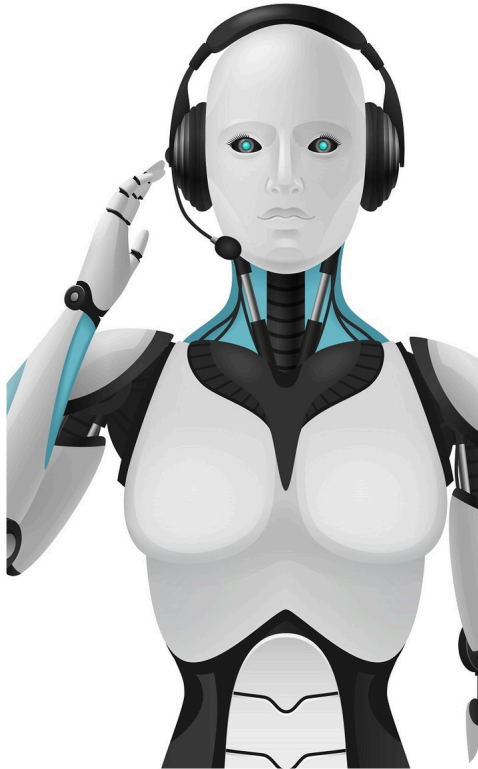# roundinfinity

AI-Powered Call Center Voice Bots

AI-powered call center automation that enhances efficiency, reduces costs, and boosts customer satisfaction.

Round Infinity's call center automation platform enhances operational efficiency by leveraging AI-powered voice bots, intelligent call routing, and omni-channel agent management.

Key features like AI-driven call transcription, sentiment analysis, and IVR call deflection reduce operational costs, improve customer satisfaction, and increase self-service adoption.

Businesses benefit from faster call resolution, real-time sentiment alerts, and actionable data insights, enabling data-driven decision making. With reduced dependency on human agents and enhanced service quality, organizations can significantly lower costs while delivering a seamless customer experience, resulting in a strong return on investment.

Capabilities

Purchase Phone Numbers
Easily acquire phone numbers for your call center operations and scalability.

Setup Languages
Configure multiple languages to cater to diverse global customer bases.

Auto-Respond with Voice Bots
Respond to incoming calls instantly using customizable voice bots and data integration.

Outbound Voice Bots
Automate outbound voice campaigns & automatically assign qualified leads to agents.

Routing To Agent Rules
Define intelligent call routing rules to assign calls to the right agents.

Business Hours Configuration
Set business hours for seamless call handling within operational timeframes.

Agent Skills Setup
Assign agents based on their specific skills to improve call resolution rates.

AI-Driven Call Transcription
Automatically transcribe calls and extract valuable data using advanced AI algorithms.

AI Sentiment Analysis
Analyze caller sentiment and raise alerts for negative interactions requiring intervention.

Omni-Channel Agent Inbox
Enable agents to manage calls, emails, and chats using a unified inbox interface.
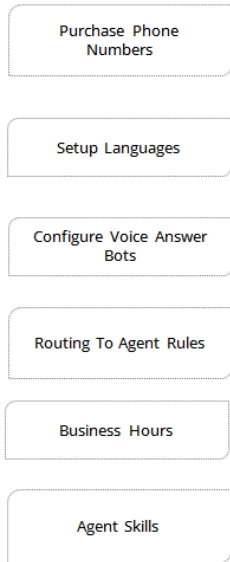
IVR Call Deflection
Deflect unresolved calls to IVR, WhatsApp, or self-service portals for better resolution.
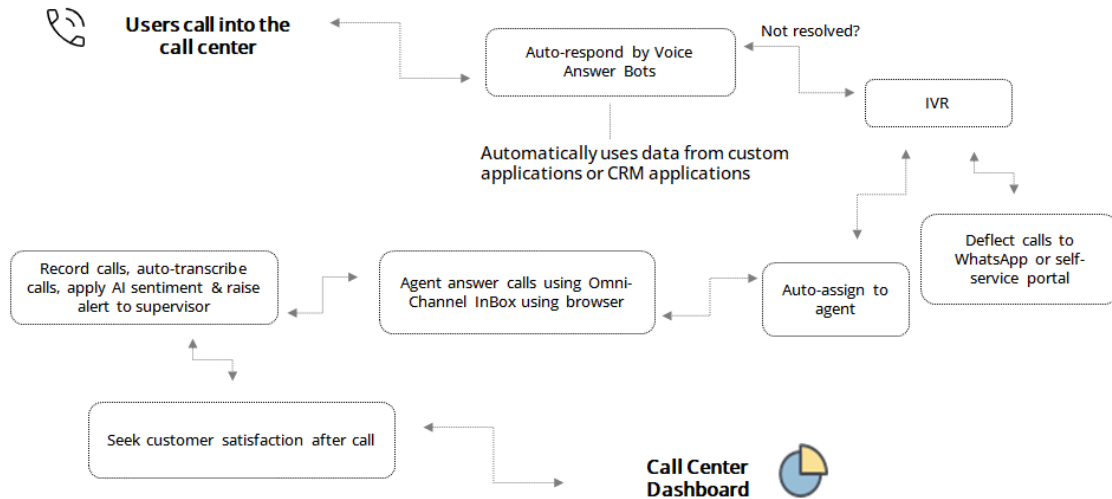
Customer Satisfaction Surveys
Gather and analyze post-call customer feedback to continuously improve service quality.

How It Works

Call Center Setup

- Purchase Phone Numbers
- Setup Languages
- Configure Voice Answer Bots
- Routing To Agent Rules
- Business Hours
- Agent Skills

Call Center Automation

Users call into the call center

Auto-respond by Voice Answer Bots

Not resolved?

IVR

Automatically uses data from custom applications or CRM applications

Deflect calls to WhatsApp or self-service portal

Record calls, auto-transcribe calls, apply AI sentiment & raise alert to supervisor

Agent answer calls using Omni-Channel InBox using browser

Auto-assign to agent

Seek customer satisfaction after call

Call Center Dashboard

Business Impact

Data-Driven Decision Making
AI transcription and sentiment insights provide actionable data for performance improvements.

Improved Call Resolution Efficiency
Faster call resolution by routing to the right agent with skill matching.

Reduced Operational Costs
Automated voice bots handle common queries, reducing the need for human agents.

Increased Self-Service Adoption
IVR and call deflection to self-service portals empower customers to resolve issues independently.

Enhanced Customer Satisfaction
Real-time AI-driven sentiment analysis ensures timely intervention in critical calls.

Demo

OMNI-CHANNEL INBOX
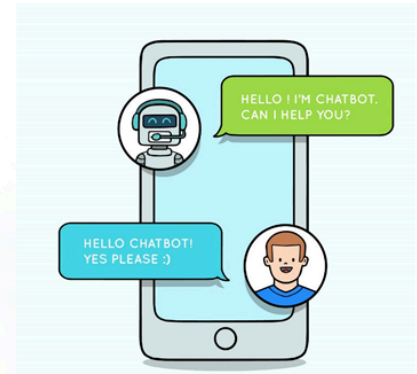
Incoming call from +1 (212)-440-8000..   **Answer Call**

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	

VOICE BOTS

HELLO ! I'M CHATBOT. CAN I HELP YOU?

HELLO CHATBOT! YES PLEASE :)

About Round Infinity
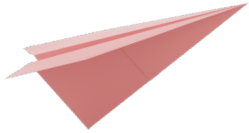
**200+ Customers
Across Industries**

**10K+ Workflows
Delivered**

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Getting Started

Request trial access at
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