

# ServingIntel Introduces Genesis Voice: The First AI-Powered Phone System Built for Senior Living

*ServingIntel launches Genesis Voice—AI-powered phone assistant for senior living that answers every call with warmth, accuracy, and 24/7 availability.*

CHICAGO, IL, UNITED STATES, January 7, 2026 /EINPresswire.com/ -- For most senior living communities, the phone is the first impression—and too often, it's a missed one.

With labor costs rising significantly since 2020 and staffing vacancies at historic highs, senior living operators face mounting pressure to deliver exceptional experiences without adding headcount. Yet staffing shortages, shift changes, and outdated phone systems leave families frustrated by unanswered calls, long hold times, or cold "Press 1 for..." menus. In an industry built on human connection, poor communication creates a painful disconnect.



Genesis Voice

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The person answering your call might be amazing—or stressed. The experience callers get shouldn't depend on luck. Genesis Voice ensures every call is answered with intelligence, warmth, & consistency.”

*Lance Bell, CEO and Chief Artificial Intelligence Officer, ServingIntel*

[ServingIntel](#), a leading technology innovator serving 500+ senior living communities across the United States and Canada, is changing that with the launch of [Genesis Voice](#)—the first [AI-powered voice assistant built exclusively for senior living operations](#).

“The person answering your phone might be amazing—or stressed, or new, or away from their desk. The experience callers get shouldn't depend on luck. Genesis Voice ensures every call is answered with intelligence, warmth, and consistency.”

— Lance Bell, CEO and Chief Artificial Intelligence Officer, ServingIntel

Smarter Conversations. Better Impressions. No Voicemail.

Genesis Voice is the next evolution of the Genesis Platform—designed to deliver human-like phone conversations that eliminate hold times, voicemail, and frustrating menu systems. It blends the empathy of a real conversation with the consistency only AI can provide.

Genesis Voice isn't Silicon Valley AI dropped into senior living—it's technology built by a team that has spent 15 years understanding the unique communication needs of senior living communities.

#### Key Capabilities:

- Natural Conversation: A warm, natural voice that adapts to each caller's needs
- 24/7/365 Availability: Handles calls at 2 AM, on holidays, and during shift changes
- Intelligent Routing: Understands caller intent and connects to the right person
- Knowledge Integration: Answers community-specific questions instantly
- Caller Recognition: Recognizes returning callers and remembers context—so a family member calling to check on their loved one isn't treated like a stranger every time
- Continuous Learning: Continuously improves based on real conversations

#### Why It Matters for Senior Living

Genesis Voice gives senior living operators a powerful solution that improves experience without adding headcount:

- Every call answered—no missed opportunities
- Consistent experience at any hour
- Frees staff to focus on in-person resident care
- Stronger first impressions for prospective families
- Eliminates after-hours phone anxiety for leadership

When a family calls at 10 PM worried about their mother, Genesis Voice answers immediately, provides helpful information, and can connect them to the right person—no voicemail, no waiting until morning.

Built on Microsoft Azure's enterprise-grade infrastructure, Genesis Voice delivers the security, reliability, and scale modern communities demand.

#### Experience Genesis Voice Today

Ready to experience the future of senior living communication?

Call (630) 684-7474

Have a real conversation—no menus, no voicemails, no hold music.

Ask AI Jenny about ServingIntel, our products, and our services.

To learn more or schedule a personalized demo, visit [AI.ServingIntel.com](https://AI.ServingIntel.com) or contact [Solutions@ServingIntel.com](mailto:Solutions@ServingIntel.com).

### About ServingIntel

ServingIntel delivers intelligent, connected technology for senior living—integrating dining, operations, and AI to elevate care, satisfaction, and profitability. Founded in 2010 and headquartered in Oakbrook Terrace, IL, ServingIntel empowers more than 500 communities across North America. The Genesis Platform represents the company's vision for intelligent senior living operations.

Learn more at [www.servingintel.com](https://www.servingintel.com)

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Genesis Voice — Where Every Call Becomes a Conversation.

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