

A large, thick, green wavy graphic that spans across the middle of the page, partially overlapping the main title text.

Intelligent Virtual Agents for Service Providers

Helping you bring AI-powered
self-service to market.
Virtually.



Overview

Our AI-Powered Intelligent Virtual Agents automate the routine and repetitive conversations handled by live agents today over voice, chat, and text. They're trusted by organizations around the world—from small business to the fortune 5000. Businesses and Government organizations trust us to streamline inbound and outbound customer communications and service.

Leading retailers connect callers to local stores and departments by allowing them to simply speak the name or zip code of a store they want to be connect to. Hotel chains use Virtual Agents to book reservations and act as “virtual concierges”. Fast food chains take orders and process payments over the phone and through SMS. Major brands offer automated service and health care providers automate appointment scheduling.

More importantly, our Virtual Agents are uniquely designed to be resold by telecommunications carriers. Our mission is to help service providers like you:

- 1. Bring the most advanced real-time service solutions to market quickly and easily.**
- 2. Retain your most demanding customers by meeting complex technology requirements.**
- 3. Pull through more core network sales by meeting prospects needs for advanced IVR/Virtual Agents and real-time customer service.**
- 4. Demonstrate to your customers what the future of AI-powered self-service**

Why Service Providers Package and Re-Sell Virtual Agents

1. THERE'S AN ENORMOUS MARKET FOR VIRTUAL AGENTS

The market for Virtual Agents is huge. And it's growing. Think about it. There are about 20 million contact center agents out there handling billions of transactions. They also consume billions of dollars of contact center software and services each year. That market is also growing at over 20% per year. As more of those transactions transition to Virtual Agents, an enormous market is being created. Gartner has [revealed](#) that 25% of customer service and support operations will integrate virtual customer assistant (VCA) or chatbot technology across engagement channels by 2020, up from less than 2% in 2017.

2. VIRTUAL AGENTS PROVIDE VALUE TO YOUR CUSTOMERS

One of the key initiatives on every service managers agenda is how to more effectively use self-service to reduce costs while maintaining or improving customer satisfaction. Virtual Agents will help your customers do just that.

Virtual Agents will help your customers increase self-service utilization while their advanced AI-powered natural language skills will improve customer experience—especially as more customers expect service, whenever, wherever, they need it.

3. VIRTUAL AGENTS SELL

Service providers re-sell Virtual Agents, along with associated upsell, for much more than their wholesale cost. That provides an attractive opportunity to offer new product lines that drive new revenue streams. And as a service provider, you know your customers best. You know how much

Here are a few of our partners



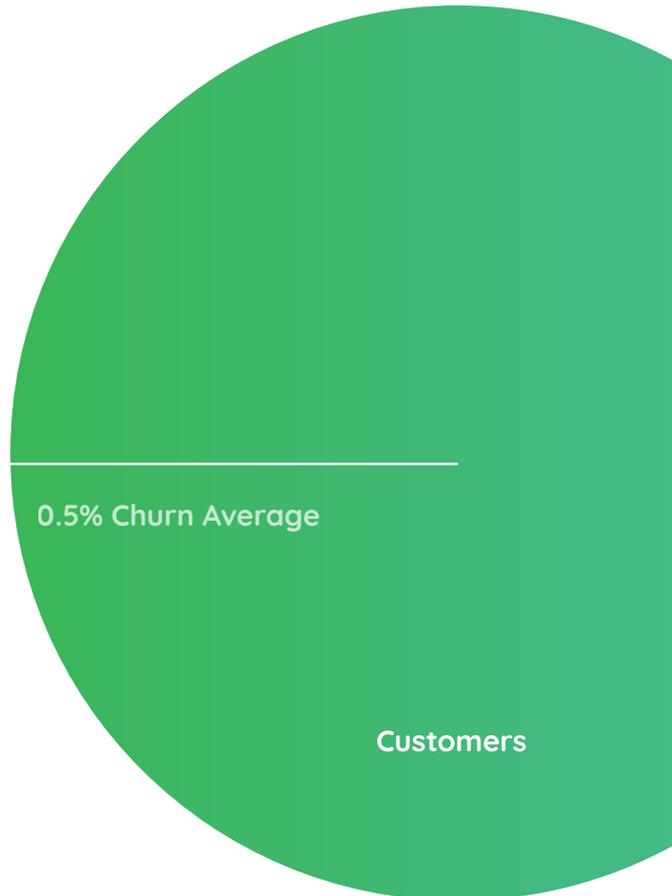
they're willing to pay and what kind of functionality they'll need. With Virtual Agents, you decide what set of skills your agents will have and what services they'll provide, enabling you to configure an offering that meets the needs of your customers.

Virtual Agents help you pull through additional revenue:

- They help you sign new customers who need advanced self-service or IVR capabilities.
- They help you sell more services to existing customers.
- They help you sell more UC and Contact Center seats.

4. VIRTUAL AGENTS ARE STICKY

Virtual Agent applications offer mission critical capabilities to your customers. Virtual Agents become trusted and valued members of their service teams. Once deployed service organizations focus on how to use more not less of their services. That means that they are incredibly sticky with almost no churn.



Benefits

Demand for AI-powered customer service has never been higher as businesses realize the benefits of using Virtual Agents.

A Virtual Agent costs a fraction of a live agent.



COST SAVINGS

Many companies still use human agents to do repetitive tasks. Assigning those tasks to Virtual Agents will help your organization to significantly decrease support costs. Donna Fluss, CEO of DMG Consulting [explains](#) the impact that even a minor enhancement can have on your bottom line:

“Just a small improvement in utilization rates can improve the customer experience and net millions in savings. For example, if the cost of an agent-handled call is \$5, a 2% increase in IVR utilization for a business that receives 1 million calls per month represents a savings of \$100,000 per month, or \$1.2 million per year.”

IMPROVED CUSTOMER EXPERIENCE

In the same [report](#) by Gartner, 84% of organizations expected to increase investments in customer experience (CX) technology in the year ahead. That’s because consumers are becoming more demanding. They now expect an immediate service response anytime, anywhere and on any device. They are also increasingly looking for self-service options that

enable them to solve problems without speaking to a live agent—and customers almost always prefer a Virtual Agent to waiting for a live agent. Virtual Agents can also help you remove the deep layers of IVR menus that frustrate callers.

As Donna Fluss, president of DMG Consulting, [wrote](#), “A remarkable thing is happening in the realm of customer service: After years of rejecting self-service, customers are changing their tune. Consumers of all ages are showing a preference for self-service solutions over talking to agents or using chat boxes, provided they do their jobs well.”

DIGITAL TRANSFORMATION

It doesn't matter if you're running a new business that's disrupting a legacy market or if you're working in traditional “brick and mortar” business trying to defend against new “digital first” competitors. Building closer relationships with your customers and prospects through digital and online technologies is essential. Virtual Agents can be a linchpin in your digital transformation strategy because the level and quality of service they offer will give you a competitive advantage.

GREATER COMPLIANCE

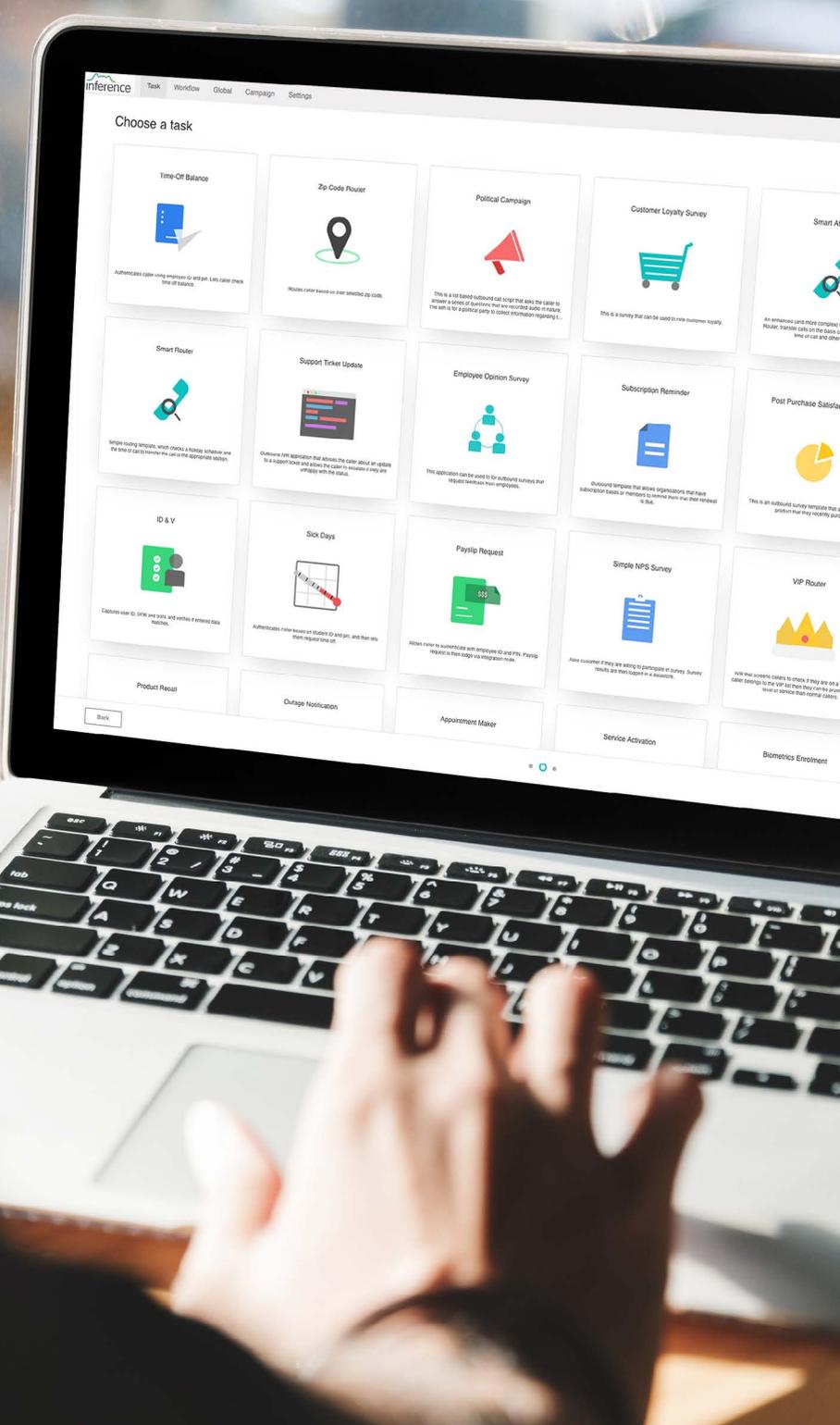
A key concern for most businesses is compliance with industry regulations—for good reason. The penalties can be staggering: PCI-DSS fines can range from \$5,000 to \$10,000 per month and HIPAA fines range from \$500–\$5000 per violation and can include

criminal prosecution. Inference's Virtual Agents can help organizations avoid violations and penalties. Our PCI-DSS- and HIPAA-compliant Virtual Agents are able to collect sensitive customer data without revealing any information to a human agent. We also offer a Secure Call Proxy, which allows a human agent to ask a Virtual Agent to process PCI-compliant payments.

INNOVATION

Service leaders are under tremendous pressure to deliver new innovations in customer care. Are you developing an AI strategy? Do you need to blend online and phone-based customer service? Are you trying to understand if your old IVR can handle increases in demand for self-service? Inference studio was designed to help you answer questions like these. Our mission is to make it easier for you to deliver new innovations to your organization. We do this by giving you access to latest and most advanced Conversational AI technologies and a way to easily package and deploy those technologies as self-service applications. You get access to multiple services for speech recognition, text-to-speech voice biometrics and more. And with Inference Studio, you don't need a team of developers to help you build and deploy service. Virtually anyone, with a few hours of training can learn build some of the most advanced self-service applications.

Virtual Agents can perform all kinds of tasks to care for customers.



What Makes a Virtual Agent

Intelligent Virtual Agents are automated, self-service applications that you can offer to your customers. They offer capabilities that are similar to human service and support agents—they just never rest or take a vacation—and they're substantially cheaper.

VIRTUAL AGENTS HAVE SKILLS

For example, they can understand human speech in over 100 languages and respond using text-to-speech (TTS) that is almost indistinguishable from a human agent. Virtual Agents can be configured with very basic skills—the most basic agent might simply answer the phone, ask the caller if she wants to maintain her place in queue and schedule a callback. An advanced agent might have the skills to understand human speech in multiple languages, determine intent using natural language processing, process PCI-complaint payments and respond in multiple languages over the phone, via chat or SMS.

VIRTUAL AGENTS CAN AUTOMATE THINGS

They can perform all kinds of tasks to care for customers. They can make appointments, reset

Agent Skills:

- Basic IVR
 - Speech Recognition
 - Natural Language Processing
 - Text-to-Speech
 - Voice Biometrics
 - Tone Analyzer
 - SMS
 - In-App Chat
 - PCI-Payments
 - HIPPA-Compliance
 - Intelligent Callbacks
 - BroadWorks Integration
 - Workflows
 - Dialer
 - Remote Data Connectivity
-

passwords, look up orders, survey customers, process payments and answer all kinds of questions—over the phone, web or SMS.

VIRTUAL AGENTS ARE EMPLOYED LIKE HUMAN AGENTS

Just like a team of outsourced call center agents, you purchase Virtual Agents and pay for them for as long as you need them, on a monthly basis.

VIRTUAL AGENTS CAN HAVE DIFFERENT TYPES OF CONVERSATIONS

Whether over the phone or through a text-based interaction, Virtual Agents can use multiple approaches to converse with a customer.

Directed Dialog Virtual Agent can communicate using a basic question and answer type of interaction. This is much like playing a game of “20 questions” where the Virtual Agent tries to determine what the caller wants and how to address her problem. These interactions can use either touch tone inputs (“Press 1 for sales, 2 for service”) or speech recognition (“Would you like to purchase? Please say yes or no”).

Mixed-Initiative Dialogs With mixed-initiative dialogs, Virtual Agents are able to collect more information from the customer by accepting a longer and more complicated response. For example, if a customer responds, “I’d like to fly from Austin to Boston, next

Wednesday at 5pm,” to a simpler question like, “When would you like to travel?” our Virtual Agents can process the additional information and avoid re-asking it later on.

Natural Language Processing (NLP) Our Virtual Agents also make use of the latest advancements in NLP. Virtual Agents can be configured to ask open-ended questions like, “How can I help you today?” or “Please tell me the reason for your call.” They then access advanced NLP services like Google’s [Dialogflow](#) to determine the caller’s intent and solve their problem.

VIRTUAL AGENTS CAN LEARN

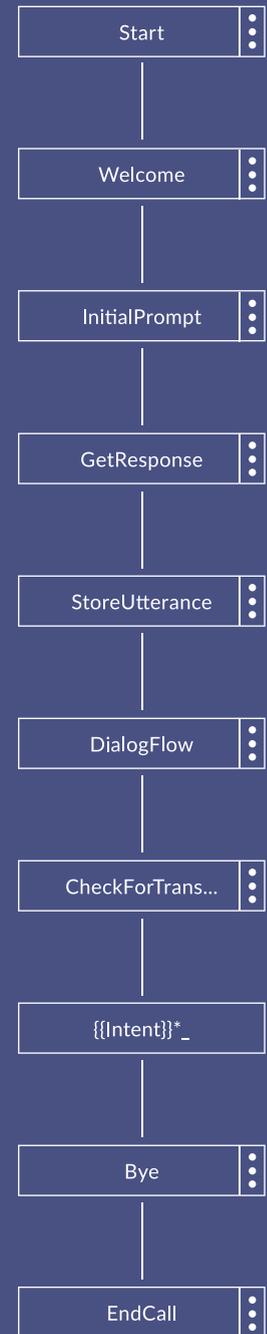
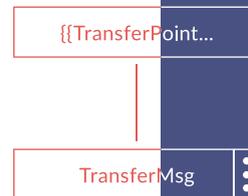
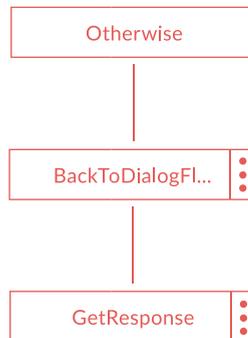
They can use machine learning to understand the various ways your customers ask for things. Simply provide a set of examples of things a customer might say, and our Virtual Agents learn to understand other ways that your customers may ask for the same thing. For example, you might teach the Virtual Agent to understand the phrase “I’d like to get my car fixed,” and over time our Virtual Agent will understand that “Can you fix my car?” means the same thing. These kinds of efficiencies produce more correct answers to a wider variety of inquiries.

Inference Studio

Inference Studio is our web-based visual tool that enables you to build your own conversational experiences. You can get started with a blank canvas, use an existing task, or a start with a task from our [task library](#). From there, you simply drag and drop [nodes](#) that tell your Virtual Agents how to behave.

Using Inference Studio, you can design Virtual Agents to:

- Autonomously handle routine transactions, allowing your live agents to focus on higher priorities.
- Provide assistance to your human agents, before, during and after customer interactions.
- Handle high volume interactions with advanced decision automation.



Book a flight
from **San Francisco**
to **New York** for
less than **\$500**

You're all booked!

```
88f8557ca-a9f2-9c88f8557ca-a9f2-9c
a9f2-9c88f8557ca
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"timestamp": "2017-05-26725678.882
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Natural Language Processing

Virtual Agents that understand

Natural language processing makes it easier for your customers to get support through your automated system because the complexity of the interaction can be dramatically simplified. It also increases the percentage of inquiries that can be automated helping you reduce costs. NLP lets you eliminate complex IVR menus and go beyond speech-enabled, directed dialog systems. Our Virtual Agents help you to embrace NLP by packaging and integrating the most advanced technologies from companies like Google and IBM into Inference Studio.

With NLP you'll be able to do:

Intent Matching This enables your Virtual Agent to determine what your customer wants. Intents are created for anything a user might request. For each intent you simply provide a set of examples for how the user might make the request. For example, "I want to make an appointment" or "I want to cancel an appointment". The Virtual Agent then matches user requests against intents that it knows how to resolve. In this example "Book Appointment" or "Cancel Appointment". As customers use your agents, you can incorporate what they've said into training examples that help your Virtual Agents get smarter over time.

Entity Extraction This helps you extract important information from what is said to your Virtual Agent so that you are able to act on it. This information can include system entities like dates, times, place names or amounts, developer defined entities or temporal, user entities.

Dialog Control This allows you to control the flow of the conversational experience between the customer and the Virtual Agent so that you can optimize the dialog to quickly and accurately collect the information needed to respond to their request.

Fulfillment

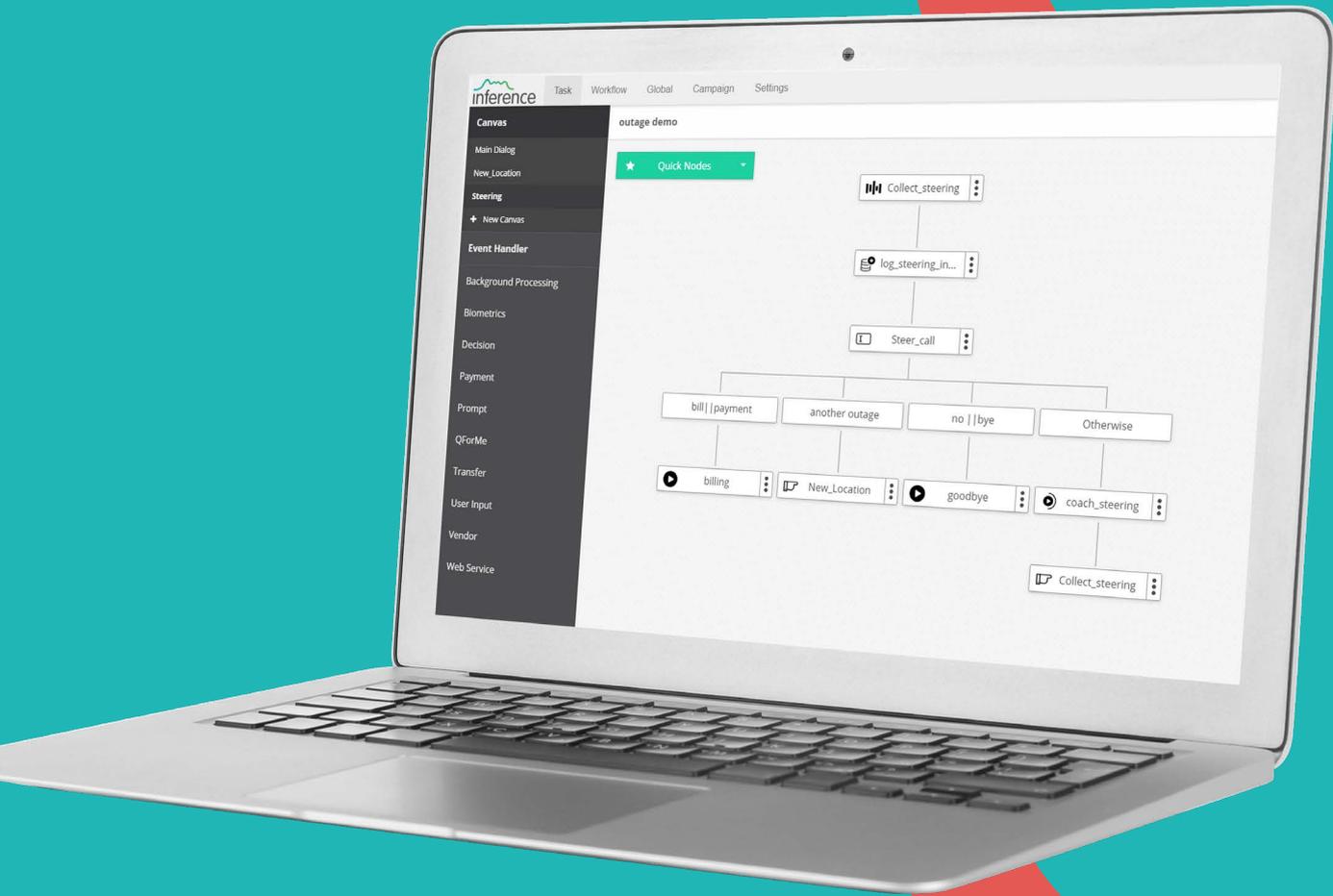
Closing the loop to solve your customers problems

Once your Virtual Agent has had a conversation with a customer it will need to access other systems and services in order to effectively respond to their question and solve their problem. This is the process of fulfillment. With our no-code, visual development tool, Inference Studio, you can easily build an application that uses natural language to converse with a customer and then closes the loop by communicating with your back-end systems to solve your customer's problem. We provide web hooks for custom integration as well as a set of pre-packaged integrations with popular applications.

Pre-Packaged Integrations

- CRM: Salesforce, MS Dynamics 365, Copper
- SMS: Nexmo, Twilio
- Payment Gateways: Merchant Warrior, eWAY Payments, Fat Zebra, Authorize.net (U.S. only), Worldpay, Pay Trace, First Data (Pay Ezeey), Westpac PayWay
- Scheduling: Google Calendar, Acuity Scheduling

[Watch](#) an example of how to use Inference Studio to use Zapier for integration



Our no-code visual development tool lets you build an application that uses natural language to converse with a customer and closes the loop by communicating with your back-end systems.

Multi-lingual Virtual Agents

By embracing cloud-based speech platforms, our Virtual Agents support more than 120 languages and multiple underlying core speech engines. We also offer Text-to-Speech in 17 languages with hundreds of different text-to-speech voices. Our Virtual Agents can also send text messages in different languages providing a two-way multi-lingual chat interface.

A man with a beard and short hair, wearing a dark blue button-down shirt, is shown in profile from the chest up. He is holding a white smartphone to his ear with his right hand and appears to be in a conversation. The background is a bright, indoor setting with a green plant visible on the right.

¿Puedo ayudarte?

Vous désirez?

Tone and Sentiment

Building the emotional connection

Conversations aren't just about the words you use; it's about how you use them. That's why any good Conversational AI system requires an understanding of tone and sentiment.

Inference Studio integrates with IBM Watson's [Tone Analyzer](#), allowing our Virtual Agents to detect user sentiment. Our agents recognize seven sentiments in customer calls, all in real time, in order to control call behavior on the fly. Detect joy, fear, sadness, anger, analytical, confidence, and tentative tones. You can then tailor your agent's response to improve the interaction.

Our agents recognize seven sentiments in customer calls: Joy, fear, sadness, anger, analytical, confidence, and tentative tones.

Markup

```
< speak >
  Here are < say-as interpret-as="characters" >SSML< /say-as > samples.
  I can pause < break time="3s" >/.
  I can play a sound
  < audio src="https://www.example.com/MY_MP3_FILE.mp3" >didn't get your MP3 audio file< /audio >
  I can speak in cardinals. Your number is < say-as interpret-as="cardinal" >10< /say-as >
  Or I can speak in ordinals. You are < say-as interpret-as="ordinal" >10< /say-as > in li
  Or I can even speak in digits. The digits for ten are < say-as interpret-as="character" >10< /say-as >
  I can also substitute phrases, like the < sub alias="World Wide Web Consortium" >W3C< /sub >
  Finally, I can speak a paragraph with two sentences.
  < p >< s >This is sentence one.< /s >< s >This is sentence two.< /s >< /p >
< /speak >
```

Audio



Give Your Virtual Agents a More Personalized Voice

Inference Studio includes support for speech-synthesis markup language (SSML) which allows fine grained customization of pronunciation and emotion support. SSML gives you ultimate control of the way your Virtual Agents communicate. For example, you can control the rate, pitch, volume or emphasis of your text-to-speech. To learn more about the incredible control you now have with SSML [click](#) here.

You can control the rate, pitch, volume or emphasis of your text-to-speech.

Why Choose Inference's Virtual Agents?

CONVERSATIONAL & INTELLIGENT

Inference Studio is your gateway to build customer service applications that leverage a wide array of the latest and most advanced Conversational AI technologies.

DISRUPTIVELY EASY TO USE & DEPLOY

Enables non-technical users to complete tasks in hours rather than days or months.

No Developers Needed—Say goodbye to expensive and lengthy professional services engagements and narrow “out of the box” capabilities.

DELIVERED ON YOUR CARRIER NETWORK

Our Virtual Agents are delivered “on-net” through your telecommunications carrier, making it simple for businesses that require automated self-service for their customers.

DEEPLY INTEGRATED WITH LEADING UC AND CONTACT CENTER SOLUTIONS

Our Virtual Agents deep, out-of-the-box, integration with software platforms like Cisco BroadSoft.

TRUSTED

Dozens of tier 1, 2, and 3 telecommunications providers around the world trust Inference to power self-service and real-time communications for leading brands.

Popular Vertical Use Cases

Our Virtual Agents perform so many tasks that it's impossible to list them all.

	Retail	Hospitality	Healthcare	FinServ	Local Business
Applications	Intelligent Callbacks Natural language call steering Outbound promotions In-store paging integration Customer surveying and feedback Product recalls	Intelligent Callbacks Reservations Virtual Concierge Hotel finder FAQ's Outbound promotions	Intelligent Callbacks Appointment booking & reminders Collections Benefits election FAQs Eligibility assessment Staff and customer feedback	Intelligent Callbacks Automated loan applications Balance lookups Authentication Outbound alerting Two factor authentication	Intelligent Callbacks FAQ's Collections Surveying Appointment making



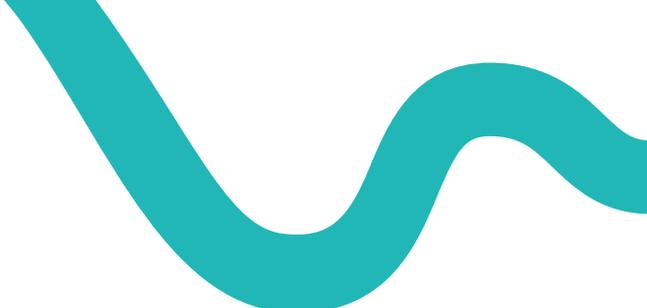
Sample Classes of Service That Carriers Bring to Market

As a service provider, you get to select the exact set of skills your Virtual Agents will have. We give you the ability to package, price and deploy services with a level of granularity that is highly unique. You can also use our platform to configure multiple products and deliver them at multiple price points.

Virtual Agents can be configured with very basic skills—the most basic agent might simply answer the phone, ask the caller if they want to maintain her place in queue and schedule a callback. They can also have very advanced skills, like ability to understand human speech in multiple languages, determine intent using natural language processing, process PCI-complaint payments and respond in multiple languages over the phone, via chat or SMS.

Here are a few examples of the most popular Agent Classes:

Basic	Standard	Compliance	Natural Language	Voice Biometric
<p>Basic Touch Tone (DTMF) IVR functionality</p> <p>Route calls, offer menus, lookup tables, and respond with recorded audio</p> <p>Integrate to third party platforms using RESTful API's</p>	<p>Everything in a Basic Agent +</p> <p>Speech recognition technology so that callers can speak their responses</p> <p>Text-to-Speech technology to allow dynamic responses using a synthesized voice</p> <p>An Integrated dialer to make outbound calls or send SMS</p> <p>Messaging and Workflow tasks to allow Virtual Agents to respond over different channels</p>	<p>Everything in the Standard Agent +</p> <p>PCI compliance to allow you to take credit card payments over the phone. Out-of-the-box integration to many leading payment gateways</p> <p>Features that allow you to build HIPAA compliant agents for healthcare related tasks</p>	<p>Everything in the Standard Agent +</p> <p>Realtime 'open speech recognition' in virtually any language</p> <p>Natural Language Processing (e.g. using Google Dialogflow)</p> <p>Sentiment Analysis so that you can react to the emotional response of callers</p>	<p>Everything in the Standard Agent +</p> <p>Integrated voice biometrics so that callers can register a 'voiceprint' and then use that print to authenticate themselves</p>



Task Library

Things your Virtual Agent will be able to do

APPOINTMENT MAKER

For any business built around professional services, management of appointments can be a burden. Free up your staff and offer your clients a 24 x 7 hotline to schedule their own appointments. This app can be integrated easily with any existing calendaring system

APPOINTMENT REMINDER

No-shows are a real problem for professional practices. Minimize no-shows without diverting your staff from other duties by creating an automated reminder system. The app is easy to customize with your special message and integrate with your appointment system.

CARD PAYMENTS

Credit card payments are time consuming and open your business to potential violations. Eliminate that with an automated PCI compliant task. PCI Credit Card Payment will allow customer to enter their credit card details and payment amount. Then it will process the payment, all over the phone, twenty-four hours a day.

COLLECTIONS

Get started with the Collections app to automate the process of following up outstanding accounts. Draw debtor details from a spreadsheet or, if you prefer, integrate the solution with your billing system. The easy and economical way to manage debtors.

INBOUND TICKETING

Running a service desk requires supreme organization. The Inbound Ticketing app makes it simple to quickly create a solution that enables customers to choose self-service. When an agent is required, a screen pop displays details of the account history and ticket status.

PASSWORD RESET

The ideal solution to a common and costly problem—users reset their system passwords without IT input. It's all automated using biometric security to authenticate each user by voiceprint. Saves everybody time and frustration!



PRODUCT RECALL

Protect your brand acting swiftly if a product recall is required. Use the Product Recall app to set up campaigns to deal with a range of situations. Look up data or integrate with other systems to create a 'ready-to-go' response. The assurance provided reflects well on the business in difficult times.

QFORME

The QforMe app makes it easy to set up a service that allows customers to receive a call back rather than waiting for service. Customers are delighted to receive this level of recognition; it's a valuable part of customer experience.

ORDER LOOKUP

Provide customers with a 24 hour a day helpline to query order status. You don't have to roster more agents to work around the clock; the Order Lookup application means you can quickly create and deploy a self-service system providing greater customer service at minimal cost.

SERVICE ACTIVATION

Easily create a customer service message to greet each new client with news of service activation drawing data from a spreadsheet or through simple integration.

OUTAGE NOTIFICATION

Make prompt service outage calls by automating the process through a simple customization process within the Outage Notification app.. It's extremely easy to create a branded message to enhance the customer experience.

SMART ATTENDANT

Recognize customers with a personalized interaction not a tree of menu options by referring to data you already have. The Smart Attendant app makes it easy to integrate speech recognition and custom text-to-speech prompts based on location, preferences and history.

SMART ROUTER

Call volumes vary with the day, time of day, seasons and at holiday times. Use the Smart Router app to route calls based on a range of variables. This is the quick and smart way to implement intelligent call routing and enhance the customer experience

SNOW DAYS

Here's a solution that's not just for snow days. Use the Snow Days app to create any campaign where you need to quickly get a message out to a defined group with a minimum of fuss. Don't waste time fielding calls; get the message out first.

SUBSCRIPTION LOOKUP

Offer members a service to look up their membership details. Establish an automated service to provide a 24 × 7 helpline that simply queries records based on the member number.

SUBSCRIPTION REMINDER

Keep the customers you already have. Implement a reminder system to contact clients when membership nears expiry. The Subscription Reminder app makes it easy to get started and to create the right messaging to reflect your brand. Think laterally and create another campaign to offer special deals on landmark anniversaries.

SUPPORT TICKET UPDATE

This Support Ticket Update app makes ticketing even smarter by providing clients with updates via automated outbound calls. It's a simple, affordable way to keep customers informed. Create and initiate multiple campaigns, run from a spreadsheet or integrate with other systems.

SURVEY

Add an extra level of customer care with outbound surveys or present your employee satisfaction survey as a handy telephone poll. Multiple pre-made templates mean endless options for easy customization.

TELECLOCK

The Teleclock solution is the smart choice for a remote timekeeping system. Field workers use a standard telephone to call in and clock on and off. Authentication is by voice biometrics, yet this app solution is inexpensive, and easy to set up.

TEXT ALERT SIGN UP

A quick and easy way for your customers to sign up to receive your important alerts. Paired with our Outage Notification or Snow Day Apps (SMS and Voice), this Sign Up App maintains a list of all your customers who want to receive important messages.

TRACK + TRACE

Provide callers with a self-service option and reduce the load on agents. Track + Trace makes sense in a high volume call environment. The Track & Trace app means you can quickly create a self-service option yet retain the ability to speak to an agent where necessary.

ZIP CODE ROUTER

Promote a unified brand presence and deliver personalized local service using the Zip Code Router app. It's quick and simple to update the app to direct calls based on a caller's zip code. Enjoy the efficiency of centralization.

SERVICE OUTAGE

Make prompt service outage calls by automating the process through simple customization of the application. Like all Inference solutions, it's easy to create a branded message to enhance the customer experience.

NATURAL LANGUAGE CALL STEERING

This is an inbound task that uses the caller's spoken phrase to determine a transfer destination. The task welcomes the caller and starts with the prompt "How can I help you today?" It provides a standard call steering data store to provide a caller utterance and steering destination report.

OUTAGE NOTIFICATION

This is an outbound call script that calls customers to advise them of an outage to a service (e.g. utility). The script starts with an introduction message followed by the outage prompt. It uses the standard call report data store to generate a number of calls report.

SALESFORCE LOOKUP

This is a pre-packaged integration with Salesforce. It enables the Virtual Agent to read and write from the Salesforce CRM.

MS DYNAMICS LOOKUP

This is a pre-packaged integration with Microsoft Dynamics. It enables the Virtual Agent to read and write from the Dynamics CRM

Learn More

Want to learn more about how our Virtual Agents can help you improve customer service and support?

Here are some resources to help you get started:

[Let us give you a personal demo.](#)

[Take our online Udemy course.](#)

[Sign up for a free trial account.](#)

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