

# TuriniQ

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## Overview

Turiniq is an AI-powered customer service platform designed to streamline and automate customer interactions across multiple channels, including WhatsApp, Facebook Messenger, Voice calling, Instagram, and websites. It combines intelligent chatbots with human escalation capabilities, providing businesses with a unified solution to manage customer queries efficiently.



*Conversations  
that Convert*

## Mission and vision

### Mission

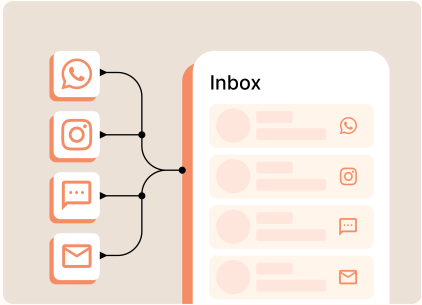
To empower businesses with intelligent tools that unify, automate, and elevate customer communication — ensuring faster responses, personalized service, and meaningful relationships across every channel.

Vision

To become the most trusted customer service platform for modern businesses by making AI-driven, human-connected support accessible, effortless, and impactful at every stage of growth.

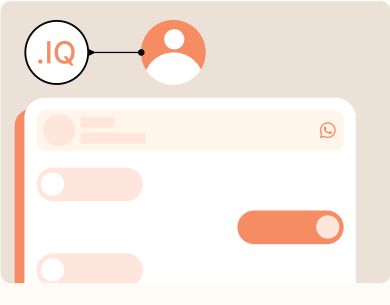
Core Ideas

Explore the fundamental concepts behind TurinIQ that drive efficiency, automation, and smarter customer engagement.



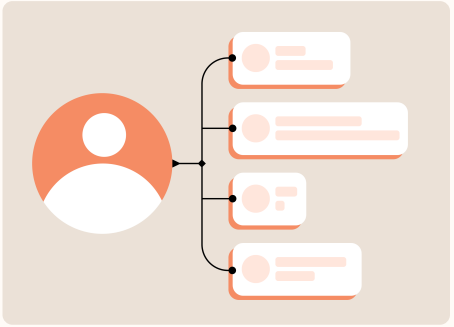
**Unified Inbox Across Channels**

TurinIQ brings together messages from WhatsApp, Instagram, Facebook Messenger, and your website into one clean, collaborative dashboard.



**AI Voice enabled Chatbot with Smart Escalation**

Automate first-level responses using an intelligent Agent trained for specific use , with seamless handoff to human agents when the query requires personalized handling.



**Real-Time Leads**

Automatically identify high-intent leads, missed opportunities, and support quality – while notifying your team when follow-ups or escalations are needed.

Industry-Specific Solutions

Discover how TurinIQ addresses key challenges and streamlines customer interactions across multiple industries.

Healthcare	Book appointments, answer FAQs, support 24/7
Finance	Answer account queries, assist payments, alert fraud
E-commerce	24/7 support, product suggestions, recover carts, upsell items, Cold Calls
Real Estate	Collect leads, educate buyers, answer FAQs, alert interest
Telecom	Plan info, automate payments, answer FAQs, support anytime

# The Gaps, Our Fix, and How It Works

Challenges			
Slow response to customer queries	Missed leads and poor follow-ups	Repetitive queries reduce team productivity	Disorganized inboxes for multiple channels
Our Solutions			
24/7 AI handles incoming customer queries	AI prompts users for contact info.	AI resolves common issues, escalates smartly	A unified platform that simplifies customer communication across channels.
How Turiniq Delivers?			
AI replies instantly across WhatsApp, Instagram, Messenger, and website	AI asks for phone, email, pincode—stores and exports data.	Escalates with full context to team inbox	Omni-channel view to access all channels in 1 inbox

## Key Features

- **24/7 Active Chat** – Always-on automated customer support on all channels.
- **Voice Cloning** - Make sure **your** Voice is heard by **your** Customers
- **AI Handles Simple Queries** – Automates basic customer conversations.
- **Smart Escalation to Human** – Escalates unresolved chats with context.
- **Customer Sentiment Analysis** – Detects tone using sentiment analysis.
- **AI Learns Knowledge Gaps** – Improves using unanswered queries.
- **Seamless Channel Integrations** – Connects WhatsApp, Instagram, Messenger, website, voice calls.
- **Smart allocations of resources** - AI-assigned tickets for easy tracking of team and AI performance in resolving issues.
- **3-Step Quick Setup** – Setup with questions, files, channels.
- **Leads & Contacts Export** – Saves and exports customer data across all channels.
- **Detailed Analytics & Reports** – Tracks traffic, team performance, AI performance
- **Automate Cold Calls and outbound messaging** - Let AI do the grunt work while you focus on what is needed.

# Appendix

## Frequently Asked Questions (FAQs)

- **How does TurinIQ work?**

You provide us with customer-facing information (product lists, return policies, pricing, etc.), and we create an AI assistant that handles all customer-facing communication across your channels (sales + support).

- **What are the benefits for businesses?**

- AI handles common queries, reducing load on your team.
- Human-in-the-loop: unresolved queries get escalated as tickets.
- Insights from sentiment analysis help your team prioritize smarter.
- Voice cloning and calling cuts call center reliance, enabling 24/7 support.
- Save money and improve response times.

- **Is the AI customizable for different industries or workflows?**

Yes, it is adaptable to different industries, but we currently do not support advanced custom workflows.

- **Does this replace or support human agents?**

It augments them — the AI handles routine queries, while edge cases are escalated to humans.

- **Can it support multiple languages?**

Not yet — multilingual support is on our roadmap for future updates.

- **Where is my data stored and how is it secured?**

All data is securely stored using AWS and Azure infrastructure.

- **Is customer data used to train the AI?**

With business consent, data is used solely to enhance our assistant, never shared or used elsewhere.

- **What is the integration process like?**

- Answer a short onboarding questionnaire.
- Share files like product catalogs, service guides, etc.
- Deploy your assistant to WhatsApp, Instagram, Facebook Messenger, Voice Calls and your website.