

[Home](#) > [Newsroom](#) > [Inbenta Names Merlin Bise Chief Technology Officer](#)

Inbenta Names Merlin Bise Chief Technology Officer



December 14, 2023

We value your privacy

This website or its third-party tools process personal data. You can opt out of the sale of your personal information by clicking on the "Do Not Sell or Share My Personal Information" link.

[Do Not Sell or Share My Personal Information](#)

SELECT YOUR LANGUAGE

English

 Français

Español

Portugu

 AI Assistant

or stopping by! 🌟 Ask me about AI agents, or schedule a demo.

Automate Conversational Experiences with AI

Discover the power of a platform that gives you the control and flexibility to deliver valuable customer experiences at scale.

Schedule a demo

DALLAS – December 14, 2023 –Inbenta, a conversational AI platform designed to optimize customer experience, today announced the appointment of Merlin Bise as Chief Technology Officer, effective January 1, 2024. Bise will oversee Inbenta's IT infrastructure and lead the development of new products to further expand Inbenta's conversational AI platform with GenAI capabilities.

Bise joins Inbenta from GIACT Systems (an LSEG business), which he co-founded and served as Group Director, Head of Technology Digital Identity & Fraud. During his tenure, he drove new product development and implemented technology across some of the largest global enterprises, including Equifax, Walmart, Costco, PayPal, Intuit, AIG, Quicken, PNC Bank, American Red Cross and federal and state entities. Bise brings over 20 years of experience in technology leadership, with deep expertise in combating fraud through innovative solutions and designing a sophisticated OCR platform. His forward thinking and creativity have allowed him to build multiple AI platforms that serve some of the largest corporations in the world.

"We're constantly looking to stay at the forefront of how businesses solve complex customer experience challenges," said Melissa Solis, CEO at Inbenta. "The addition of Merlin as Chief Technology Officer will be a crucial component in transforming both our product roadmap and technology stack, which will further advance our suite of conversational AI products with new solutions."

"We've seen AI completely revolutionize the future of customer experience by intelligently automating internal operations, from answering customer inquiries to providing 24/7 support and engagement," said Merlin Bise, Chief Technology Officer at Inbenta. "Inbenta has been able to leverage conversational AI to provide a suite of solutions to digitally transform businesses and achieve significant results. I'm excited to work with the team to push the boundaries of what conversational AI can do for the CX industry and to build upon the success they've achieved so far."

Related Articles

We value your privacy

This website or its third-party tools process personal data. You can opt out of the sale of your personal information by clicking on the "Do Not Sell or Share My Personal Information" link.

SELECT YOUR LANGUAGE

English

Français

Español

Português



AI Assistant

Don't stop by! 🌟 Ask me about AI agents, or schedule a demo.

**Inbenta Earns Three
CMP Research Prism
Placements Across
Voice, Chat, and Agent
Assist**

[Read the article >](#)

**Inbenta is Highest-
Ranked Enterprise
Customer Experience AI
Company in 2026 PATIO
Campus Next 35**

[Read the article >](#)

**Inbenta Launches
Encore Agentic AI
Platform for Enterprise
CX**

[Read the article >](#)



[Schedule a Demo](#)

Company

[About Us](#)

[Leadership](#)

[Newsroom](#)

[Careers](#)

[Legal](#)

Platform

[AI Technology](#)

[Unified User Experience](#)

[Intelligent Knowledge Management](#)

[Enterprise Workflow Automation](#)

Resources

[Resource Center](#)

[App Hub](#)

[Partners](#)

[Developers Portal](#)

Connect

[Contact Us](#)

950 West Bethany Dr Suite 400
Allen, Texas 75013



[Do Not Sell or Share My Personal Information](#)

© Copyright 2026 Inbenta Holdings Inc. [Privacy Policy](#) [Cookie Policy](#) [Cookie Preferences](#) [Trust Center](#)



We value your privacy

This website or its third-party tools process personal data. You can opt out of the sale of your personal information by clicking on the "Do Not Sell or Share My Personal Information" link.

Thanks for stopping by! 🌟 Ask me about AI agents, or schedule a demo.

AI Assistant