

roundinfinity



## Digitalize & Automate Your Contact Center. In Hours.

Trusted by 1,000+ companies, Round Infinity is a unified cloud contact center software powered by no-code process digitalization, automation, in-built CRM & Customer 360.

# What Is Round Infinity ?

## Digitalized & Automated Cloud Contact Center For Every Business

Round Infinity is one integrated end-to-end cloud contact center software which provides the structural foundation to create the required capabilities and processes to build lasting and profitable customer & employee relationships. Over 1,000 companies, both big and small, are using Round Infinity to serve their customers, employees & partners.



# Why Round Infinity ?

## **Deliver Self-Service Experience**

Deliver the amazing experiences your users expect when raising orders, appointments, approvals, payments, etc.

## **Enable 24/7 Automated Service**

Respond faster to requests & support issues on any channel using contact center automation & intelligent routing.

## **Drive Contextual Conversations**

Break silos & empower employees to serve customers better using 360 view of users shared with all departments.

## **Engage Across Channels**

Drive growth & increase revenue by using personalized, automated & contextual marketing.

## **Digitalize Processes & Reduce Costs**

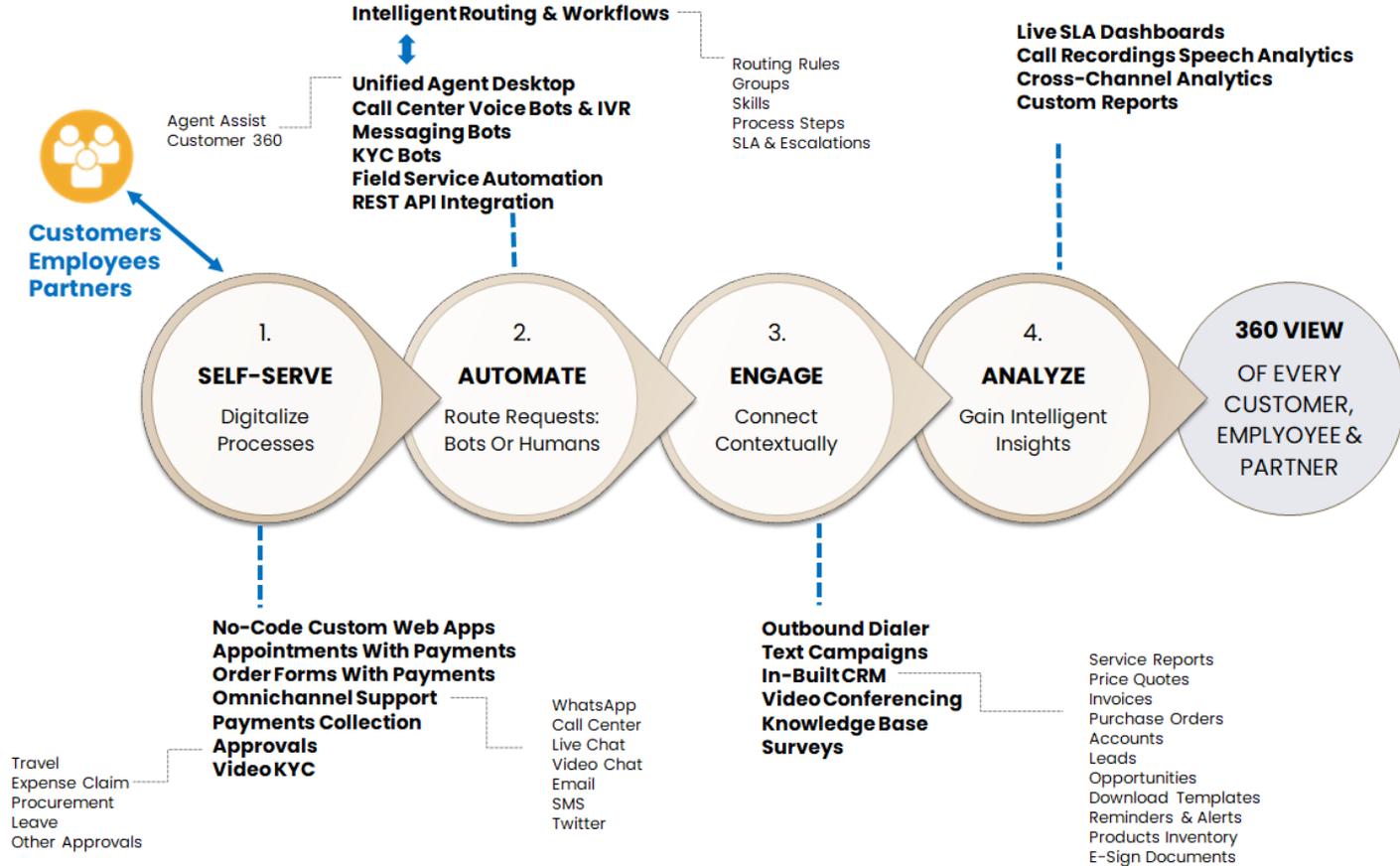
Reduce costs & increase efficiency by digitalizing your operations using workflows enabled mobile responsive custom apps.

## **Discover Customer Real-Intent**

Get a real-time view into how happy your customers, employees & partners are & take timely action.

# How It Works ?

Round Infinity is the world's only Cloud Contact Center Software that unifies no-code process digitalization, conversational AI powered automation & Customer 360 with out-of-box CRM applications to help you transform your customer, employee & partner experiences, exactly as required by your business.



# How It Works ?

## A Comprehensive & Fully Integrated Cloud Contact Center Solution

Want to improve customer, employee & partner experience?

Want to provide 24/7 automated service across channels?

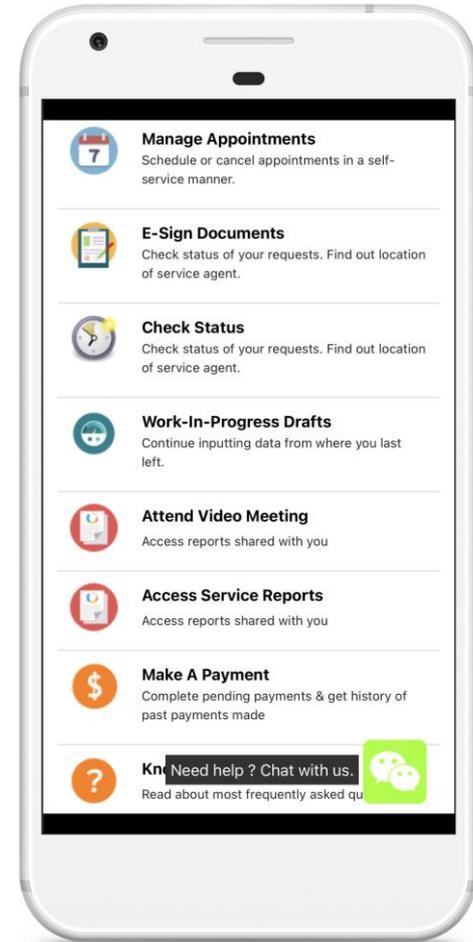
Want to reduce customer service costs?

Want to digitalize business processes without writing any code?

Want to enable self-service to reduce load on contact center?

Want to track customer satisfaction & employee performance in real-time?

**We've got just the solution**



# 1. Self-Serve

Digitalize business processes & journeys to enable self-service for customer, employees & partners.

- **No-Code Custom Web Apps**
- **Omnichannel Support - Call Center, WhatsApp, Twitter, Live Chat, Email**
- **Orders Forms With Payments**
- **Appointments With Payments**
- **Payments Collection**
- **Approvals**
- **Video KYC**

## 2. Automate

Automate fulfilment of requests by leveraging AI-powered bots or intelligent workflows.

- **Intelligent Routing & Workflows**
- **Unified Agent Desktop**
- **Call Center Voice Bots & IVR**
- **Messaging Bots**
- **KYC Bots**
- **Field Service Automation**
- **REST API Integration**

## 3. Engage

Accelerate prospect engagement, proactively engage with customers, build loyalty & close more deals.

- **Outbound Dialer**
- **Text Campaigns**
- **In-Built CRM : Service Reports, Invoices, Lead to Fulfilment, etc.**
- **Video Conferencing**
- **Knowledge Base**
- **Surveys**
- **Customer 360**

## 4. Analyze

Gauge sentiment of customers using real-time insights from conversations & calls, & act swiftly to pacify dissatisfied customers.

- **Live SLA Dashboard**
- **Call Center Speech Analytics**
- **Cross-Channel Analytics**
- **Custom Reports**

# What Can It Do For My Business?

Over 1,000 companies, both big and small, are growing their business with Round Infinity.

Success Stories: <https://www.roundinfinity.com/successstories.html>



**NBFC, Banks & Fintech**



**Service Providers**



**Healthcare**



**Legal**



**Preventive Healthcare**



**Real Estate**



**Education**



**Government**



**Wealth Management**



**Insurance**

# Pricing?

Simple pricing based on your actual usage. No upfront payment. No hidden fees. No consultants required.

Just sign-up, configure, & release.

The only Cloud Contact Center Software that gives you access to all product features but charges you only for what you use & how much you use.

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

# Get Started In Less Than 60 Minutes

<b>Website</b>	<a href="https://www.roundinfinity.com">https://www.roundinfinity.com</a>   CEO: Bhavesh Bhammar
<b>Product Deployment</b>	Available as SaaS only. No on-premise deployment available. SSL enabled. Daily backups & disaster recovery in place.
<b>Getting Started</b>	Typically, customers go live in a couple of days, all by themselves. Nothing to download. Free trial for 30 days. No credit card required.  <a href="https://www.roundinfinity.com/getstarted.html">https://www.roundinfinity.com/getstarted.html</a>
<b>Contact</b>	For sales, support & other queries please write to <a href="mailto:support@roundinfinity.com">support@roundinfinity.com</a>