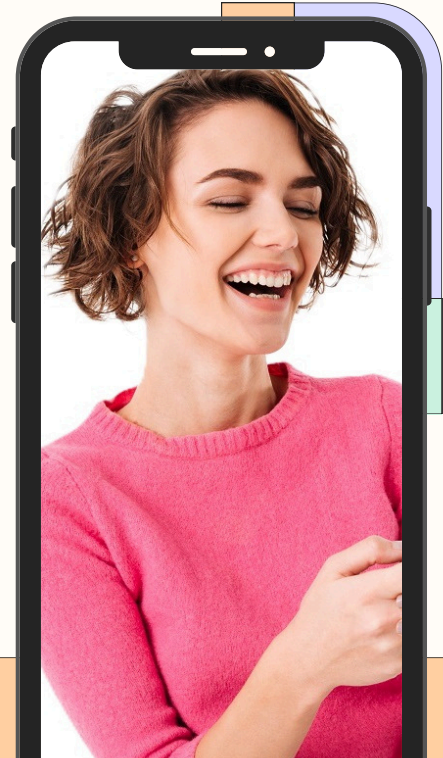# roundinfinity

Agentic AI Service Experience & Automation Platform
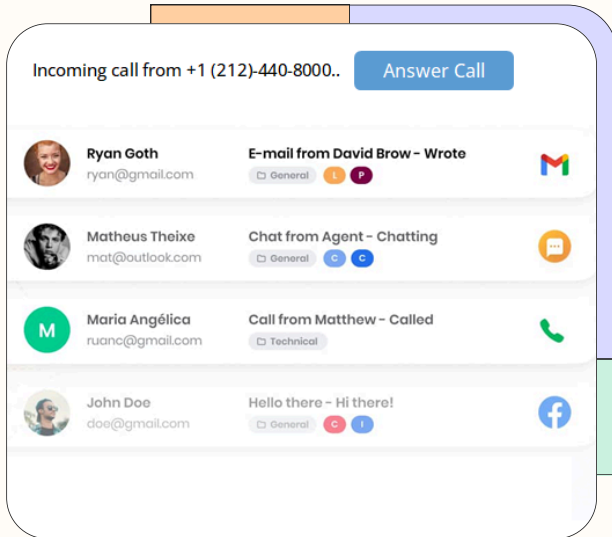
Service Journeys - Personalized. Automated. End-to-End.

RoundInfinity is a workflow-based, fully customizable, AI-powered Service Experience & Automation Platform that gives brands complete control over their service journeys. With customizable apps, dynamic workflows, self-service portals, and omnichannel engagement, brands can seamlessly design and optimize end-to-end service experiences tailored to their needs. Embedded AI agents leverage Customer 360 insights and real-time contextual data to enable intelligent automation, faster issue resolution, and proactive support.

Deliver personalized, frictionless, and scalable service experiences that enhance customer satisfaction, drive loyalty, and accelerate business growth.

Incoming call from +1 (212)-440-8000..   Answer Call

Ryan Goth ryan@gmail.com	E-mail from David Brow - Wrote General L P	M
Matheus Theixe mat@outlook.com	Chat from Agent - Chatting General C C	
Maria Angélica ruanc@gmail.com	Call from Matthew - Called Technical	
John Doe doe@gmail.com	Hello there - Hi there! General C I	

Features

Custom Apps & Workflows

Build tailored applications and automated workflows to streamline service processes.

Call Center

Automate call center with AI-driven voice automation and smart routing to agents.

WhatsApp

Engage with customers on WhatsApp for seamless support and AI-powered resolutions.

Self-Service Portal

Enable customers to raise, track and manage requests easily from any device.

Messaging & Live Chat

Provide AI-powered support via email, chat, WhatsApp, SMS, and more, with smart, contextual routing.

AI Agents

Automate 70%+ of interactions with AI agents powered by contextual business data.

Help Center

Empower users with a AI-powered knowledge base, FAQs, and self-service solutions.

Routing, Workflows & Alerts

Automatically assign tickets, execute multi-step workflows, and send alerts at each step.

Ticketing & SLA

Effortlessly track, assign, prioritize, escalate and resolve customer tickets.

Features

Appointments

Enable seamless scheduling, availability management, and routing for appointments.

Field Service

Supercharge your field service delivery with tailored AI-powered field workflows.

Outbound Engagement

Automate multi-channel outreach for marketing, follow-ups, and customer engagement.

Employee Collaboration

Enhance teamwork with internal messaging, task assignments, and shared workspaces.

Call Transcriptions

Use AI to capture, analyze, and enhance customer interactions with call transcripts.

Voice of Customer

Collect feedback with customizable surveys and get AI-driven insights.

Documents Generation

Automatically generate essential documents like service reports, quotes, and more.

Quality Assurance

Monitor and improve service quality with AI-powered performance tracking.

Reminders

Automate reminders for appointments, tasks, and follow-ups to boost efficiency.

Features

Agent Workspace

Empower agents with an AI-driven unified workspace for seamless multi-channel support.

Customer 360

Gain deep customer insights with a 360-degree view of interactions.

Payments Collection

Streamline and automate service payment processing for faster transactions.

Know Your Customer

AI-powered secure identity verification with automated workflows.

Integrations

Seamlessly connect with third-party applications and internal business systems.

Analytics & Reporting

Unlock actionable insights with real-time custom dashboards and performance reports.

Sales

Track leads and opportunities, auto-generate documents, seamlessly integrated with service.

Employee Workflows

Streamline employee requests and approvals with customized workflows and reports.

Counter Queue

Reduce wait times and enhance service efficiency with smart queuing & token management.

Deliver Intelligent, End-to-End Service Experiences - Customized with Workflows. Powered by Generative AI.

Results

50% Fewer Tickets

40% Faster Resolution

90% Higher Satisfaction

25% Lesser Costs

Why RoundInfinity?

The World's Most Complete Service Experience & Automation Platform

Automation

RoundInfinity unifies AI-powered automation across support, field service, payments, KYC, workforce operations, etc. in one seamless system.

Intelligence

AI Agents that leverages contextual business data from custom applications and workflows to proactively resolve issues and drive intelligent automation.

Omnichannel

Engage customers anywhere with AI-driven support across WhatsApp, SMS, email, chat, voice, video, and self-service portals.

Insights

Enable personalized service with a true 360-degree view, seamlessly generated from workflow data and custom applications.

Customization

Go beyond ticketing with custom apps, portals & workflows that adapt to your unique service processes.

Efficiency

Cut costs with AI agents that reduces manual effort, empowers service staff, and streamlines operations.

Self-Service

Empower customers and employees with intelligent self-service portals to raise requests, check status and streamline interactions.

Flexibility

Configure industry-specific applications with tailored workflows, integrations, and portals

Orchestration

Design and automate end-to-end service journeys with integrated custom apps, workflows, and portals seamlessly connected to service channels.

Traction

500+
Customers Served

7+
Countries Presence

$20M+
Automation Savings
for Clients

Free Trial & Pricing

Reigter here for 14 days free trial. No credit card or cancellation required.
https://www.roundinfinity.com/getstarted.html

Pricing: https://www.roundinfinity.com/pricing.html

Contact support: support@roundinfinity.com | +1 (302) 246-7377

Address: Round Infinity, Inc.
651 N Broad St, Suite 206 Middletown, DE 19709, US

https://www.roundinfinity.com