



Transforms Customer Engagement With  
**AI-Powered Contact Center**

# SOLUTION | AI POWERED CONTACT CENTER

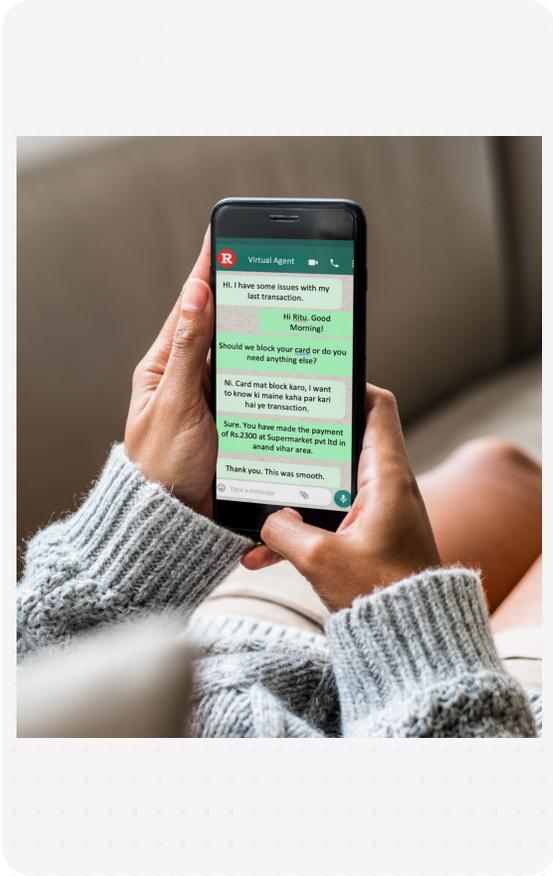


- *Consistent experience across channels and interactions*
- *24 x 7 available for resolution*
- *Imitates best human agent*
- *Drastically reduces resolution time*

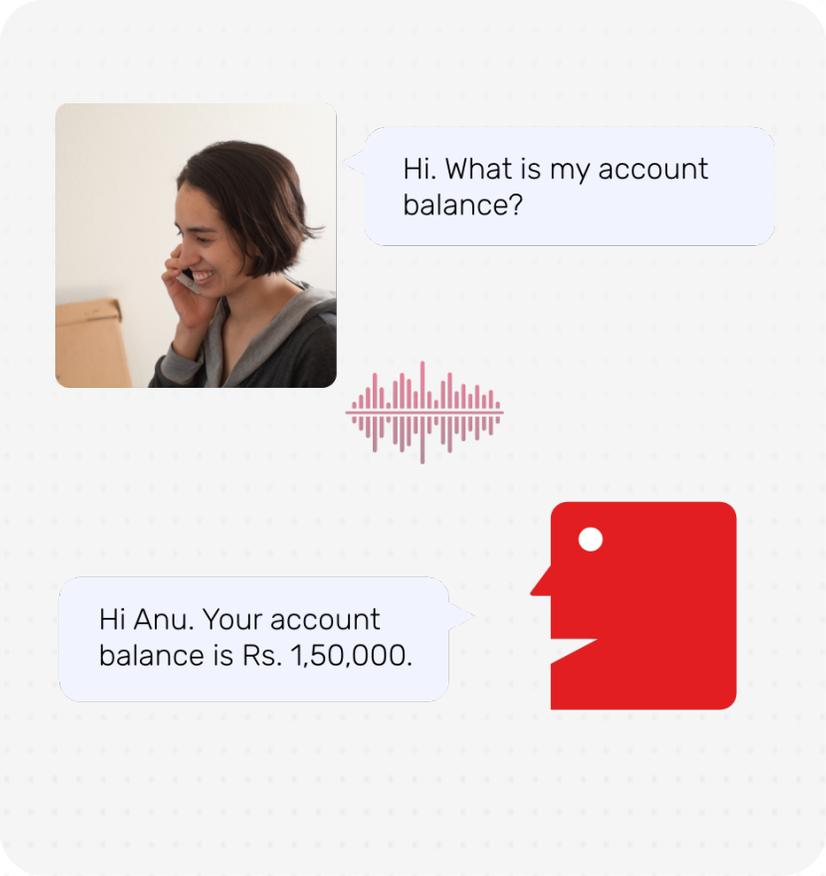
- *Drastically cut down cost of running operations*
- *Rapid scaling up or down sizing is automatically enabled*
- *No separate specialised team is required by enterprise for digital transformation*

# PRODUCT OVERVIEW | FEATURES

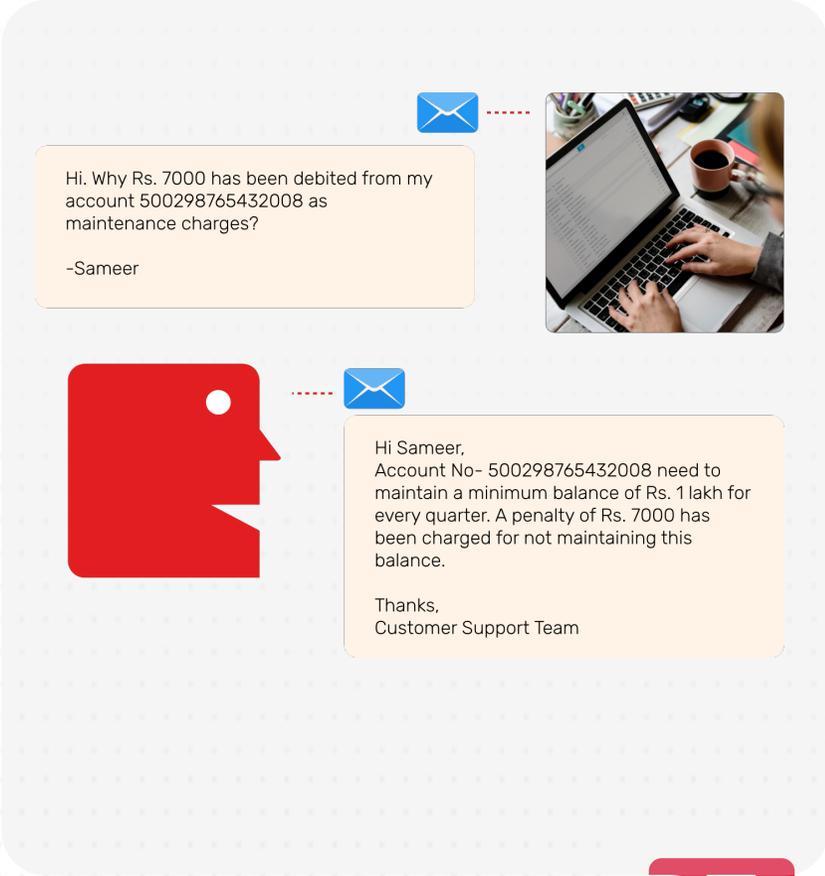
Rezo.ai leverages backend API's to automate conversations end-to-end across voice, email, chat, whatsapp and social.



**WhatsApp / Chat / Social Automation**



**Voice Automation**

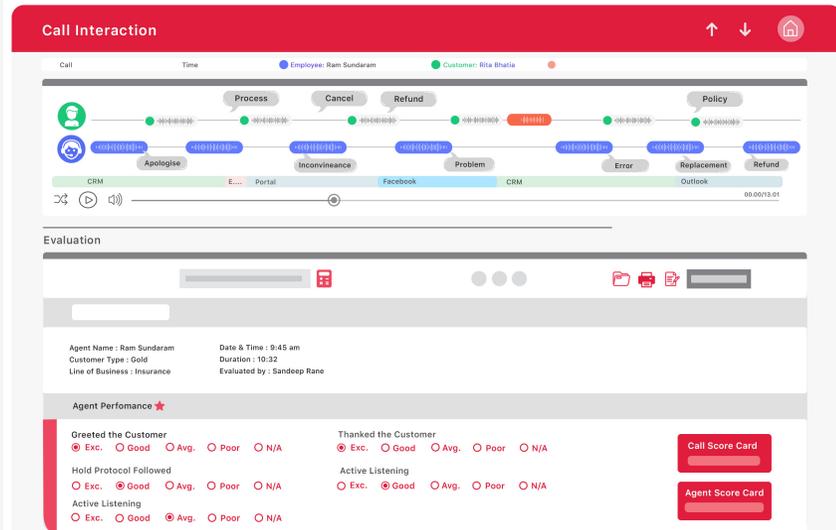


**Email Automation**

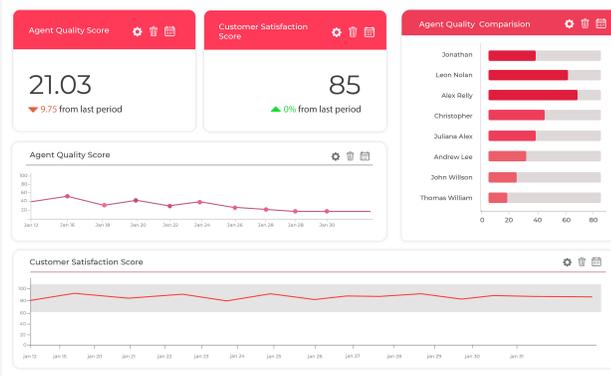


# PRODUCT OVERVIEW | FEATURES

Rezo.ai leverages NLP/AI to analyze interactions, coach and train staff and enhance customer experience via cognitive RPA.



Analyze every customer agent interaction



Coach agents basis their performance score card



Cognitive RPA

Analyze Interactions, Coach & Train Agents



# REZO IN NEWS

Home Business Today The Buzz October 6, 2019 Story

## REZO.ai: The Conversation Builder

The Noida-based company's conversational AI platform is automating and improving frontline customer care

Aprajita Sharma New Delhi Print Edition: October 6, 2019



Rezo.ai Co-founders Rashi and Manish Gupta \ Photograph by Shekhar Ghosh

live**mint**

### 8 startups that are using emerging technologies to make life easier for others in real world

11 min read . Updated: 11 Jul 2019, 08:48 PM IST

Nandita Mathur

Digital Dossier has identified startups that are using advanced technologies including AI and machine learning to provide a gamut of solutions in diverse areas

## TECHCIRCLE

- TECHNOLOGY
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## Maruti Suzuki picks four more startups for second batch of MAIL programme



Photo Credit: Reuters

Shweta Sharma | 3 Feb, 2020



Automobile major Maruti Suzuki has shortlisted four new startups -- Dave.AI , Rezo.AI, Fabrik and ElectreeFi -- for the second cohort of its MAIL (Mobility and Automobile Innovation Lab) programme. The top three -- Dave.AI, Rezo.A and Fabrik -- will get an opportunity to undertake a paid proof of concept with Maruti Suzuki for actual business use.

## ARTIFICIAL INTELLIGENCE

### Rezo.AI launches 'Email Automation' product

The platform incorporates machine learning, natural language processing, predictive analytics, feedback mechanism and other proprietary algorithms to automate enterprise workflows

ETBrandEquity • August 10, 2019, 14:04 IST



Rezo.AI, an AI-driven platform, has announced its key product offering - Email Automation. According to the



## ANNOUNCEMENT

### RAISE 2020: Meet the winners of India's biggest AI Solution Challenge for Indian startups

YOURSTORY

SMBStory YourStoryTV More

A customer is the most crucial for any business enterprise. Today, with the evolution of the digital economy, a number of things have changed for the end customer - from buying grocery online to availing loans.

Realising there were processes that can be automated to a great extent to enhance the customer experience, IITian couple Manish Gupta and Rashi Gupta started Rezo.ai in 2017.



Manish Gupta and Rashi Gupta



# TEAM

*Founded by A+ team with technical expertise and entrepreneurial experience.*



**MANISH GUPTA**

**Co-Founder & CEO**

**IIT Delhi** alumnus with ~20 years in Tech & Product roles at leading tech ventures like **RateGain** and **GlobalLogic**

**Serial entrepreneur** having sold a previous venture at 5 million MAUs in 2010



**DR. RASHI GUPTA**

**Co-Founder & Chief Data Scientist**

**Data-science** professional holding a PhD; and a double masters from **IIT Delhi**

~3 years as faculty at JNU in the data-science field & 5+ years as a data-scientist with leading players like **WNS Global** and **AbsoluteData**



Thank You

Reach out:  
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