

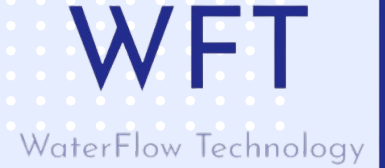


CONNECT INFINITY

Let's Talk



Waterflow Technology



01

About our company

We are top-rated software company and provide companies with various software solution and help them to modernize technology.

02

Our services/product

- Connect Infinity
- Tradeflow
- Capitalize
- Product Development
- Machine Learning and AI
- Web Development

03

Our clients

- Naasa Securities
- Simrik Air
- Sagar Distillery
- Asterisk Technology
- AlphaPlus Ventures

04

Vision

To be the leading provider of innovative and high-quality software solutions that empower businesses to achieve their full potential.



Boost your business

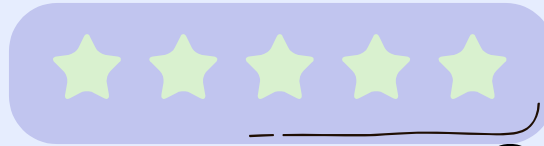
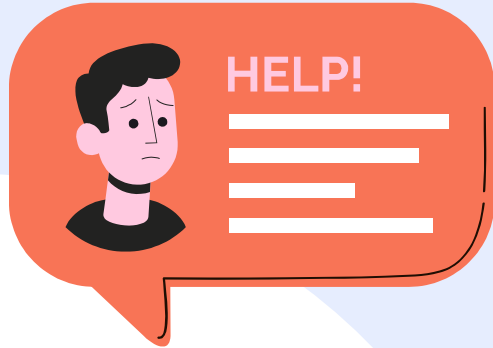
Connect Infinity enhances the communication experience for customer as well as the organization.





What is it?

Connect Infinity is cloud-based customer support application which offers a seamless integration of call center functionalities, ticketing systems, integration with CRM, omni channel connectivity and an AI chatbot.



Enhance customer satisfaction

- AI assisted communication
- Informative Dashboard
- Low Abandon rate
- Escalation Matrix

24/7



Top Features

Never miss the issues your customers report.

Auto Ticket Creation

3rd



2nd



Connect with your customers through Facebook, Whatsapp, Viber, Telegram, Email, SMS

Omnichannel Integration

Let AI communicate with your customer for prompt response and solution.

AI

1st

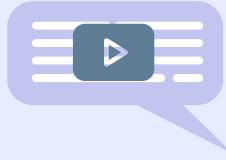


Features



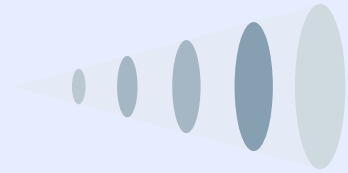
CRM Integration

Integrate with your customer profiles through API for seamless functionality



Call Recording

Keep a record of every conversation for future reference.



Escalation Matrix

Never overlook your customer issues. Unsolved tickets will be escalation further for notification.



Call Blasting

Broadcast voice message to your customers.



Call Whispering and Barging

Supervisors can listen, talk to the agent or drop the agent all together to directly talk with the caller.



Agent Monitoring

Monitor your agents' performance in terms of number of calls handled, abandon rate, breaks and more.



AI Chatbot



Language in no more a barrier

You can type in Nepali, English or Neplish.

1

Prompt and accurate problem solving

The wait time for the customer will be almost zero for general enquiries.

2

Cost-effective

Less people drastically reduces the cost.

3

User

CIT ma maile k k subidha pauna sakchu?

WFTChat

CIT ma sahabhagi hunu le CIT Mobile App ra SMS service ma arjeko jankari haru pauna, avakosh kosma jamma bhayeko ra rakam ko statement herne, ra pension koshma jamma gareko rakam ko statement herne subidha pauna saknuhunchha.

User

K k saving plans haru chan?

WFTChat

हाम्रो कार्यक्रममा विभिन्न बचत योजनाहरू छन्। केही उदाहरण तल दिइएका छन्: 1. कर्मचारी बचतवृद्धि स्वीकृत अवकास कोष योजना 2. सावधिक जीवन बीमा कोष कार्यक्रम 3. नागरिक बचत योजना 4. नागरिक बचत तथा ऋण योजना 5. नागरिक बचत तथा बित्तिय योजना योजनाहरूको विवरण र विवरणहरूको लागि कृपया हाम्रो वेबसाइट www.nlk.org.np मा जानुहोस् वा हाम्रो कार्यालयमा सम्पर्क गर्नुहोस्।

User

Ncell le kati speed ma 4g internet service dincha?

WFTChat

Ncell le 4G internet service ma minimum 10 Mbps to maximum 37 Mbps ko speed dinchha.

User

Ncell le portable router provide Garcia?

WFTChat

Yes, Ncell provides portable routers that allow you to access the internet on the go. These portable routers are convenient for users who need internet connectivity while traveling or in areas where fixed internet connections are not available.

4g Network ko reach kati ko cha Ncell ma? Please name the places.

WFTChat

Ncell ma 4G network ko reach major 19 cities of Nepal ma cha. Yo 19 cities ma 4G coverage cha. Kathmandu, Lalitpur, Bhaktapur, Nagarkot, Banepa, Dhulikhel, Pokhara, Damauli, Birtamode, Damak, Biratnagar, Birgunj, Hetauda, Bharatapur, Butwal, Bhairahawa, Nepalgunj, Kohalpur, ra Birendranagar.

User

international roaming kun kun country ma chalcha?

WFTChat

International roaming service is available in the following countries: 1. Albania 2. Finland 3. Japan 4. Oman 5. Sweden 6. Argentina 7. France 8. Kazakhstan 9. Pakistan 10. Thailand 11. Armenia 12. Georgia 13. Kuwait 14. Philippines 15. Turkey 16. Australia 17. Germany 18. Latvia 19. Portugal 20. UAE 21. Azerbaijan 22. Ghana Please note that these countries are subject to change, so it's always a good idea to check with Ncell



Screenshots of the interface



Ticket List

Ticket ID	Date	Time	Phone Number	Name	Created At	Updated At
TFYKAVVN	May 25 2023	14:21:32	202-555-0136	John Doe	2021038954	2035
TFVYCEJER	May 25 2023	14:19:34	2014-23664-45	Collin Miller	9823665396	2034
TFURYJAL1	May 25 2023	14:18:51	205564-5984	Lorem Ipsum	2021014923	2001
T2BRAMQJ	May 25 2023	14:18:06	202-258-2546-548			2035
T7USHD9RQ	May 25 2023	14:17:34	5665-65468-5646			
T5H0VQVY	May 25 2023	14:14:46	2038-546-564			
T4K0Z06AZ	May 25 2023	14:13:38				

Call Details

- 00:02:35 Average Talk Time
- 00:05:01 Total Talk Time
- 304 Total Calls

Call Bound

- 50 Total Outbound Calls Today
- 92 Total Inbound Calls Today

Queue Report

Filters: Queue Category, From Date: 05/25/2023

Bar Chart: Entered Calls (920)

Line Chart: Average Hold Time

Summary Cards

- 463 Calls
- 303 Success Inbound calls
- 0 Missed Inbound Calls
- 44 Success Outbound Calls
- 25 Successful Inbound Calls
- 19 Missed Inbound Calls
- 20 Internal Calls
- 25 Missed Outbound Calls
- 50 Total Outbound Calls
- 32 Missed Outbound Calls

Ticket Details

Connection Status: CONNECTED

In Queue: 44
Queue: 5114
Caller: 9806864718

6406

Total Calls



5298

Success Inbound calls



1186

Abandoned Calls



211

Success Outbound Calls



277

Missed Outbound Calls



620

Internal Calls



In Call

Caller	Queue	Agent No	Agent Name
9815549588	5114	2032	Biraj
9855017442	5111	2003	Princika
9746310197	5114	2034	Surita
9866123743	5114	2015	Laxmi
9803682611	5111	6003	Usha
014598334	5115	2004	Rojee
0800122225	5111	2001	Anita

In Queue

Caller	Queue
9861666286	5114
9864832165	5111
9801669898	5114
9857833579	5114
9818068611	5114
9868661514	5115
0815552055	5111

Live Agent

SEE ALL

Call Management Data

Max Waiting Time Avg Waiting Time Avg Talking Time



Performance Records

Total Pending Tickets: 62785

Total Solved Tickets : 4



Call history

Admin / Call history

Filters

Extension

Call Status

Phone Number

From Date 07/06/2023

To 07/13/2023

CLEAR

FILTER

Count :-52443 calls

Call Type	Status	Source	Destination	Date	Time	Duration	Record
Inbound	Answered	9851142478	2039	July 13 2023	16:29:44	0:04:41	▶
Inbound	Answered	9846473432	5114	July 13 2023	16:29:42	0:03:33	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:12	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:15	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:15	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:15	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:15	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:15	▶
Inbound	No Answered	9843413251	5115	July 13 2023	16:29:30	0:00:15	▶

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Screenshot (Call History)

Ticket Report

Ticket / Ticket list

Filters

From Date

CLEAR FILTER

DOWNLOAD

Ticket Id	Date	Time	Phone Number	Client Name	Client Id	Opened
T-6LLL123W	July 13 2023	16:25:37	984	Jit Bæ		2005
T-H1VM061X	July 13 2023	16:25:29	97468			2012
T-84NLQDH5	July 13 2023	16:25:20	984536	Ræ	202:	2035
T-6678S308	July 13 2023	16:25:17	9762787045			2008
T-C0201TLU	July 13 2023	16:24:54	9851119436	Ræ	202:	2033
T-X10NG9AA	July 13 2023	16:24:27	98661237	Av	Dan...	2005
T-YXE2X9A5	July 13 2023	16:24:02	9844443			2035

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Screenshot (Tickets)

Ticket Report

Ticket / Ticket list

Filters

Status

Issue Category

Opened By

Client Phone No

From Date 07/06/2023

CLEAR

DOWNLOAD

Sub Category Actions



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Saroj Lama 2022

T-LZ1WGFKB

Issue Category:	Sub Issue Category:
Remarks:	Opened By: 6003
Assigned To:	Phone Number:

Any Followup ??

Descriptions

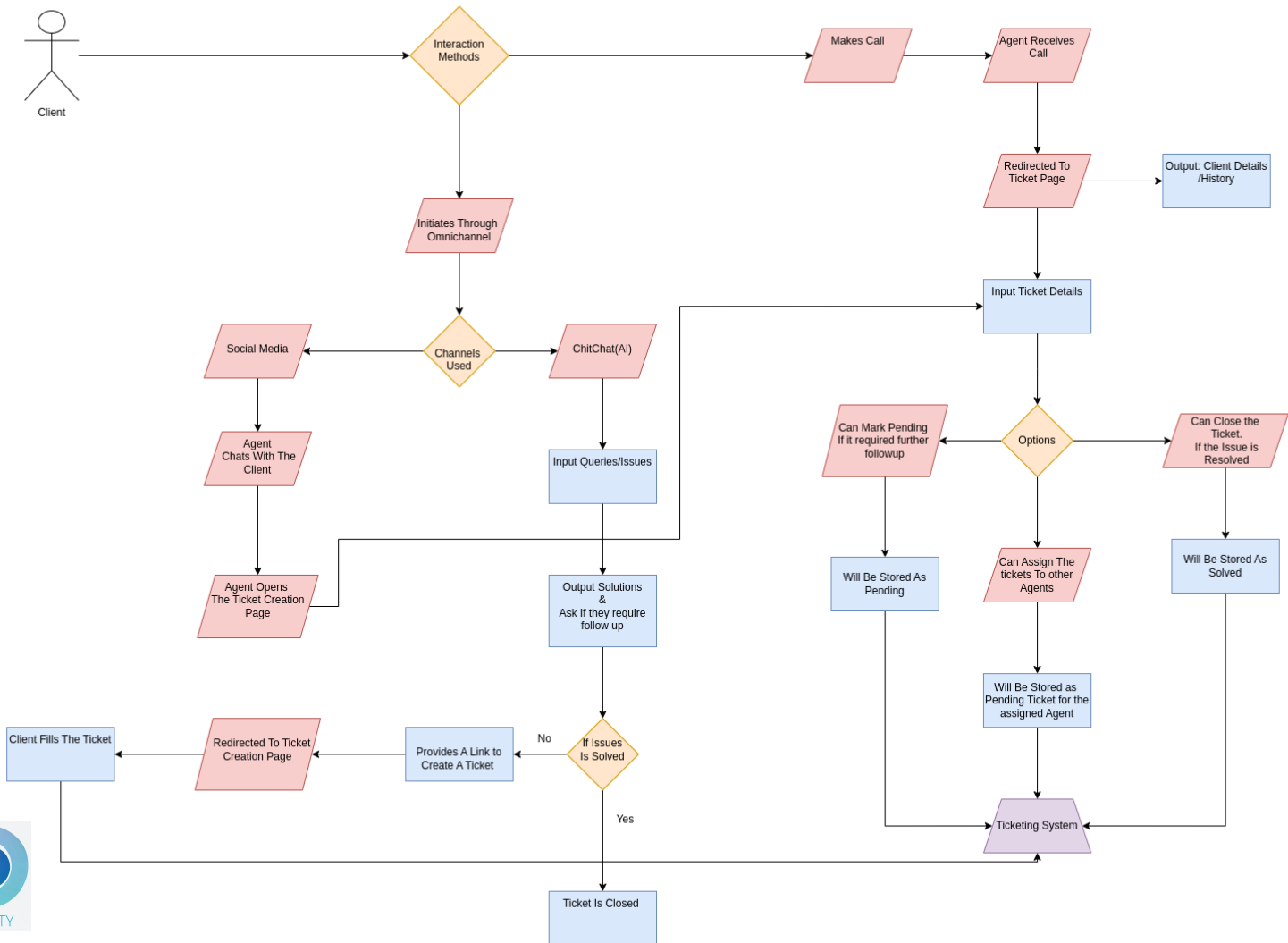
Is further Followup required?

SAVE

Screenshot (Ticket Edit)

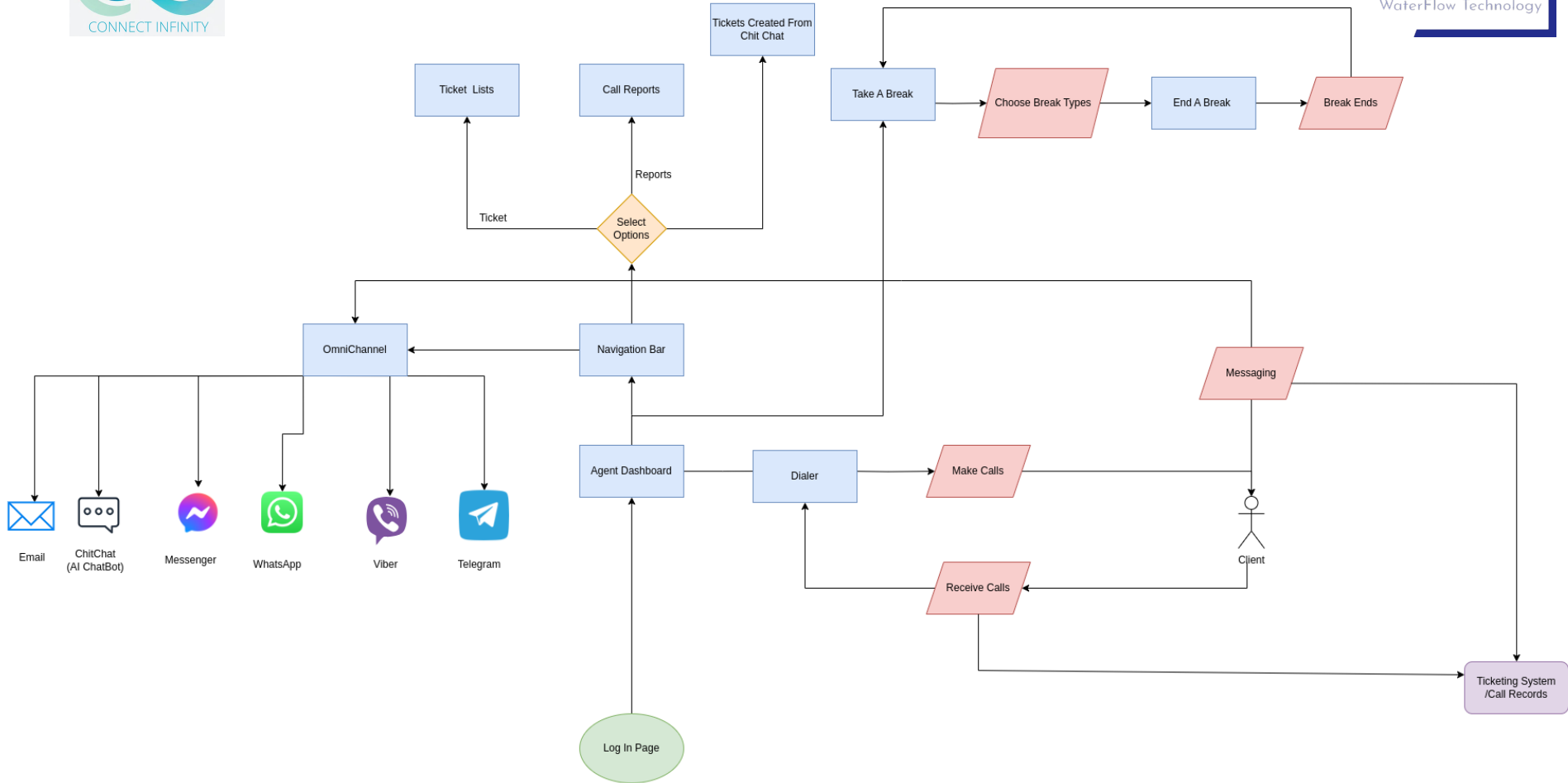


Flow Diagram for issue Tickets





Agent workflow



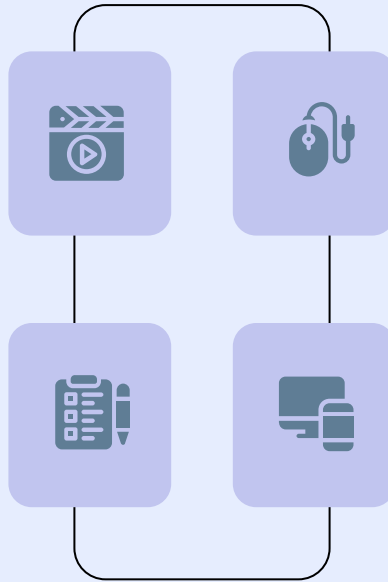
Technical Details

Server Hosting

- Operating System: CentOS 7
 - Cloud: Datahub Cloud

Database

- MongoDB



Hardware Requirement

- Storage: 500GB SSD
- RAM: 12GB
- CPU: 6 cores

Application Stack

- Backend: Nest js
- Frontend: React js

Note: Hardware requirements vary as per number of agents.

Milestones

Call handling features with auto ticket generation

Connect Infinity went live with basic call center features such as call inbound and outbound calls and auto ticket generation.



Nov
2022

July
2023



Call recording, whispering , barging, Omni Channel integration and AI chat bot

With constant evolution, the platform today has additional smart features which enhances the experience of communication with the customer. Among them, AI Chat Bot is a game changing feature.

Roadmap



AI IVR

1

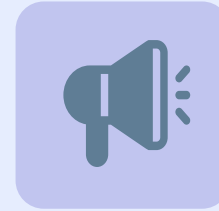
AI will directly talk to the customers reducing the necessity of human workforce for the same



Mobile App

2

Mobile application will help managers to monitor and respond to customers from anywhere.



Voice Tone Analysis

3

AI assisted voice tone analysis will monitor agent's voice tone, flagged words, tempo and volume.



Saas Module

4

Connect Infinity will be released as a Saas Module as well for global expansion.



24/7

Multi Platform

Connect Infinity will soon have its own mobile app where relationship managers can respond to the customers on-the-go.





Our Clients

