



AI-Driven Efficiency, Human-Centric Impact

Redefine Customer Experience: Where AI Meets the Human Touch.

Customer Experience (CX) is central to creating a competitive edge. Smart businesses achieve this by integrating AI into their CX framework, improving engagement and driving positive results. Our clients leverage **Pulse.ai**, an AI-powered CXaaS solution, to transform customer experiences. With 20 years of expertise and over a billion interactions annually—one every three seconds—it delivers actionable insights for talent assessment, real-time support, quality management, and BPM excellence.

Pulse.ai combines GenAI and Agentic AI, going beyond traditional automation. These **autonomous agents initiate** and complete complex business processes, coordinating tasks and driving advanced decisions with minimal human intervention.

Addresses Conventional CX Challenges with **Pulse.ai**

Multiply human capabilities, making each interaction personalized, seamless, and delightful

Hiring Inefficiencies

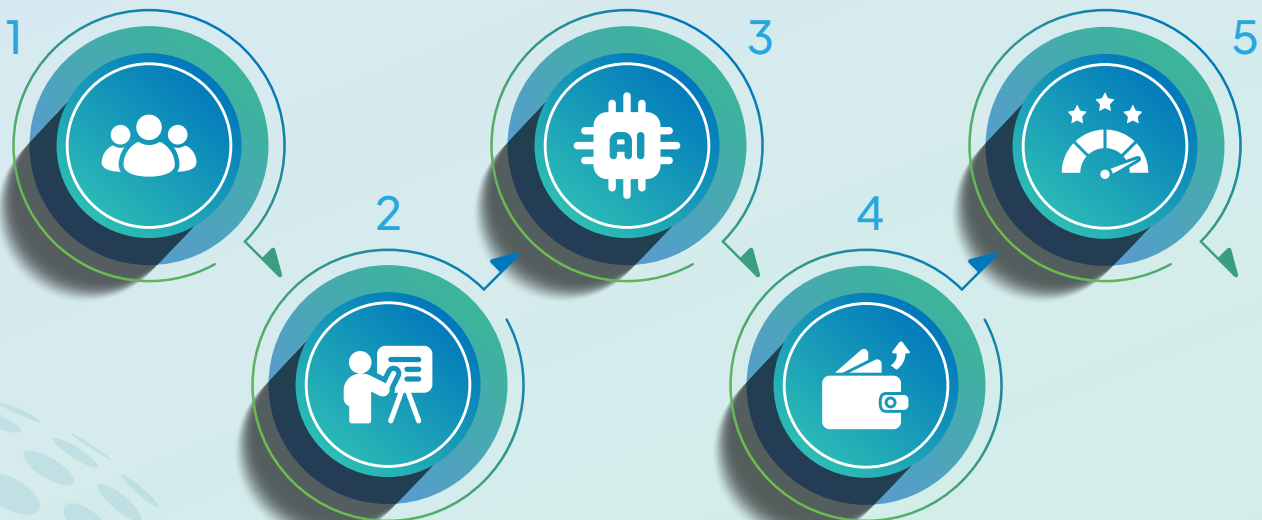
Multiple handoffs between Talent Acquisition team and Operations during the pre-hire stage create blockages in meeting business needs.

Integration Woes

Fragmented AI integration distorts data, impairing decision-making and analysis.

Performance Barriers

Siloed workflows and slow processes lead to inferior performance outcomes and inconsistent customer experiences.



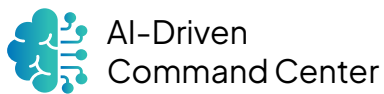
Training Limitations

Manual creation of static training content is time consuming and effort intensive, and unstructured content leads to gaps in knowledge access.

Governance and Expense

Excessive manual oversight escalates costs and complicates change management.

Pulse.ai Transformations



AI-Driven
Command Center



Performance



Smart Insights



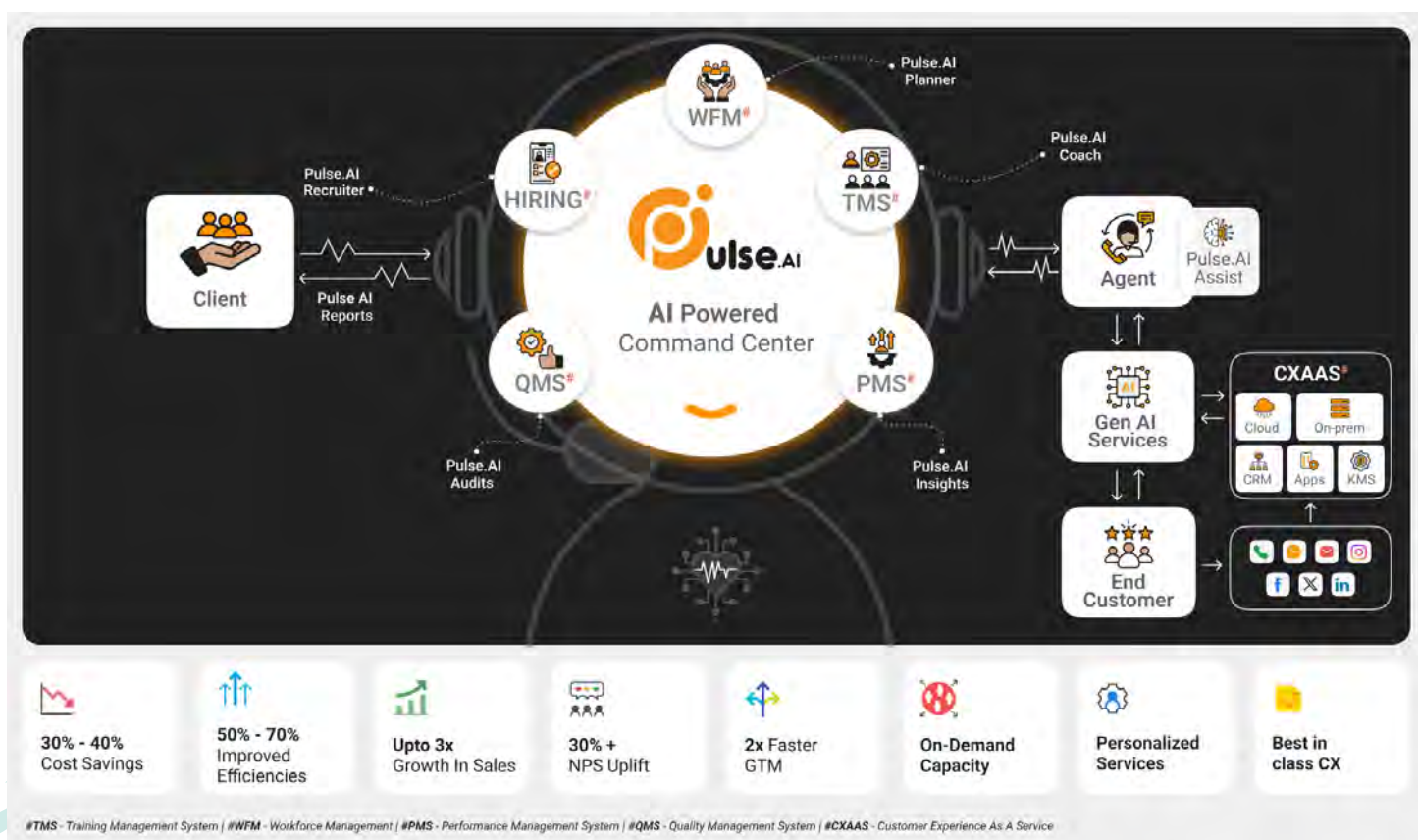
Adaptive
Scalability

Pulse.ai provides an AI command center for managing client interactions and agent processes like recruitment and workforce management. It uses real-time analytics and autonomous agents to streamline tasks and minimize errors, with GenAI enhancing agent-customer interactions.



Result: The most humancentric system that is intuitive, responsive, and personable

Pulse.ai – Command Center Architecture








Quess GTS, for over two decades, has been a trusted partner to global organizations, driving revenue growth, operational efficiencies, and enhanced experiences. We leverage AI-led platforms, data, and technology to help businesses navigate their digital transformation journeys across 20 locations globally.

We are committed to continuous improvement and collaborative partnerships as we work alongside our clients to address their unique challenges and opportunities in the digital age.



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