



Omnichannel Delivery Capability Snapshot

A one-look overview of the channels, tooling, and staffing models Infusion BI runs across voice, chat, email, and social

Channel Coverage

Channel	Coverage window	Typical use case
Voice (inbound/outbound)	16/5 or 24/7 by account	Support, collections, appointment scheduling
Live chat	24/7 available	Pre-sale questions, order support, quick resolutions
Email / ticketing	24/7 available	Complex cases, documentation-heavy requests
WhatsApp / social messaging	Business hours, extendable	Order updates, informal support, regional markets

Delivery Hubs

Two delivery centers — New Delhi and Haldwani — provide geographic redundancy and access to distinct talent pools. Both operate on the same tooling stack, quality framework, and reporting cadence, so accounts can shift volume between sites without a change in service experience.

Shared vs. dedicated staffing: Accounts can start on a shared bench for lower, variable volume, then move to a dedicated team once volume justifies it — without a platform or process change.

Technology Compatibility

- Cloud dialers and telephony: compatible with major VoIP/cloud dialer platforms via standard API/webhook integration.



- CRM/helpdesk: direct integration experience with common CRM and ticketing platforms; custom integrations scoped case-by-case.
- AI tooling: transcript generation, sentiment tagging, and agent-assist drafting available as an add-on layer on top of any channel above.

Staffing Model Options

Model	Best for
Shared bench	Low, variable volume; new or pilot accounts
Dedicated team	Steady volume; brand-specific tone/process requirements
Flex-capacity pool	Seasonal or promotional surges layered on a dedicated base team

Getting Started

Most engagements move from initial scoping call to a live pilot within 4–6 weeks, covering knowledge-base build, tooling integration, and agent training before handling live volume. A dedicated onboarding lead is assigned from day one.

© Infusion BI. This snapshot summarizes current delivery capability and is provided for vendor evaluation purposes.