



OmniAgent

By TATWA TECHNOLOGIES

Build Enterprise Grade AI Voice Agents for every customer conversation

We help businesses create and deploy autonomous AI Agents that make calls, communicate via email or chat and do work, just like humans in multiple languages.

With **23 years** of global IT & ITES expertise, **TATWA** brings proven best practices with **OmniAgent** - our **Managed SaaS** for enterprise-grade **Conversational AI** worldwide.

**“ Fully managed AI Agentic SaaS
redefining how Enterprises
Acquire, Serve & Retain customers ”**

Think . Talk . Chat . 24/7

What is AI-First OmniAgent?



The Ultimate AI-Powered Conversational Agent
Redefining Intelligent Conversations for Modern Enterprises

1 Multilingual & Multi-Channel

Operates seamlessly across email, chat, WhatsApp, RCS and **Voice**. Converses over all major Indian languages fluently along with English.

2 Intelligent & Adaptive

Powered by GPTs and LLMs for reasoning and organisation specific context-aware responses. Adapts to diverse business needs and specialized personas like **Sales, Customer Service, Customer Relationship, and Marketing.**

3 Human-like Reasoning & Voice

Delivers conversations indistinguishable from human interactions to ensure **customer satisfaction** and **business efficiency.**

How are Businesses using AI-First OmniAgents

With endless possibilities the rule of **80/20** delivers amazing RoI



Zero Wait + 24 X 7

AI-First OmniAgents deliver exceptional customer service, 24/7 with Zero wait time.



Cost Optimisation

As customer demand grows and traditional support costs becomes expensive AI-First OmniAgents offers substantial cost savings.



Omni Channel Consistency

No matter what ever channel is used by the customer the Knowledge, Reasoning & Response remains consistent. It even handles Chanel switches seamlessly.



Personalised Relationship

Delivers personalised, customer service by understanding customer specific insights, behaviour, past decisions, needs and adapting in real-time with a relationship manager approach.

80/20

Improves Quality & Efficiency by **80%**
while Reducing Cost by **20%**

HiTech Symphony for AI-First OmniAgents

While individual AI Technologies are impressive, it's their synergistic power to address complex business conversational challenges that truly sets our AI-First OmniAgent apart.

Speech to Text

Best in Class Speech to Text engines specially trained to transcribe Indian Languages separating the noise & clutter.

NLU + LLM

Natural Language Understanding **NLU** + Large Language Models **LLMs**, makes the AI agents understand context and think, what to respond.

Text to Speech

This is the piece of tech that makes it sound humane. Mimics experienced agents nuances including modulations, pauses, speed of speech and in all major Indian Languages.

Other High Tech Stuff

Cloud Workloads
Ai Analytics +
Dashboards
Ready to go
Telephony
100+ Enterprise
Integrations.

Just imagine all of this happening in realtime



AI-First OmniAgents across Channels

Unified Knowledge Base, Consistent experience, conversational hand offs all possible with our AI-First OmniAgent across all existing and emerging channels

→ **Emails**

→ **Voice Calls**

→ **Web Chat**

→ **Video Calls**

Coming Soon

→ **Messaging Apps**

Our Service Offerings

TATWA is amongst India's fastest growing digital transformation IT consulting & services company focusing on Ai, Big Data, Analytics, Cx Operations & Cloud.



**AI-First
OmniAgent**



**AI, Data Analytics,
Application
Development**



**Cx Automation
& Operations**



**IT & Cloud
Operations**



**Cx Digital
Services**

1700+

Domain &
Technical Experts

120+

Ongoing
Projects

20+

Years of
Presence

8+

Offices in
India and Abroad

Our Presence

We Serve Our Customers All Across



www.tatwa.com

AIform Your Business Today

Let's redefine customer engagement together with the ultimate frontier of **Predictive & Generative AI**.

Accelerate Adoption

See the AI OmniAgent in action within 24 hours.

Enterprise Ready

Deploy production-ready solutions in 72 hours with ready channel integration including telephony.

AI With Us

Schedule a live demo and experience the future of AI-driven interactions.