ROUND INFINITY

FOR CUSTOMER SERVICE, HR AND IT DESKS AND SHARED SERVICES

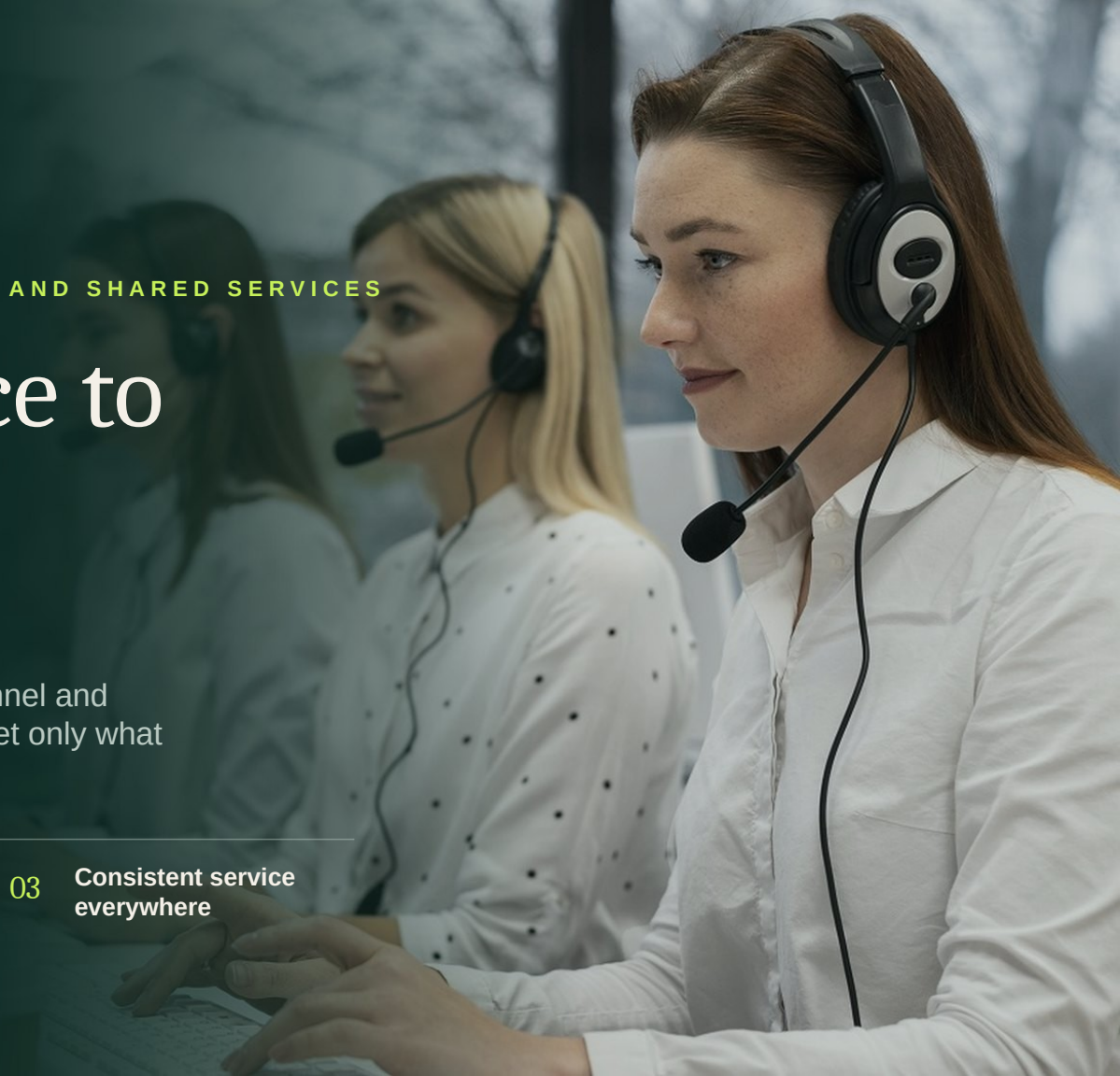
Move your service to agentic.

AI agents understand every request on every channel and complete the action in your systems. Specialists get only what needs them, with the full story.

01 **More requests resolved end to end**

02 **Lower cost, shorter queues**

03 **Consistent service everywhere**



Round Infinity, Inc.

From manual to agentic.

TODAY		WITH ROUND INFINITY
Every channel has its own queue	→	One inbox for email, chat, WhatsApp, voice and social
Bots answer, people still do the work	→	The agent completes refunds, bookings and resets end to end
Specialists start from scratch	→	Cases arrive summarized with history and next step
Quality checked on 2% of calls	→	Every conversation reviewed for resolution, policy and tone



One request, asked to resolved.

Service in five steps. An app holds the work, an AI agent does it, and people decide where it matters.

01 UNDERSTAND

Know who is asking and what they need

AI AGENT

Service · Email Triage

Understands every request and email and creates the right case.

APP Omnichannel Inbox

PEOPLE Nobody sorts the inbox by hand.

→

02 ANSWER

Resolve routine requests instantly with self-service

AI AGENT

Knowledge Resolution

Answers from approved knowledge, with sources.

APP Knowledge Base · Portals

PEOPLE Knowledge owners approve new articles.

→

03 COMPLETE

Complete the request in your systems, end to end

AI AGENT

Service · IT Support

Completes refunds, bookings and resets through approved actions.

APP Service Catalog

PEOPLE Limits you set decide what needs a person.

→

04 ESCALATE

Route exceptions to specialists within SLA

AI AGENT

Agent Assist Copilot

Hands over with the conversation summarized and a next step.

APP Case Management · Agent Workspace

PEOPLE Specialists resolve within SLA.

→

05 IMPROVE

Confirm resolution and improve answers

AI AGENT

Service Quality

Reviews every conversation for resolution, policy and tone.

APP Quality & Knowledge

PEOPLE Team leads coach on the themes found.

03 ESCALATE

Every specialist, briefed.

When a request needs a person, the Agent Assist Copilot hands it over with the conversation summarized, the history attached and a next step suggested.

- Who is asking
- What they need
- What was tried
- Sentiment and SLA
- Suggested reply

POWERED BY

USE CASE — Agent Workspace · Agent Assist Copilot

+ WORKS WITH — Field Service

PREPARED BY AI AGENT

Illustrative

Case 48213 · Refund over limit

WhatsApp · 4 minutes with AI · SLA 2h remaining

CUSTOMER	Gold tier · 6 years · 2 prior cases, both resolved
REQUEST	Refund for damaged item · $640
TRIED	Photo verified · above AI refund limit of $250
SENTIMENT	Frustrated · second contact this week

SUGGESTED NEXT STEP

Approve the refund; damage confirmed by photo

Offer free return pickup booked for tomorrow

Six service agents. Each with a partner.

AGENT 01

Service

Understands requests on every channel and completes eligible actions.

+ Appointment Scheduling

AGENT 02

Agent Assist Copilot

Summarizes history, suggests replies and fills case fields.

+ Field Service

AGENT 03

Knowledge Resolution

Answers from approved knowledge with sources; drafts missing articles.

+ Build Your Own

AGENT 04

Email Triage

Classifies intent, priority and sentiment; creates the right case.

+ KYC & Onboarding

AGENT 05

IT Support

Resets passwords and grants access through approved actions.

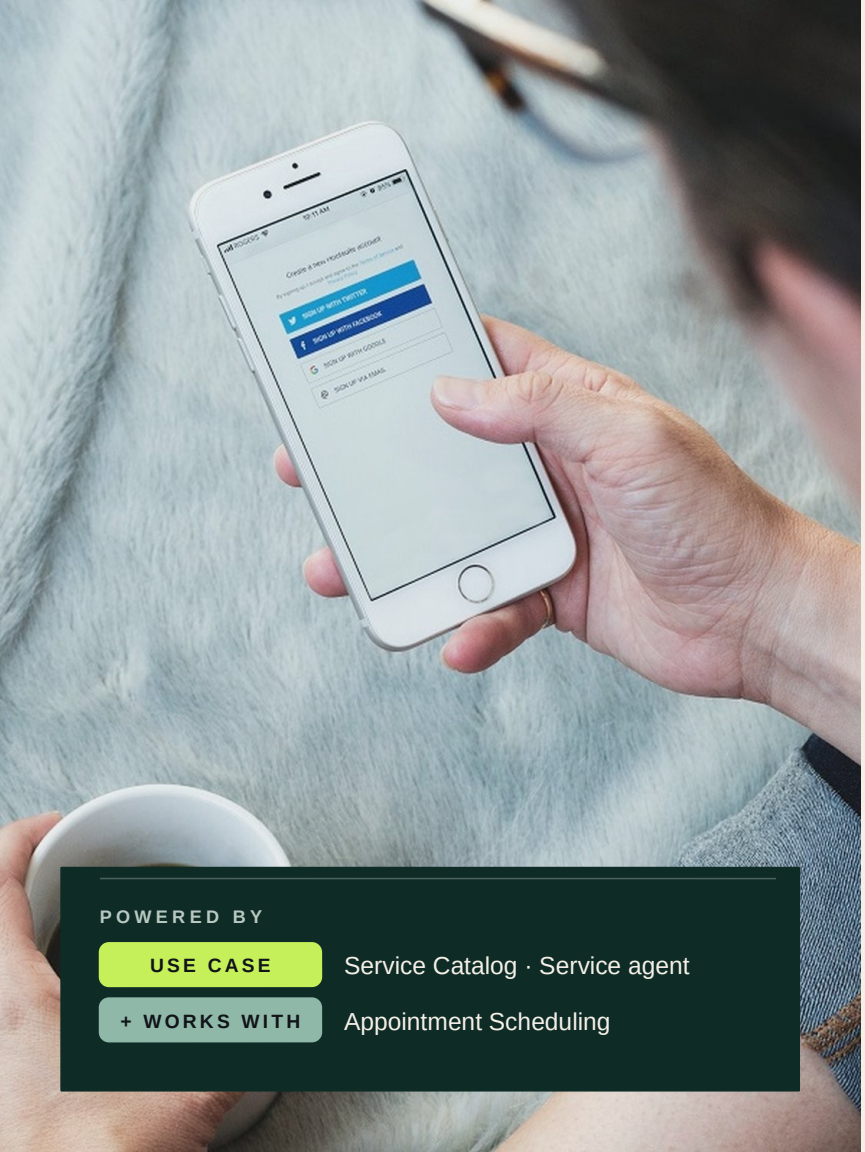
+ Recruitment

AGENT 06

Service Quality

Reviews every conversation; finds coaching themes and gaps.

+ Accounts Receivable



POWERED BY

USE CASE — Service Catalog · Service agent

+ WORKS WITH — Appointment Scheduling

05 COMPLETE

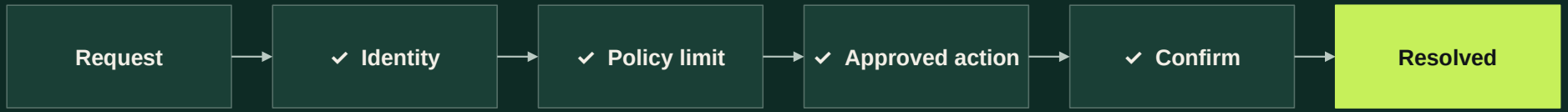
A request, finished in one conversation.

The customer asks once. The agent checks, acts in your systems and confirms, and nobody waits in a queue.

ACTIVITY · WHATSAPP · ORDER 30418 *Illustrative*

19:42	CUSTOMER	“My order arrived damaged, can I swap it?”
19:42	AGENT	Order found · asked for a photo
19:43	CUSTOMER	Sent photo
19:43	AGENT	Damage confirmed · replacement within policy
19:44	AGENT	Replacement order created · pickup booked tomorrow 10–12
19:44	AGENT	Case resolved · customer confirmed
19:50	AGENT	Quality check: resolved, on policy, positive tone

Actions, inside permissions.



Limits

Refunds, goodwill and changes complete automatically within policy limits. Above them, the case goes to a person with a recommendation.

POWERED BY

USE CASE — Service Catalog · Service agent

+ WORKS WITH — KYC & Onboarding

Quality

The Service Quality agent reviews every conversation, AI or human, for resolution, policy and tone, and turns gaps into coaching and new knowledge.

POWERED BY

USE CASE — Quality & Knowledge · Quality agent

+ WORKS WITH — Build Your Own

07 THE USE CASE

Six applications, built for service.

Omnichannel Inbox
Email, chat, WhatsApp, social, voice

Case Management
Cases, tasks, SLAs, escalations

Self-service Portals
Branded, for customers and employees

Knowledge Base
Answers for people and AI

Service Catalog
HR, IT, facilities and customer requests

Agent Workspace
Person, history, next best action



Works with the rest of your operation.

Connected use cases share the record and the audit trail. Industry packs add sector depth on top.

WORKS WITH

Appointment Scheduling

Visits booked inside the conversation.

WORKS WITH

Field Service

Technicians dispatched when a fix needs one.

WORKS WITH

KYC & Onboarding

Identity verified before sensitive changes.

WORKS WITH

Accounts Receivable

Billing questions answered with the ledger.

INDUSTRY PACKS

Banking

Branch, card and account service.

INDUSTRY PACKS

Healthcare Providers

Patient access and follow-up.

INDUSTRY PACKS

GCCs & Shared Services

HR, IT and finance service desks.

INDUSTRY PACKS

Education

Student and parent services.

Tracked from request to done.

WORKFLOWS

Complaint and escalation	Within SLA, confirmed
Refund, return and goodwill	Within limits and approvals
Employee onboarding	Accounts, assets, access
Access and asset requests	Approve, fulfil, record
Feedback follow-up	Detractors called back
Knowledge gap closure	Articles drafted from cases

DASHBOARDS



Volume and contact reasons

By channel, team, type



SLA and first-contact resolution

Met, at risk, breached



AI resolution rate

Completed without a person

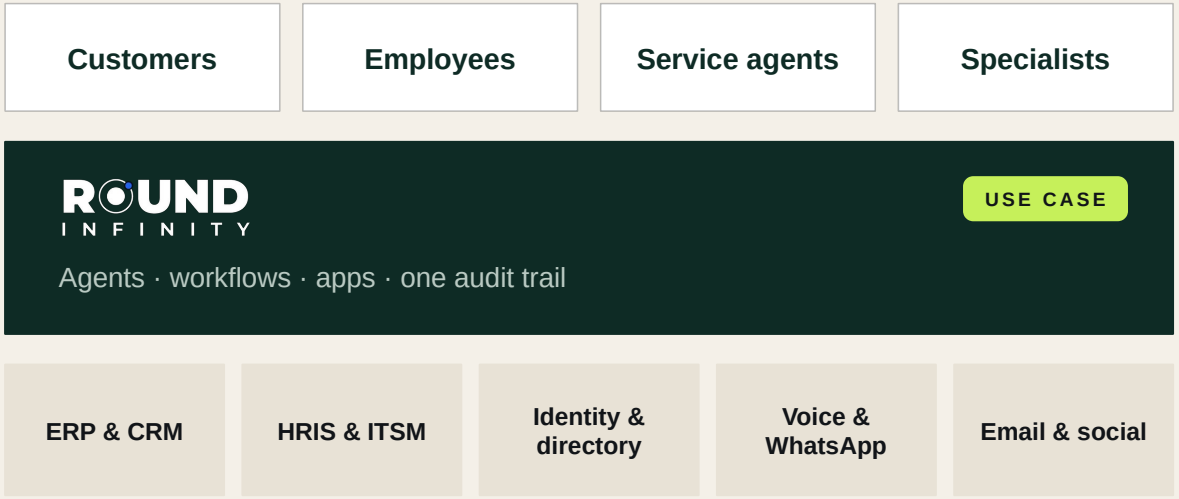


CSAT and quality

Scores and coaching themes

Works alongside your systems of record.

Orders, accounts and employee data stay where they are. Round Infinity runs intake, resolution and quality around them.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Start with one use case. Add the rest.

Platform

Named users and the core platform

+

Service

The apps, agents, workflows and dashboards in this overview

+

More use cases

Appointment Scheduling · Field Service · KYC & Onboarding

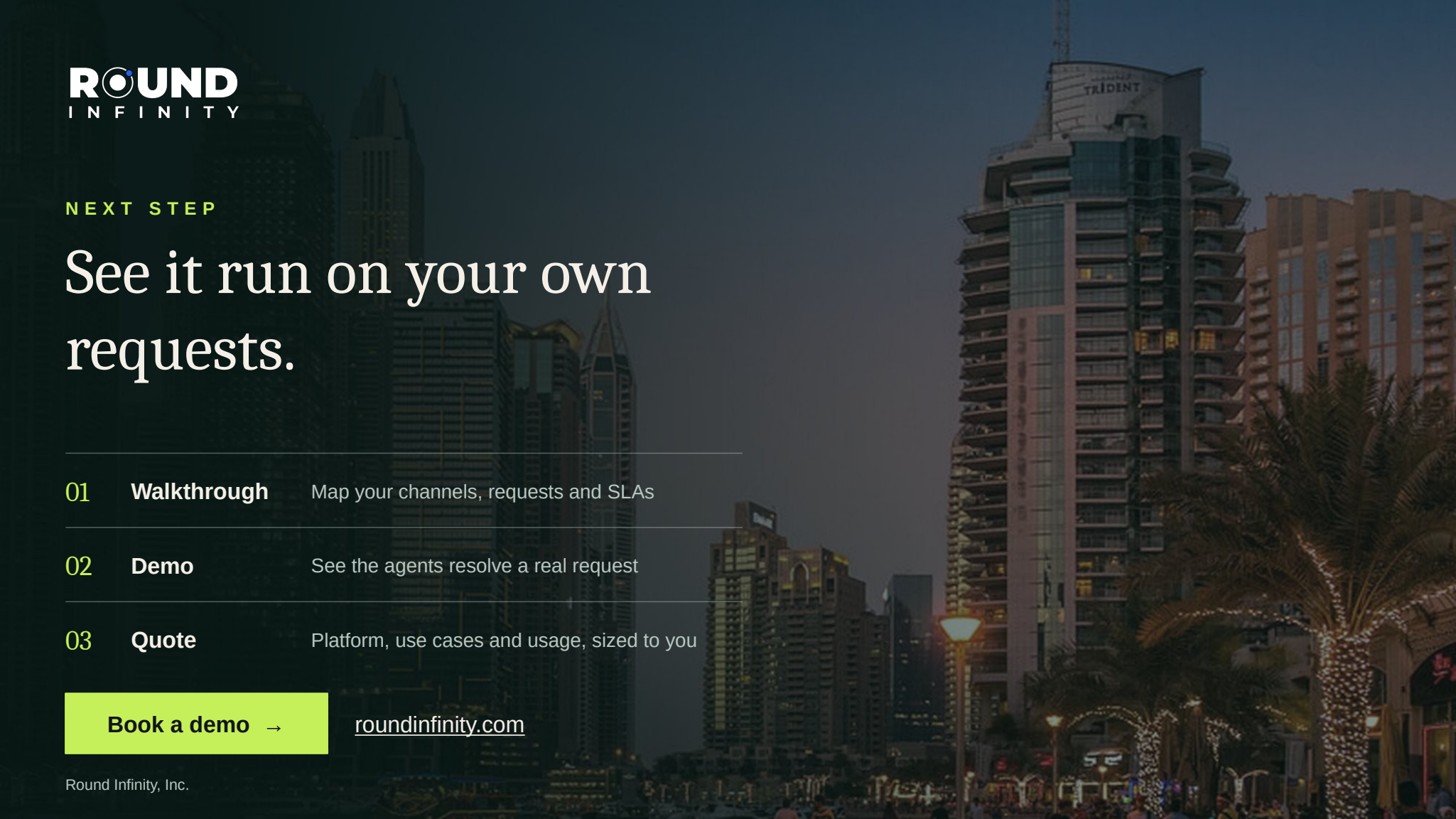
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Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. Every use case you add shares all of it. Users are licensed once.

Price your operation → roundinfinity.com/pricing



ROUND INFINITY

NEXT STEP

See it run on your own requests.

01	**Walkthrough**	Map your channels, requests and SLAs
02	**Demo**	See the agents resolve a real request
03	**Quote**	Platform, use cases and usage, sized to you

Book a demo →

roundinfinity.com

Round Infinity, Inc.