

# AI Enabled Customer Interaction Service

Engage Smarter. Respond Faster. Delight Customers.

AI-powered, adaptive, and results-focused customer interaction solutions designed to elevate engagement, boost efficiency, and unlock greater business value



[www.theaishakti.com](http://www.theaishakti.com)

## The AI Shakti is a next-generation provider of AI-powered customer interaction and intelligent outsourcing solutions.

We possess years of demonstrable experience in delivering desired business outcomes for our clients, across industries with our best-in-class outbound, inbound and web enabled outsourcing services.

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 of combined experience in AI, technology, and outsourcing — enabling us to drive innovation and ensure long-term success for our partners.







## Outsource Call Center Services (Inbound)

- Customer Support
- Inquiry Handling
- Toll Free Services
- Technical Help Desk
- Call answering
- Product Information Request



## Outsource Call Center Services (Outbound)

- Appointment Scheduling
- Soft Lead Generation
- Telemarketing
- Information Verification
- Customer Survey



## WEB ENABLED SERVICES

- Order Taking
- Email Support
- Market Research
- Billing Queries
- Chat Support
- Product Promotion





## Inbound Call Center Services

- Customer Service
- Technical Support
- Order Processing
- Help Desk
- Scheduling Appointment



## Outbound Call Center Services

- Customer Survey
- Telemarketing
- Lead Generation
- Appointment Scheduling
- Customer Retention
- Collection



## Call Answering Services

- 800 Answering Services
- Enquiry Handling Services
- Telephonic Enquiry Handling Services
- Website and Chat Enquiry Handling Services
- Email Enquiry Handling Services
- Information Enquiry Handling Services
- Multilingual Enquiry Handling Services
- Dealer, Distributer and Agent Enquiry Handling Services



## Appointment Setting Services

- Multichannel (Voice, Text and Video) Support
- Calendar Management
- Timely Reminders
- Confirmation Management
- Meeting Platform Management
- Lead Generation
- Follow up
- Feedback and Review



## Helpdesk Outsourcing

- Internal Helpdesk
- External Helpdesk
- Technical Helpdesk
- IT Helpdesk
- Customer Support Helpdesk
- Service Desk
- Field Service Helpdesk
- Email Support Helpdesk
- Chat Support Desk
- Social Media Helpdesk
- Call Center Helpdesk



## Call Answering Services

- Placement of order
- Customer service
- Processing of Order
- Order Management
- Order Tracking
- Order Fulfillment
- Upselling & Cross Selling





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## Verification Services

- Third Party Verification Services
- Information Verification Services



## Customer Survey

- Transactional Surveys
- Relationship Surveys
- Product Surveys
- Net Promoter Score (NPS) Surveys



## Email and Chat Support Services

- Email Support
- Chat Support ( Whatsapp, Text, Messenger, etc.



## Revolutionising Customer Experience for a Solar Energy Company in Sydney, Australia

A leading solar energy company based in Sydney was scaling rapidly but facing challenges in managing its growing customer base. As inquiries surged across multiple channels—calls, emails, and website chat—they struggled to maintain service quality, timely follow-ups, and technical support.

They partnered with The AI Shakti to create an AI-enabled, 360-degree customer interaction system that blended intelligent automation with human support.

### Our solution included:

- Inbound Call Center Services for handling customer support, technical queries, and product information.
- AI Chatbot Integration on their website and WhatsApp for real-time query resolution and lead capture.
- Multilingual Call Answering Services to assist non-English-speaking customers in regional Australia.
- Order Taking and Upselling via voice and chat support for faster solar panel bookings.
- Customer Survey & Feedback Loops to improve product offerings and service experience.

Using predictive analytics, our system prioritized urgent queries, flagged service issues before escalation, and routed technical inquiries to the appropriate helpdesk tier—reducing average resolution time by 42%.

### The result?

Customer satisfaction scores soared by 68%.

Support costs dropped by 35% due to automation and smarter workflows.

## Lead Acceleration and Customer Retention for a B2B Marketplace in Ontario, Canada

A fast-growing B2B marketplace based in Ontario was struggling with long sales cycles, poor lead quality, and a declining response rate to their outreach campaigns. Their internal sales and customer support teams were overwhelmed, leading to missed opportunities and low retention.

They turned to The AI Shakti for a turnkey, AI-powered outbound and inbound engagement model to re-engineer their customer journey from the first call to post-sale support.

### Our integrated services included:

- Outbound Telemarketing & Lead Generation via multichannel outreach (email, phone, LinkedIn).
- Inbound Technical Support & Helpdesk Outsourcing for existing vendors and clients.
- Automated Appointment Scheduling & Calendar Management to support the sales team.
- Third-Party Verification for vendor authentication and onboarding.
- Content-driven Market Research & Customer Surveys to enhance targeting and brand relevance.

With the help of AI-driven lead scoring and behavioral insights, we fine-tuned audience segmentation and optimized messaging across each touchpoint. Our AI assistants followed up on cold leads at ideal times based on previous engagement patterns,





## Cab Booking Services Company – Elevating Rider Experience with 360° Customer Interaction

### Client Background:

An India-based intercity cab aggregator with operations across Tier 1 and Tier 2 cities was struggling with call overflow, driver miscommunication, booking errors, and customer complaints. Their internal support team was under-equipped to handle the scale, resulting in poor user ratings and rising churn.

### Solution by The AI Shakti:

- We deployed an AI-backed, omnichannel customer experience strategy that included:
- 24/7 Inbound Call Center Support for booking assistance, fare estimates, cancellations, and rescheduling.
- AI Chatbot Integration into the app and website for self-service queries, driver tracking, and complaint logging.
- Helpdesk Outsourcing for handling app-related technical issues and driver escalation queries.
- Outbound Call Center Services for proactive feedback collection, customer retention, and loyalty rewards.
- Multilingual Support to serve riders in Hindi, English, and regional languages across India.

### Impact:

- Customer query resolution time dropped by 55%.
- Rider satisfaction scores improved by 70%, leading to a surge in app store ratings.
- Driver compliance and communication improved through centralized helpdesk coordination.
- Repeat bookings increased significantly, with a 38% boost in user retention.

## Real Estate Client in Patna, India – Scaling Sales and Support with AI-Led Communication

### Client Background:

A fast-growing real estate developer in Patna was struggling to handle rising customer inquiries for residential projects. With multiple listings across Bihar, they lacked an organized support system for managing walk-in leads, inbound calls, and online interest. The sales funnel was inefficient, with most prospects dropping off due to delayed responses, unclear project details, and missed appointment follow-ups.

### Solution Deployed by The AI Shakti:

- We designed a multi-layered AI-enabled communication system that transformed how the developer engaged with prospects and buyers:
- AI Chatbot & Live Chat Integration on their website and WhatsApp for 24/7 inquiry handling.
- Inbound Call Center Support to provide detailed project information and schedule site visits instantly.
- Appointment Setting Services with automated calendar syncs and real-time reminders.
- Follow-up & Feedback Mechanism post-site visits to capture insights and improve engagement.
- Email & Chat Support for documentation, payment queries, and legal clarifications.

### Impact:

- Lead conversion increased by 62% within the first 3 months.
- 90% reduction in missed appointments thanks to intelligent reminders and AI-enabled rescheduling.
- Enhanced buyer trust and satisfaction led to a 45% increase in referral sales.
- Real-time dashboards helped the sales team prioritize hot leads and eliminate cold ones effectively.

By integrating AI into every phase of the buyer journey, we helped the client position themselves as a tech-savvy and customer-first brand in Patna's booming real estate landscape.





AI-Powered Infrastructure for Smarter Operations



Cost-Effective Solutions Without Compromising Quality



Next-Gen Security & Compliance Protocols



Future-Ready Technology Stack



24/7 Multichannel Support with Human-AI Synergy



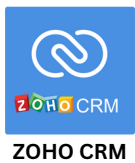
Skilled, Trained & Culturally Aligned Talent



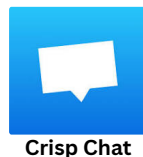
# Our AI & Tech Capabilities



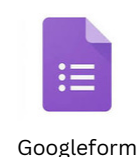
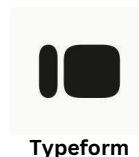
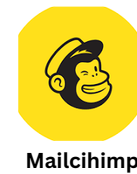
## AI & Automation Tools



## Communication & CRM Platforms



## Support & Interaction Tools



## Analytics & Market Research



# Our Global FootPrints



## Address

101, 1st Floor Gokul Plaza, New Road, Nathdwara Ph: 918118810689  
+917568323677 E-mail: [info@theaishakti.com](mailto:info@theaishakti.com)



# Our Clientele

