

Humach Deploys AI Whisperers to Enhance Customer Experience

The CX leader introduces a first-of-its-kind program that equips agents to work alongside AI, combining human empathy with intelligent automation for scalable customer support.



Frisco, Texas Sep 8, 2025 ([IssueWire.com](https://www.issuewire.com)) - Humach, a global leader in customer experience (CX) solutions, continues to innovate by combining human expertise with artificial intelligence. The company's **AI Whisperers program** trains agents to collaborate seamlessly with AI tools, ensuring customer interactions remain both efficient and empathetic.

Founded in 1988 and rebranded in 2015, Humach serves clients in healthcare, insurance, financial services, retail, and energy, offering digital voice agents, AI-powered automation, and omnichannel support. Its global presence spans the U.S., Mexico, the Philippines, and Jamaica.

Leadership driving innovation:

- **Tim Houlne, CEO** – leads Humach's strategy for blending human empathy with technology.
- **Sean Austin, Chief AI Officer** – oversees AI integration and conversational intelligence initiatives.
- **Bruce Sharpe, Chief Product Officer** – manages product strategy and CX solutions development.

Humach has been recognized for its innovation and excellence with awards including the **Remend**

Best AI/BPO Solution Provider Award, the AI Innovator Award, and inclusion in the Inc. 5000 list of fastest-growing companies.

Learn more about Humach:

- [Company Website](#)
- [Who We Are](#)
- [Live Agents](#)
- [AI ROI Calculator](#)
- [Humach Blog](#)



Media Contact

Humach

*****@humach.com

+1 972-694-0600

5 Cowboys Way Ste 300B, Frisco, TX 75034, United States

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