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

Accenture
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 disposibility and smart scaling for your high volumes

### Integrated

- **We have integrations into all SAP products & others IS**

### 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!
Many brands have chosen us!
20+ corporate clients

- **Desjardins**: Internal IT bot
  - Hi, I forgot my Outlook password
- **bouygues telecom**: Contract manager bot
  - There's something wrong with my box…
- **ENGIE**: Invoice manager bot
  - What's the total of my August invoice?
- **SFR**: Invoice manager and dispatcher bot
  - I want to download my invoice
- **EDF**: Account manager bot
  - Can I get my payment schedule?
- **Groupe Mutuel**: 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

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.
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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