

roundinfinity

# AI-Powered Omni-channel Service Automation





## **Delight customers & employees with an AI-powered automated omnichannel contact center.**

Our omni-channel customer service automation platform unifies voice, chat, email, and messaging with AI-driven voice bots, WhatsApp bots, and a centralized knowledge base, ensuring consistent support across all channels.

Key features like email and call automation, live chat integration, AI transcription, sentiment analysis, and alerts for unhappy calls enhance efficiency and proactive issue resolution.

With scalable workflows, ticket management, CRM integration, and real-time analytics, businesses can streamline operations, reduce costs, and deliver superior customer experiences. This solution empowers companies to drive growth, improve satisfaction, and make data-driven decisions.

# Capabilities

## **Omni-Channel Agent Workspace**

See your customer data in one place & respond.

## **AI Voice Bots**

Automated voice response for customer inquiries.

## **WhatsApp Bots**

Seamless messaging for real-time engagement.

## **LLM Powered Help Center**

Centralized self-service and information hub.

## **Email Automation**

Streamlined responses and follow-up workflows.

## **Routing and Intelligence**

Route cases to the best agent for the job.

## **Ticket Management**

End-to-end issue tracking and resolution.

## **Live Chat Integration**

Instant support for web and mobile visitors.

## **AI Transcription & Sentiment**

Analyze call content and mood. Alert supervisors automatically.

## **Custom Workflows**

Customizable automation for growing needs.

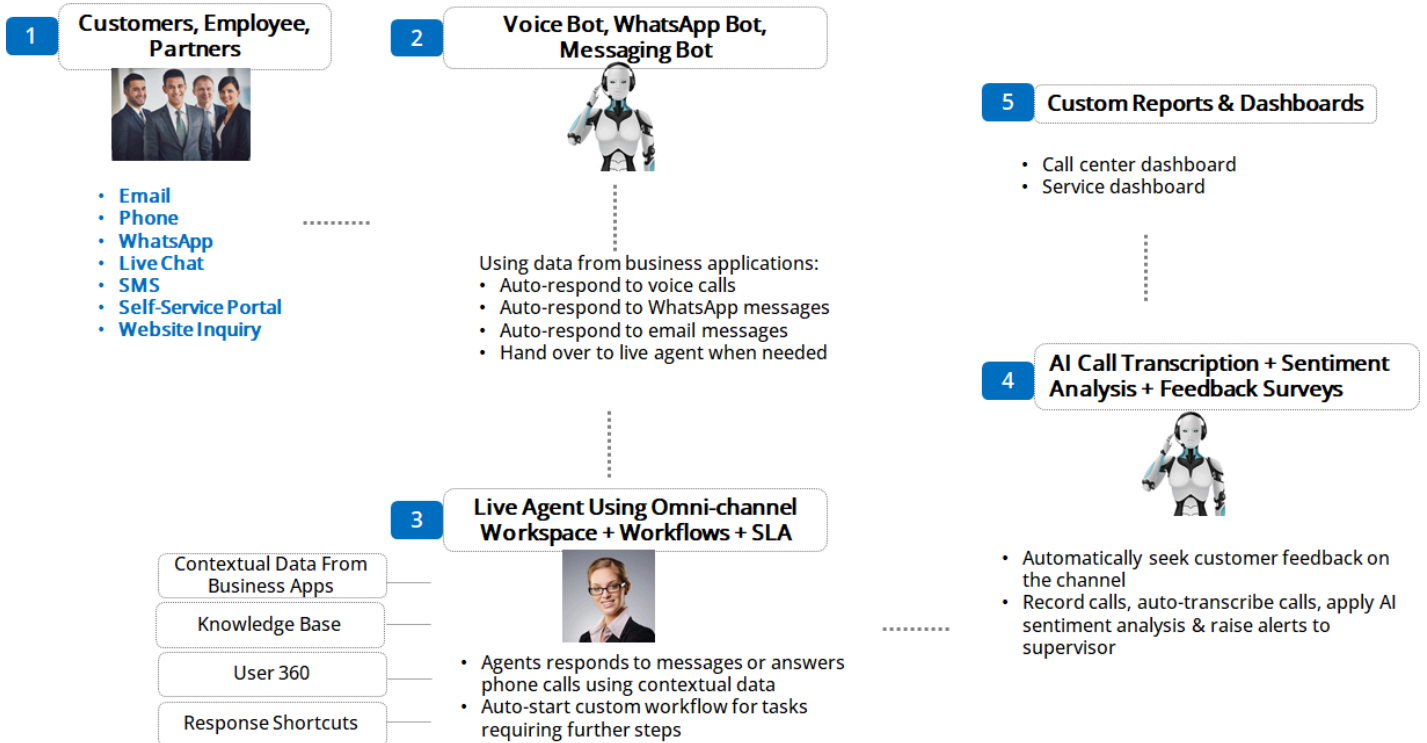
## **Surveys & Reviews**

Hear what your customers have to say.

## **Analytics & Reporting**

Real-time insights and performance metrics.

# How it Works



# Business Impact



## Enhanced Customer & Employee Experience

Consistent service across all channels.



## 20%+ Reduction In Support Tickets

Allow users to get answers in self-service manner.



## 30%+ Time Savings

Automated processes reduce response times.



## 50%+ Lower Support Costs

Automation reduces resource-intensive tasks.



## Customizable Operations

Easily adapt workflows as your business grows.

# About Round Infinity



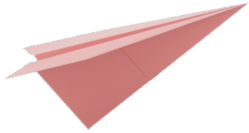
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# Getting Started

Request trial access at  
<https://www.roundinfinity.com/getstarted.html>

Call: +1 (302) 246-7377 | Email: [support@roundinfinity.com](mailto:support@roundinfinity.com) | WhatsApp: +1 (302) 246-7377

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