

roundinfinity

AI-Powered WhatsApp Automation



Transform customer interactions and boost efficiency with AI-driven WhatsApp automation for seamless, personalized support.

Round Infinity's WhatsApp automation platform transforms customer interactions with AI-driven answer bots, intelligent case routing, skill-based routing, and outbound WhatsApp campaigns.

The platform's omni-channel inbox, real-time sentiment analysis, rich media attachments, and agent efficiency shortcuts ensure seamless, personalized customer support across channels.

Businesses benefit from increased customer engagement through targeted campaigns, faster issue resolution with automated routing, and improved agent productivity with AI-powered tools.

This results in enhanced customer satisfaction and significant cost savings, driving a 30% boost in agent efficiency and a 35% reduction in operational support costs.



Capabilities

Smart Answer Bots

Automate responses with AI-driven bots, ensuring quick and accurate answers.

Intelligent Case Routing

Automatically direct customer inquiries to the right team or agent instantly.

Custom Workflows

Design automated workflows across departments for consistent engagement and support.

Unified Omni-Channel Inbox

Handle WhatsApp conversations alongside other channels from a single dashboard.

Rich Media Attachments

Seamlessly exchange multiple documents, images, and videos within a single chat.

Real-Time Sentiment Analysis

Gauge customer sentiment instantly and prioritize based on urgency and emotion.

Agent Efficiency Shortcuts

Boost productivity with one-click replies, saving time on repetitive tasks.

User 360

View complete chat histories across channels, providing agents with full context..

Multilingual Communication

Instantly translate WhatsApp messages to facilitate smooth communication in any language.

AI-Powered Responses

Enhance agent performance with real-time, context-aware response recommendations.

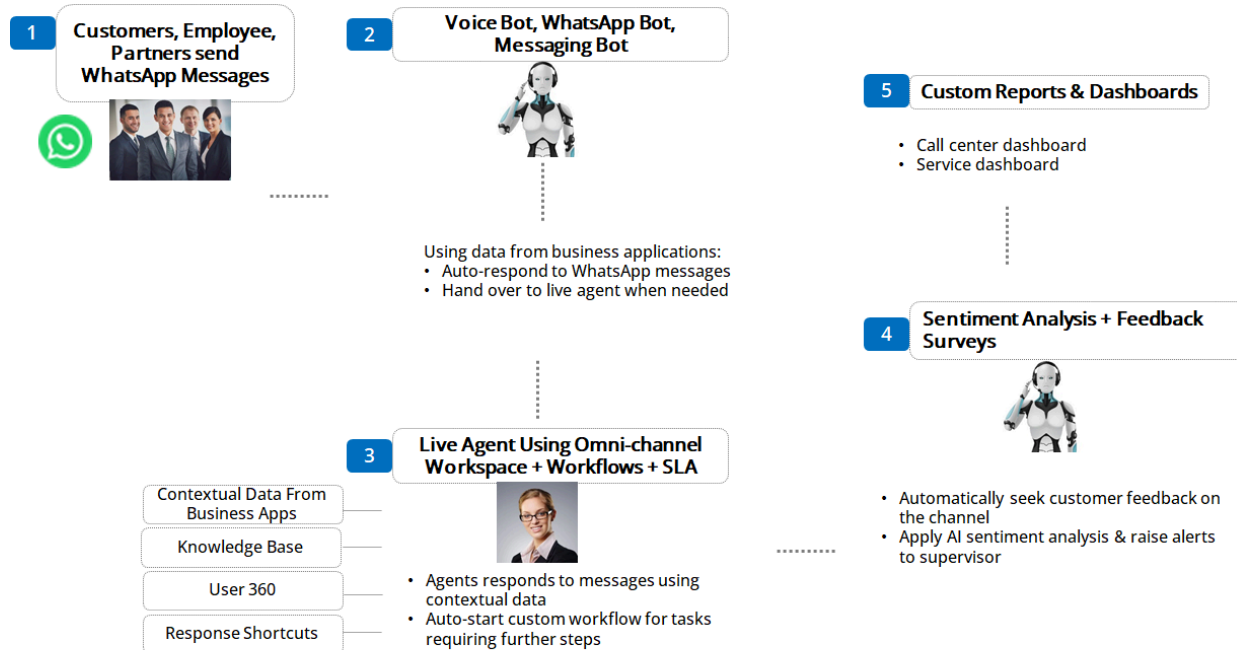
Outbound Voice Call Bots

Automatically call users to qualify leads, communicate, etc. using outbound voice bots.

Proactive Notifications

Notify agents of high-priority or time-sensitive messages to ensure prompt replies.

How It Works



Business Impact



Faster Resolution Times

Custom workflows, routing and shortcuts reduce customer wait times by 40%.



Improved Agent Productivity

Automation tools like AI suggestions and shortcuts boost agent efficiency by 30%.



Enhanced Customer Satisfaction

Real-time sentiment analysis and proactive alerts improve customer experience and loyalty.



Lower Operational Costs

Automated workflows and self-service bots reduce support costs by 35%.



Increased Customer Engagement

Personalized campaigns and bots lead to higher response rates and retention.

Demo

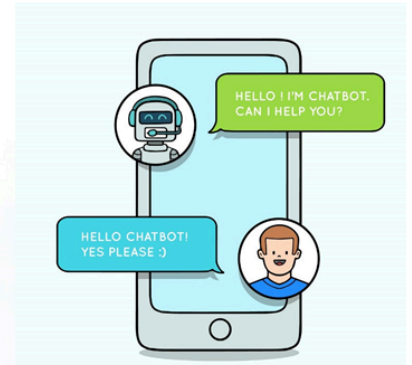
OMNI-CHANNEL INBOX

The screenshot displays an inbox with four entries, each representing a different communication channel:

- Message 1:** From Ryan Goth (ryan@gmail.com), titled "E-mail from David Brow - Wrote". It includes a "General" tag and "U" and "P" status indicators, with a Gmail icon on the right.
- Message 2:** From Matheus Theixe (mat@outlook.com), titled "Chat from Agent - Chatting". It includes a "General" tag and "C" status indicators, with a chat bubble icon on the right.
- Message 3:** From Maria Angélica (ruanc@gmail.com), titled "Call from Matthew - Called". It includes a "Technical" tag and a green telephone icon on the right.
- Message 4:** From John Doe (doe@gmail.com), titled "Hello there - Hi there!". It includes a "General" tag and "C" and "F" status indicators, with a Facebook icon on the right.



WHATSAPP BOTS



About Round Infinity



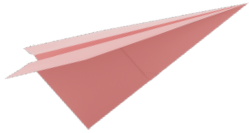
**200+ Customers
Across Industries**



**10K+ Workflows
Delivered**



**5+ Countries
Served**



Getting Started

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

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