



SAP Conversational AI

The no.1 solution to revolutionize enterprise customer service

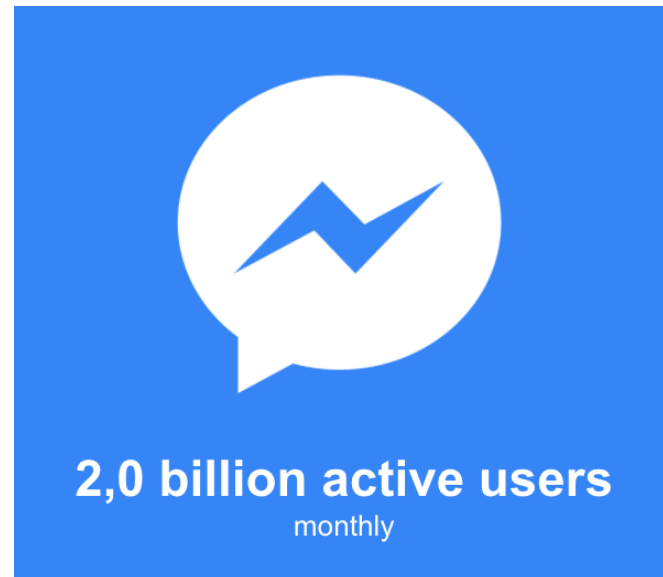
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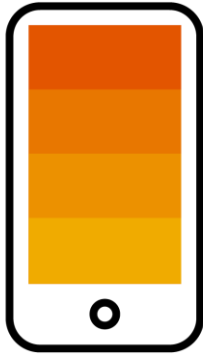
Our world is turning conversational

Messaging platforms are the new OS



Since 2014, the global market for smart machines has been growing at a **CAGR of 19.7%** and will **reach \$41.22 bn in 2024.**

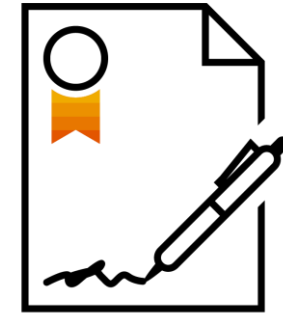
Customer supports can't keep up with the huge increase in volume of customer demands



17% of people are
kept on hold



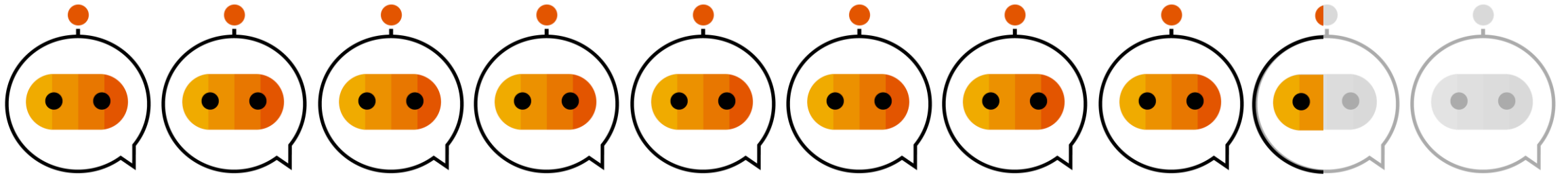
42% of people **speak**
to different agents to get
an answer



78% of clients end
contracts because of bad
support

This amounts to **\$1,6tr business annual losses** due to poor
customer service in the US

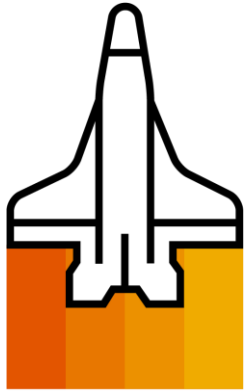
AI and deep learning are the best solution
to provide higher satisfaction and cost reduction



By 2020, robots will handle over
85% of client-company interactions.

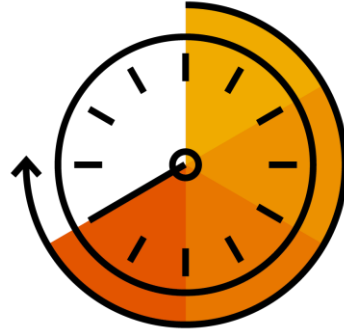
Because bots are

efficient, 24/7, multichannel and relationship based



EFFICIENT

They bring a gain of efficiency and reduce costs



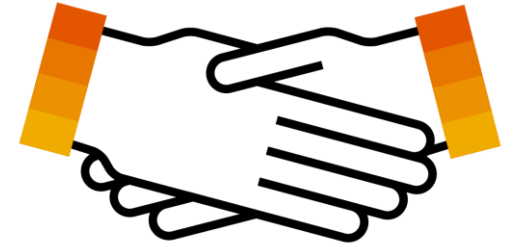
24/7

They are available 24/7, in any country, in any language



MULTI-CHANNEL

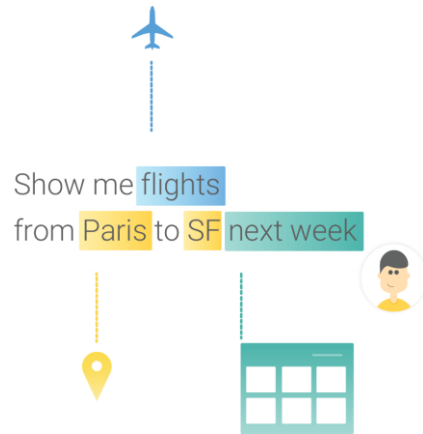
They are on many channels (web, apps, messengers, ...)



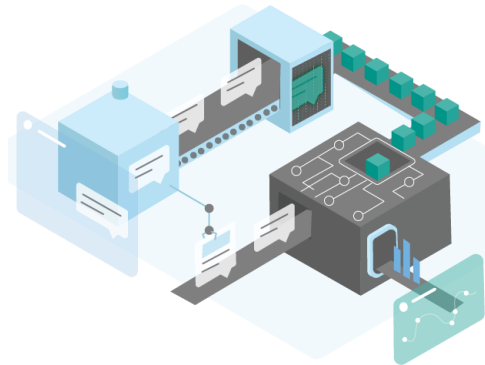
RELATIONSHIP-BASED

They think in client relationship and not only transaction

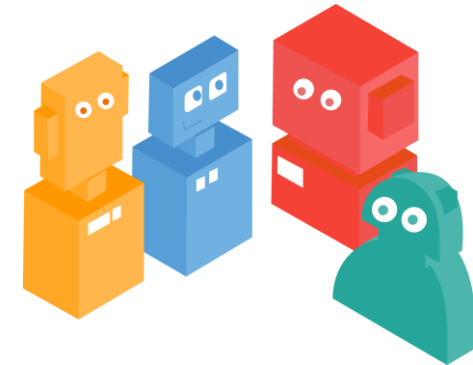
SAP Conversational AI provides a customer support solution based on AI to revolutionize your customers' journeys



A world-class NLP and NLU API



An end-to-end bot building collaborative platform



Automated customer service solutions by industry

A world-class language processing technology to provide the best conversational experiences



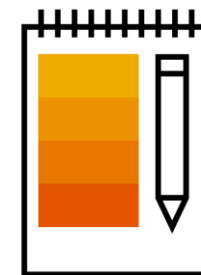
Smarter

Our deep-learning based proprietary technology outperformed IBM, Microsoft or Google.



Faster

We've moved the bot implementation time from months to weeks, x10 times faster



Trained

Our technology has a special expertise in 4 sectors (telcos, banking, insurance, utilities) and self-trains

An end-to-end bot platform

Suited for corporations

Performing

Our platform supports bots from hundreds to millions of calls



Availability

99% service guarantee on any channels



Performance

Performance level of 85% in days



Reliability

24/7 disponibility and smart scaling for your high volumes

Integrated

We have integrations into all SAP products & others IS



SAP Hybris (v)



zendesk

Safe

It is data centered and accompanied by our teams



Privacy

Data safe mindset and high level encryption for datasets



Infrastructure

Infrastructures nbased on high security cloud hosting services



Support

Benefit from our efficient support team of developers

Off-the-shelf customer support bots

integrable in a few days!

Pre-trained

All our off-the-shelf bots are pre-trained and can be used efficiently right away



Available use cases: Insurance, order tracking, routing, premium account, and many more!

Multi-channel

Our bots can be integrated in all your users' favorite channels and your ISs



Multilingual

We support every language such as English, Russian, Arabic, Dutch, etc!



and many more!

and many more!

Many brands have chosen us!

20+ corporate clients



Desjardins

Internal IT bot

Hi, I forgot my Outlook password



Contract manager bot

There's something wrong with my box...



Invoice manager bot

What's the total of my August invoice?



Invoice manager and dispatcher bot

I want to download my invoice



Account manager bot

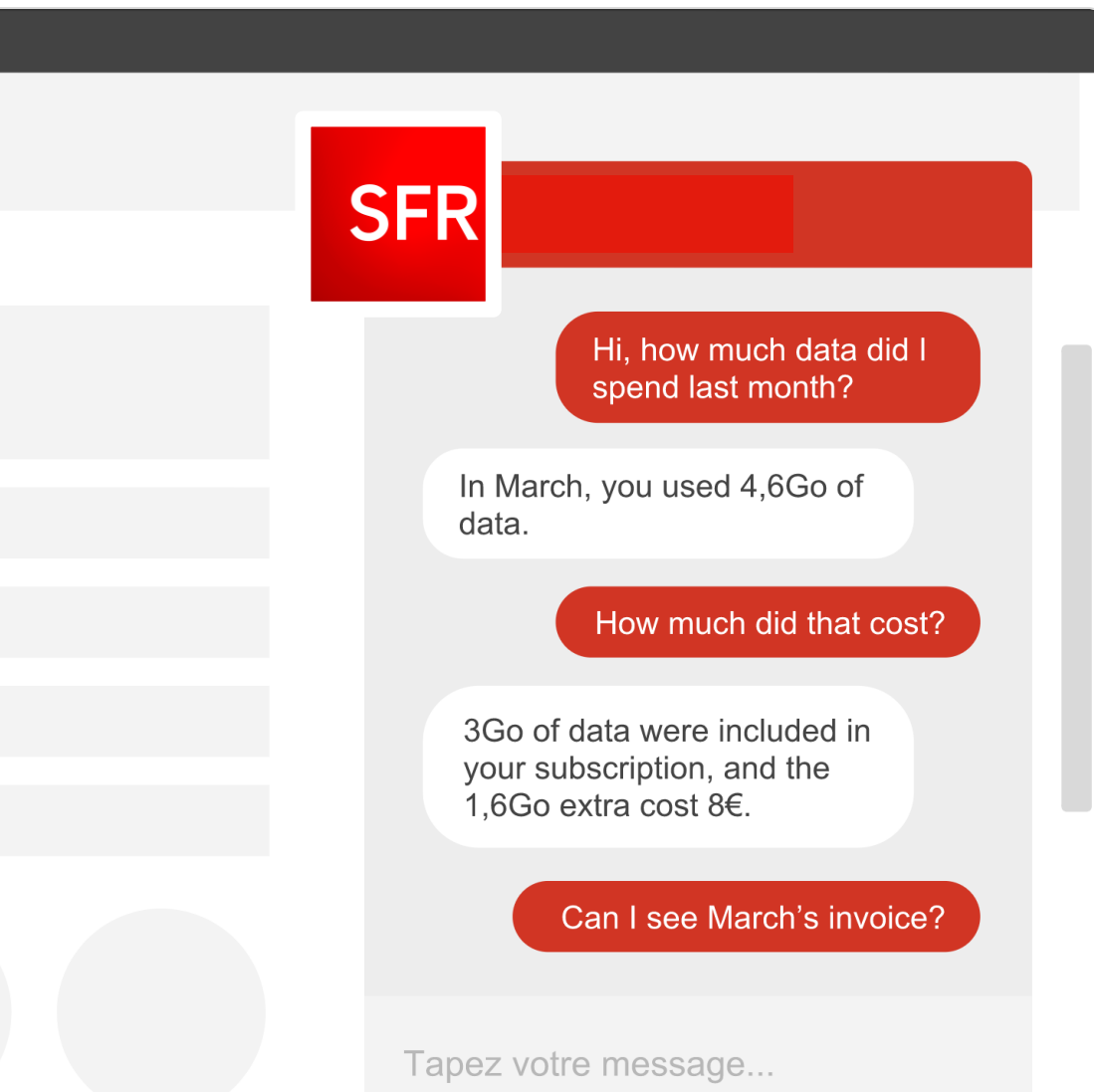
Can I get my payment schedule?



Insurance bot

I need to suspend my contract

Many brands have chosen us!
20+ corporate clients



Challenge

Increasing number of demands to handle, overpowering an already maxed-out customer support service.

Solution

Automate parts of customer account management to provide 24/7 availability while reducing the support workload.

Outcome

Conversation duration is reduced by half because clients have direct access to all relevant information. Over 90% of SFR customers are talking to the correct agent on the 1st call. The bot fully manages 20% of all conversations.

Many brands have chosen us!
20+ corporate clients



Desjardins

I'd like to connect to a new printer

Is it a personal or corporate printer?

It's a company printer

Do you have a Windows XP, Windows 7 or a Mac

I have a laptop with 7

Ok, to install a printer, you need its name. It's located

Tapez votre message...

Challenge

IT department struggling to provide quality answers to the 20,000 employees daily.

Solution

Automate parts of internal IT support that can be easily managed by a bot, providing quality support for all

Outcome

50% of all conversations are successfully managed by the bot, and we are now working on adding 50 additional use cases.

Many brands have chosen us!
20+ corporate clients

The screenshot shows a chatbot interface for 'Groupe Mutuel'. The header includes the logo and the text 'Assurances', 'Versicherungen', and 'Assicurazioni'. The chat history shows a red bubble asking 'What do you want to do: modify, suspend or cancel you health insurance contract?' followed by a white bubble response 'I want to modify my contract'. Another red bubble asks 'Will your modifications concern : - your mandatory health insurance (AOS/LAMal) - your personal data (name, address, etc)'. A white bubble response says 'my personal data'. At the bottom is a text input field with the placeholder 'Tapez votre message...'.

Groupe Mutuel
Assurances
Versicherungen
Assicurazioni

What do you want to do:
modify, suspend or cancel you
health insurance contract?

I want to modify my contract

Will your modifications
concern :
- your mandatory health
insurance (AOS/LAMal)
- your personal data (name,
address, etc)

my personal data

Tapez votre message...

Challenge

Reduce the number of calls to the client's call center while still providing outstanding support

Solution

Automate the process of modifying, cancelling or suspending insurance contracts

Outcome

The team now manages the 2 months of rush of the year with 100 people and the bot, instead of 400 people.

Our project process

Thought for major corporations



Design

Workshop 1 : Definition of business objectives and ROI

Workshop 2 : Conversation flow design

Workshop 3 : UAT definition and joint communication actions

Workshop 4 : Technical requirements



Development

Bot building in Recast.AI's back office in two steps: technical design and implementation

Test sessions : with a group of pre-selected testers

Train sessions : with a group of pre-selected trainers



Production

Execute UATs with customer to validate delivery

Test with beta-testers (end users) to validate user experience and enrich train

Workshop 5 : Knowledge transfer with clients' technical teams

Accompany client from go-live to Business As Usual



Thank you.

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