

# Wevyn Launches AI-Powered Customer Support Platform with Built-In Voice, Chat, and Multilingual AI Agents

The all-in-one CRM helps support teams resolve tickets faster with AI-driven call handling, automated summaries, and omnichannel routing — all from a single workspace.

**Navi Mumbai, Maharashtra Aug 11, 2026** ([Issuewire.com](https://www.issuewire.com)) - **Wevyn** (<https://wevyn.ai>), an AI-powered customer support platform built by Altius, today announced the official availability of its integrated support suite — combining a cloud-based voice dialer, autonomous AI voice agents, and omnichannel ticketing in a single workspace designed for modern support teams and global contact centers.

Support teams today juggle disconnected software for phone calls, live chat, WhatsApp, and email — forcing agents to piece together customer context by hand and leaving managers with no unified view of operational performance. Wevyn addresses this challenge by bringing every channel into one platform, backed by conversational AI that works alongside agents rather than replacing them.

## Key capabilities include:

- **Autonomous AI Voice Agents:** Inbound calls are handled end-to-end in multiple languages, including complex, code-switched Hindi-English (Hinglish) conversations, freeing human agents to focus on high-priority cases.
- **Automated Speech Intelligence:** Real-time call transcription, instant summaries, and sentiment analysis give supervisors full visibility into every conversation without listening to full recordings.
- **Unified Omnichannel Ticketing:** Phone, WhatsApp Business, Facebook, Instagram, Email, and web chat touchpoints are automatically consolidated into one timeline per customer.
- **Native E-Commerce Context:** Built-in Shopify integration presents live customer order statuses and purchase history alongside support tickets without switching tabs.
- **Real-Time Analytics & SLA Supervision:** Supervisors monitor response times, SLA escalations, CSAT/NPS metrics, and agent workloads live instead of waiting on end-of-week reports.

*"Support teams don't need another tool to log into — they need the tools they already use to actually talk to each other. That's what we built Wevyn to do: bring calls, chat, and tickets into one place, with AI doing the busywork so agents can focus on the customer in front of them."* — **Akil Mahimwala**, Co-Founder and CEO, Wevyn

*"Every support team we talked to had the same problem — a customer calls, emails, and messages on WhatsApp about the same issue, and three different agents see three different halves of the story. Wevyn closes that gap. Our AI doesn't just answer calls; it makes sure every agent picks up exactly where the last conversation left off."* — **Sairaj Shetty**, Lead AI Developer and DevOps, Wevyn

## About Wevyn

Wevyn (<https://wevyn.ai>) is an AI-powered customer support platform built by Altius Customer Services. Designed for high-volume support teams, BPOs, and growing enterprises, Wevyn unifies cloud telephony, WhatsApp messaging, and omnichannel ticketing with conversational AI agents that help teams resolve customer issues faster.

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Source : Altius Customer Services Pvt. LTd.

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