



round infinity

Customer Service. Automated.

An End-to-End Fully Customizable
Customer Service Automation Software

Why Round Infinity ?

Customer Service Transformation:

1. Automation through digital labor will shape the future of customer service.
2. Compelling customer experience has evolved from a nice-to-have to a necessity in most industries. Execution is complex, requiring a reinvention of customer journeys and supporting processes.

You will need a software platform that can help you with your transformation efforts. With Round Infinity - deliver personalized, effortless and efficient service to your customers. Build the best customer service experiences, exactly the way your business demands.



CUSTOMER EXPERIENCE

Provide Superior 24/7
Automated Customer Service



OPERATIONAL EXCELLENCE

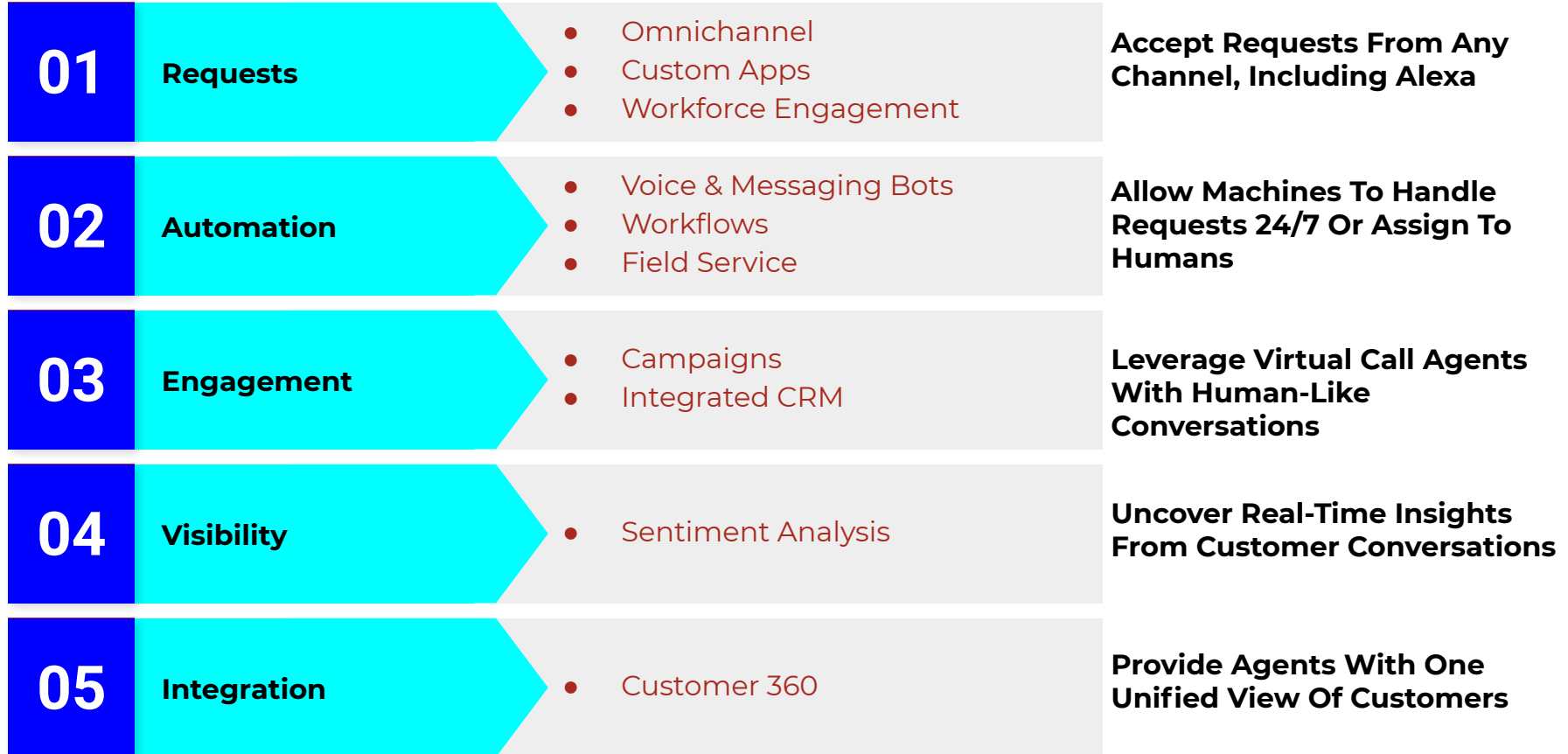
Digitize Customer Journeys,
Processes & Operations



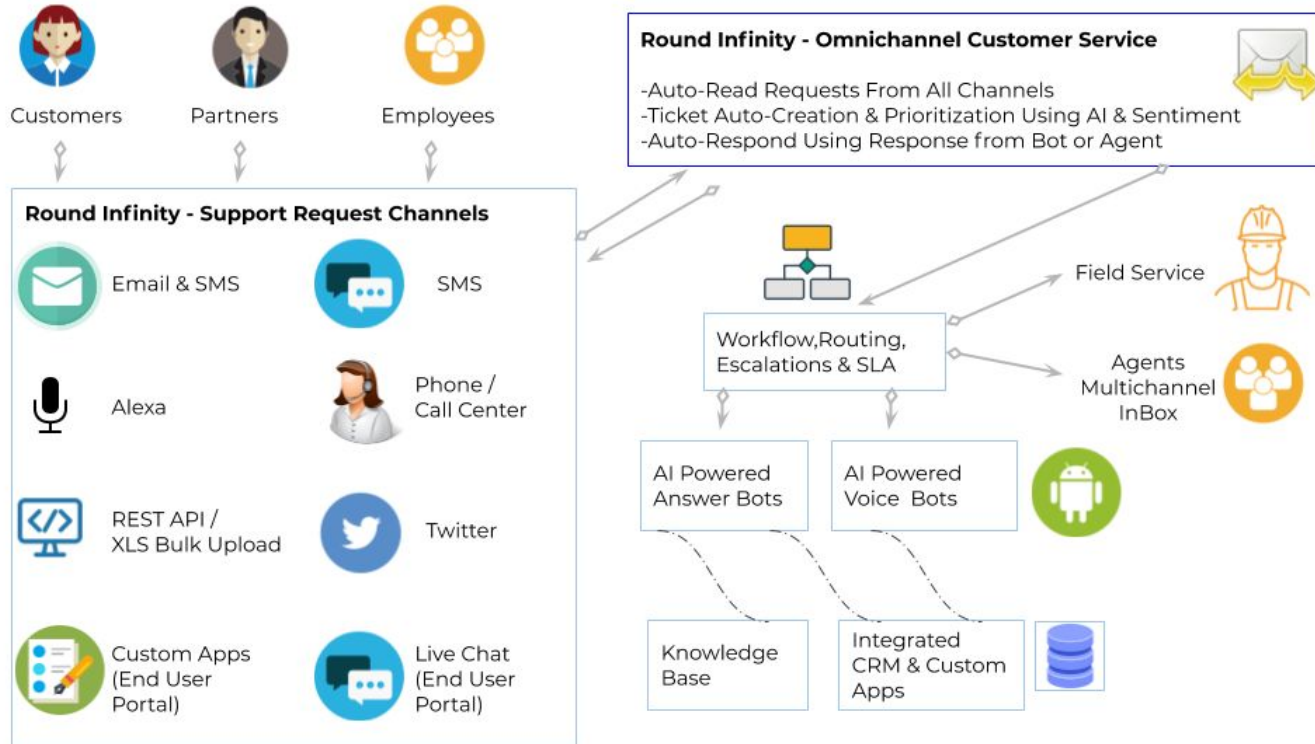
EMPLOYEE EXPERIENCE

Improve Employee Productivity &
Lower Customer Service Costs

How It Works ?



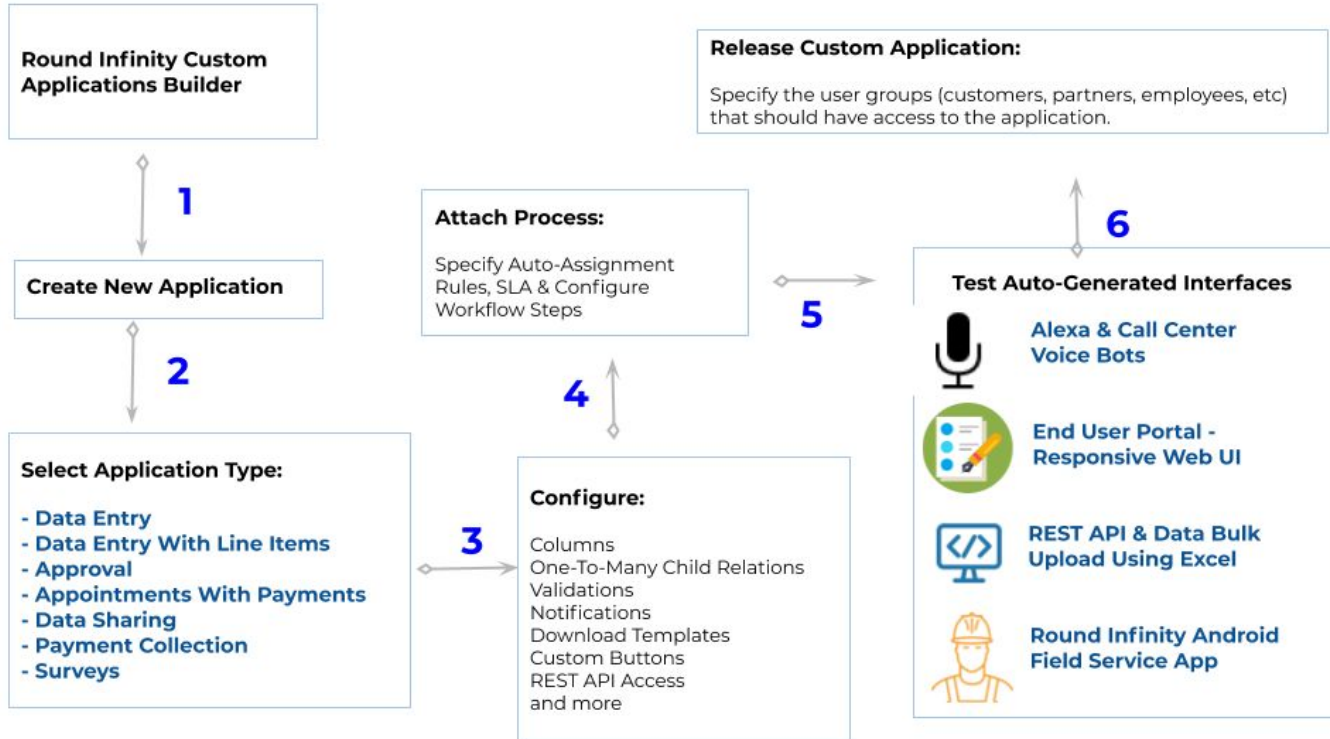
Requests - Omnichannel



Allow Your Customers, Employees & Partners To Request Support Using Channel Of Their Choice

Using voice, responsive custom mobile apps, messaging or social channels, allow your customers, employees and partners to raise support requests. Respond to inquiries on all channels (Email, Alexa, Twitter, Phone, SMS, Web, Chat) from one universal inbox. Agents will always have the context to progress conversations forward without customers repeating information.

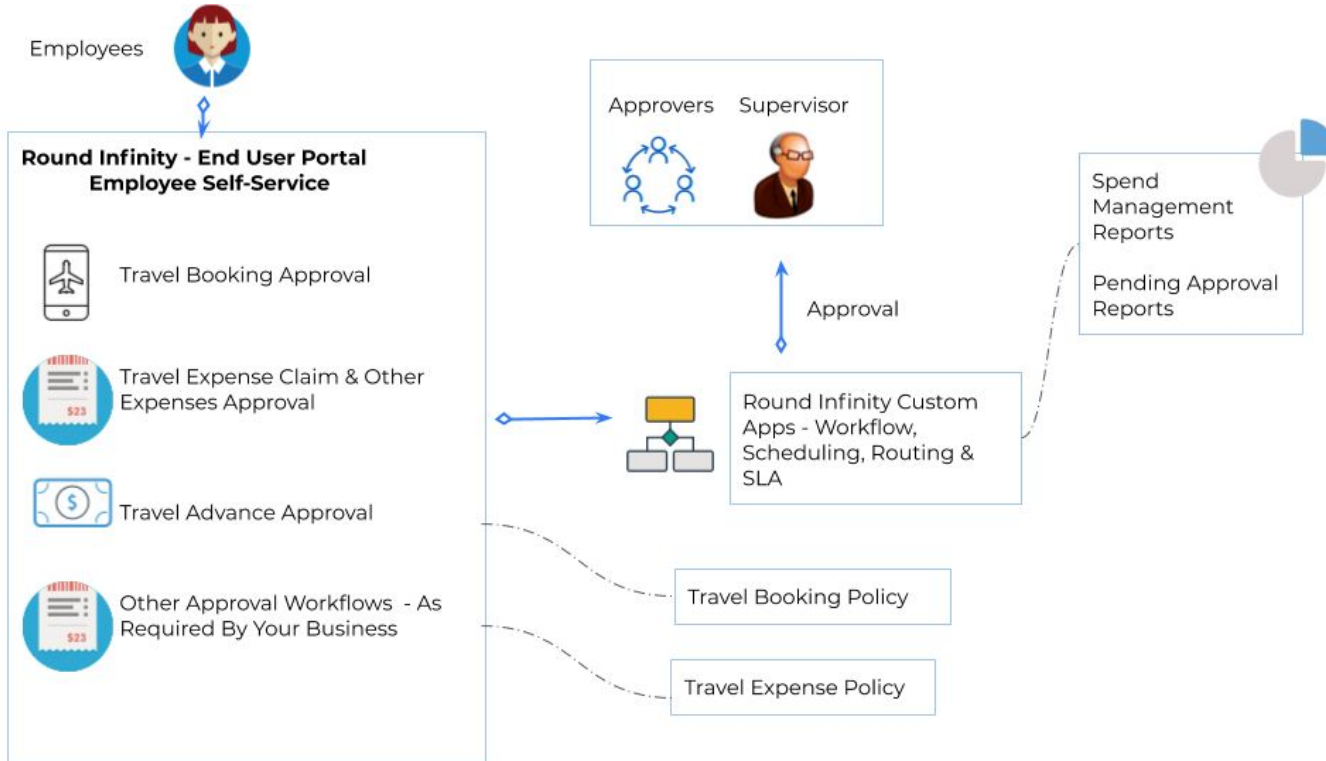
Requests - Custom Apps



Configure No-Code Custom Applications To Accept Business Requests As Required By Your Business & The Industry That You Serve

Every business is different. Round Infinity's No-Code Custom Applications built on a Flexible Data Model allows to store almost any data structure, making it easy for you to store information specific to your business. These custom applications can be configured as required by your business & the industry that you serve.

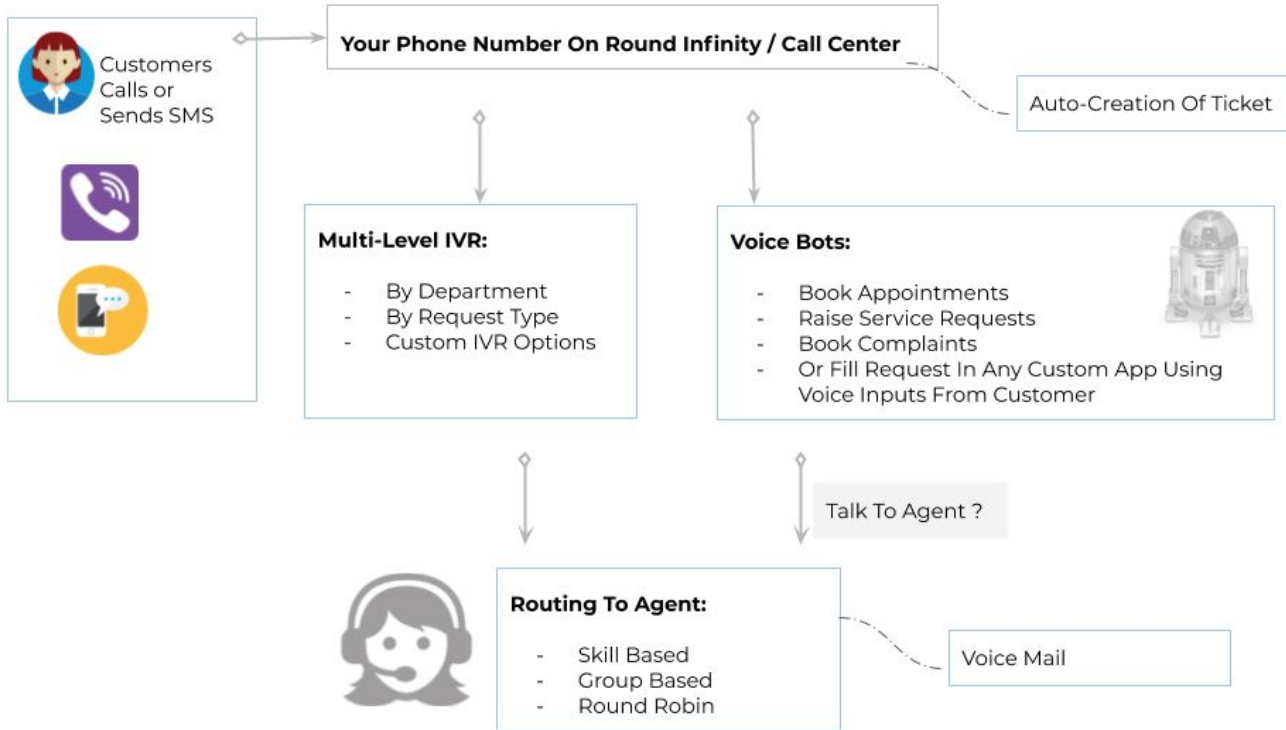
Requests - Workforce Engagement



For Enhanced Productivity, Allow Employees And Partners To Raise Requests Such As Travel Booking, Expense Claims, Invoices, etc.

Automating the expense management & approval processes - and eliminating the errors, paper and procedures that go with it - frees up your employees and gives you more control over compliance and costs. Users can quickly take a picture of receipts, submit expense reports for approval from any mobile device, and keep productivity on track.

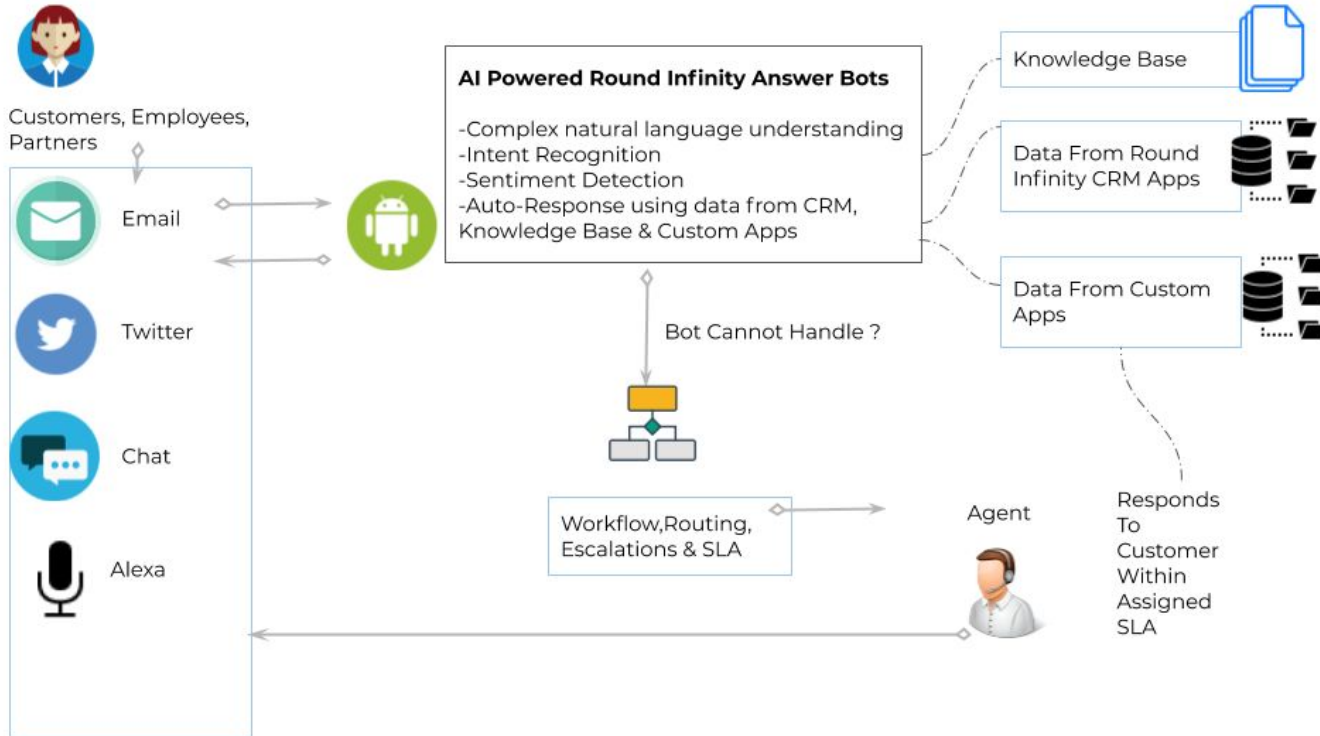
Automation - Voice Bots



Instantly Setup A Call Center & Allow Machines To Automatically Respond 24/7 To Calls

Easily setup a call center solution in Round Infinity, integrated with CRM & ticketing system. Route your customer calls to agents with appropriate skills. Leverage Round Infinity Voice Bots to allow Cognitive AI to book appointments, create service requests or complete other such requests from your voice customers before routing calls to your agents.

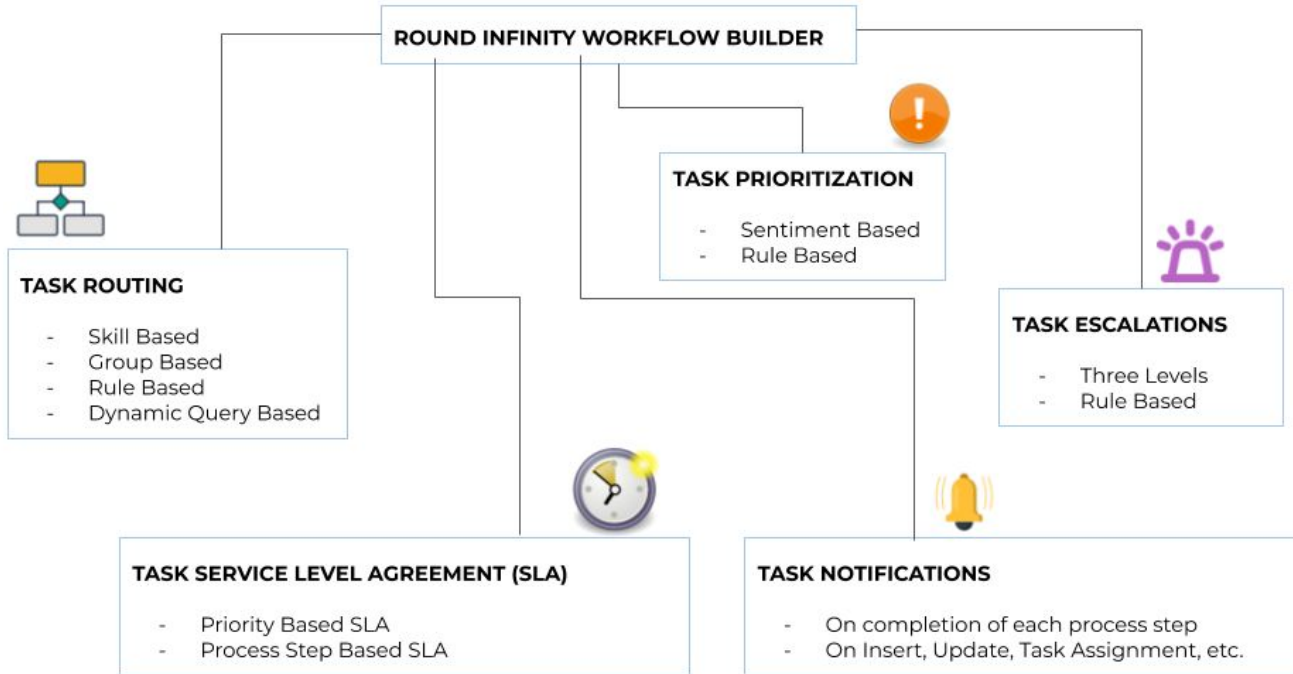
Automation - Messaging Bots



Allow Machines To Automatically Respond 24/7 To Text Based Queries From Varied Channels

Quickly build a customizable help center so your customers, employees & partners can get their queries answered in a self-service manner. Configure Answer Bots to work right alongside your support team. Answer Bots use machine learning to help answer your customers questions using data from your Round Infinity knowledge base, Integrated CRM & Custom Apps.

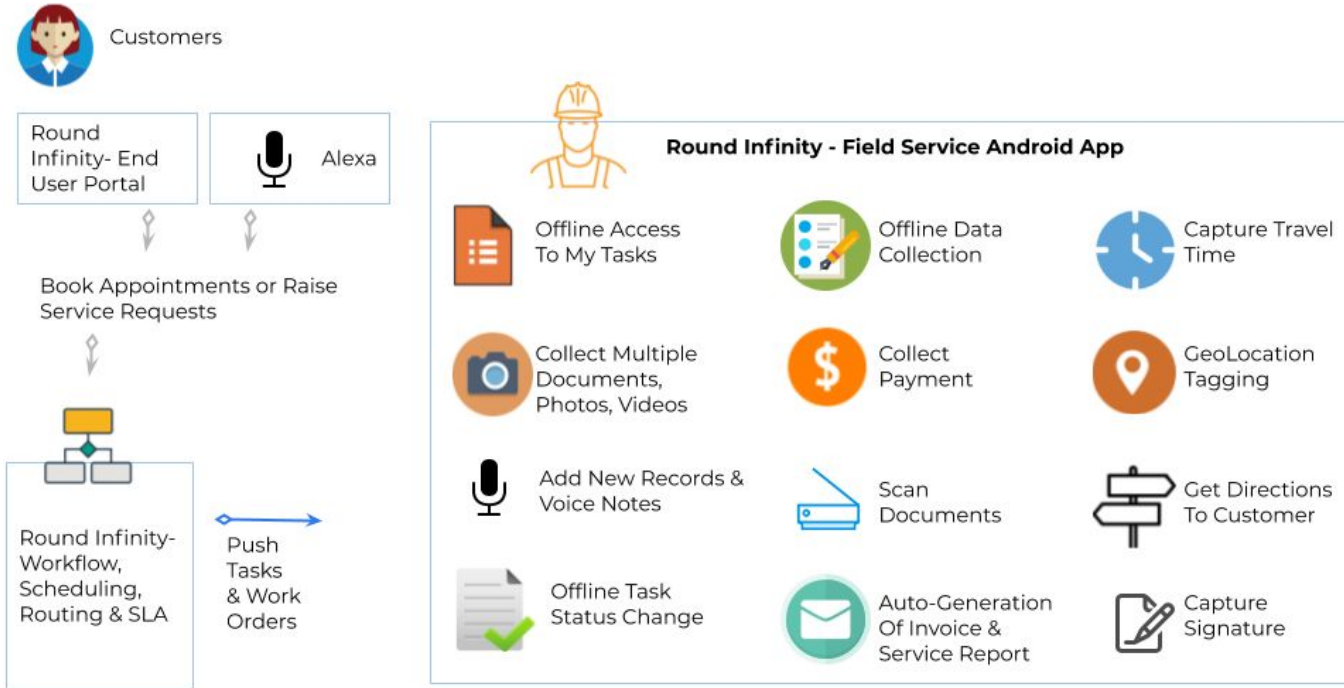
Automation - Workflows



Orchestrate Work From End-to-End & Get All Stakeholders To Serve Your Customers Within Prescribed Time Limit

Round Infinity's extensible, multi-step and branched workflows enable conditional logic that can seamlessly assigns tasks to internal & external team members & can update any system in real-time, enabling advanced business process automation. Case prioritization, SLA management & escalations are applied across all stakeholders.

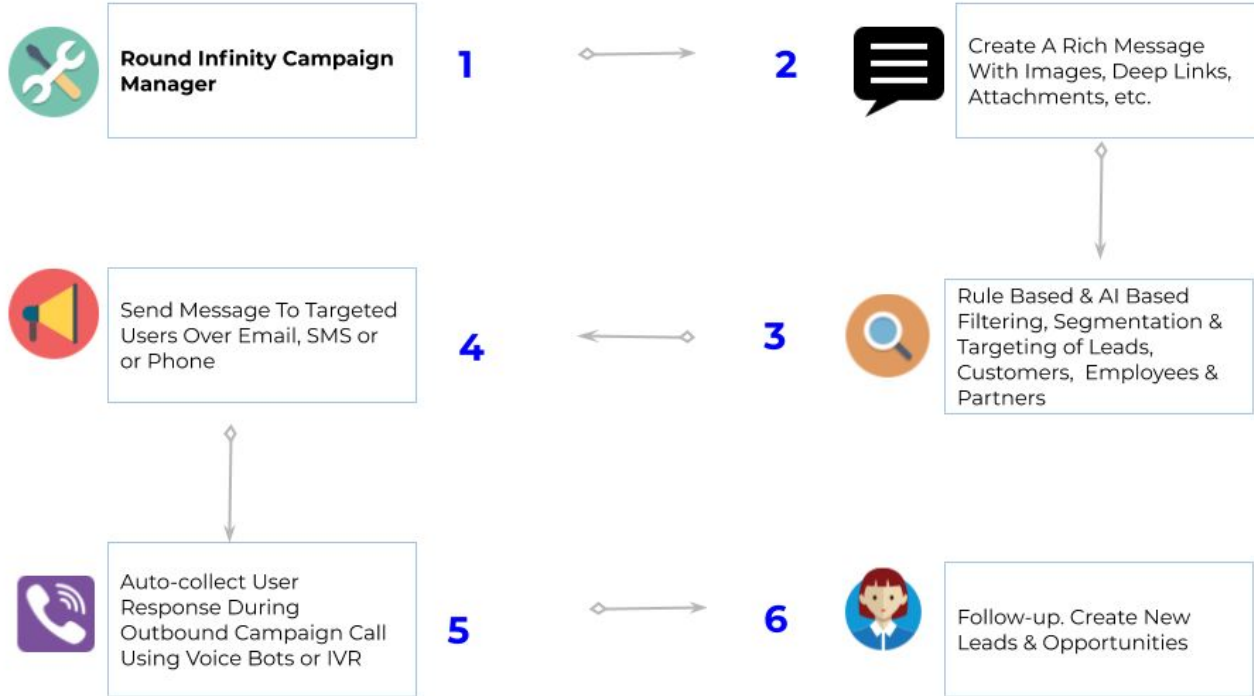
Automation - Field Service



Deliver Intelligent Onsite Service, Collect Data In Offline Mode & Transform Customer Experience In Field

Make it easy for your customers to schedule appointments, for your field workers to receive work orders & appointments, service the customer, collect data on a mobile device, & send estimates, service reports and invoices from the field in real time to customers and back-office systems. Allow supervisors to track performance of your field service operations in real-time.

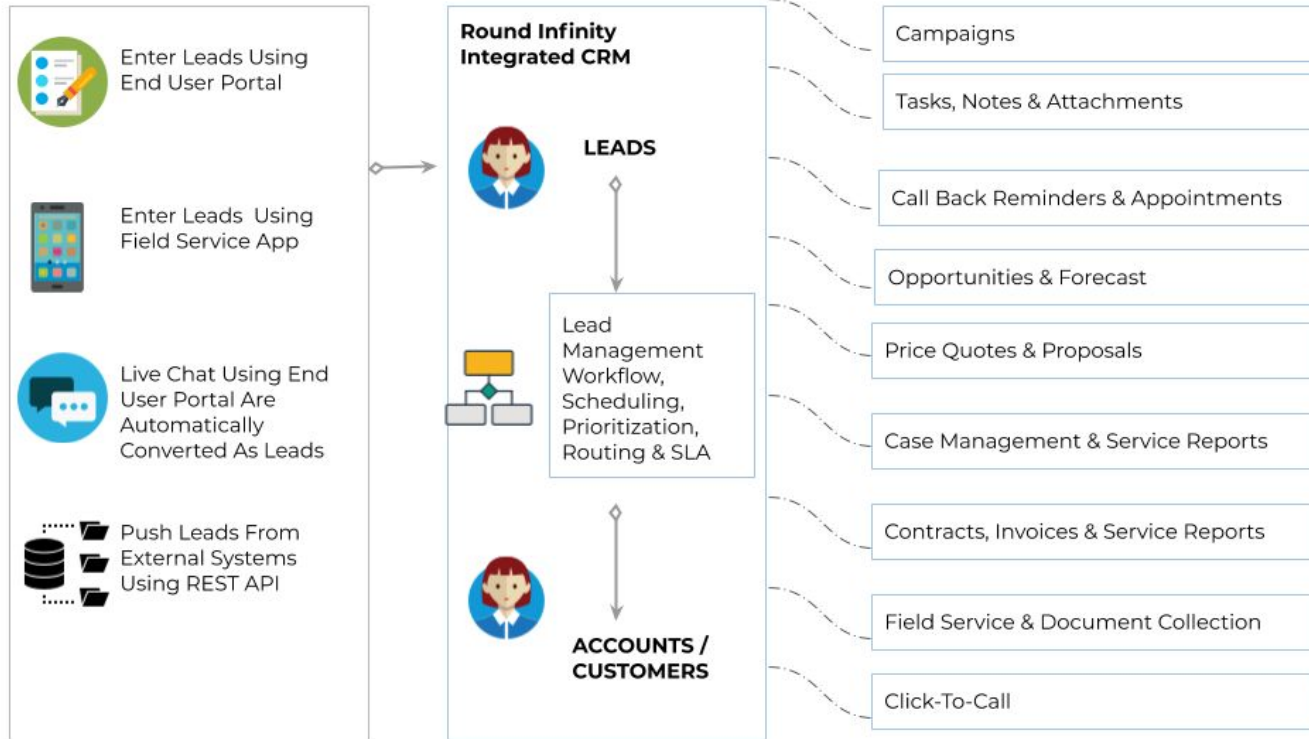
Engagement - Campaigns



Proactively Engage With Your Customers & Employees, Seek Feedback & Build Loyalty

Engage your customers, employees & partners across digital channels, with timely and targeted messages & offers using smart segmentation & machine learning. Using Round Infinity automated phone calling services, reach a large set of audience in one go.

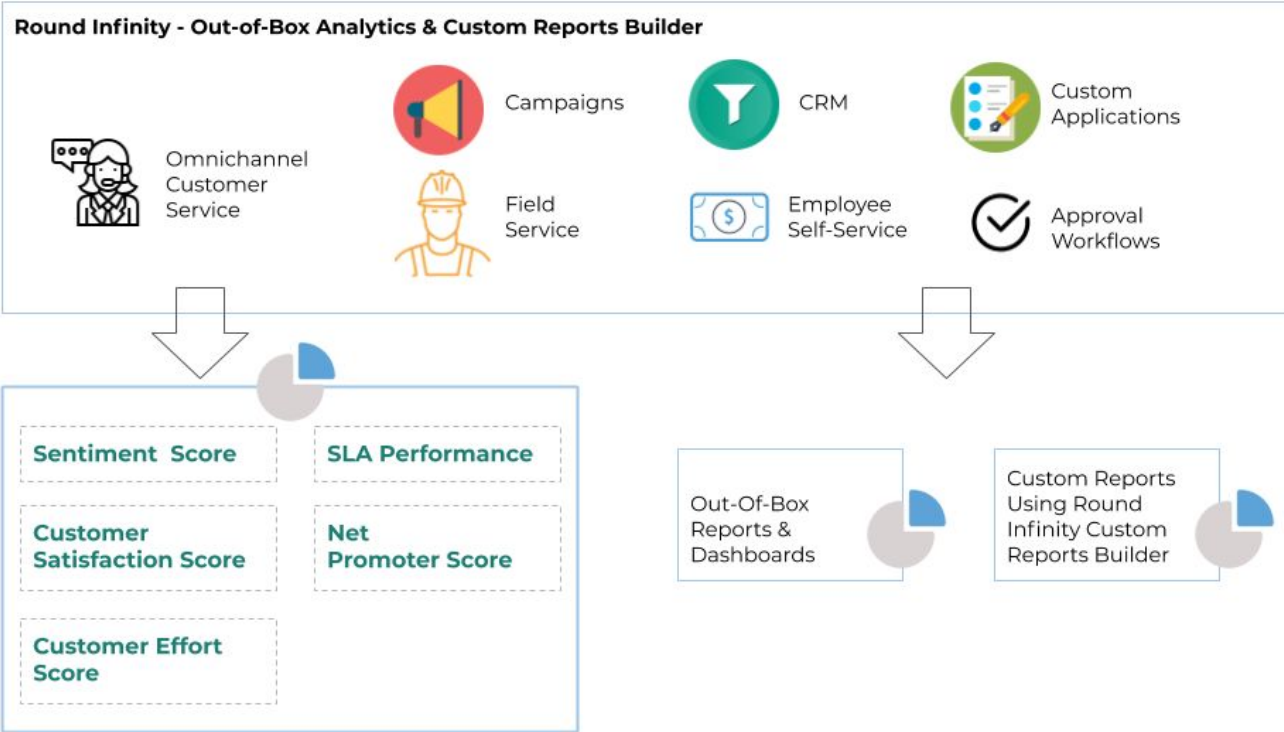
Engagement - Integrated CRM



Grow Your Business By Automating Entire Sales & Billing Processes From Lead To Fulfilment

Automate your CPQ (configure, price, quote) and billing processes with Integrated CRM of Round Infinity. Close more deals faster than you ever thought possible. Track your opportunities pipeline, generate accurate quotes, better contracts, grow your accounts faster, find new customers faster, and close deals faster - from anywhere.

Visibility - Sentiment Analysis



Understand, In Real Time, Sentiment Of Your Customers & Take Timely Action

In real-time, track performance of your customer service, operations, field service, sales & campaigns. Understand sentiment of your customers in real-time. Using Round Infinity Custom Reports Builder, easily view & generate custom reports using data from Round Infinity Custom Apps & Integrated CRM.

Integration - Customer 360



Easily Pull Or Push Data From External Systems To Applications On Round Infinity

Round Infinity's flexible API architecture makes it easy to integrate external applications or home grown systems with Round Infinity using Push APIs or Pull Triggers. You can easily push data such as transactions, leads, orders, etc. from your in-house systems to Round Infinity and similarly pull data from Round Infinity to your in-house systems.

Customers across different industries rely on Round Infinity to drive transformations in customer engagement, customer service & operations.



NBFC, Banks & Fintech



Service Providers



Healthcare



Legal



Preventive Healthcare



Real Estate



Education



Government



Wealth Management



Insurance

About Round Infinity & Next Steps

Website	https://www.roundinfinity.com CEO: Bhavesh Bhammar
Product Deployment	SaaS only. Servers available in India & USA. No on-premise deployment available. SSL enabled. Daily backups & disaster recovery in place.
Getting Started	Typically, customers go live in a couple of days, all by themselves. Nothing to download. Free trial for 30 days. No credit card required. https://www.roundinfinity.com/getstarted.html
Pricing	Customers pay per actual usage. No initial investment, no CAPEX. https://www.roundinfinity.com/pricing.html
Contact	For sales, support & other queries please write to support@roundinfinity.com