

Seed · Dhaka, Bangladesh

# Shunbo Voice

Bangla voice agents that answer calls, book tests and share report status for diagnostic centres



Shunbo Voice

# What's broken today

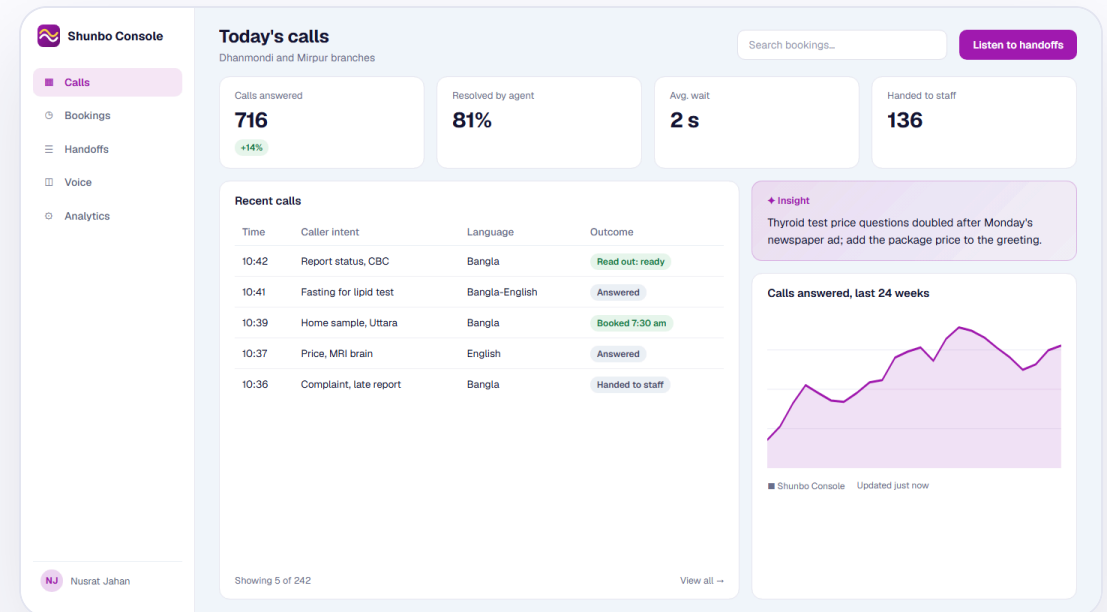
Diagnostic centres in Dhaka take 300 to 600 calls a day per branch, mostly patients asking for test prices, fasting rules, sample times and whether their reports are ready. Receptionists miss about a third of calls at peak hours, callers switch between Bangla and English mid-sentence, and every missed call is a patient who may try the centre down the road.



## Our solution

# Shunbo Console

Shunbo answers every call in natural Bangla, including Dhaka and Chattogram accents and mixed Bangla-English. It connects to the centre's lab system to quote prices, book home sample collection and read out report status, then hands the call to a person with a summary when a patient is upset or asks a medical question.



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# Home sample bookings

 Shunbo Console

☰ Calls

🕒 Bookings

☰ Handoffs

☐ Voice

🔍 Analytics

 Shunbo Voice

NJ

Nusrat Jahan

## Home sample bookings

Tomorrow, 6:30–11:00 am

Rebalance routes

Bookings  
**132**

Booked by voice  
**104**

Phlebotomists  
**11**

Areas covered  
**14**

Route plan

| Phlebotomist | Area               | Visits | First slot |
|--------------|--------------------|--------|------------|
| Rafiq A.     | Uttara Sectors 4–7 | 14     | 6:30 am    |
| Shirin K.    | Gulshan 1          | 11     | 7:00 am    |
| Mahmud H.    | Mirpur 10–12       | 15     | 6:30 am    |
| Taslima B.   | Dhanmondi          | 12     | 7:15 am    |
| Arif S.      | Bashundhara        | 9      | 6:45 am    |

Showing 5 of 107

View all →

✦ Insight

Mahmud has 15 visits in Mirpur; moving three to Arif's route finishes both before 11:00.

Why now

# The timing

Bangla speech recognition now handles code-switching and regional accents in real time, and private diagnostics is growing faster than centres can hire receptionists.

Market

Bangladesh has more than 10,000 private diagnostic centres and clinics; we start with the roughly 450 multi-branch centres in Dhaka that run their own call desks.



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# How we make money

Monthly plan per centre from BDT 45,000 including 15,000 minutes, with per-minute overage and a one-time setup fee for lab system integration.



## Where we are

**36**

Live diagnostic centres

**390,000**

Calls handled per month

**US\$18K**

Monthly revenue

**81%**

Resolved without staff

- 36 diagnostic centres live across 9 groups, no churn to date
- 390,000 calls a month, 81% resolved without staff
- US\$18K monthly revenue, up 3.2x in six months



Team

# Who's building it

NJ

**Nusrat Jahan**

CEO and co-founder

TH

**Tanvir Hasan**

CTO and co-founder

FR

**Farhana Rahman**

Head of Speech Research



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The ask

# What we're raising

**Raising US\$2M seed to reach 150 centres and US\$100K monthly revenue by 2028**

- Expand to Chattogram and Sylhet with local accent data
- Integrations with 5 more lab information systems
- Outbound reminders for repeat tests and follow-ups