

AI-Native Platform for Service Operations

Run the entire service lifecycle — from contact center to workflow automation, operations, and field service — on one AI-powered platform.



Move to the Future of Enterprise Service.

Round Infinity is an AI-Native Platform for Service Operations that orchestrates contact centers, channels, field execution, and back-office processes into one intelligent, continuously learning system of action - enabling service operations to run autonomously. It brings service and operational workflows together with embedded, context-aware AI agents to drive coordinated execution, reducing silos, accelerating response and resolution, lowering costs, and delivering seamless experiences for customers, employees, and partners.

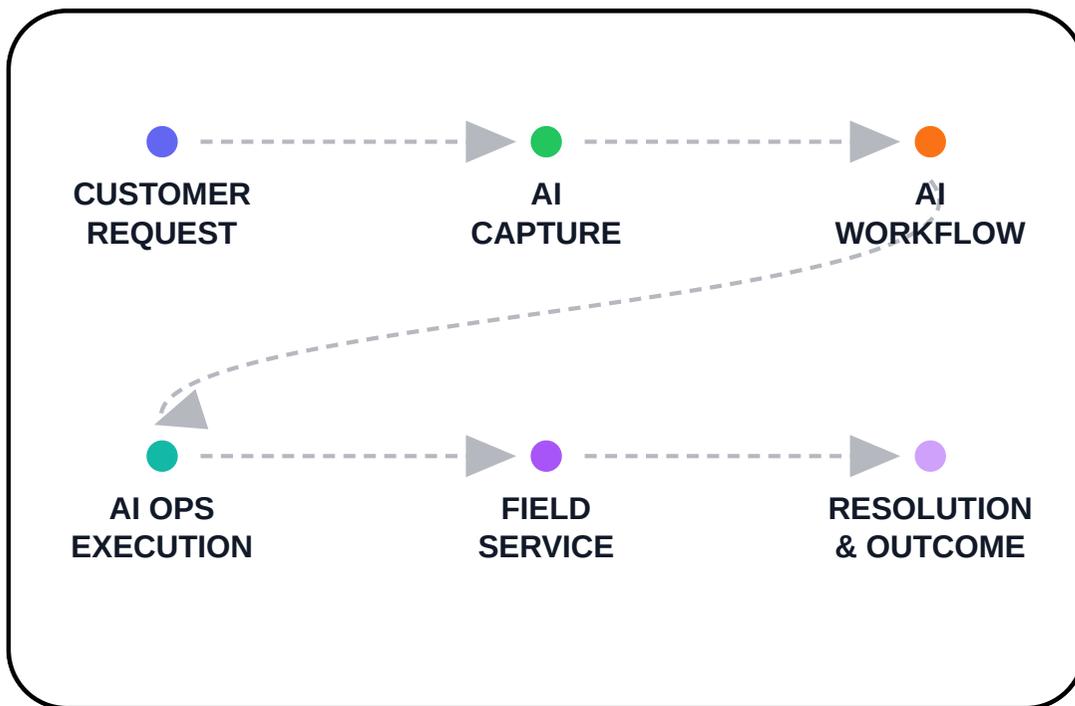
The Problem We Solve

Without Unified Context, Even AI Agents Can't Deliver Great Service.

Enterprises run service operations across dozens of disconnected systems—CRM, contact centers, field service tools, employee service platforms, operational applications, and back-office systems—where data lives in silos, processes break across teams, and critical context is lost. This results in manual handoffs, no unified customer view, slower resolutions, higher costs, and AI that cannot deliver end-to-end service without unified context.

Customer service is no longer just about conversations. Real resolution requires employees, departments, partners, and AI agents working together across connected operational workflows. Modern service spans the entire organization — from contact centers and operations teams to field technicians, finance teams, and partner ecosystems. Without a unified platform, work becomes fragmented, slow, and costly.

Run Your Entire Service Operations Autonomously



STEP 01 Omnichannel Interactions

Capture requests across voice, chat, WhatsApp, email & portals instantly.



STEP 02 Workflow Orchestration

Trigger, route & execute steps across HR, Finance and IT — zero handoffs.



STEP 03 Operations Execution

Teams resolve faster with AI context; partners visible in every customer journey.



STEP 04 Field Service Delivery

AI optimizes routes in real time; field teams get smart assignments & live tracking.



STEP 05 Resolution & Outcome

AI surfaces insights; customers receive updates, invoices and reports — every time.

Orchestrate Your Entire Service Journey on One Platform



Customer Service

Deliver seamless, AI-orchestrated service across every customer channel.



Partner Service

Connect partners into customer journeys through unified workflows.



Employee Service

Empower employees across departments to resolve customer needs faster.



Field Service

Enable field teams to execute service flawlessly from dispatch to completion.



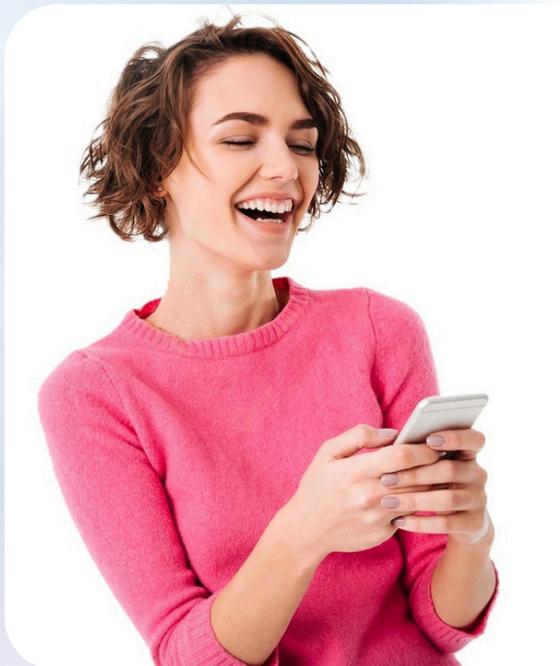
Agentic Platform

The AI orchestration layer powering intelligent workflows and rapid no-code customization.

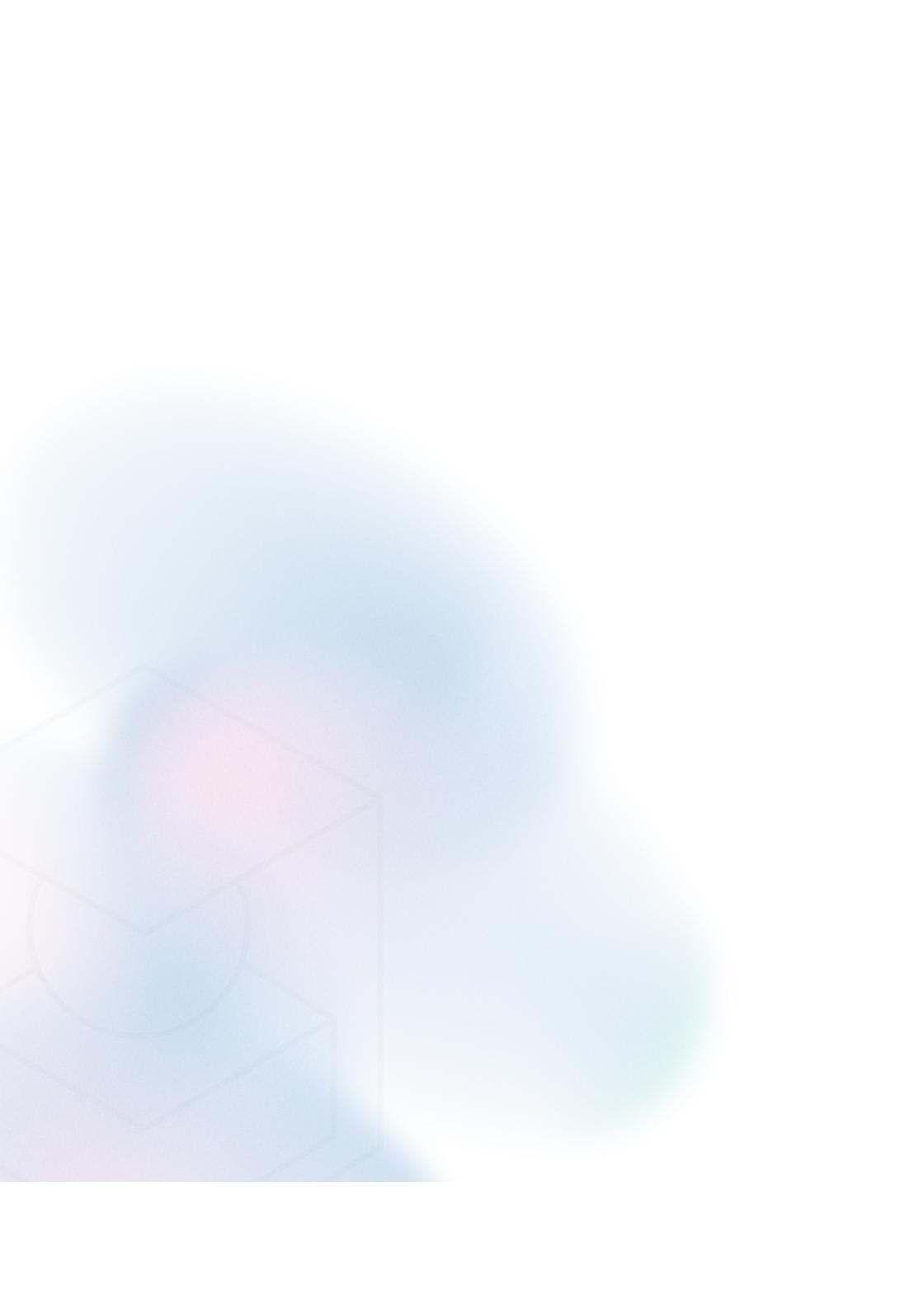
From Contact Center to Field to Back Office — One AI-Native Platform That Orchestrates and Executes End-to-End Service Across Customers, Employees, and Partners.

Customer Service

Deliver seamless, AI-orchestrated service across every customer channel.



- 01** Voice & Contact Center Automation
- 02** Live Chat & Social Messaging Automation
- 03** Email Automation
- 04** AI Outbound Orchestration
- 05** Self-Service Portals
- 06** Knowledge & AI Search
- 07** Smart Ticketing & SLA
- 08** Customer 360
- 09** AI Agent Workspace
- 10** Appointments & Scheduling

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- 11** In-Person Service
 - 12** Feedback & Surveys
 - 13** Agent Performance & Call Analytics
 - 14** Identity & Verification
 - 15** Payments Collection
 - 16** Lead-to-Service
 - 17** ServiceDesk Collaboration

Employee Service

Empower employees across departments to resolve customer needs faster.



- 01 Employee Onboarding
- 02 Employee Service Requests
- 03 Expense Claims & Travel
- 04 Employee Asset Lifecycle
- 05 Internal Approvals & Workflows
- 06 Legal Service Workflows

Partner Service

Connect partners into customer journeys through unified workflows.



- 01** Vendor Onboarding
- 02** Partner Service Requests
- 03** Purchase Requisitions
- 04** PO & Invoice Automation
- 05** Supplier Contracts

Field Service

Enable field teams to execute service flawlessly from dispatch to completion.



- 01** Field Service Execution
- 02** Parts & Inventory
- 03** Customer Assets & Warranty
- 04** Field Payments
- 05** Field Agents Tracker

Agentic Platform

The AI orchestration layer powering intelligent workflows and rapid no-code customization.

- 01** Custom Applications
- 02** Workflow Automation
- 03** AI Agents
- 04** Custom Portals
- 05** Integrations & APIs
- 06** Reporting & Dashboards
- 07** Document Automation



3X

More Customers
Served, Without More
Headcount

50%

Lower Cost to Deliver a
Great Customer
Experience

70%

Faster Resolution.
Happier Customers.
Every Time.

85%

Of Service Requests
Resolved Without Human
Intervention

We built RoundInfinity as the unified, agentic platform where service becomes the operating fabric of the organization — a continuously learning system powered by a Live Enterprise Memory that connects customers, employees, partners, departments, and workflows.

No silos.

No fragmented tools.

No slow transformation cycles.

Just living, intelligent journeys — delivered in hours.

That's the future of service.

That's Round Infinity.

Empowering 500+ customers in 7+ countries with automation that has saved over \$20M.



AUTOMOTIVE DEALERS

Automotive

Every service bay filled, every customer updated, every technician deployed — without a single manual follow-up call.

[Explore →](#)



RETAIL

Retail & eCommerce

Resolve returns, track orders, and handle complaints at scale — before customers lose patience or leave a review.

[Explore →](#)



EDUCATION

Education

Convert more inquiries into enrolments. Keep every student informed and every fee collected — without expanding your admin team.

[Explore →](#)



INSURANCE

Insurance

Policies issued faster, claims settled sooner, renewals never missed. The entire lifecycle — running on its own.

[Explore →](#)



CONSTRUCTION

Infrastructure & Construction

Site teams, contractors, and procurement — finally connected. Delays flagged early, approvals routed fast, nothing falling through the cracks.

[Explore →](#)



REAL ESTATE

Real Estate Developers & Builders

From first WhatsApp inquiry to possession handover — every lead followed up, every payment milestone collected, every buyer kept informed.

[Explore →](#)



RESIDENTIAL

Residential Communities

Maintenance handled, dues collected, visitors managed. Residents get fast service — your team gets their time back.

[Explore →](#)



LEGAL

Legal & Law Firms

Client intake, consultation scheduling, case updates, document workflows — handled without your lawyers lifting a finger on admin.

[Explore →](#)



HEALTHCARE

Healthcare & Patient Services

Fewer no-shows, faster intake, better follow-up care. Your clinical staff focused on patients — not paperwork.

[Explore →](#)



MANUFACTURING

Manufacturing

Dealer queries answered, spare parts tracked, field teams dispatched. From factory floor to end customer — no gaps.

[Explore →](#)



PROFESSIONAL SERVICES

Accounting & Audit Firms

Onboarding, document collection, deadline reminders, status updates — your practice runs tighter without a bigger team.

[Explore →](#)



LENDING

NBFCs & Lending

Borrowers qualified faster, repayments nudged on time, overdue accounts escalated automatically. Collections without the chaos.

[Explore →](#)

**Thank
You**

for your time
and attention

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