



ENTERPRISE **AI** CUSTOMER SUPPORT

The AI Ecosystem for the Modern Enterprise



SOC II Type-II



GDPR Compliant



ISO 42001



Hey! I need help I forgot my password.



No issue! I can reset it for you.




VISION

Great work deserves great decisions. But without the right insights, even the best teams lose time and momentum. Thunai AI aims to keep everyone moving forward with clarity that fuels productivity at every step.

MISSION

Behind every major business decision is a leader under pressure. Businesses deserve more than dashboards — they deserve clarity. Which is why Thunai AI acts as the trusted intelligence partner to help leaders decide with confidence, every single day.

Thunai Agentic AI Orchestration for Enterprises

 Customers

 Realtime AI Suggestions

 Live Language Translation

 Automate Post-call Workflow

 Instant Call Insights

Call Score Insights

Total Calls	Avg. Score
52	68.8
70 Comprehensive Pet Health	+VE
40 Customer Onboarding	-VE
80 Order Inquiry	+VE

Contact Center Integrations

- webex by CISCO
- GENESYS
- Microsoft Teams
- twilio
- RingCentral

• Live call · in progress




ESCALATED

L1 Auto-Resolve

Voice | Chat | Email

 Human Agent

 Thunai AI

Enterprise Integrations

salesforce | servicenow | HubSpot | Jira | webex by CISCO

6000+ Integrations

● Model Context Protocol

FOR AGENTS

- ✓ Real-time Knowledge Assist during live interactions
- ✓ Automated Case Summarization
- ✓ Multilingual Translation Support across all channels
- ✓ Next Best Action & Live Guidance
- ✓ Automate Post-Interaction Workflow

FOR CXOS

- ✓ Tier-1 Deflection across channels
- ✓ 100% Interaction QA Audit

THE ECOSYSTEM FOUNDATION

Central Intelligence for Scalable Enterprise
Performance



Core Functionality

Thunai Brain

The knowledgebase for your whole operation from calls, documents, links and systems.

- ✓ Contradiction Resolution
- ✓ Knowledge Graph Partitioning

Thunai Omni

Omnichannel automation across voice, chat, and email with live sentiment analysis

- ✓ 100% call scoring on your parameters
- ✓ Agent barge-in during escalations

Thunai MCP

Connect your entire software stack to update and pull data in real-time in your tools

- ✓ 50+ Native Enterprise Apps
- ✓ Bidirectional Read/Write Sync

Thunai Sidekick & Agent Assist

Real-time AI suggestions to agents during live interactions.

- ✓ Retrieves relevant customer information
- ✓ Prompts agents on policies and fixes for issues

CX Interaction + Agentic Orchestration



Real Time Translation

Active real-time translation in over 200+ languages over call for scalable global support.



Agent Studio

A no-code tool to create AI agents and workflows using a visual builder for rapid deployment.



Integrated Intelligence

Your workflows and business insight all updated in real-time using one centralized tool.



PROVEN ENTERPRISE OUTCOMES

Driving Tangible Business Value Across Diverse
Industries and Techstacks



Product Details

Is this in stock?



Order Status

Where is my order



Instant Help

Need help right now?



Before Buying

Do you have this in black?



Returns Help

Can I return this item?

thunq

ITSM Ticket Automation on ServiceNow

Fortune 100 Retailer and Distributor

79%

L1 TICKET
RESOLUTION

0.8s

TICKET
RESOLUTION

2X

TICKETS
RESOLVED

Automating L1 Support for Supply Chain

Drove faster issue resolution and improved customer support efficiency for a major retail company by automating queries, password resets and VDI unlocks.

- ✓ Thunai Omni manages internal IT requests across voice, chat, and email to cut manual sorting.
- ✓ Thunai MCP directly connects to ServiceNow and Salesforce for instant data updates.
- ✓ Thunai then processes VDI unlocks and secure password resets instantly.



Real-Time AI Agent Assistance on Salesforce

Fortune 100 Retailer and Distributor

UP TO
50%
REDUCTION
IN AHT

450+
DAILY CALLS
ASSISTED IN
REAL TIME

UP TO
2X
TICKETS
RESOLVED

Agent Assistance via LWC widget

We placed Thunai inside the client's Salesforce Service Cloud environment to run alongside every live call through two dedicated panels.

- ✓ Thunai voice assist surfaces policy-backed responses directly inside Salesforce so agents can answer customers instantly.
- ✓ Our Voice Transcript panel captured conversations as they happen, allowing agents to revisit earlier details without customers repeating.
- ✓ Every suggestion is grounded in internal SOPs and procedures, helping agents deliver consistent responses.



How Thunai Transformed Pet Retail Support

Ecommerce Pet Products and Grooming Services (51-200 employees)

68%

L1 QUERIES
AUTO
DEFLECTED

3X

FASTER FIRST
RESPONSE
TIME

210K

CALLS
RESOLVED
USING AI

Transforming CX With Thunai AI Agents

We helped instantly retrieve accurate answers, recommend products, and resolve issues instantly using Thunai brain and AI agents.

- ✓ Product queries are resolved with instant assistance to agents.
- ✓ Agents are equipped with real-time assistance and complete customer history.
- ✓ High-priority health calls are instantly routed to licensed vets automatically.



Real-Time Translation for Global Electronics Manufacturer

Global Electronics and Health Tech Manufacturer (70k+ employees)

200+

LANGUAGES
SUPPORTED

45%

FIRST CALL
RESOLUTION

0%

LANGUAGE GAP
DURING CALLS

Multilingual-AI Customer Support

Enabled real-time multilingual support for a global electronics company and accelerated issue resolution and better customer satisfaction.

- ✓ Deep telephony integration via Thunai MCP.
- ✓ Thunai Omni instantly converts native audio to text, translates to English for agents, and synthesizes responses back.
- ✓ Thunai Brain monitors intent and technical accuracy universally.



Automating Outbound Calls via Leading Bank's CCaaS

Digital-First Bank (10,000+ employees)

5K+

DAILY
INTERACTIONS

15%

HIGHER
CONVERSIONS

24/7

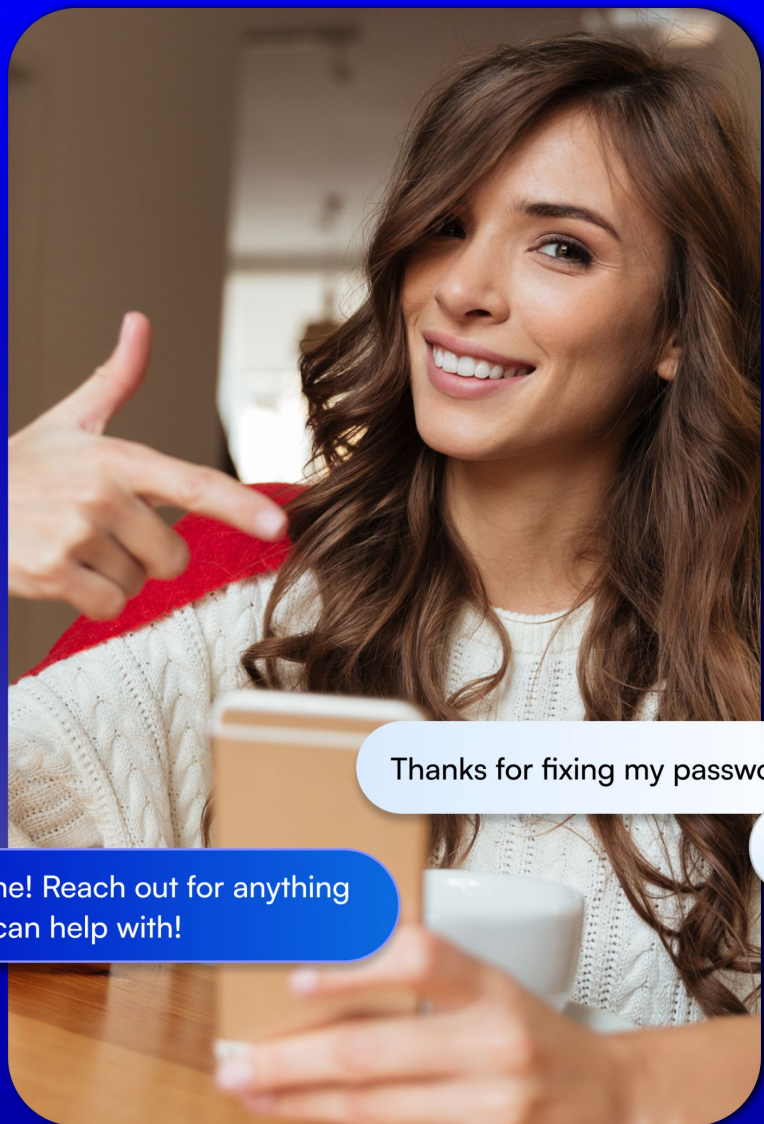
INSTANT
RESOLUTION

High-Volume Contact Center Automation

Integrated Thunai with a CCaaS platform to scale outbound customer engagement, significantly reducing agent workload.

- ✓ Thunai Omni carries outbound pitches based on real-time intent.
- ✓ Instantly answers routine queries using its knowledge base.
- ✓ Live sentiment analysis alerts supervisors for seamless barge-in on sensitive calls.





Thanks for fixing my password!



Anytime! Reach out for anything else I can help with!



READY TO **AUTOMATE** CUSTOMER SUPPORT?

Connect with Thunai to make your
enterprise AI-Native.

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