

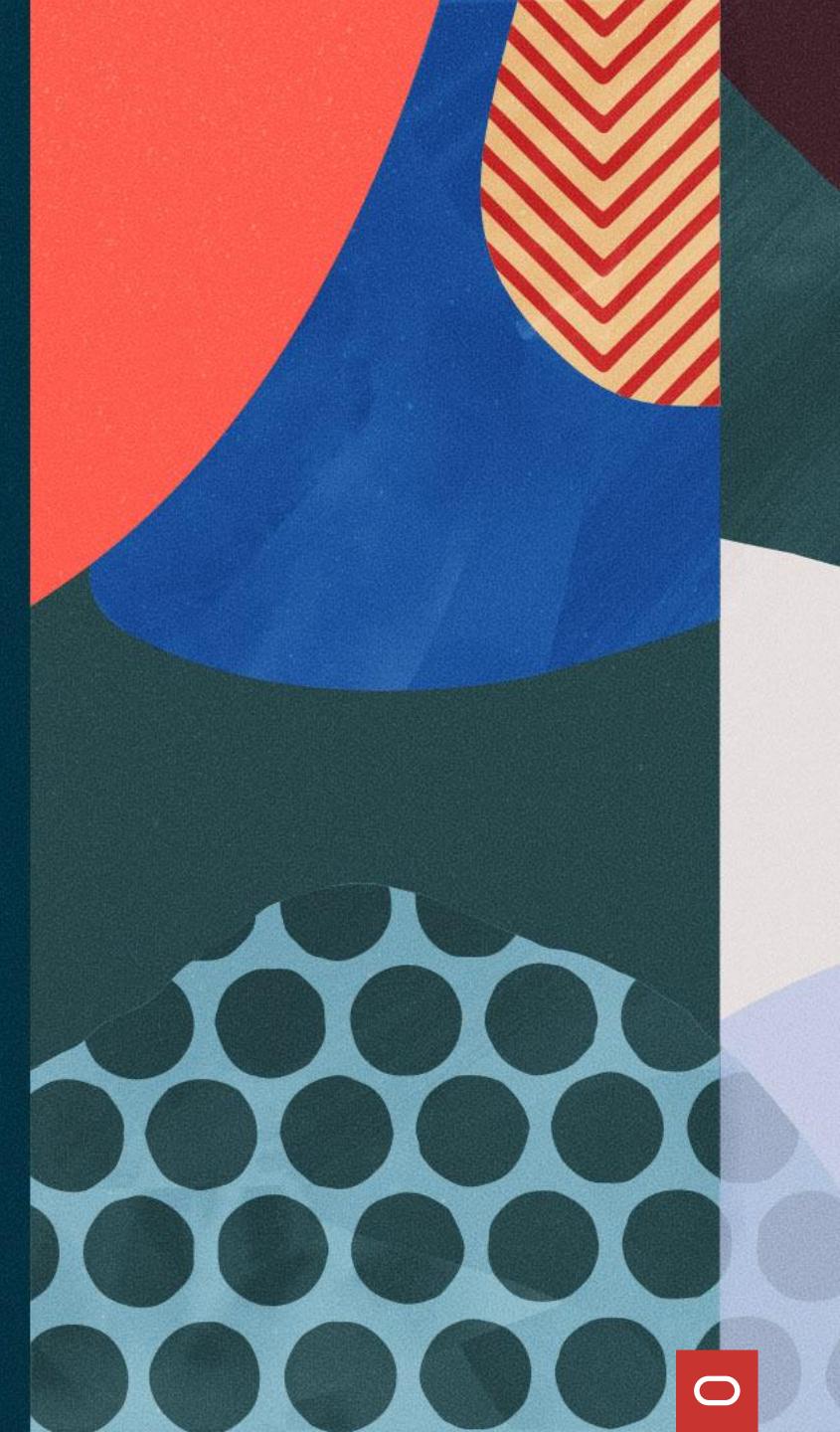
ORACLE

# AI World

## THR3647: Supercharging Call Center Agents and Revolutionizing Customer Interactions

---

Session Date: October 15, 2025



# Today's Speakers

**Andres Zuluaga**

CEO

Millenium



**Alexandre Nakahara**

AI and Cloud Solution Senior Director

Oracle



## Company overview

- Millenium BPO is a Colombian company with over 25 years of experience in Contact Center and BPO solutions
- Renowned for creating and managing Voice AI Agents for multiple companies, allowing them to scale their operations and get more results
- Currently with Enterprise customers in Latin America and expanding to virtually any country with OCI through the OCI Marketplace

## Oracle Products

- Oracle Database 23ai
- Vector Search

## Oracle Services

- Oracle Cloud Infrastructure
- BareMetal GPU H200
- Autonomous Database
- MySQL Heatwave
- Generative AI Services
- Oracle Kubernetes Engine—Enhanced Cluster (OKE)
- Compute E5 and X9
- File Storage
- OCI Logging
- Object Storage

# The Inference Moment — From Agent to Super Agent

Real-time inference transforms industries

Generative AI creates an inference moment in every interaction.

Real-time AI delivers context, insights, and empathetic responses.

Agents become faster, smarter, and more human-like.

Result: higher productivity and customer satisfaction.

Airlines, healthcare, banking, and logistics are evolving.

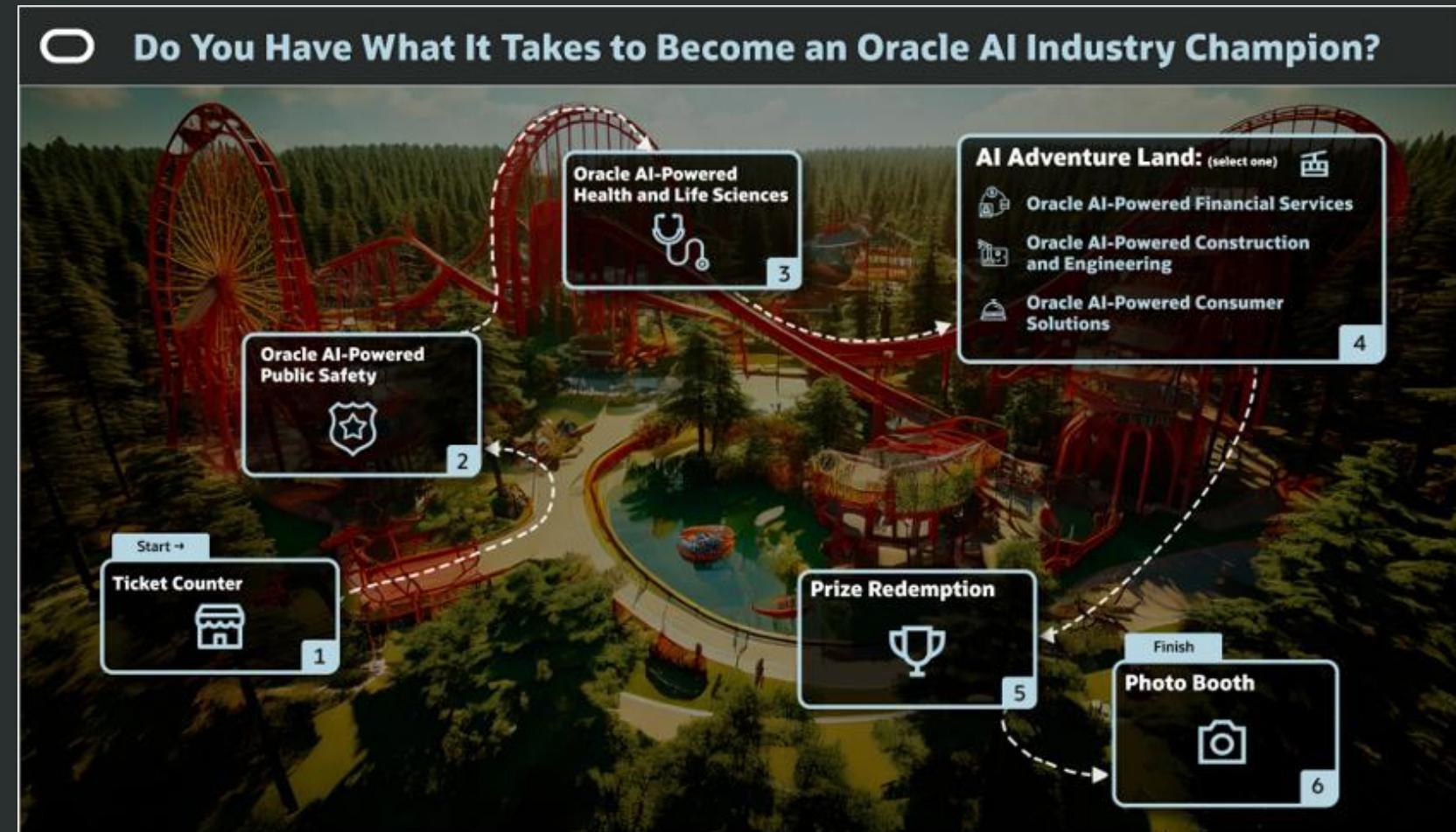
Voice AI agents use real-time inference to deliver:

- Personalized service
- Proactive engagement
- Efficient resolutions

Driving better loyalty and operational performance.

# Play the Thrill Of Success—Oracle's AI-Powered Industry Adventure

- **Register** at the ticket counter to join the fun
- **Test** your Oracle AI knowledge
- **Reach** the leaderboard
- **Win** a prize
- **Celebrate** your success



**Your feedback is important.**

**Scan this QR Code or use the  
Mobile App to share your  
thoughts on this session.**





Andres Zuluaga, CEO | Millenium

Alexandre Nakahara, Sr. Director | Oracle  
Email: Alexandre Nakahara, AI and Cloud Solution Senior Director

# Thank you

---

**Millenium**

THR3647: Supercharging Call Center Agents and Revolutionizing Customer Interactions