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.

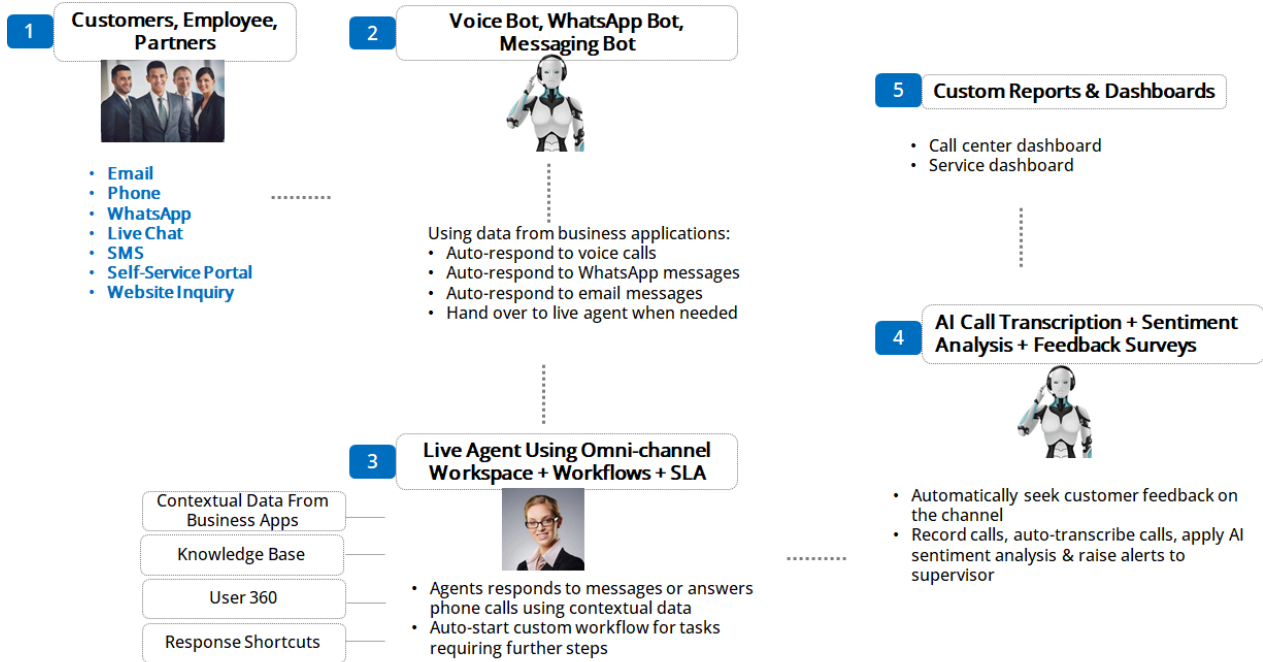### Custom Workflows
Customizable automation for growing needs.

Surveys & Reviews
Hear what your customers have to say.

Analytics & Reporting
Real-time insights and performance metrics.

How it Works

1 — Customers, Employee, Partners

- Email
- Phone
- WhatsApp
- Live Chat
- SMS
- Self-Service Portal
- Website Inquiry

2 — Voice Bot, WhatsApp Bot, Messaging Bot

Using data from business applications:
- Auto-respond to voice calls
- Auto-respond to WhatsApp messages
- Auto-respond to email messages
- Hand over to live agent when needed

3 — Live Agent Using Omni-channel Workspace + Workflows + SLA

- Contextual Data From Business Apps
- Knowledge Base
- User 360
- Response Shortcuts

- Agents responds to messages or answers phone calls using contextual data
- Auto-start custom workflow for tasks requiring further steps

5 — Custom Reports & Dashboards

- Call center dashboard
- Service dashboard

4 — AI Call Transcription + Sentiment Analysis + Feedback Surveys

- Automatically seek customer feedback on the channel
- Record calls, auto-transcribe calls, apply AI sentiment analysis & raise alerts to supervisor

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.

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   WHATSAPP BOTS

LIVE WEB CHAT BOTS

HELLO ! I'M CHATBOT. CAN I HELP YOU?
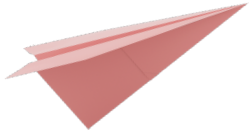
HELLO CHATBOT! YES PLEASE :)
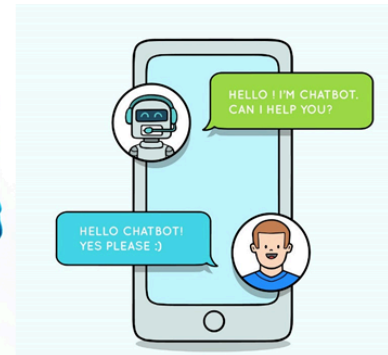
About Round Infinity

**200+ Customers
Across Industries**

**10K+ Workflows
Delivered**

**5+ Countries
Served**

Getting Started

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

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

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