice agent capable of handling conversations. This is a good option for brands looking for a high-quality voice assistant combined with conversational skills.

Main features:

1. High-quality voice synthesis
2. Conversational artificial intelligence
3. Multiple voice options
4. Access the API

Pricing: Prices vary by tier.

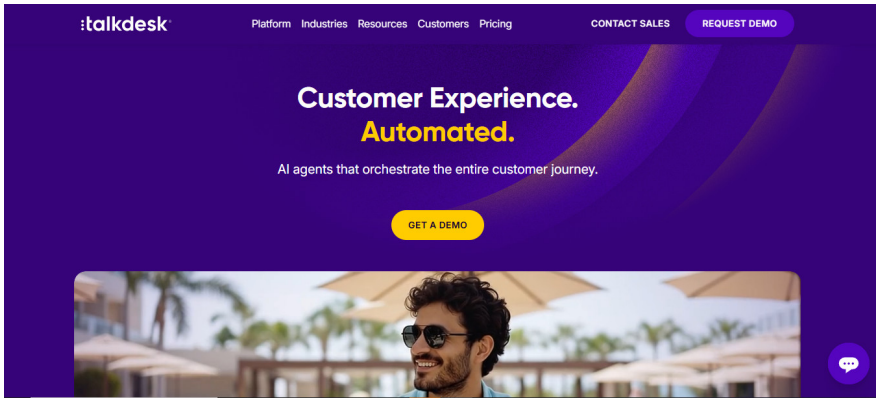
Advantage

1. Excellent voice quality
2. Flexible use cases
3. Easy to integrate

Disadvantages

1. Not entirely focused on e-commerce.
2. Limited depth of automation

9. Talkdesk AI Voice



Talkdesk is an enterprise-grade AI voice assistant platform that provides powerful solutions for customer service automation. It is one of the best AI voice assistant platforms for e-commerce, suitable for large-scale operations.

Main features:

1. Enterprise-level automation
2. Multi-channel support
3. Advanced analysis
4. CRM integration

Advantage

1. High scalability
2. Powerful analysis
3. Reliable business support

Disadvantages

1. Expensive
2. Complex setup

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