

BERLIN SUMMIT 2026

AI-Powered Customer-Support Ochestration Platform for European Service-based Businesses

One platform for German customer service — Voice, Messaging, and CRM
in a single place. Compliant by design, fluent by default.



Mr. Pradeep Wijesiriwardhana

Founder & CEO

I am a tech entrepreneur and electronics engineer operating at the intersection of education, advanced technology, and digital media. My mission is to transform traditional sectors through robust digital systems, AI-driven automation, and community-centric growth.

Global Tech Expertise & Foundations

- World-Class Education: Alumnus of Seoul National University (SNU), South Korea, where I completed my Master's degree in Electronics Engineering.
- 13 Years of Global Tech Leadership: Gained extensive high-tech industry experience in South Korea and globally, engineering cutting-edge systems at global giants Samsung Electronics and Synopsys Inc.





Mr. Pradeep Wijesiriwardhana

Founder & CEO

- 13 Years of Educational Innovation: Deeply rooted in the education sector, founding and scaling modern hybrid learning models and computer-based educational infrastructure

The Sisenco Vision

Leveraging a combined 13 years of expertise in global tech and educational leadership, I build scalable, technology-enabled ventures capable of solving complex problems locally and expanding regionally and globally. I believe in building sustainable business systems that drive real, measurable impact.

International Capability

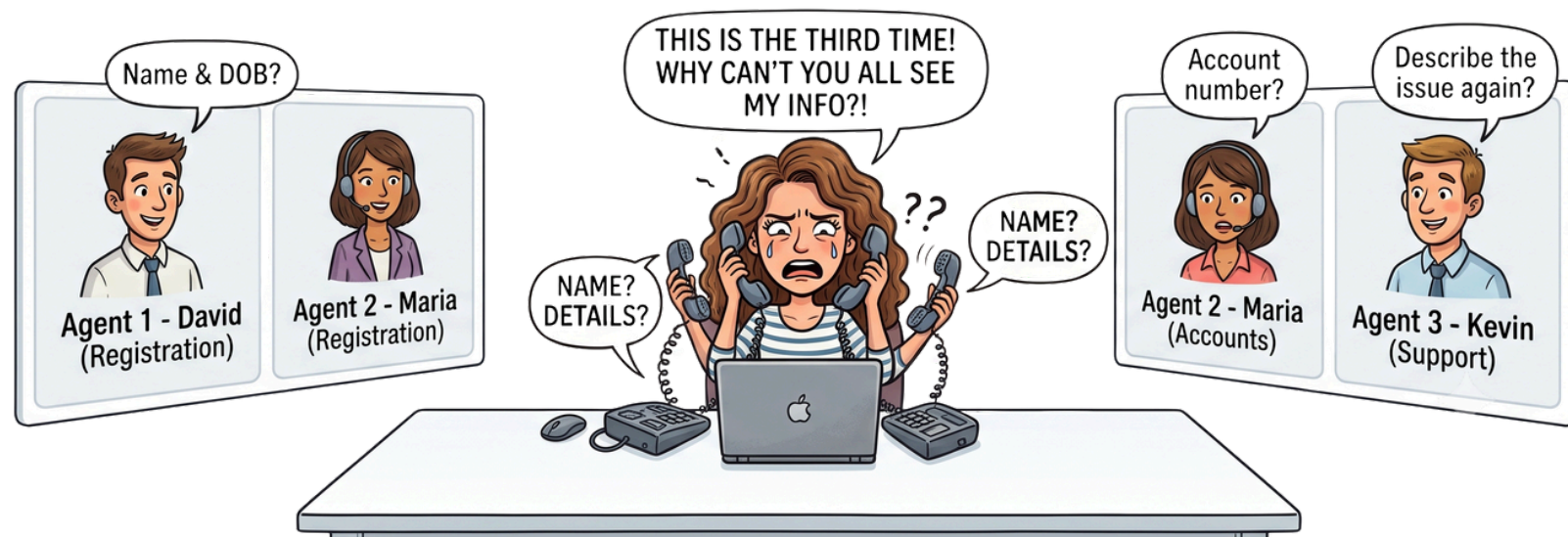
- Korean Language Ecosystem Expertise
- Extensive Experience Working in Asian Corporate Environments

 LinkedIn Profile



ONE PLATFORM, ONE RECORD

CURRENT APPROACH & CHALLENGES



- Repeat identity details (Name, DOB) across multi-agent interactions.
- Re-describe issues to siloed department-specific support levels.
- Frustration from repeating information to disconnected agents.

CLIENT

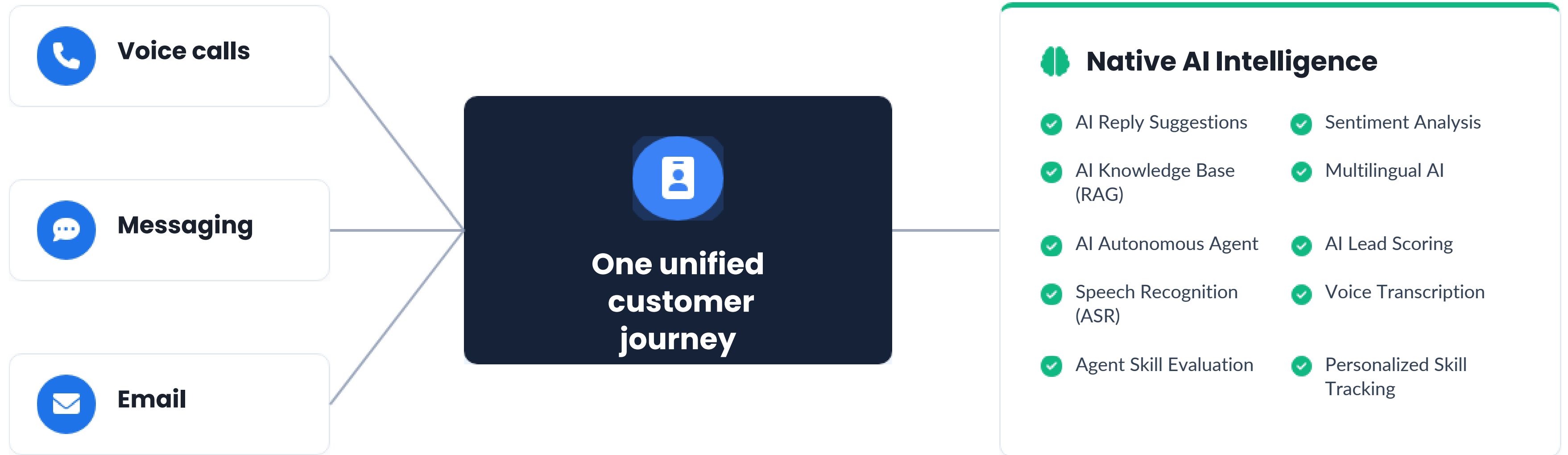


- Correlating scattered paper and digital records is manual and slow.
- Conflicting customer data (e.g., mismatched registration dates).
- Inability to track a holistic, single-view customer service history.
- Access restrictions across siloed views hinder cross-functional support agents.

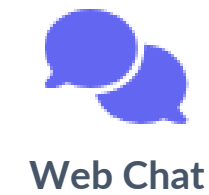
SUPERVISOR

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WHY WE DEVELOP THIS



SEAMLESS INTEGRATIONS



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CORE CRM & ECOSYSTEM CAPABILITIES



Smart Contact CRM

- ✓ **Auto-Creation:** Generate profiles instantly from inbound activity.
- ✓ **Unified Timeline:** Consolidated interaction history.
- ✓ **Categorization:** Apply custom tags, labels, and segments.



Analytics & Reporting

- ✓ **Live Dashboard:** Real-time monitoring of active metrics.
- ✓ **Historical Data:** Exportable performance and volume reports.
- ✓ **Team Metrics:** Track agent efficiency and SLAs.



Native Integrations

- ✓ **Shopify:** Sync e-commerce data and orders.
- ✓ **HubSpot & Salesforce:** Two-way enterprise CRM sync.
- ✓ **Open API:** Build custom webhooks and workflows.



Campaigns & Broadcasts

- ✓ **Mass Messaging:** Targeted broadcast campaigns.
- ✓ **A/B Testing:** Optimize outbound message performance.
- ✓ **Audience Segmentation:** Filter users for precise targeting.



Sales Pipeline Management

- ✓ **Kanban Boards:** Visual drag-and-drop deal stages.
- ✓ **Deal Tracking:** Monitor potential revenue and conversion.
- ✓ **Status Updates:** Automate stage transitions based on rules.

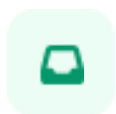


Unified Ticketing

- ✓ **Chat-to-Ticket:** 1-click conversion from chat to support ticket.
- ✓ **Status Management:** Track Open, Pending, and Closed issues.
- ✓ **Internal Notes:** Collaborate behind the scenes on resolutions.

MESSAGING, BUILT IN

Omnichannel Messaging



Multi-Channel Inbox

- ✓ **Unified Chat:** WhatsApp, Messenger, Telegram, and Email together.
- ✓ **Rich Media:** Send/receive documents, images, and location pins.
- ✓ **Voice Notes:** Native support for audio messaging playback.



Team Collaboration

- ✓ **Smart Assignment:** Round-robin or rule-based chat distribution.
- ✓ **Collision Detection:** Prevent multiple agents replying to one chat.
- ✓ **Internal Mentions:** Tag teammates privately within chat threads.



Bot Workflows

- ✓ **No-Code Builder:** Visual drag-and-drop conversational paths.
- ✓ **WhatsApp Flows:** Utilize native WhatsApp forms and UI elements.
- ✓ **Human Handoff:** Seamless transition from bot to live agent.



Templates & Macros

- ✓ **Template Messages:** Send pre-approved WhatsApp notifications.
- ✓ **Canned Responses:** Slash-commands for instant common replies.
- ✓ **Welcome Paths:** Trigger automatic greetings for new inbound chats.



Message Automation

- ✓ **Rule-Based Actions:** Trigger actions based on keywords or tags.
- ✓ **Auto-Responders:** Set out-of-office and away messages.
- ✓ **Follow-up Triggers:** Automated check-ins for inactive chats.



Proactive Messaging

- ✓ **Abandoned Cart:** Re-engage customers via WhatsApp/Email.
- ✓ **Appointment Reminders:** Automated scheduling confirmations.
- ✓ **Feedback Requests:** Trigger CSAT surveys post-resolution.

OUR AI, IN THE CALL CENTER

Call Center Operations



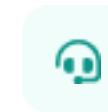
Voice Infrastructure

- ✓ **Inbound/Outbound:** Seamless two-way high-fidelity calling.
- ✓ **Interactive Menus (IVR):** Self-service keypad navigation.
- ✓ **Queue Management:** Hold music and position announcements.



Advanced Routing

- ✓ **Skills-Based:** Direct calls to the most qualified available agent.
- ✓ **Time-Based:** Custom routing based on business hours.
- ✓ **Auto-Escalation:** Redirect calls if wait times exceed limits.



Agent Workspace

- ✓ **Integrated Softphone:** Make and receive calls directly in-browser.
- ✓ **Call Controls:** Hold, mute, and seamless warm/blind transfers.
- ✓ **Wrap-Up Codes:** Standardize call outcomes with dispositions.



Quality & Monitoring

- ✓ **Call Recording:** Secure historical storage of voice interactions.
- ✓ **Live Listen & Whisper:** Manager coaching without customer hearing.
- ✓ **Call Barge-in:** Supervisors can instantly join escalated calls.



Call Analytics

- ✓ **AHT Tracking:** Monitor Average Handle Times across teams.
- ✓ **Abandonment Rates:** Identify queue drop-off points.
- ✓ **Volume Trends:** Heatmaps for peak calling hours and staffing.

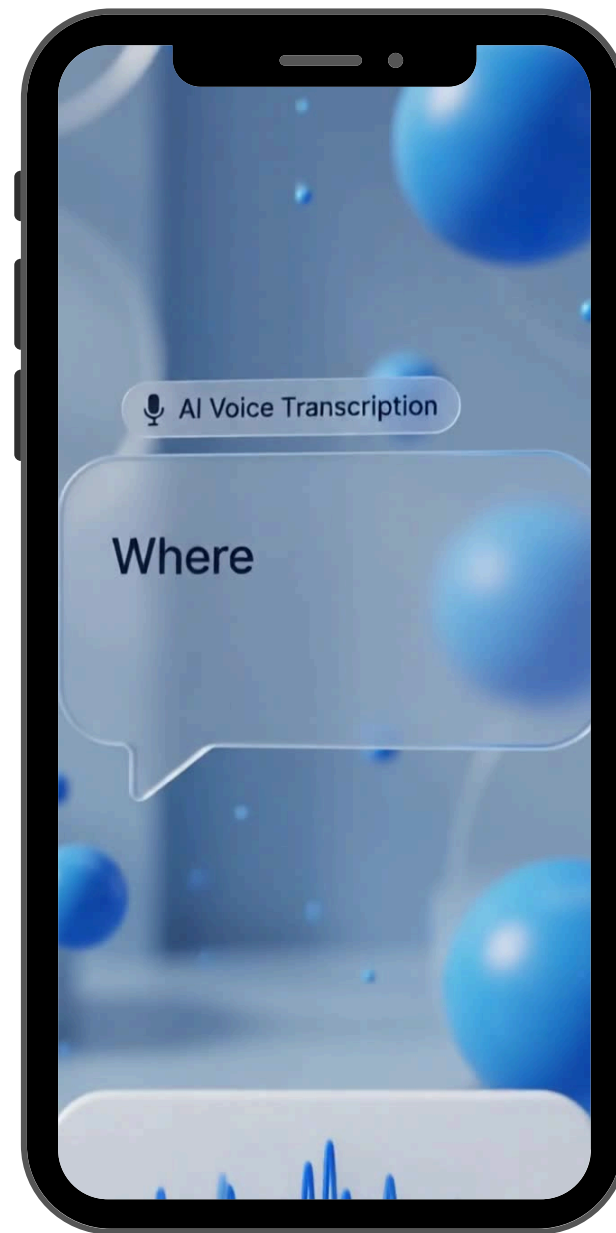


Automated Voice Features

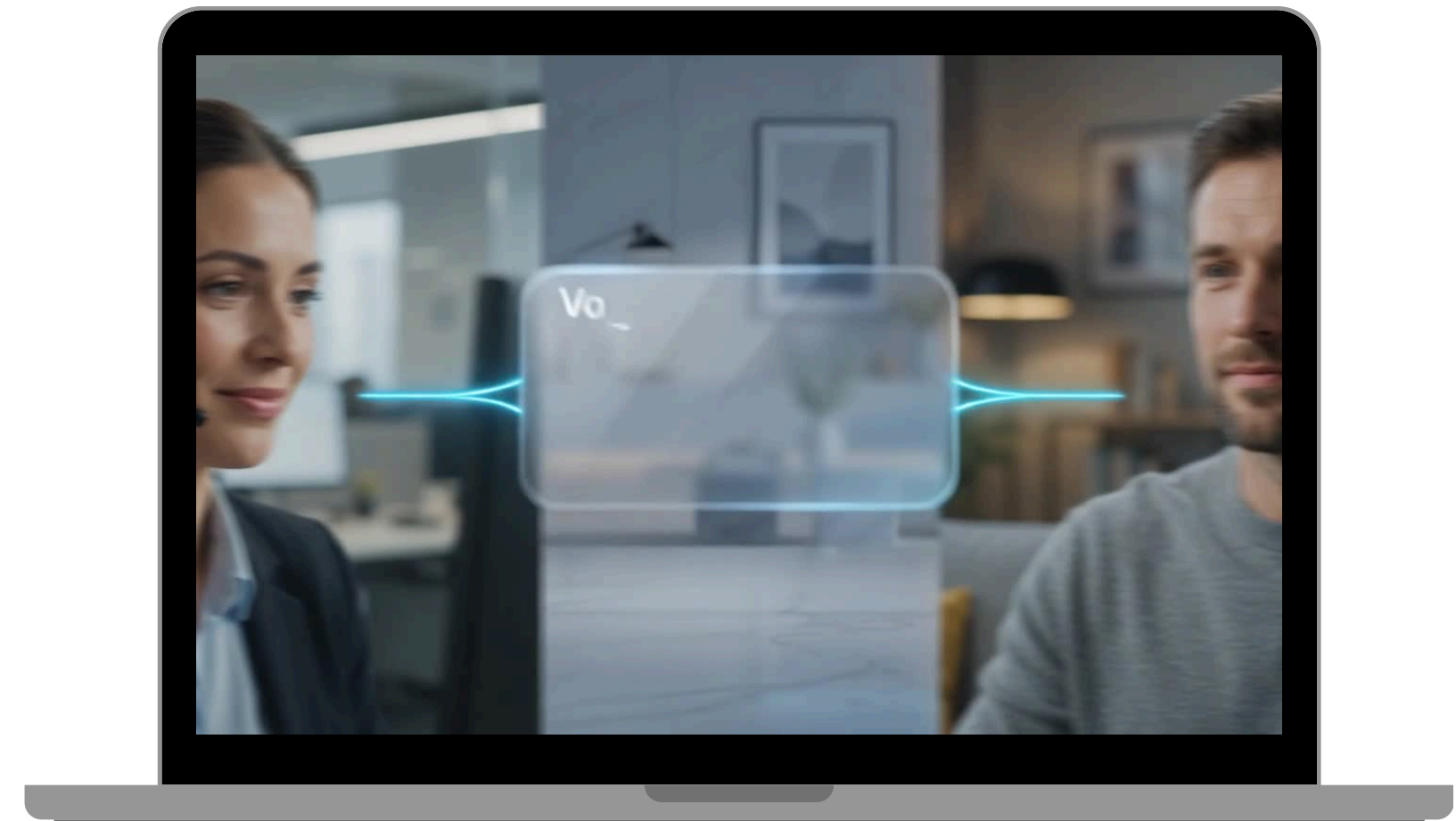
- ✓ **Voicemail Drops:** Automated pre-recorded message delivery.
- ✓ **Custom Greetings:** Personalized welcome audio per department.
- ✓ **Automated Callbacks:** Allow customers to keep place in line without waiting.

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USE CASES



Messaging



Voice Call

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USE CASES - INDUSTRIES

REAL ESTATE

CAR DEALERSHIPS

**RECRUITMENT &
STAFFING**

INSURANCE

FINANCIAL ADVISORS

MORTGAGE BROKERS

HEALTHCARE

DENTAL CLINICS

BEAUTY CLINICS

EDUCATION

HOME SERVICES

E-COMMERCE

AUTOMOTIVE

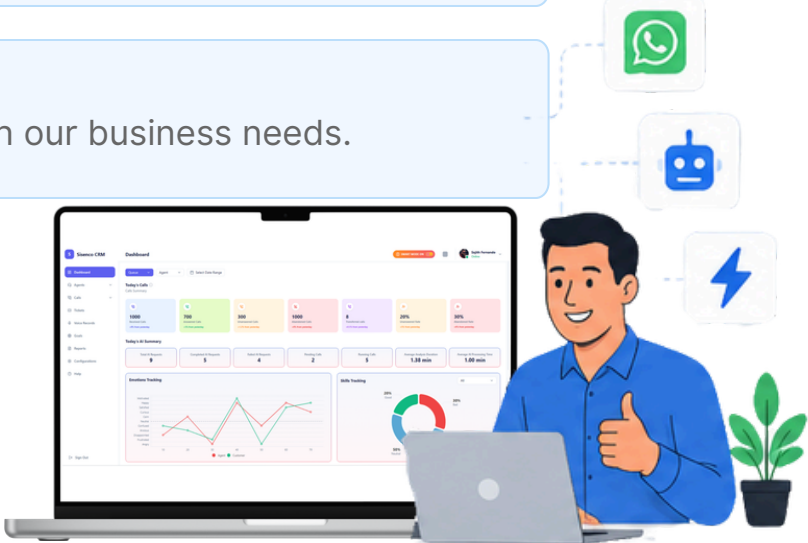
RENEWABLE ENERGY

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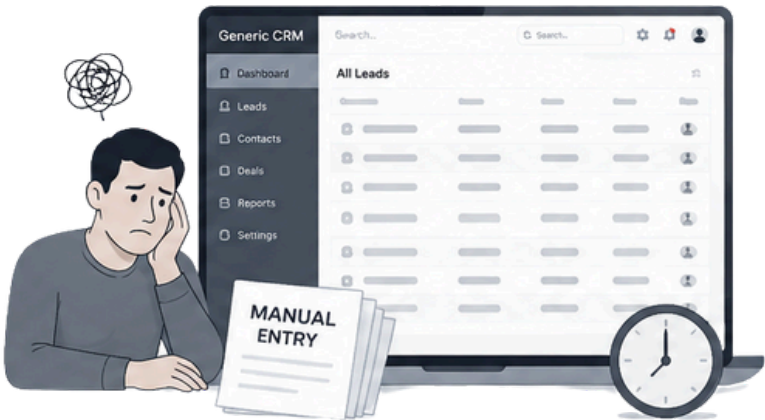
US VS THEM

US

- ✓  **Fully Customized**
Built specifically for our sales funnel and business process.
- ✓  **Automated Lead Management**
Captures and processes high volumes of leads instantly, reducing WhatsApp reply delays.
- ✓  **Simple & User-Friendly**
Intuitive interface designed for ease of use and maximum productivity.
- ✓  **Real-Time Data & Insights**
Easy access to real-time reports and dashboards for smarter, faster decisions.
- ✓  **Fully Flexible & Customizable**
Unlimited customization to adapt and grow with our business needs.



VS



THEM

- ✗  **Lack of Customization**
These CRMs do not fully align with our sales funnel and process.
- ✗  **High Lead Volume Management**
Manually entering leads takes significant time and increases WhatsApp reply delays.
- ✗  **Complex Usability**
Some platforms are not user-friendly and require additional effort to operate.
- ✗  **Limited Data Accessibility**
Extracting the required insights from these CRMs was challenging.
- ✗  **Customization Restrictions**
Free trial versions come with limited customization options.

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PRODUCT ROAD MAP - VOICE



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PRODUCT ROAD MAP - MESSAGING



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WHY GERMAN IS THE RIGHT MARKET

 Fragmented communication across siloed tools creates major operational overhead.

 Lack of native-language-focused AI integration for customer-support transcription and summary.

 Critical unmet demand for fully GDPR-compliant platforms with secure German data residency options.

 German high-security standards increase the value of localized, trusted technology partners.

 Opportunity to unify disparate voice and messaging channels for a seamless customer journey.

COMPLIANCE & SECURITY, MADE SIMPLE

Is a data processing agreement (DPA) required?

Yes, we conclude a DPA with all companies that use the WhatsApp API through us, which complies with the current GDPR. The DPA is easy to apply for and will be sent to you by email within a few minutes. We have also concluded a DPA with our partner 360dialog, WhatsApp's official business solution partner.



Address book query without consent

When using the WhatsApp messenger in the standard and business versions, the contact information stored locally on the respective end devices is automatically transmitted to WhatsApp. This has been criticized by data protection authorities. When using the WhatsApp Business API, there is no need to use a WhatsApp application on a customer's end device. This means that there is no synchronization of contact data.



Data processing in the USA or outside the EU

When using Superchat, special attention is paid to ensuring that personal data is stored within Europe. Data transmitted via the WhatsApp Direct Cloud is stored in Frankfurt am Main, where we have activated Local Storage in Germany. We also place great importance on ensuring data processing within the European Union (EU) when selecting and using subcontractors. If this is not possible in individual cases, personal data is processed exclusively in countries for which there is an adequacy decision from the European Commission. For additional security, we have signed Standard Contractual Clauses (SCC) with all subcontractors outside the European Economic Area, which ensure an adequate level of data protection in case of revocation of the adequacy decision.



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OTHER SERVICES

Technology

Full-Stack Development

Data Science & AI

Machine Learning Solutions

Cloud Computing

Cybersecurity Solutions

Blockchain & Web 3.0

Computer Vision

Factory Automation

Deep Learning

Korean- Sinhala High Quality Multilingual & Multimodal Data for AI Training

Marketing

Performance Marketing

Marketing Automation

Digital Marketing Strategy

Market Research & Growth

Lead Generation

Analytics & Optimization

Design & Creative

UI/UX Design

Branding & Creative Design

Video Production

Motion Graphics

Creative Media Production

Content & Storytelling

Visual Design Solutions

Product Photography

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RECENT PROJECTS

South Korean AI Vision Project

Collaboration with a South Korean technology company specializing in Artificial Intelligence (AI) and Computer Vision to develop innovative software solutions.

This project focuses on leveraging advanced AI technologies to automate processes, enhance computer vision capabilities, and deliver scalable, high-performance software while fostering international technology collaboration between Sri Lanka and South Korea.



**Thank for your time and consideration.
We are grateful for the opportunity to
collaborate and look forward to
creating lasting success together in
Germany.**

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 LinkedIn Profile

