

TMA AI Newsletter Quarter II of 2026

Welcome to TMA AI Quarterly Newsletter. Please contact biz@tma.com.vn for solution details.

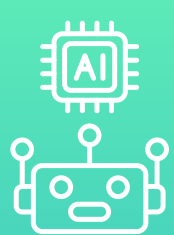
New AI Services

New AI Showroom

Events

New Solutions

New AI Services



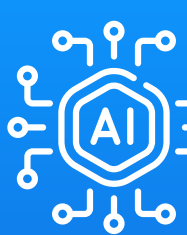
AI Consulting

Support organizations in identifying high-value AI opportunities and developing AI roadmaps aligned with business strategy and objectives.



AI Native Development

Faster application development based on AI tools. Develop new applications based on AI-first and agentic AI architecture.



AI Pod

Small, cross-functional, outcome-oriented team to deliver AI solutions rapidly.

New AI Showroom

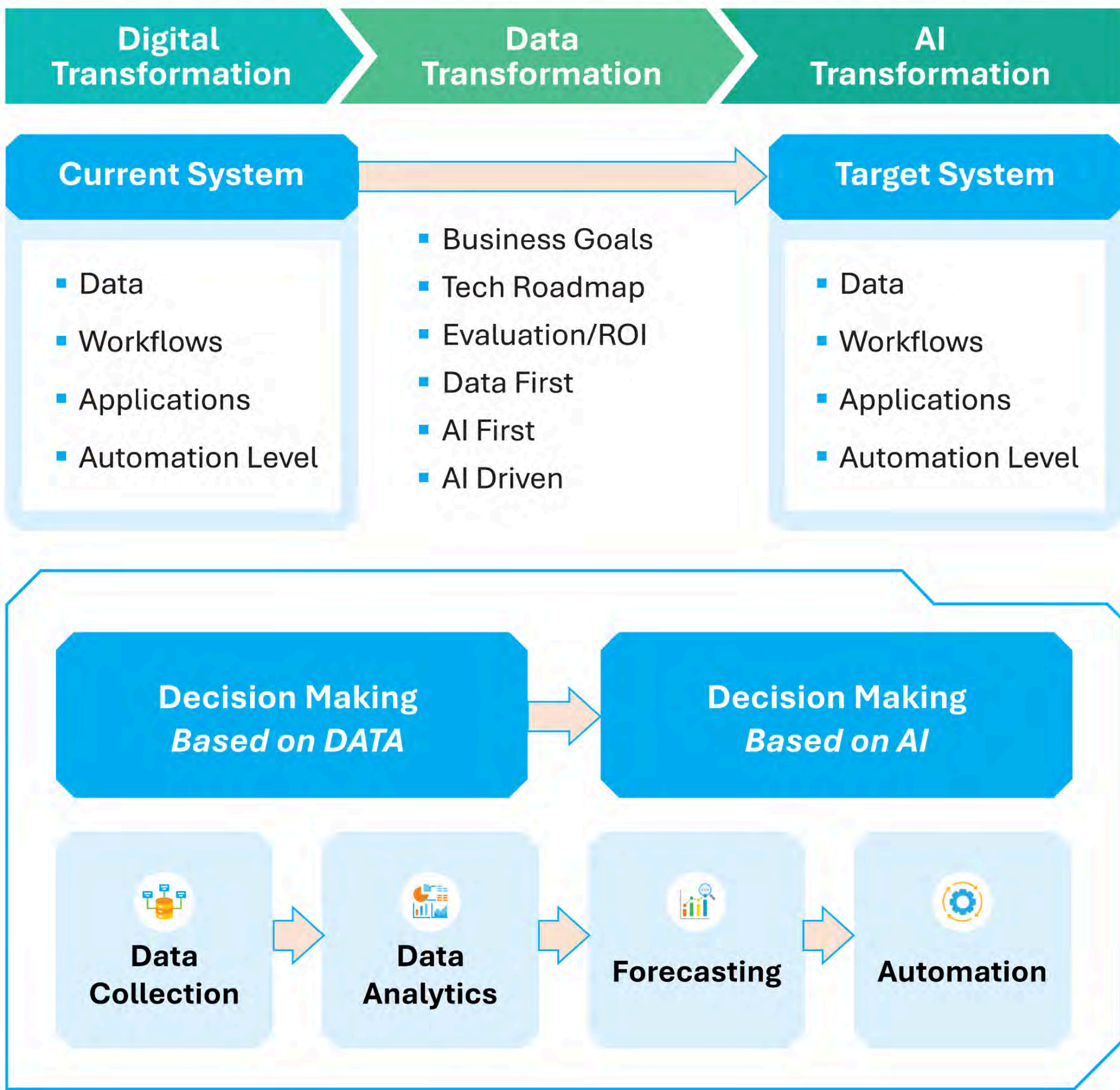


AI Solutions for Enterprises

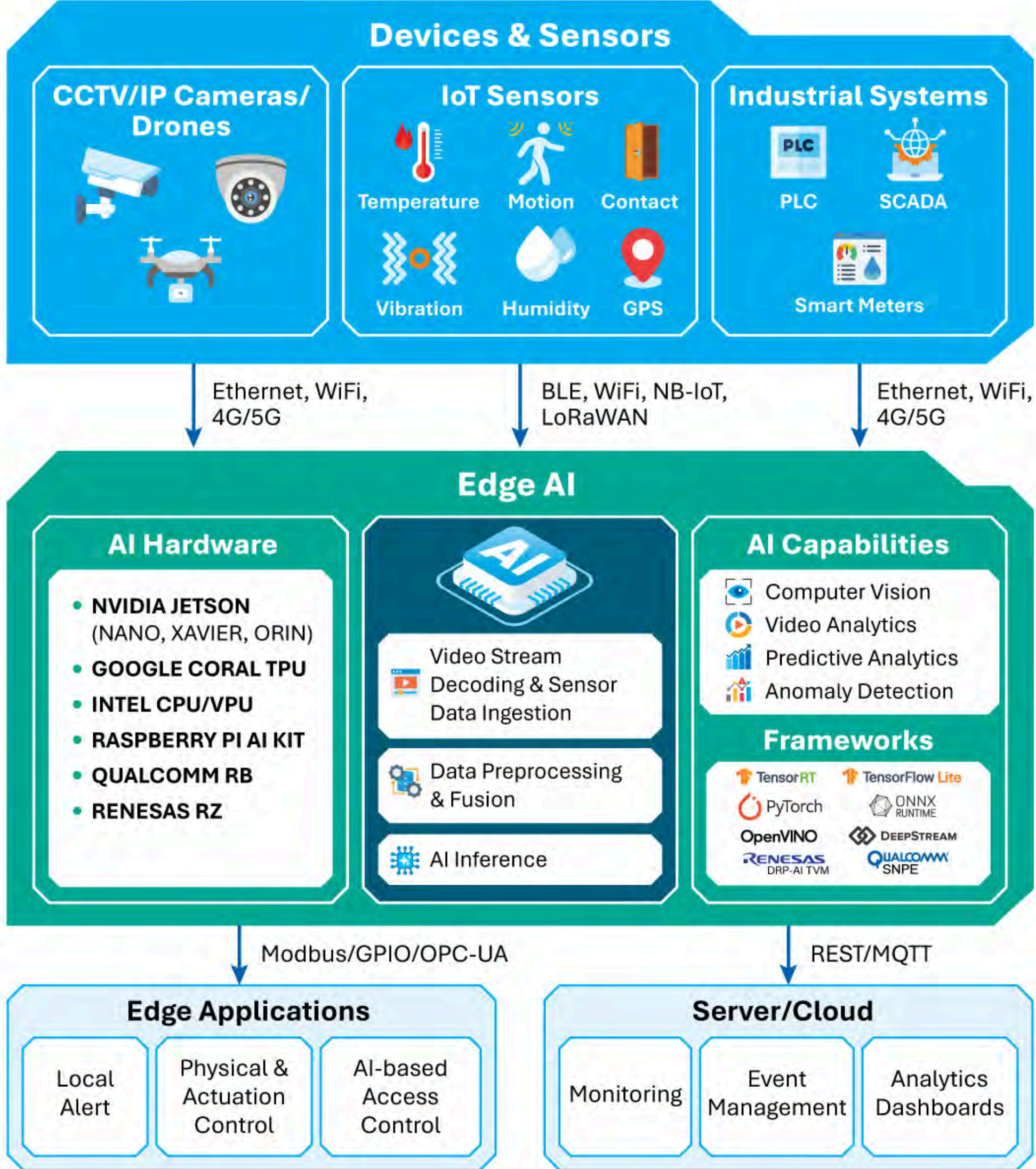
AI Solutions for Industries



AI First Enterprise – AI Company



Edge AI Solutions



AI Agent Development Factory

From Idea to Scalable AI Agents



Events



Japan IT Week Spring 2026

TMA Japan showcased innovative AI solutions and case studies on how TMA can support Japanese companies on innovation.



AI for Healthcare Workshop

In AI for Healthcare Workshop hosted by HCMC University of Technology, Mr. Khoa Nguyen, delivery director, shared solutions and case studies on AI in healthcare for the city healthcare community.



Workshop – AI in Software Development

Hosted by Van Lang University, TMA delivered a hands-on workshop, "Building a Coding Assistant: Turning AI from Chatting to Doing" showcasing how Agentic Coding and AI-powered tools can enhance software development and AI Agent design.

New Solutions

1. AI Sales Coaching

2. AI-powered Financial Data Analytics

3. Vision AI Worker Performance Analytics

4. Automatic Invoice Processing Agent

5. Voice Analytics AI Agent

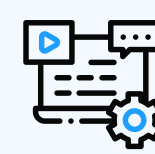
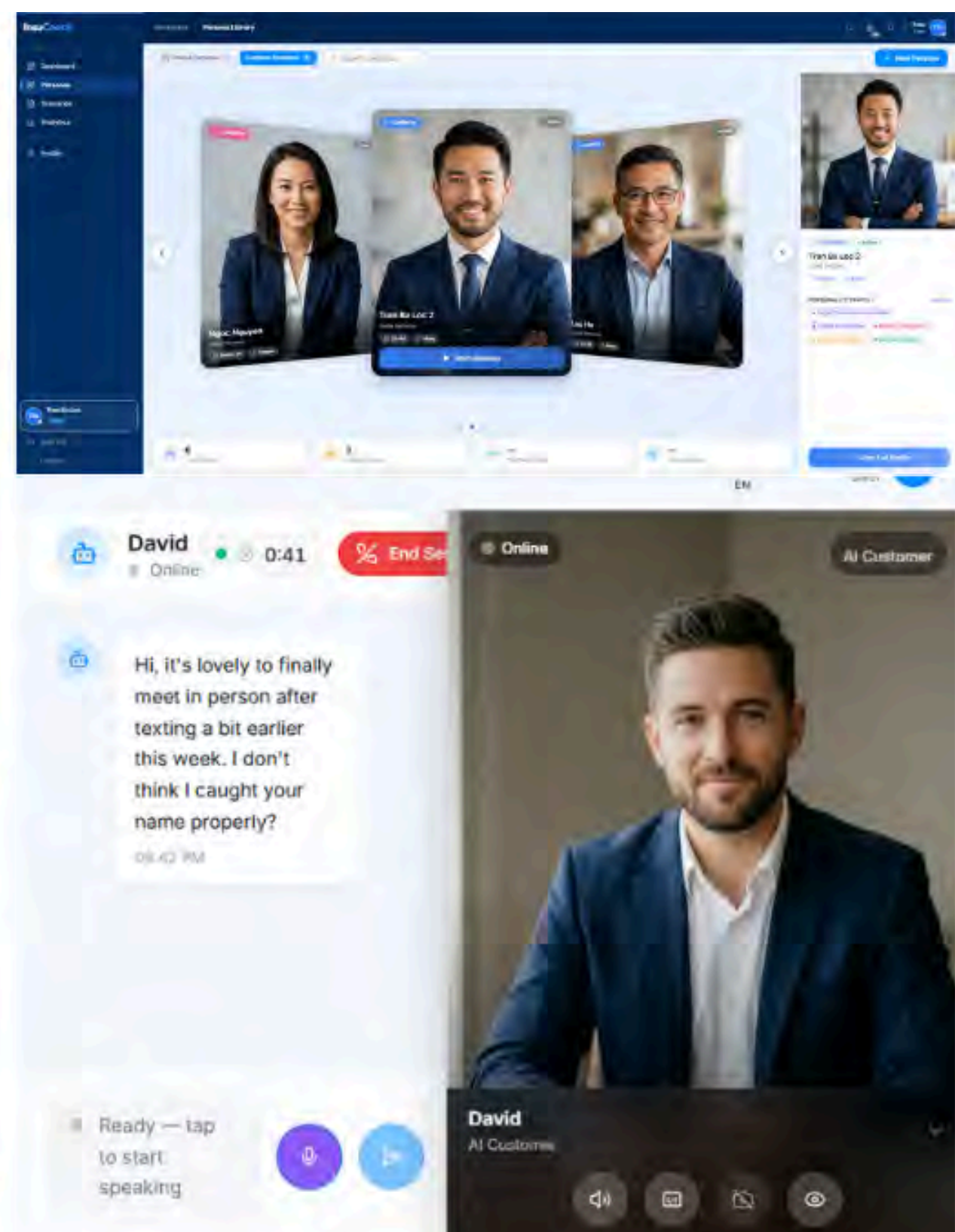
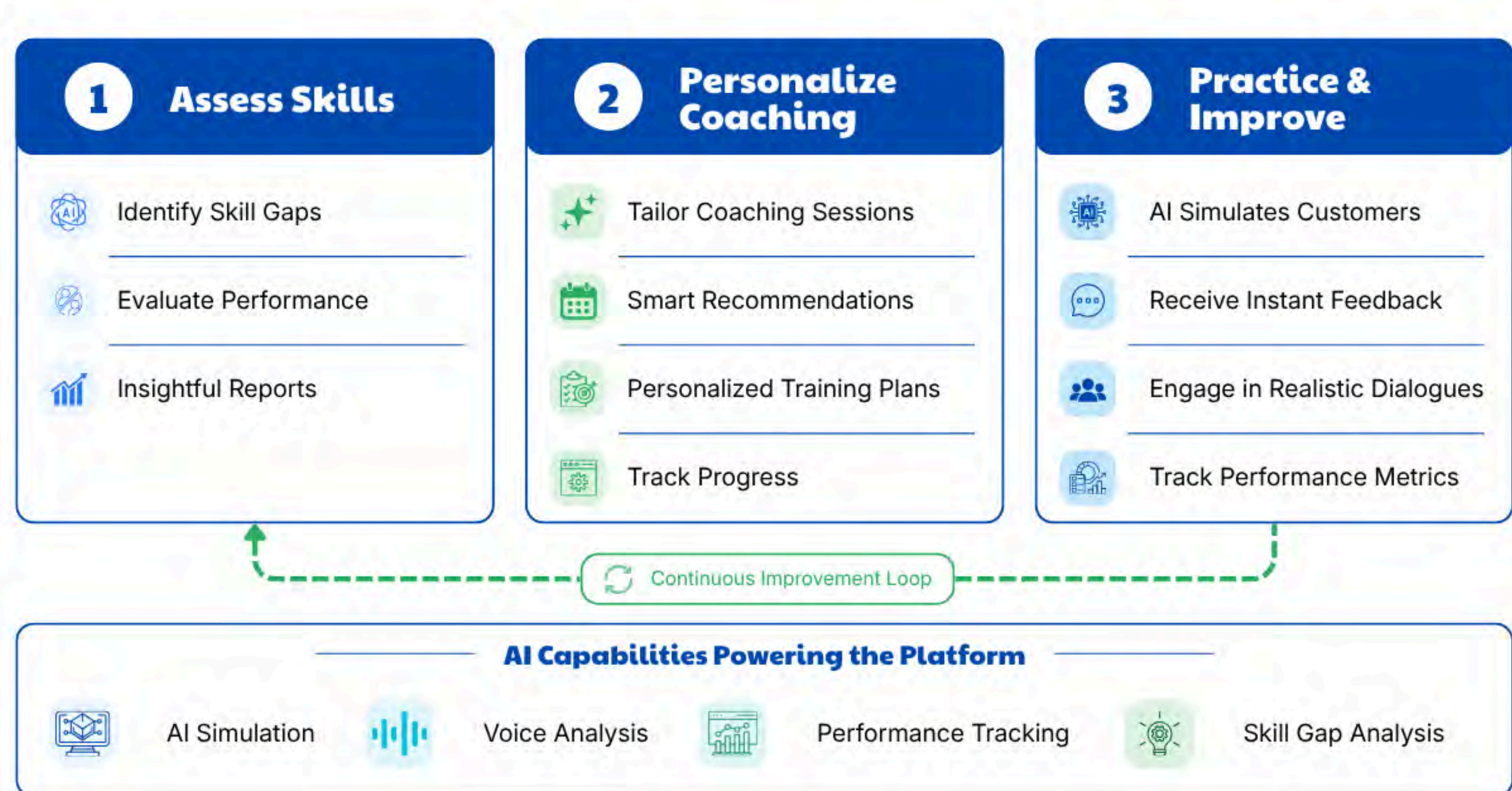
6. AI Voice Agent for Telehealth Call Center

1. AI Sales Coaching



Description

An intelligent AI roleplay training solution designed to accelerate sales performance by transforming traditional training into personalized, scalable, and measurable real-world practice. It uses AI to simulate realistic customers, analyze agent behaviors, and provide continuous guidance for improvement.



Functions

- AI Customer Roleplay Simulations:** Realistic video-based conversations with dynamic AI customers.
- Instant Performance Scoring:** Immediate feedback on knowledge, communication, and objection handling, identify gaps automatically.
- Progress Tracking & Insights:** Monitor development with actionable performance analytics.
- Manager Coaching Dashboards:** Provide visibility into team readiness, performance trends, and coaching opportunities.
- Continuous Personalized Coaching:** Deliver ongoing recommendations tailored to each agent.



Benefits and Applications

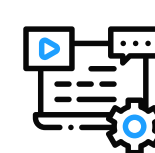
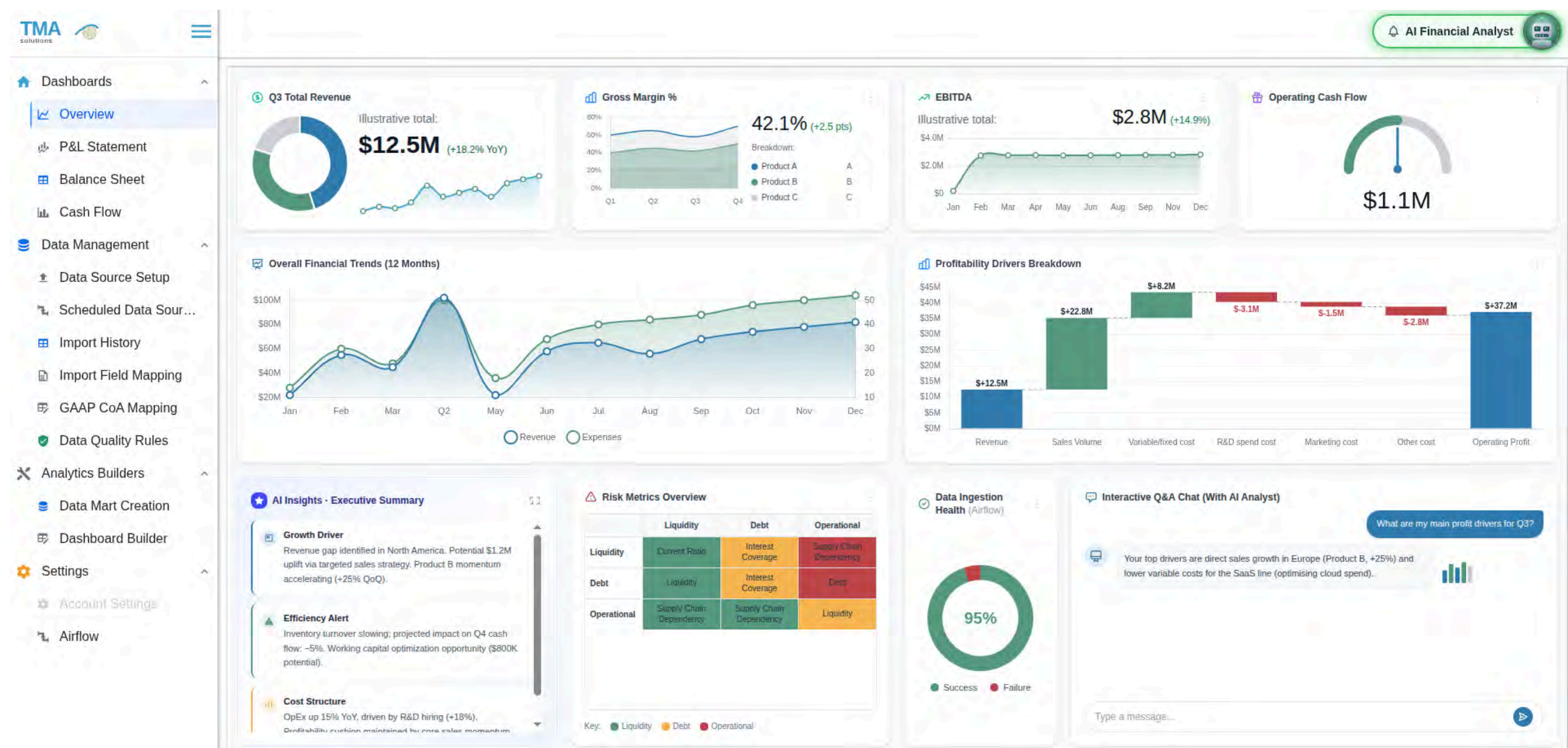
- Accelerate Onboarding & Confidence:** Enable AI roleplay practice to build agent confidence faster. Deliver targeted coaching with real-time performance insights.
- Reduce Coaching Effort:** Automate coaching and improve results with AI-driven recommendations.
- Scale Sales Performance:** Enhance communication, objection handling, and overall sales effectiveness.
- Standardize Sales Operations:** Ensure consistent quality, compliance, and performance across teams.

2. AI-powered Financial Data Analytics



Description

AI-powered Financial Data Analytics transforms enterprise financial and operational data into trusted, actionable insights. It features AI-driven finance Q&A, AI-powered insights & anomaly detection with zero hallucination and fully cited figures, and proactive risk forecasting to enable faster analysis, better visibility, and confident decision making.



Functions

- AI-Powered Financial Analytics:** Automate financial analysis with AI-driven insights, anomaly detection, and explainable results backed by cited data.
- Unified Data Management:** Consolidate enterprise data into a centralized analytics platform for a single source of truth
- Conversational Finance AI:** Interact with financial data using natural language to get trusted answers, insights, and supporting evidence.
- Predictive Financial Intelligence:** Forecast financial risks, profitability, and business performance with proactive AI-powered analytics.



Benefits and Applications

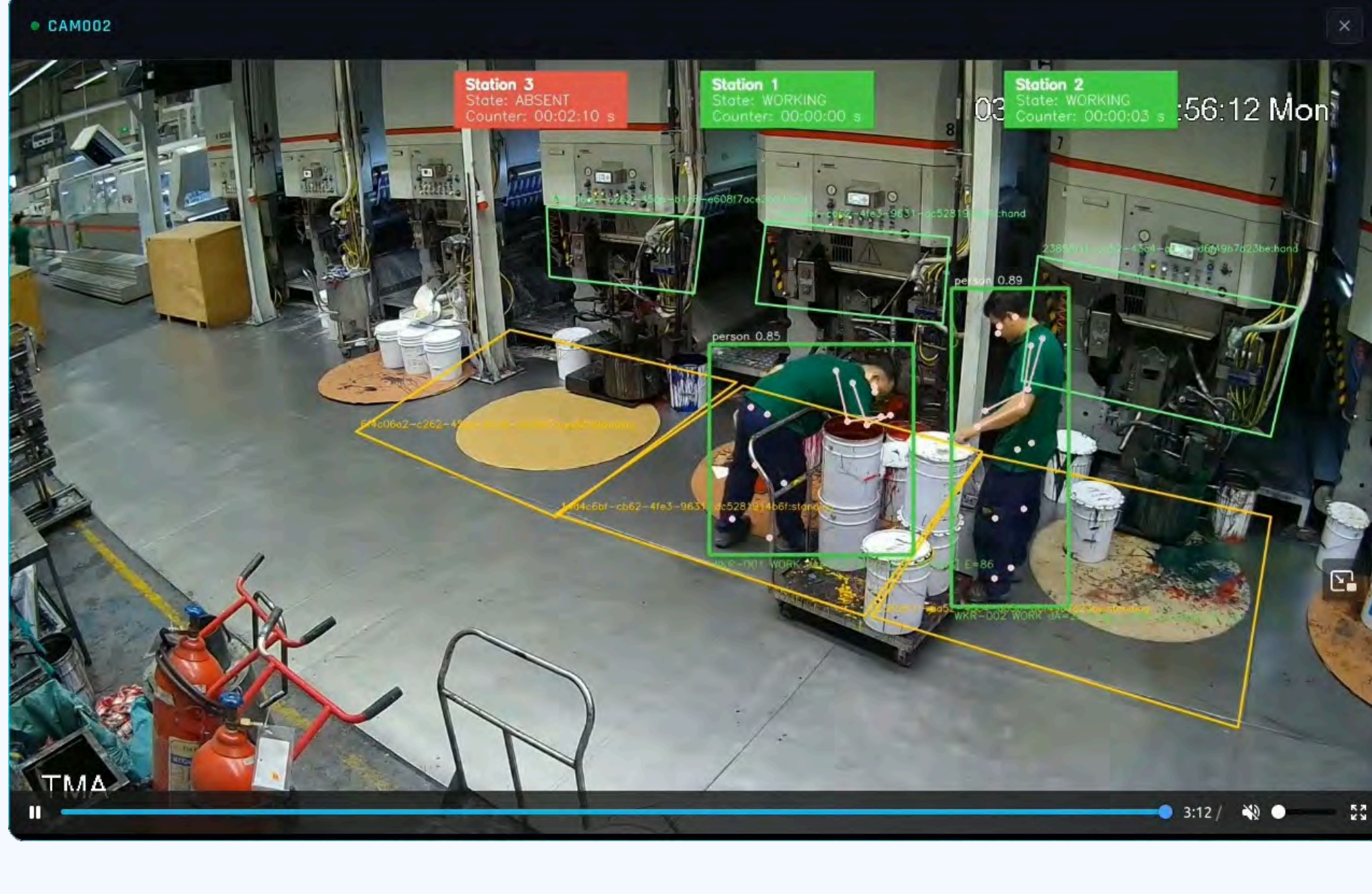
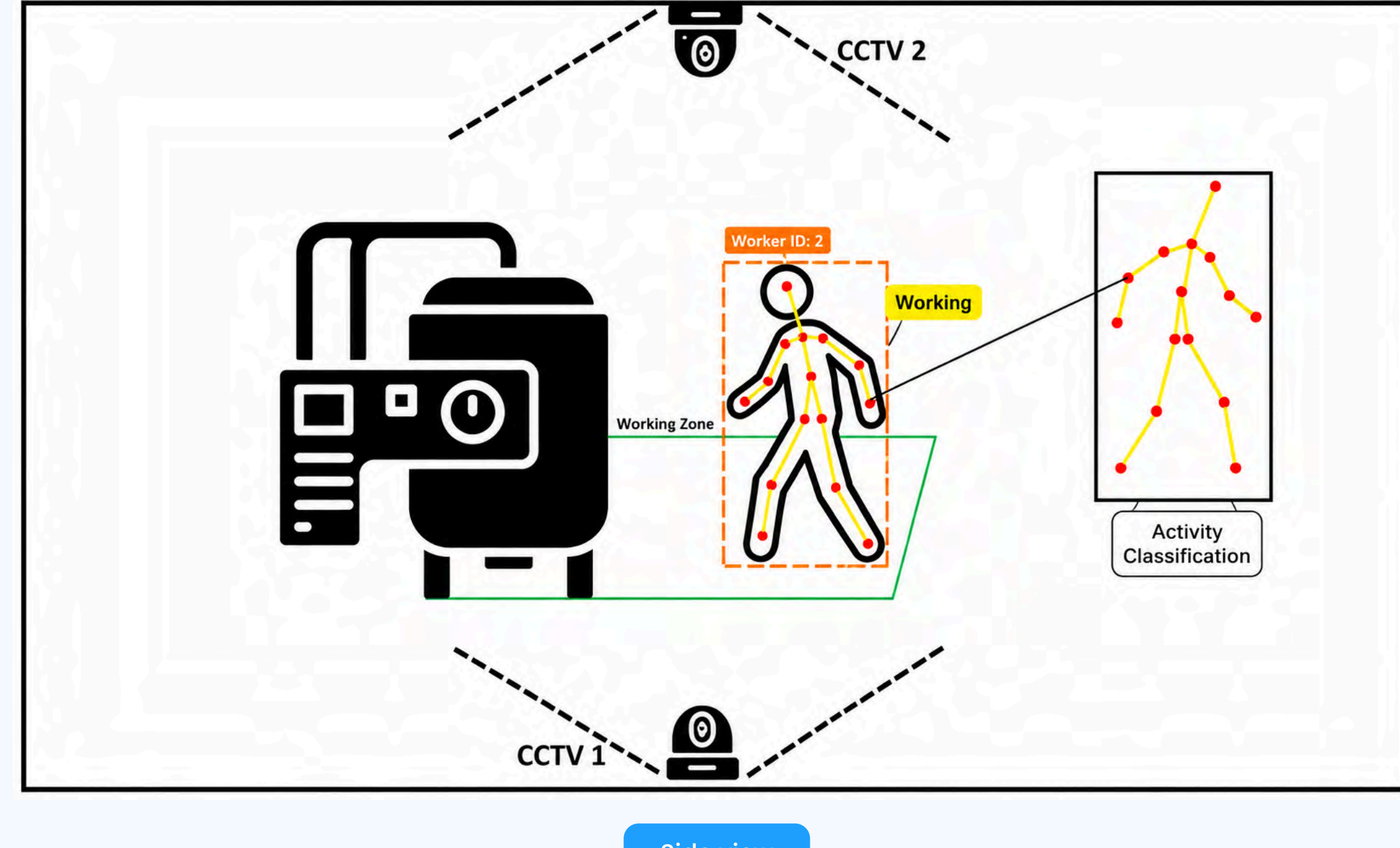
- Accelerate financial decision-making** with real-time visibility and trustworthy AI insights backed by verifiable data.
- Improve operational efficiency** through automated analysis, reporting, and data processing.
- Strengthen risk and cash flow management** with AI-driven monitoring and anomaly detection.
- Support financial performance analysis, profitability tracking, and executive reporting.**
- Simplify access to financial insights** through conversational AI.
- Consolidate data across ERP, CRM, and other enterprise systems** into a unified analytics platform.

3. Vision AI Worker Performance Analytics



Description

An AI-powered worker performance analytics solution that helps enterprises objectively measure and manage worker productivity using recorded video data from fixed factory cameras. The system automatically analyzes video recordings from each work shift to identify worker activity states such as working, idle, and absent, enabling accurate measurement of actual labor utilization. All results are consolidated into clear, structured reports to support daily operations and continuous improvement.



Functions

- Worker Performance Analytics:** Analyze CCTV footage to objectively measure work time, idle time, and absent time per shift and per workstation.
- Activity Classification:** Use pose estimation and object detection to classify worker states as Working, Idle, or Absent in real time.
- Reporting & Data Export:** Generate structured productivity reports exported in CSV format at the end of each shift.
- Labor Utilization Tracking:** Aggregate daily productivity metrics by worker and workstation to enable data-driven decisions and workforce optimization.



Benefits and Applications

- Objective visibility into worker productivity with automated measurement of work, idle, and absent time per shift and per workstation.
- Data-driven decision making through structured daily reports enabling management to identify bottlenecks and optimize workforce allocation.
- Non-intrusive deployment using existing CCTV infrastructure with on-site data processing to ensure data privacy and security.
- Scalable POC deployment validated in real factory environments, with shift-end CSV exports ready for integration into production management workflows.

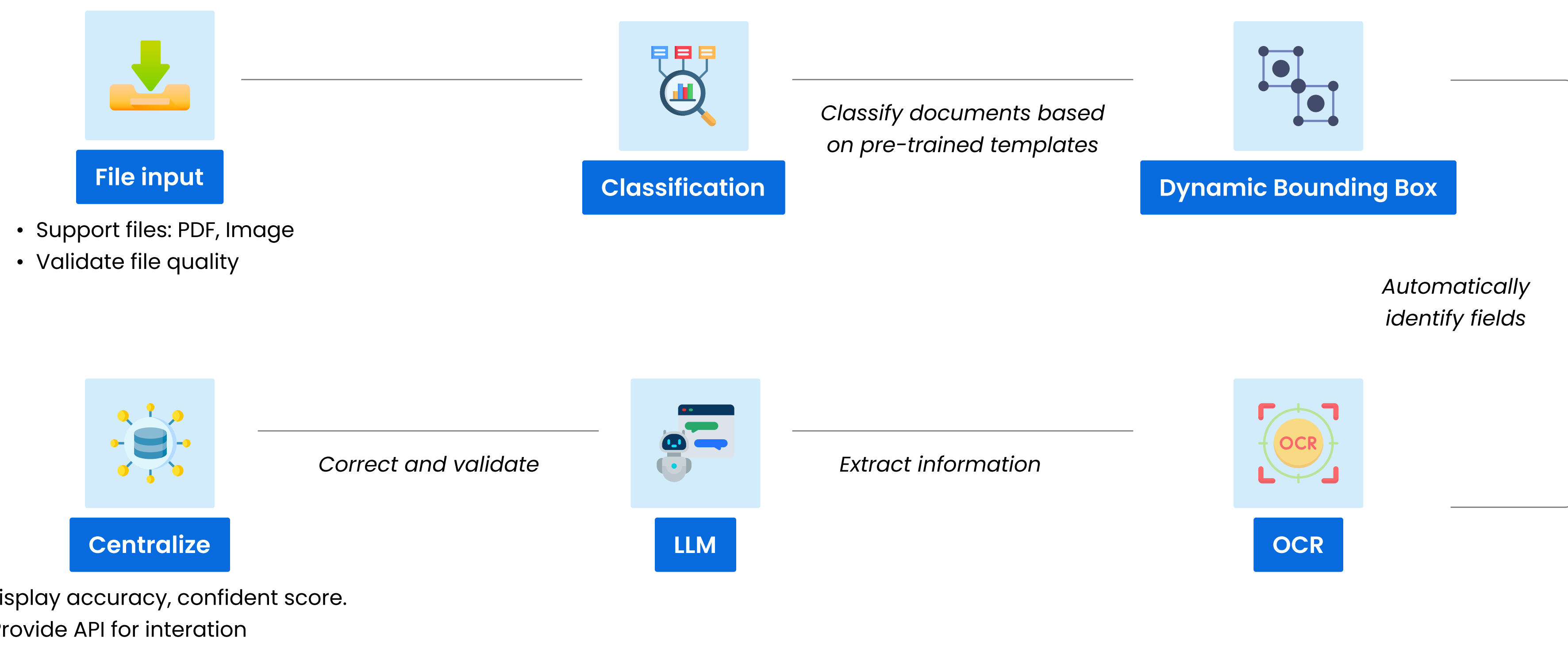
4. Automatic Invoice Processing Agent



Description

The Automatic Invoice Processing Agent is an intelligent AI-powered solution designed to extract data from invoices and other documents with up to 90% accuracy. It seamlessly integrates with existing systems, enabling complete end-to-end automation of invoice processing workflows saving time, reducing errors, and streamlining accounts payable operations, designed to automate Tier-1 & Tier-2 BPO operations.

Business Process



Functions

- Intelligent Data Extraction:** Automatically extract key invoice fields (vendor, date, amounts, line items) from diverse document formats with up to 90% accuracy using advanced OCR and AI.
- End-to-End Workflow Automation:** Integrate with existing ERP and accounting systems to fully automate the invoice processing pipeline from receipt to payment approval.
- 3-Way Matching & Verification:** Automate invoice verification by performing 3-way matching across purchase orders, receipts, and invoices to ensure accuracy and compliance.
- Multi-Format Document Support:** Process invoices and documents in various formats including PDF, scanned images, and digital files across industries with diverse layouts.
- RAG-Powered Contextual Understanding:** Leverage RAG to interpret complex invoice structures and apply business rules for intelligent decision-making during processing.



Benefits and Applications

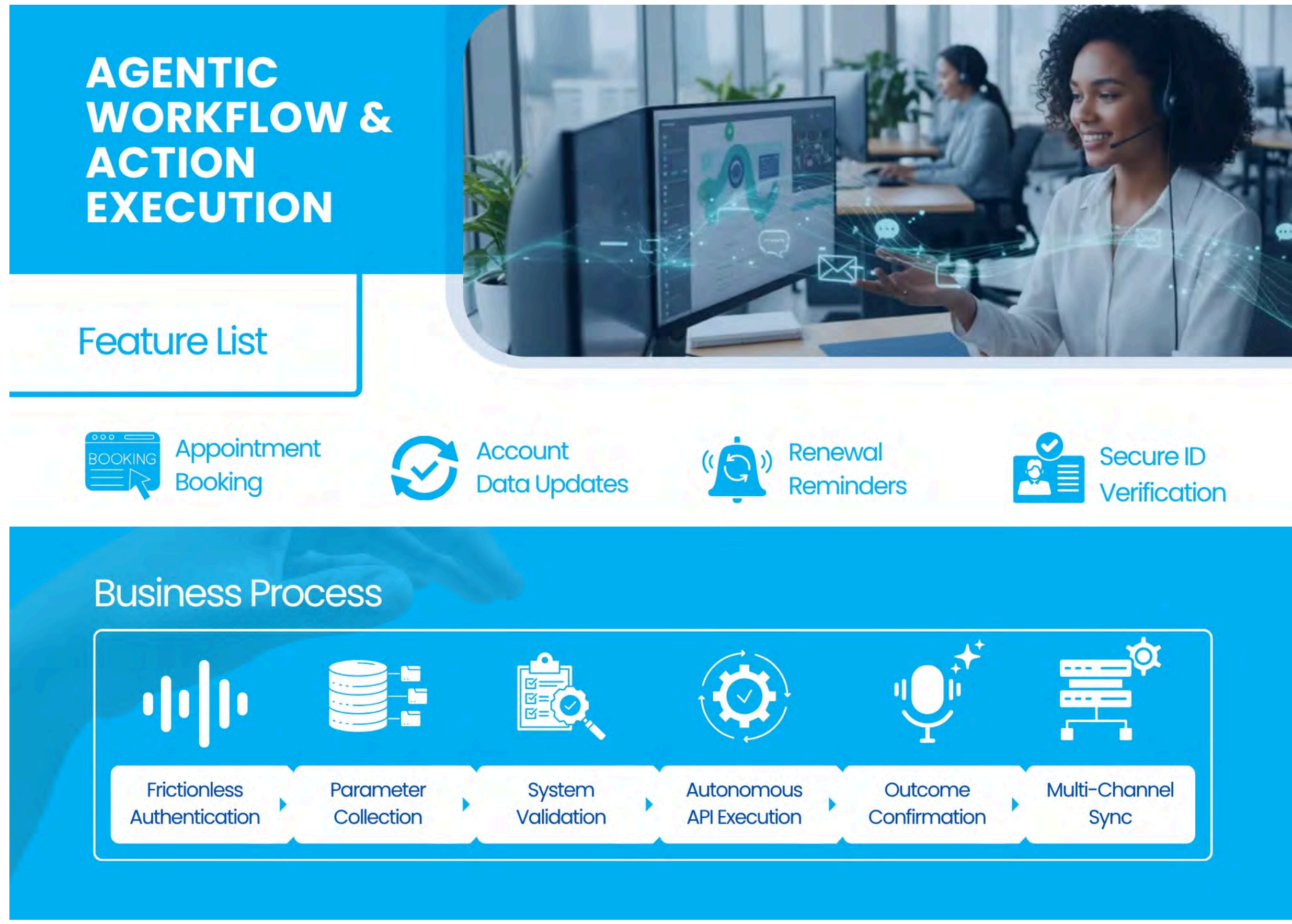
- High Accuracy:** Up to 90% success rate on trained template invoices for reliable extraction from day one.
- Dynamic Configuration:** Automatically suggest precise bounding boxes per template, eliminating manual sorting and cutting setup time.
- Seamless Integration:** Connect easily via API or RPA for full invoice processing automation.
- Self-Correction:** Learn from every human correction, automatically retraining to boost accuracy over time effortlessly.
- Logistics:** Process diverse invoice formats across complex supply chains, reducing manual handling and accelerating payment cycles.
- Finance:** Automate invoice verification, perform 3-way matching, and sync data to downstream systems, ensuring compliance and audit readiness.
- Healthcare:** Process complex medical supply invoices and service billing with high accuracy, reducing administrative burden across healthcare providers.
- Insurance:** Accelerate claims processing by extracting data from medical bills and assessment reports, reducing turnaround time significantly.

5. Voice Analytics AI Agent



Description

Our Voice Analytics AI Agent is a next-generation automation ecosystem engineered specifically for modern Business Process Outsourcing (BPO) environments. By unifying advanced conversational intelligence with autonomous reasoning, the platform transforms the traditional, labor-intensive contact center into a hyper-efficient, secure, and infinitely scalable operation – designed to automate Tier-1 & Tier-2 BPO operations.



Functions

- Conversational AI Agent:** Autonomously resolve Tier-1 & Tier-2 inbound/outbound calls with natural, human-like interaction.
- Real-Time Voice Processing:** Accent-agnostic, multilingual Speech-to-Text & Text-to-Speech (powered by Whisper & NVIDIA Riva).
- LLM-Powered Reasoning:** Deliver context-aware, policy-compliant answers using advanced RAG and top-tier LLMs (Llama 3, GPT-4).
- Seamless Integration:** Instantly sync with CRMs, HIS, and backend systems (via APIs/gRPC) for real-time data execution.
- Smart Triage & Escalation:** Intelligently route complex cases to human staff, ensuring a frictionless handover.



Benefits and Applications

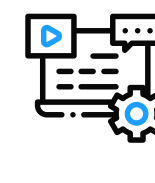
- 24/7/365 Availability:** Deliver continuous, fatigue-free support to maximize patient/customer satisfaction.
- Unmatched Cost Efficiency:** Automate 60–80% of repetitive calls and drastically reduce Average Handling Time (AHT) at near-zero marginal cost.
- Strict Compliance & Consistency:** Guarantee standardized, error-free responses, ideal for highly regulated sectors like fintech, insurance, and real estate.
- Frictionless Global Scaling:** Native multilingual support enables instant market expansion without the traditional hiring bottlenecks.

6. AI Voice Agent for Telehealth Call Center



Description

AI Voice Agent for Telehealth Call Center automates outbound calls to engage website leads and guide them through the consultation journey. It uses voice AI and RAG to introduce services, answer patient questions, and deliver intake links.



Functions

- AI Outbound Calling:** Automatically call new leads from website forms and guide them through the consultation journey.
- Patient Conversation Support:** Handle FAQs, menopause-related questions, booking guidance, and lead nurturing using approved medical content and knowledge sources.
- Follow-Up Automation:** Send intake forms and follow-up messages.



Benefits and Applications

- Higher Lead Conversion:** Engage leads faster and move them from inquiry to booked consultation.
- Reduced Manual Workload:** Automate outbound calls, FAQs, lead engagement, intake form delivery, and follow-up communication.
- Faster Patient Engagement:** Accelerate the journey from website inquiry to consultation readiness.
- Scalable Healthcare Operations:** Support higher call volume without increasing call center headcount proportionally.
- Improved Patient Experience:** Help healthcare providers maintain consistent communication throughout the pre-consultation journey.

Explore TMA AI Solutions: [TMA AI Solutions](#)



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+84 28 3997 8000



biz@tma.com.vn