



Leapgen.ai

Pioneering Artificial Intelligence Solutions
for Tomorrow's Challenges



SURROUND AI

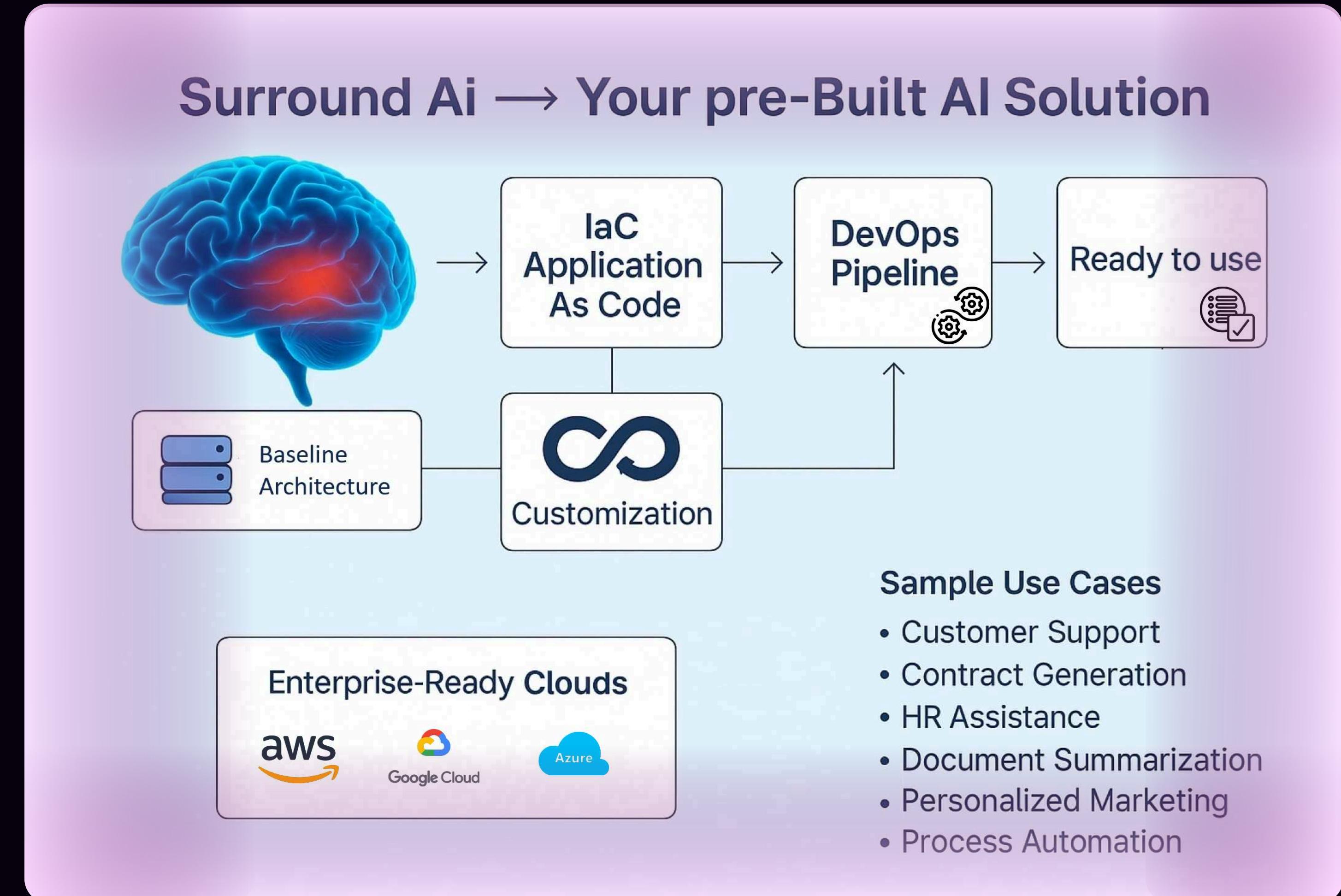
Product Overview



SurroundAI is a next-gen conversational AI platform built to automate enterprise workflows and enhance user engagement. It supports intelligent virtual assistants that deliver contextual insights across teams and customers. With flexible architecture and integration with Microsoft Azure and Google Cloud Platform (GCP), it enables scalable, secure deployment while leveraging natural language understanding, knowledge graphs, and document processing.

SurroundAI is domain-aware and deeply customizable, capable of understanding business-specific terms, integrating with both legacy and modern systems, and powering advanced use cases such as customer support, IT helpdesk automation, HR onboarding, and knowledge management—driving faster decisions and operational efficiency across the enterprise.

Surround AI - Product Flow Diagram



Core Value Proposition

Surround AI delivers measurable impact through:

- **Cost Reduction:** Automates tier-1 queries, reducing call center and support staffing costs.
- **24/7 Multilingual Support:** Provides always-on assistance in multiple languages across industries.
- **Enhanced Compliance:** Supports HIPAA, GDPR, and CCPA through built-in privacy and data security features.
- **Operational Scalability:** Handles seasonal and unpredictable surges in user interactions.
- **Faster Time-to-Resolution:** Offers instant responses and smart triage for quicker resolutions.
- **Cross-Industry Flexibility:** Tailored to support healthcare, finance, government, HR, travel, education, and more.

Target Market & Use Cases

1. Enterprise Customer Support Teams

- **Pain Points:** High volume of repetitive queries, long wait times, rising support costs.
- **Surround AI Solution:** Automates up to 50% of support tickets via AI-driven chat and voice bots.

2. Healthcare Providers & Payers

- **Pain Points:** Staff overwhelmed by scheduling, intake, and FAQs; compliance risks.
- **Surround AI Solution:** HIPAA-compliant bots for appointment reminders, symptom checks, and insurance status.

3. HR & Internal Support

- **Pain Points:** HR teams overloaded with payroll, benefits, and onboarding inquiries.
- **Surround AI Solution:** AI agents handle routine HR and IT queries, improving employee satisfaction and response time.

Key Features & Differentiators

- **Multilingual & Voice Capabilities:** Supports global and diverse audiences across text and voice interfaces.
- **Cloud-Native Architecture:** Secure and scalable for enterprises with strict compliance needs.
- **Custom AI Workflows:** Build domain-specific flows for healthcare, banking, retail, or HR with no-code tools.
- **Real-Time Triage & Routing:** Escalates to humans when needed, with full context and audit trail.
- **Continuous Learning:** Uses feedback loops and synthetic data for smarter conversations over time.



Integration with Other LeapGen Products

How Surround AI Integrates with Data Coffee

1. Real-Time Tokenization & Anonymization
 - Ensures HIPAA, GDPR, and CCPA compliance by masking sensitive user inputs during chats.
2. Data Structuring for Analytics
 - Converts unstructured chats into indexed data for dashboards, sentiment tracking, and compliance audits.
3. Synthetic Data for AI Training
 - Generates realistic, privacy-safe datasets for chatbot model development and QA.
4. Cross-System Integration
 - Securely shares data across CRMs, ERPs, and other systems with full governance control.

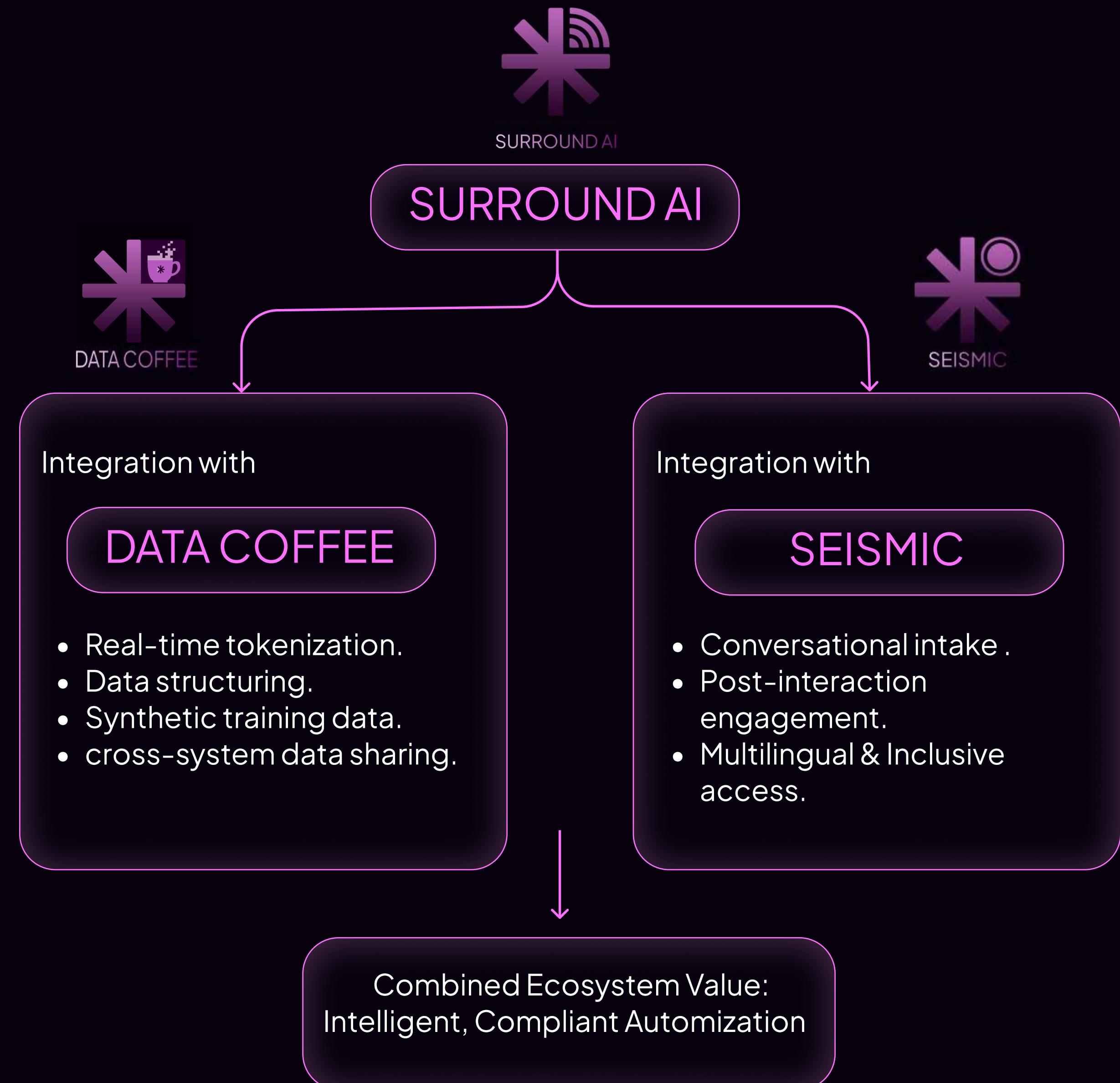
How Surround AI Integrates with Seismic

1. Conversational Intake
 - Captures pre-interaction context and intent, then passes structured inputs to Seismic for real-time processing.
2. Post-Interaction Engagement
 - Automates reminders, follow-ups, alerts, and nudges using insights generated by Seismic.
3. Multilingual & Inclusive Access
 - Enables Seismic to serve multilingual and accessibility-sensitive audiences with Surround AI's features.

Combined Ecosystem Value

Working in tandem with Seismic and Data Coffee, Surround AI builds a secure, intelligent, and compliant communication layer for enterprises. It accelerates productivity, enhances engagement, and ensures responsible data transformation through advanced conversational intelligence.

- Delivers compliant, privacy-first chat automation.
- Powers scalable analytics and synthetic data generation.
- Enhances enterprise-wide collaboration and engagement.
- Supports intelligent automation across communication workflows.



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