



AI-powered Virtual Assistant

Drive end-to-end customer service automation through bespoke Voice AI solutions

The art of customer service has evolved. Today, CX speaks volumes of the ability of brands to add value to the customer journey. Omnipresent customer demands a linear and consistent omnichannel experience across both inbound and outbound channels.

Conversational Virtual Assistants are poised to bring that much-needed cheer to the customer service fabric of new-age enterprises.

Why Assist365?

By leveraging the power of AI/ML and NLU, our AI-powered Conversational assistant assist365 offers to automate the entire customer service workflow across both inbound and outbound. Right from Conversational IVR to handling complex queries at less than 30% of the actual cost with top-of-the-line scalability.

What's More?

With the ability to self-learn through deep learning algorithms, assist365 offers a layer of personalization and engages with customers contextually just like humans without human intervention.

WHY assist365?



Pre-programmed Intelligent Bots

Augmented by in-house ASR and NLU, the bots are pre-trained in an ML environment to solve a range of use cases across various industries



Omni-channel Availability

Deployment-ready for channels like Telephony, IVR, Email, WhatsApp, etc., for deep and continuous engagement



Multi-lingual and Multi-faceted

Understands and converses with users in 20+ languages globally in multiple dialects (including 12+ Indian languages)



Human-like Natural Conversations

Capable of understanding the intent and context to add a human touch to customer interaction



Easy integration to CRMs and enterprise solutions

Capable of understanding context and giving realistic human-like conversations with customers

KEY FEATURES

Assist365 functions as an all-in-one customer service automation solution that delivers outstanding results with:



Zero-waiting time with instant and relevant resolutions



24X7 availability with high levels of scalability



Consistent and Linear UX



SaaS-like deployment models with flexible and outcome-based pricing options

Voice AI Solutions Available for Banking, Financial Services, Insurance, FMCG, E-Commerce, Telecom, and more in:

Customer Service

IVR, FAQs, Surveys, Appointments, Claim Processing and more.

Marketing, Sales & Collections

Debt Collection, Lead Qualification, Product Recommendation and more.

Success Story

How deploying assist365 helped a top financial company?



70%

Increase in collections



3x

Faster reach



75%

Reduction in operational costs

"The Power of a Million Voice Interactions a Day"

Next level scale in voice automation

[Know More](#)

About Gnani.ai

Gnani.ai is a Conversational AI company with products and solutions for omnichannel automation and analytics.

Gnani.ai empowers businesses to build customer-centric Conversational AI on multiple channels. Our proprietary Speech Recognition APIs and NLP based solutions power customer support automation for leading companies in BFSI, E-Commerce, and other sectors.

Our ASR engine has been benchmarked by a leading mobile OEM to be the most accurate across all the speech-to-text engine providers for 20+ languages globally. With partners like Nvidia, Intel, and academic partners like IISc, Gnani.ai is leading the Conversational AI revolution.



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