



# AIQoD 360

## ChatGenie

### The Multi AI Agent for Smart Customer Engagement

ChatGenie is not just a chatbot—it's an intelligent Chat AI Agent powered by multiple AI agents working together to handle interactions across customer support, sales, and analytics. Built on Gen AI, ChatGenie seamlessly integrates into your business ecosystem, providing 24/7 real-time support, multilingual conversations, and actionable insights while reducing operational workload..



#### Intelligent AI Agents at Work



##### AI Agent for 24/7 Real-Time Support

No more delays! ChatGenie operates round the clock, answering FAQs, handling queries, and assisting customers instantly—boosting customer satisfaction while reducing human intervention.



##### AI Agent for Ticket Resolution & Escalation

Improve support efficiency with an AI agent that categorizes customer issues, resolves common problems, and escalates critical cases to the right human agents automatically.



##### AI Agent for Sales & Lead Conversion

Convert inquiries into sales with an AI agent dedicated to lead nurturing. From guiding prospects through product offerings to closing deals, ChatGenie acts as your virtual sales assistant.



##### AI Agent for Customer Insights & Analytics

Leverage AI-driven analytics that track customer behavior, sentiment, and engagement patterns, providing actionable insights to refine your business strategies..



##### AI Agent for Multilingual Conversations

Break language barriers with AI-powered translation and communication in multiple languages, including 22 Indian languages and major international ones. Ensure every customer is understood and engaged effectively.

# Seamless Integration Across Platforms

Integrating ChatGenie into your website is as simple as copy, paste, and launch! Just copy the Chat Plugin Code from the AIQoD360 platform, paste it into your website's HTML editor, and your intelligent Chat AI Agent is live—ready to engage visitors instantly.

**Instant Setup** – No complex configurations, just a few clicks to deploy AI-powered conversations.

**Dynamic & Interactive** – ChatGenie pulls real-time data from your **documents, website, knowledge base, and CRM**, making your website more responsive and engaging.

**Automated Ticket Generation** – Enable **smart support ticketing** directly from the system, allowing ChatGenie to escalate and track queries seamlessly within ERP systems.

**Unified Business Experience** – Integrates effortlessly with **FAQs, CRMs, ERPs, and enterprise tools**, ensuring a connected, efficient workflow.

**ChatGenie doesn't just answer queries**—it transforms your website into an **AI-driven, interactive hub**, improving user experience and customer support with zero manual intervention!

## Why Choose ChatGenie?

- ✓ **Always Available** – AI-driven 24/7 customer engagement.
- ✓ **Adaptive & Scalable** – Easily integrates into any business workflow.
- ✓ **Human-Like Conversations** – Powered by **Gen AI**, making responses smarter & more intuitive.
- ✓ **Cost-Effective** – Reduces customer service costs while improving response times.



## Ready to Transform Your Workspace?

Empower your business with AI-driven customer interactions, multilingual support, and seamless automation. ChatGenie is the future of customer engagement—smart, intuitive, and always ready to help!

### CLIENTS & PARTNERS



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