AI Enabled
Contact Center Solutions

Connect Seamlessly. Resolve Efficiently. Delight Customers. AI-driven, dynamic, and performance-oriented contact center solutions designed to enhance customer satisfaction, streamline operations, and drive measurable business outcomes.

THE AI SHAKTI

The AI Shakti is a next-gen provider of AI-powered contact center solutions, delivering intelligent automation and exceptional customer service across industries.

With a growing team of skilled professionals based in Nathdwara, Rajasthan — a strategic location offering a rich talent pool, cost advantage, and high operational reliability — we deliver seamless support to businesses across the globe. Our presence in Nathdwara also allows us to offer affordable, yet high-quality solutions without compromising on performance.

From AI-enabled customer support to smart automation and process optimization, our solutions empower clients to scale faster, reduce costs, and stay competitive in a dynamic digital environment.

We act as an extension of our clients' teams, ensuring every interaction aligns with their brand, vision, and goals. Our leadership team brings years ofcombined experience in AI, technology, and outsourcing — enabling us to drive innovation and ensure long-term success for our partners.

We bring years of proven experience in delivering exceptional business outcomes for clients across industries with our AI-powered inbound, outbound, and web-enabled contact center solutions..

THE AI SHAKTI

Services

AI Contact Center Solutions

- AI-Powered Virtual Agents
- Omnichannel Integration
- Natural Language Understanding (NLU)
- Sentiment Analysis
- Intelligent Routing
- Agent Assistance
- Automated Workflows
- Analytics and Insights

Cloud Contact Center Solutions

AI-Driven Contact Center Solution for a Solar Energy Company in Sydney, Australia

A leading solar energy company based in Sydney sought to enhance its customer engagement and improve operational efficiency across various business functions. The company was struggling with handling large volumes of inquiries, both inbound and outbound, which were slowing down response times and customer satisfaction.

To address this challenge, we deployed an AI-powered contact center solution with omnichannel integration, including AI-powered virtual agents, sentiment analysis, and intelligent routing. This allowed the company to handle customer inquiries effectively, whether through phone, email, chat, or social media.

The integration of Natural Language Understanding (NLU) enabled the system to understand customer queries more accurately, while automated workflows streamlined internal processes. The real-time analytics provided actionable insights that helped the company optimize their service delivery.

As a result, the company experienced a significant reduction in response times, higher customer satisfaction scores, and more efficient handling of inquiries, leading to improved business outcomes and a stronger customer relationship.

Political Campaign Management for a Legislative Assembly Election

During a highly competitive legislative assembly election, a political figure needed to enhance voter engagement and improve campaign operations. The campaign team faced challenges in efficiently managing voter lists, handling inquiries, and maintaining a positive online reputation.

We introduced an AI-enabled contact center solution that integrated various communication channels like voice, SMS, social media, and email. With AI-powered virtual agents, the system could interact with voters and supporters, answering questions, handling inquiries, and gathering feedback. Additionally, sentiment analysis helped the campaign team assess voter sentiment and adjust their strategies accordingly.

Intelligent routing ensured that more complex queries were forwarded to the appropriate team members, improving efficiency and enhancing response times. Real-time analytics provided valuable insights into voter concerns, enabling the campaign to stay on track with their objectives.

This AI-driven approach helped the political figure improve engagement, monitor online sentiment, and optimize their campaign operations, ultimately contributing to a successful election outcome.

AI-Enabled Contact Center Partnership for an Australian Digital Marketing Agency

An established Australian digital marketing agency faced challenges in scaling its contact center operations to support its growing portfolio of clients. The agency needed a reliable outsourcing partner to handle customer inquiries, technical support, and lead generation, while maintaining high standards of service and operational efficiency.

We partnered with the agency to implement an AI-powered contact center solution. The solution provided omnichannel integration across voice, email, and chat, allowing customers to interact with the agency on their preferred platform. AI-powered virtual agents were deployed to assist with routine inquiries, while intelligent routing ensured that complex issues were directed to the right agents.

By leveraging automated workflows, the agency was able to reduce manual work and streamline their internal processes. Real-time analytics provided actionable insights, enabling the agency to continuously improve its service delivery.

With this solution, the agency saw enhanced customer satisfaction, reduced operational costs, and a more efficient contact center, allowing them to scale their business without compromising quality.

AI Contact Center Solution for a Tech-Based Education Startup in Jaipur, India

A fast-growing tech-based education startup based in Jaipur needed to enhance its student engagement while optimizing its internal processes. The company struggled with managing student inquiries, processing applications, and delivering personalized support to their growing user base.

To improve operations, we implemented an AI-powered contact center solution with omnichannel support. The system utilized AI-driven virtual agents to handle inquiries via phone, email, and chat, while sentiment analysis helped assess the mood of students and guide responses accordingly.

The integration of intelligent routing ensured that more complex queries were escalated to the appropriate support agents, reducing response times and improving service efficiency. Automated workflows allowed the startup to process applications and follow up with students more efficiently, while the real-time analytics helped optimize student engagement strategies.

This solution allowed the startup to scale effectively while delivering exceptional service, resulting in improved student satisfaction, higher retention rates, and a more streamlined operational process.

What Sets AI Shakti Apart
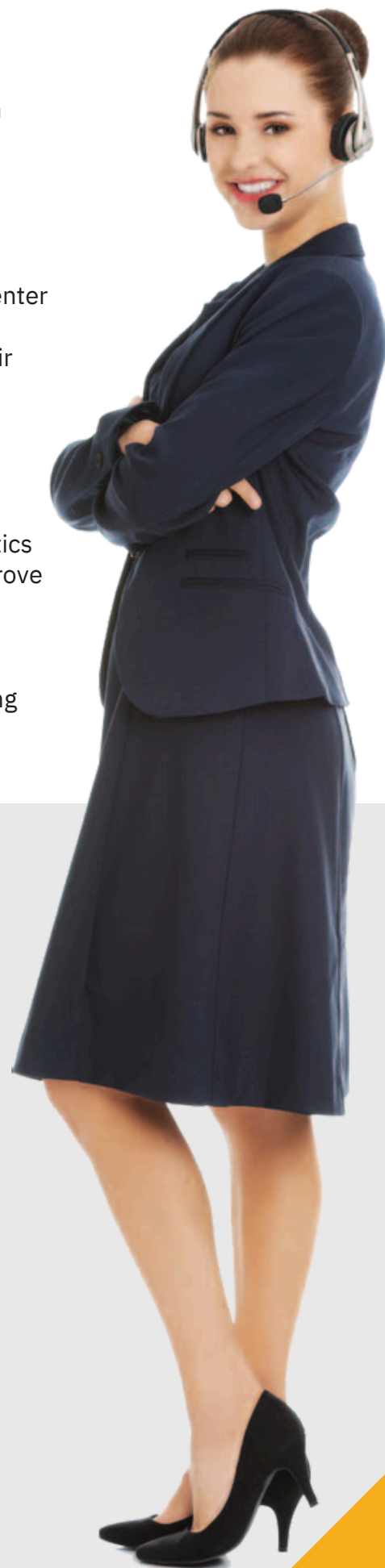
Advanced AI-Powered Virtual Agents

Omnichannel Integration

Intelligent Routing for Optimized Efficiency

Data-Driven Insights for Continuous Improvement

Seamless Automation of Workflows

Scalable and Flexible Solutions

Our AI & Tech Capabilities

Natural Language Processing (NLP) Tools

- **Google Dialogflow –** For building conversational interfaces and chatbots with advanced NLP capabilities.

- **IBM Watson –** A suite of NLP and AI tools to enable sophisticated chatbot functions, sentiment analysis, and personalized interactions.

- **Microsoft Azure Cognitive Services –** Provides NLP, speech recognition, and text-to-speech for advanced customer interactions.

- **Amazon Lex –** A service for building conversational interfaces using voice and text, powered by the same deep learning technologies that power Amazon Alexa.

Speech Recognition & Text-to-Speech

- **Google Cloud Speech-to-Text –** Converts spoken language into written text for improved customer interaction accuracy.

- **Amazon Polly –** Converts text into lifelike speech, enabling virtual agents to interact naturally with customers.

- **Nuance Communications –** Offers AI-powered speech recognition and natural language understanding for efficient voice-based interactions.

Our AI & Tech Capabilities

Sentiment Analysis

- **Lexalytics –** Provides sentiment analysis and text mining solutions, allowing businesses to understand customer emotions and feedback.

- **MonkeyLearn –** A tool for advanced sentiment analysis, which helps in understanding customer feelings and interactions across all channels.

- **Brandwatch –** Offers real-time social media listening and sentiment analysis to track customer perceptions and brand reputation.

Omnichannel Integration Platforms

- **Zendesk –** A customer service platform offering omnichannel support across email, chat, social media, and more.

- **Freshdesk –** An omnichannel customer support software that integrates email, chat, social media, and voice support.

- **Twilio Flex –** A cloud-based contact center platform for integrating multiple communication channels (voice, chat, video, etc.) into one solution.

Our AI & Tech Capabilities

Intelligent Routing & Automation

- **Five9 –** A cloud contact center software that uses AI to route customer interactions intelligently and automate tasks.

- **Genesys Cloud –** An AI-powered solution for contact center management with intelligent routing capabilities.

- **Talkdesk –** A cloud-based AI-powered contact center that automates workflows and routes calls to the best available agent.

Analytics and Insights

- **Google Analytics –** Provides actionable insights for website and customer behavior analytics, useful for tracking customer interaction patterns.

- **Tableau –** A powerful business intelligence tool for visualizing contact center data and generating real-time reports.

- **Zoho Analytics –** Provides business intelligence and data analytics, helping you track and analyze customer interactions and agent performance.

Our AI & Tech Capabilities

Customer Relationship Management (CRM) Software

- **Salesforce –** A leading CRM platform that integrates with AI-powered contact center solutions for seamless customer management and personalized service.

- **HubSpot CRM –** An all-in-one CRM tool that provides contact tracking, sales automation, and customer support features.

- **Zoho CRM –** Offers AI-driven sales automation, lead management, and customer engagement.

AI-Powered Virtual Assistants and Chatbots

- **Intercom –** A conversational platform offering live chat and automated chatbot services for customer support.

- **Drift –** A conversational marketing and sales platform with AI-powered chatbots to engage and assist customers in real-time.

- **Ada –** AI-powered chatbot platform designed to automate customer interactions and provide 24/7 support.

Our Global FootPrints

Social Nature, Canada
Easy Web, Germany
Green4Life Energy, Jhansi
Saakaar Constructions, Patna
Design Rush, USA
Musk Owl, Udaipur
Aqua City, Patna
Kadam Organics, Udaipur
Star Construction, Patna
Photon Energy Solutions
Green4Life Energy OZ
The Marketing Co. Australia
KYC Air Conditioning
Ryno's Asbestos

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Our Clientele

socialnature

easyWeb HR

GREEN 4 Life Oz

KADAM ORGANICS
A STEP TOWARDS ORGANIC...

The Marketing Co.

Saakaar
dreams made true

PHOTON ENERGY SOLUTIONS

KYC AIR CONDITIONING

AQUA CITY

DESIGNRUSH

MUSKOWL

STARINDIA
CONSTRUCTION PVT. LTD.