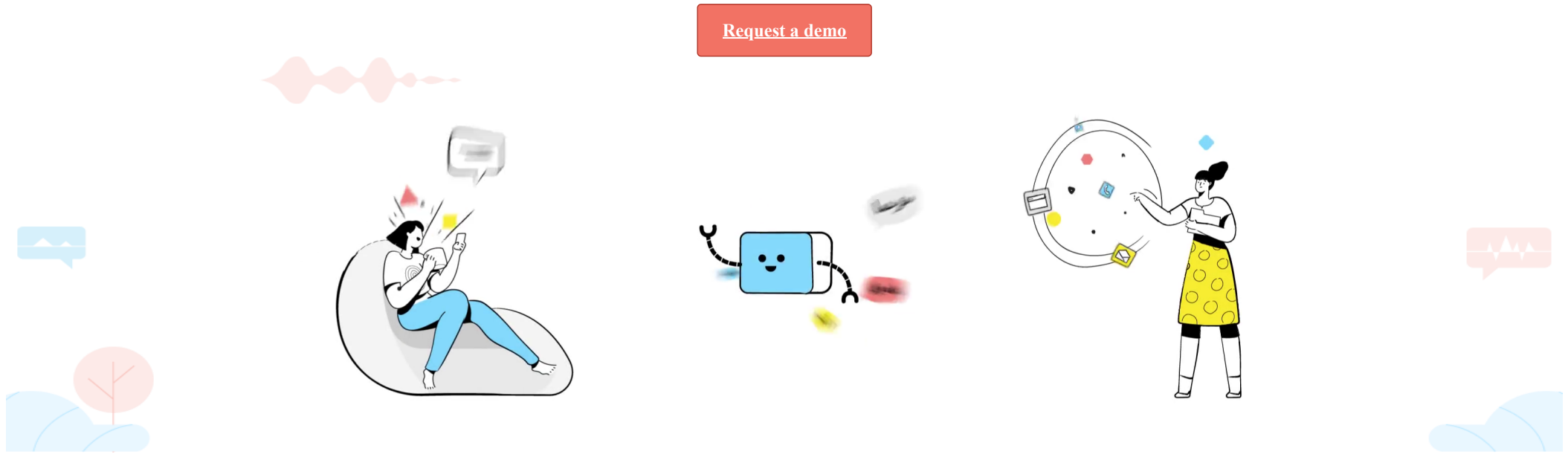Learn about emerging tech in CX analytics & which of them can transform your business: Gartner Report

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Customer centric brands love us

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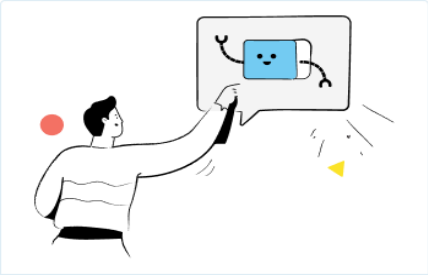
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Award-winning enterprise grade CX solutions

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Build delightful customer relationships

We go way beyond predictive and proactive customer support. We enable brands to seamlessly resolve customer issues 24*7*365 and transfer them to live agents in case of complex queries.

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Customer Engagement

Boost your customer engagement to gain higher returns

Enable customers to engage, with their favourite brands in real-time on a channel of their choice, fostering lifelong loyalty for the brand.

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Conversational Comme

Improve cross-chann conversions

Improve customer lifetime
higher engagement, faster
better conversations-led C
sales conversions - across
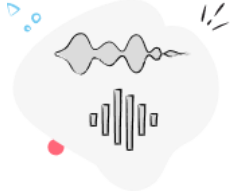timelines, and channels.

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Be where your customers are. Be omni-channel.

Text

Automate on 35+ channels - website, app, WhatsApp, Apple Business Chat, messaging, email, and more.
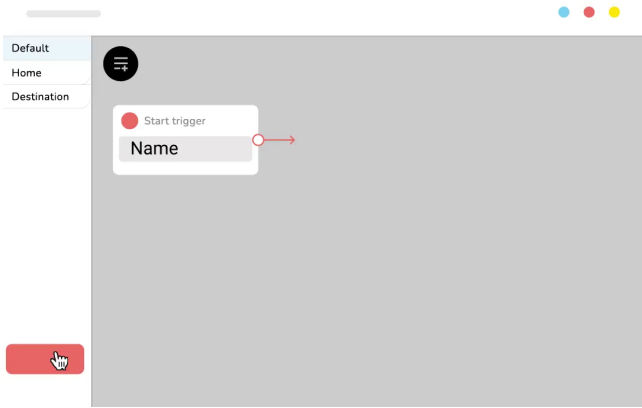
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Build inbound and ou[t]
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Step into the future of CX with our world class platform

Default
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Destination

Start trigger
Name

Conversation Studio

Build emotionally intelligent assistants

Conversations are complex but our user-friendly no-code platform understands the user's person[al]
sentiment to respond with empathy - even with less training data.

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Live Agent Transfers

Use the best of AI and human intelligence

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Highly efficient NLP

Robust NLP Engine with self-learning loop & sentence embe[...]
laser sharp accuracy.

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Use data to make your IVAs smarter

Multilingual

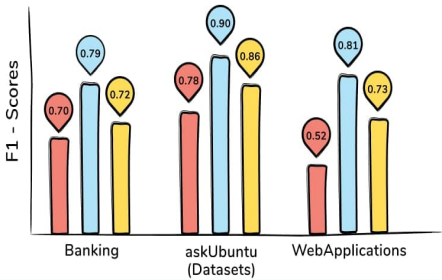**Speak in your customer's language**

28% Better Performance than Dialogflow

9% Better Performance than LUIS

with half the data

yellow.ai
using 50% less data for those numbers

Dialogflow

LUIS

F1 - Scores

0.70   0.79   0.72   0.78   0.90   0.86   0.52   0.81   0.73

Banking   askUbuntu   WebApplications
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Helped reduce operational cost by 80% for one of the World's Largest Insurer.

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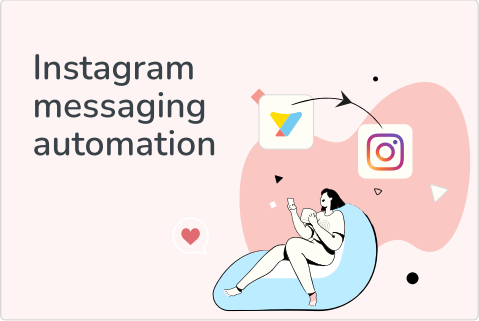
Facilitated $10M in sales within 1st week of operations for a $40 Billion entity
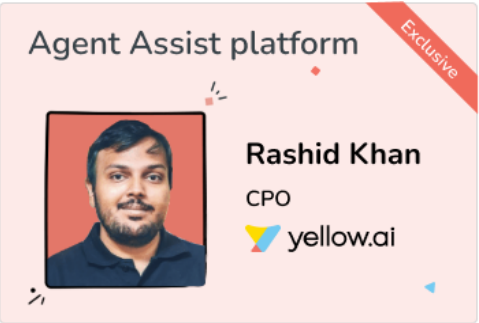
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