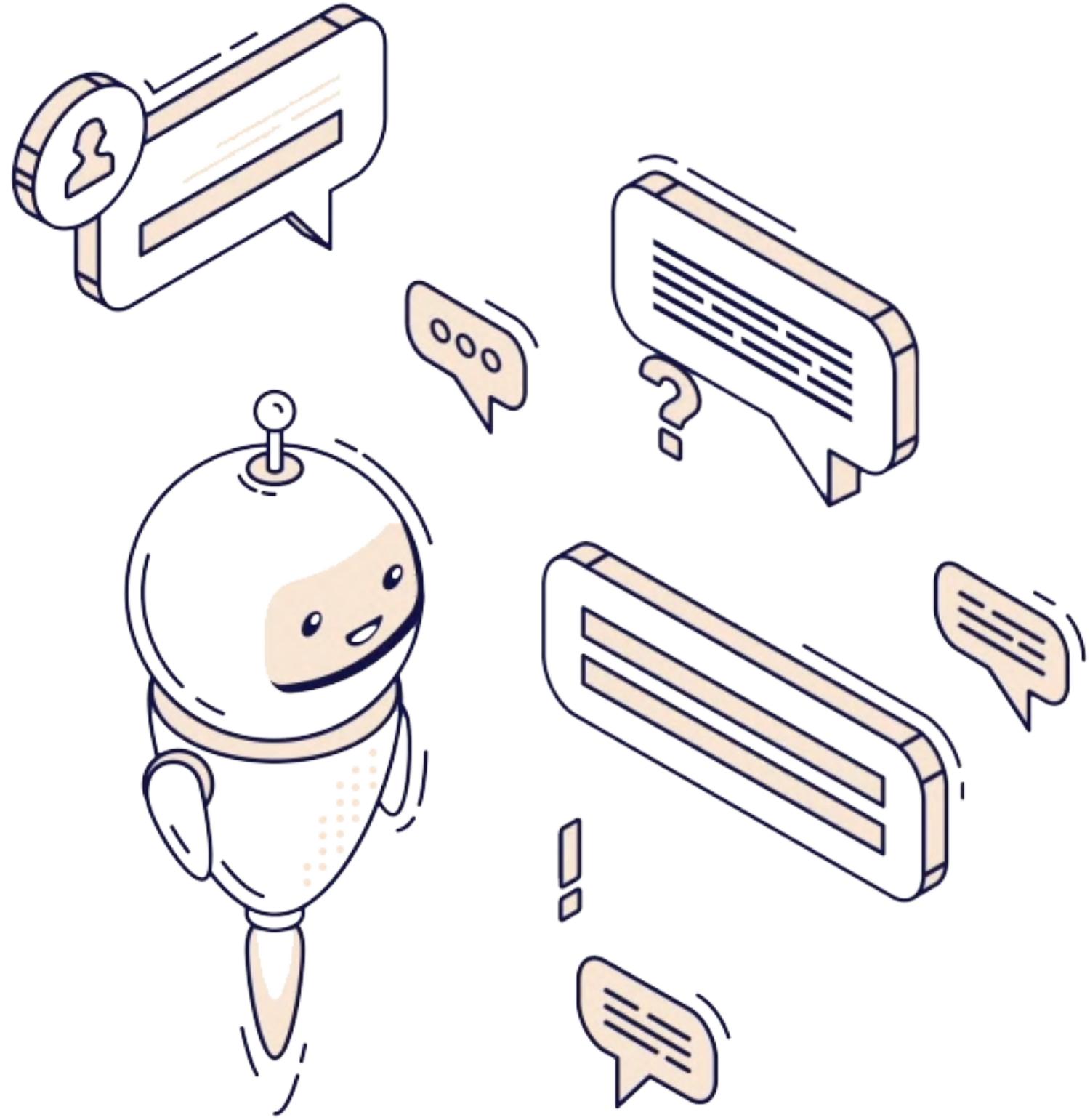


# CoRover

Human Centric  
Conversational AI Platform

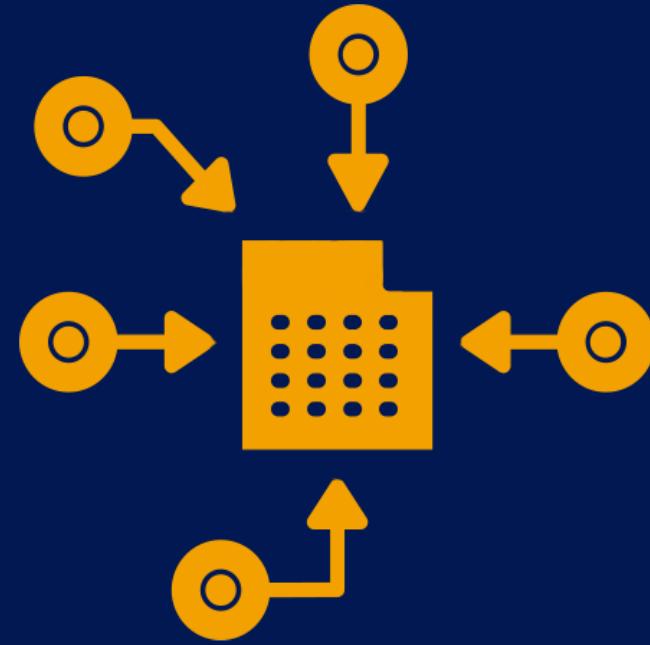


# COROVER'S MISSION

## **LEAD THE FUTURE OF ENTERPRISES**

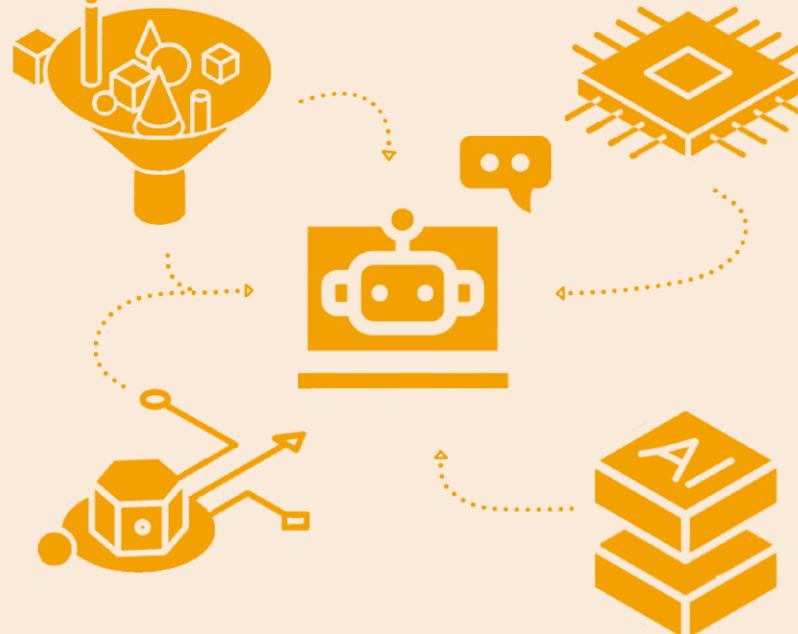


### Phase 1



Achieve **steadily increasing data supply**

### Phase 2



Achieve **deep domain understanding** in top industries

### Phase 3



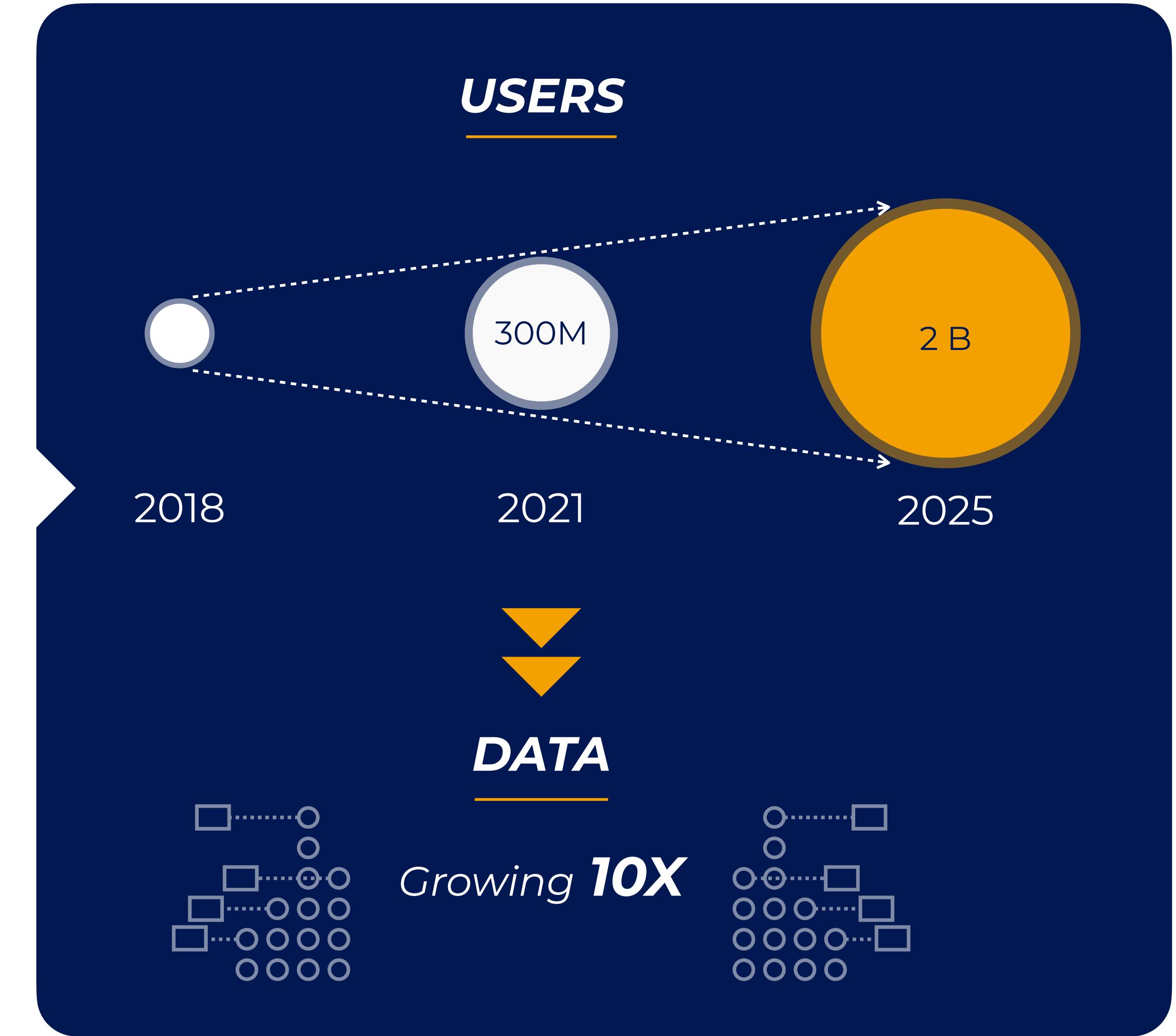
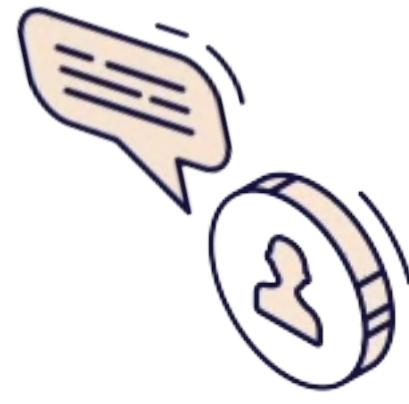
Provide premium **actionable AI driven insights** to these industries

### Phase 4



Create **Fully Automated Workforce**  
Lead the Future of Enterprises.

# POWERING THE DATA FLYWHEEL



# COMPANY OVERVIEW

## Current Traction

**400M+**

Users

**20M+**

MAUs

**100+**

Enterprises

**20B+**

Interactions

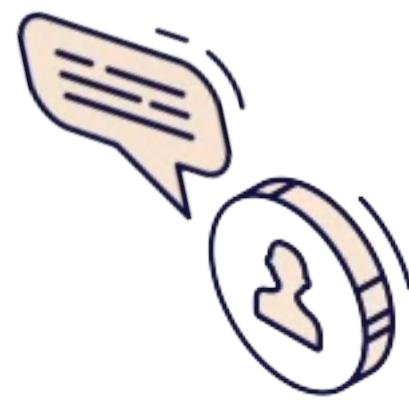
## Key Clients



## Key Partners



# VERSATILE TECH THAT GIVES MASSIVE REACH



**350M+ users**

## Multi-format

- VideoBot®
- VoiceBot
- ChatBot  
(Text, Click, Touch)

## Tech Edge

- Robust
- Secure
- Scalable

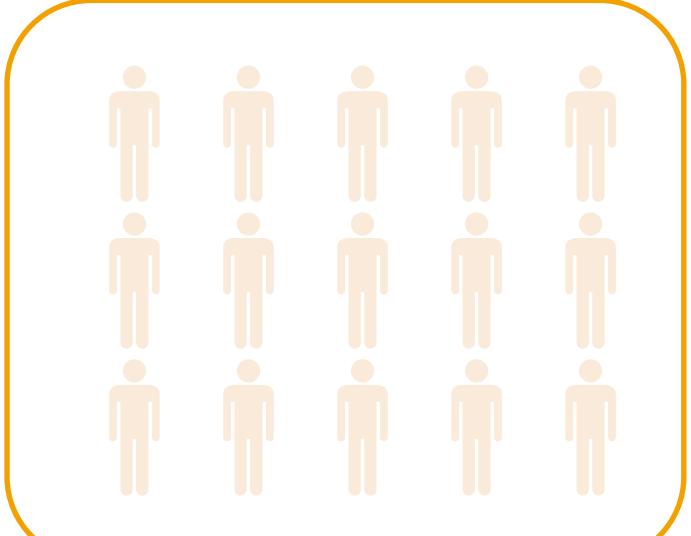
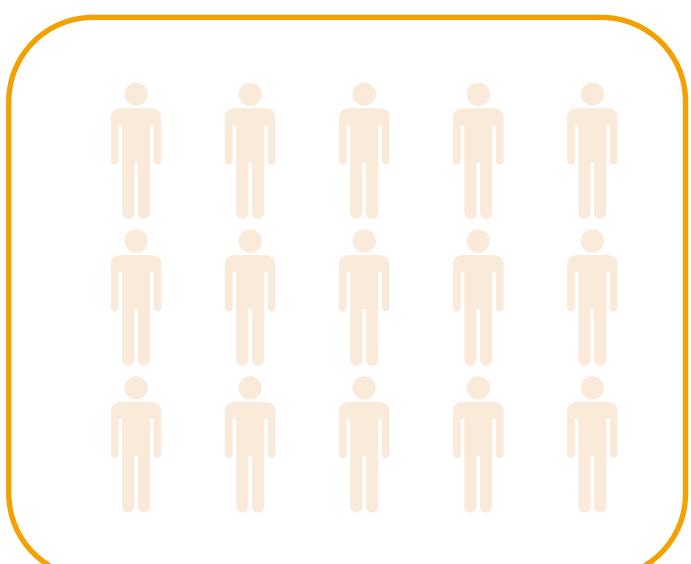
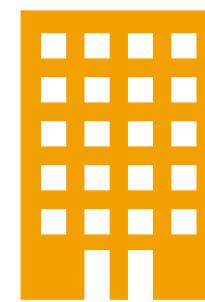
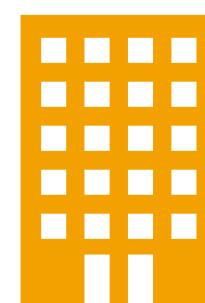
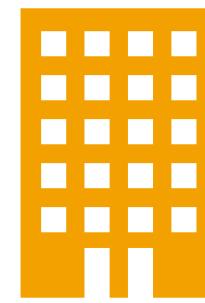
## Omni Channel

- Web/Phone app
- IVR
- Kiosk

& more

## Multi-lingual

- 100+** Foreign languages
- 12+** Indian languages

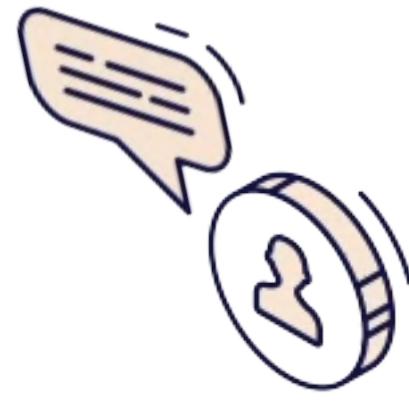




# OMNICHANNEL HUMAN-CENTRIC CONVERSATIONAL AI (SAAS, LICENSING)

Proprietary Tech	AI	ML	NLP	AR	VR	RPA	IOT	Award winning tech
Interfaces	Web	Mobile App	WhatsApp	Kiosk	SMS	Voice IVR	Telegram	MS Teams & more
Formats	Text	VoiceBot	VideoBot®	Click Based ChatBot				
USP	Multi-lingual (112 languages supported)	Omni- Channel	10X Quicker to deploy	Domain- agnostic	Quick integrations			
Services	Customer support	Human Resources	Sales & Marketing	Finance	Industrial Bots	& more		

# ADOPTION ACROSS KEY INDUSTRIES AND HORIZONTALS



For Various Industry Verticals



Mobility



BFSI



Retail



Utilities

& more...

Across 3 Horizontals

X



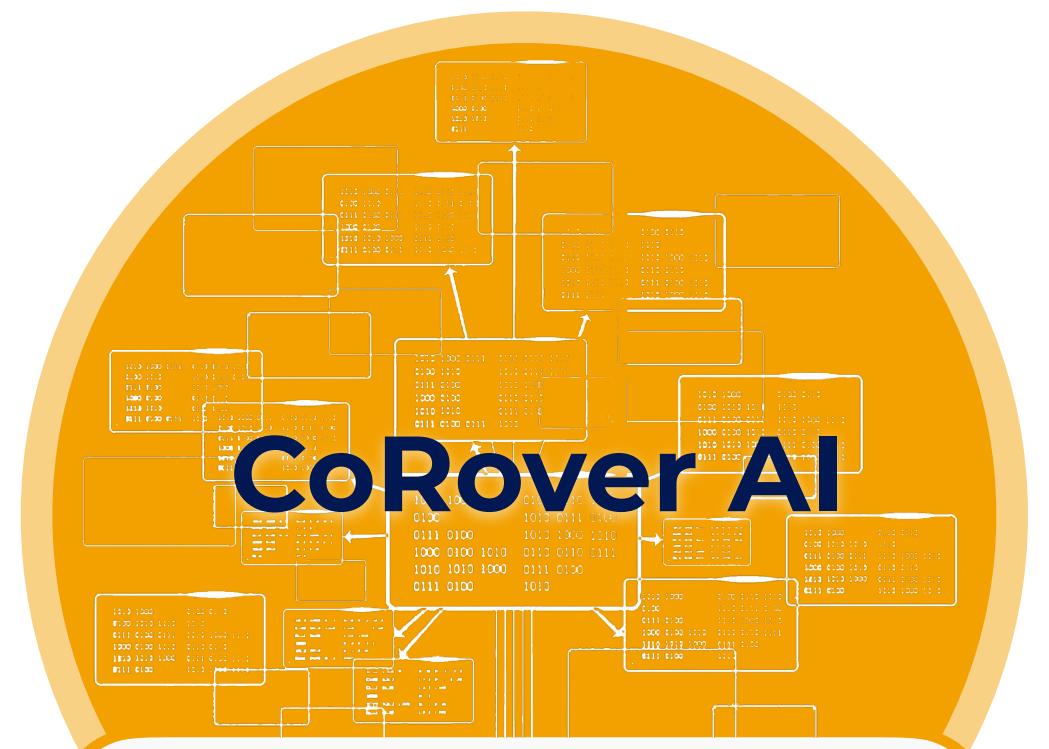
Sales



Engagement



Support

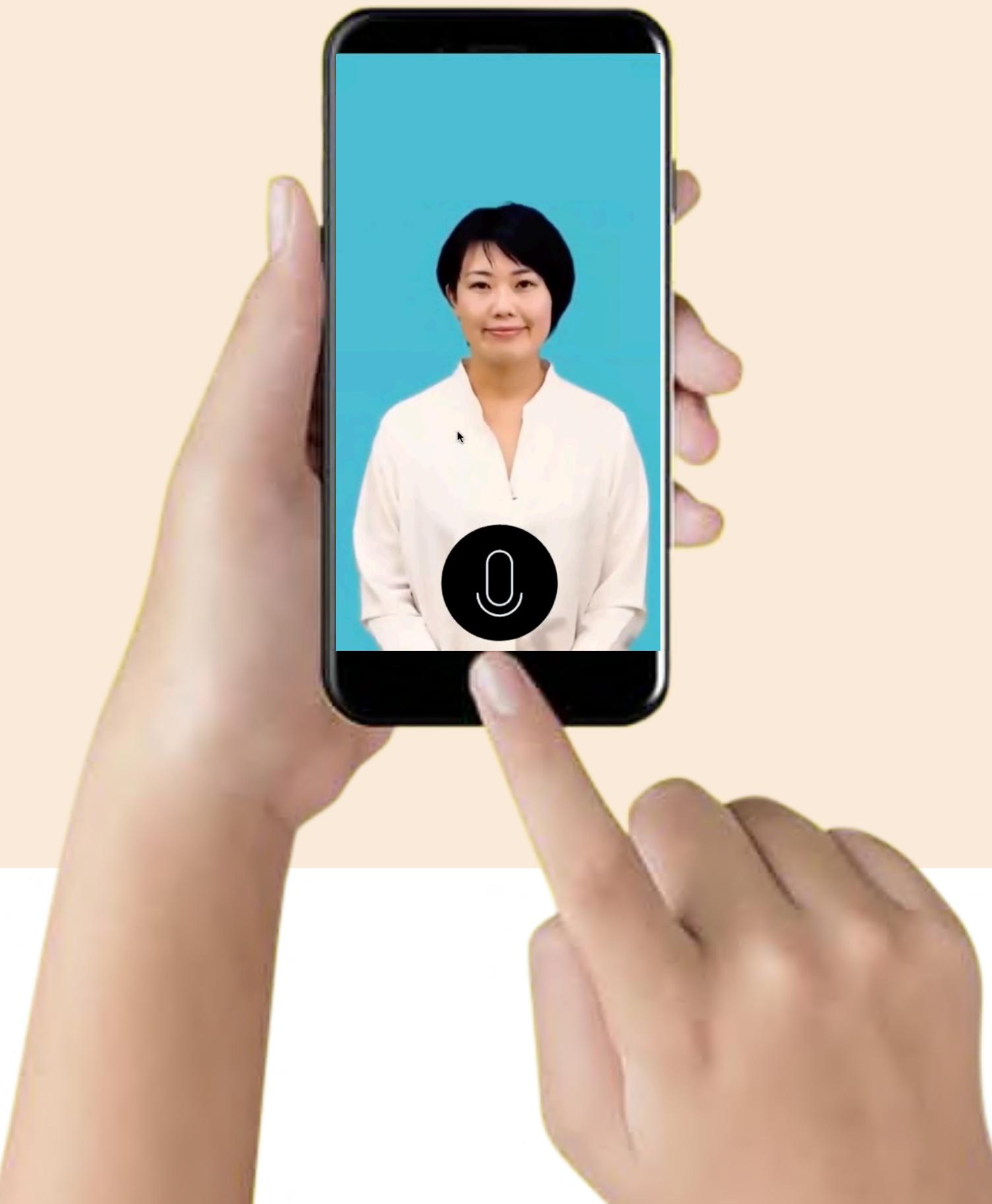


Decision Tree  
Training

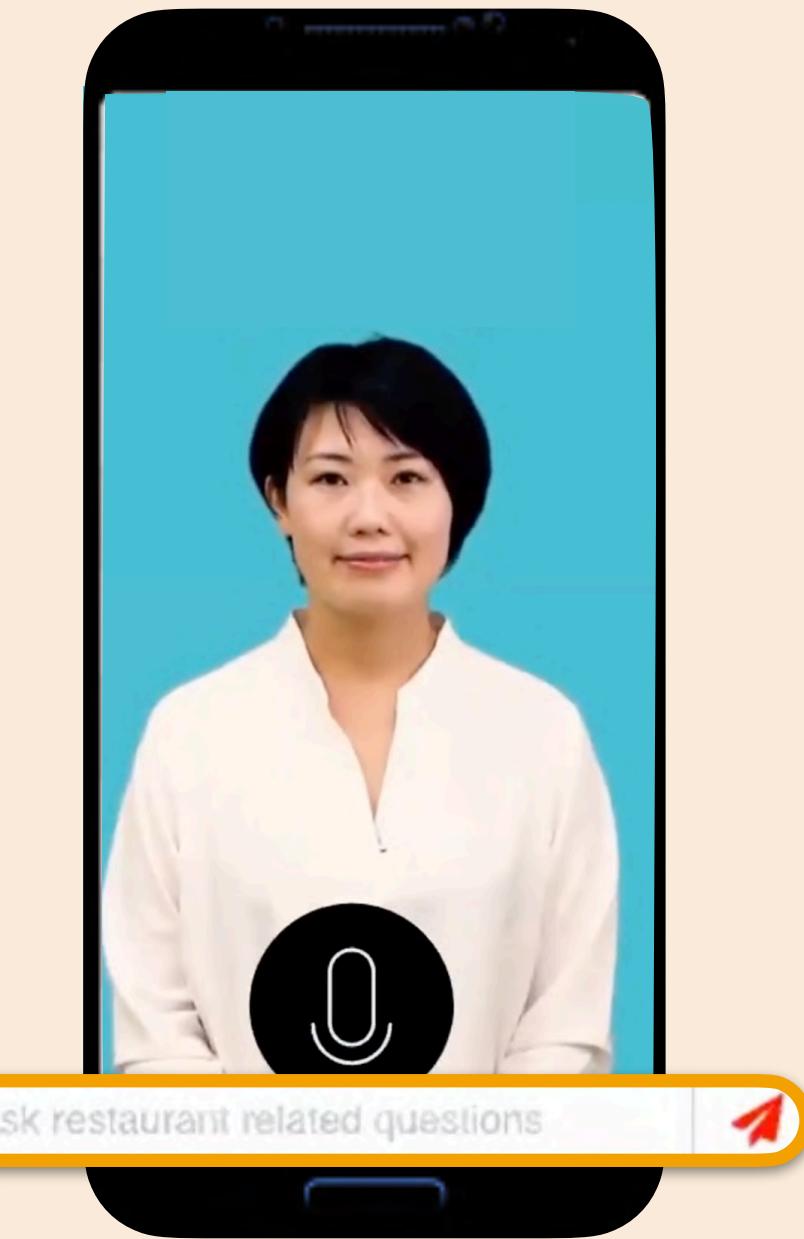
# WORLD'S FIRST AI BASED VIDEO BOT



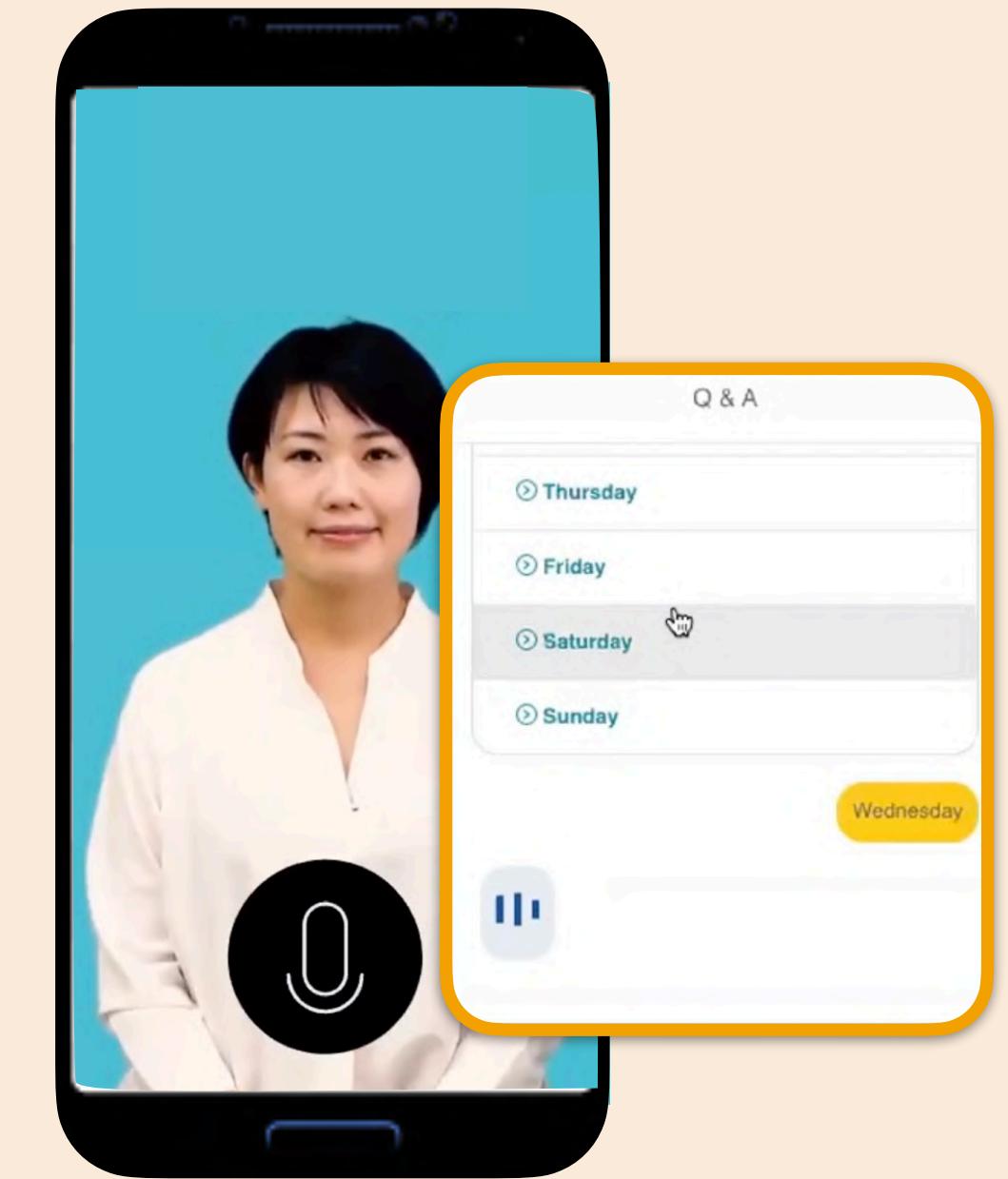
Choose video option to interact



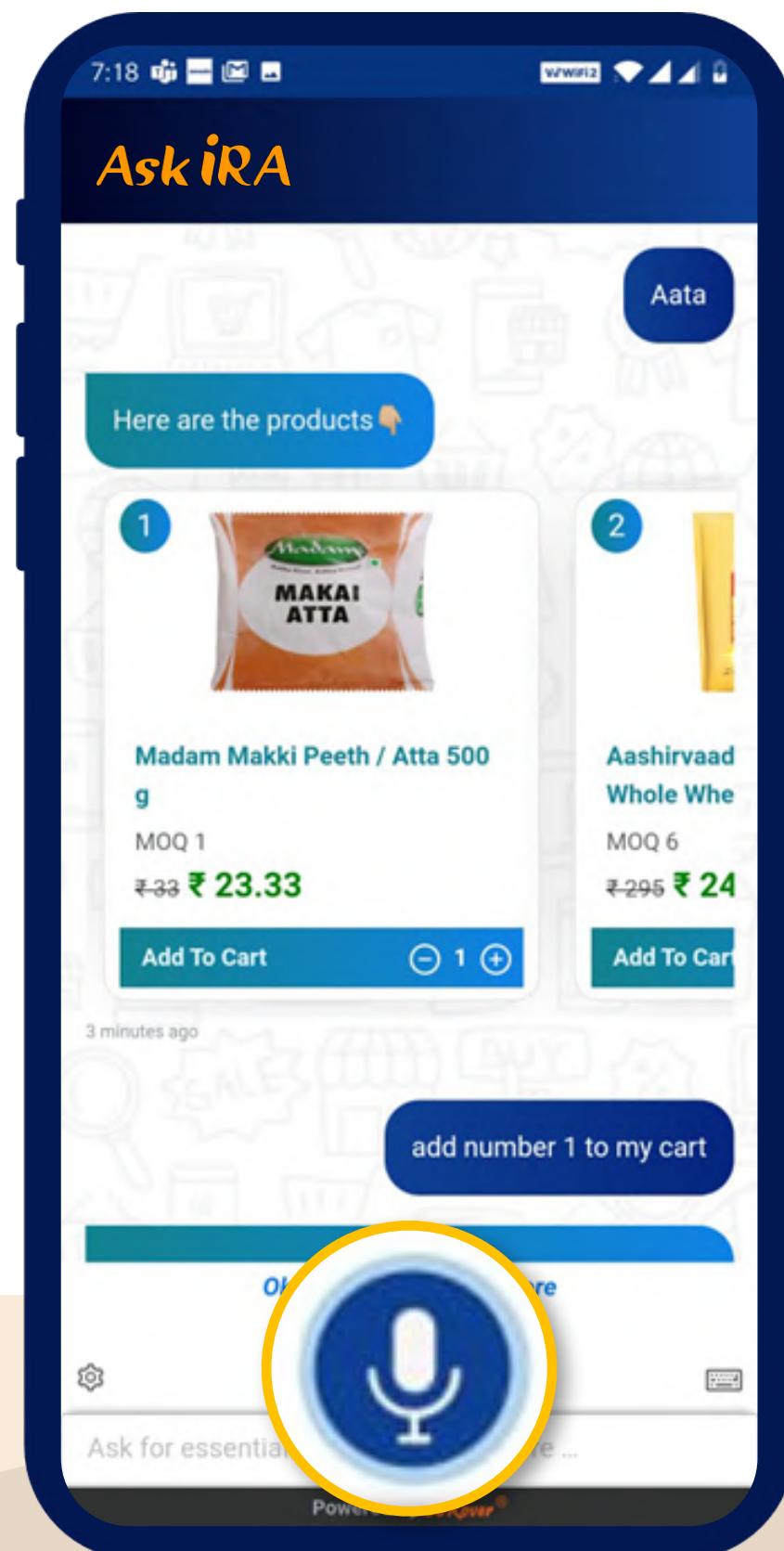
Share your query with your human video bot



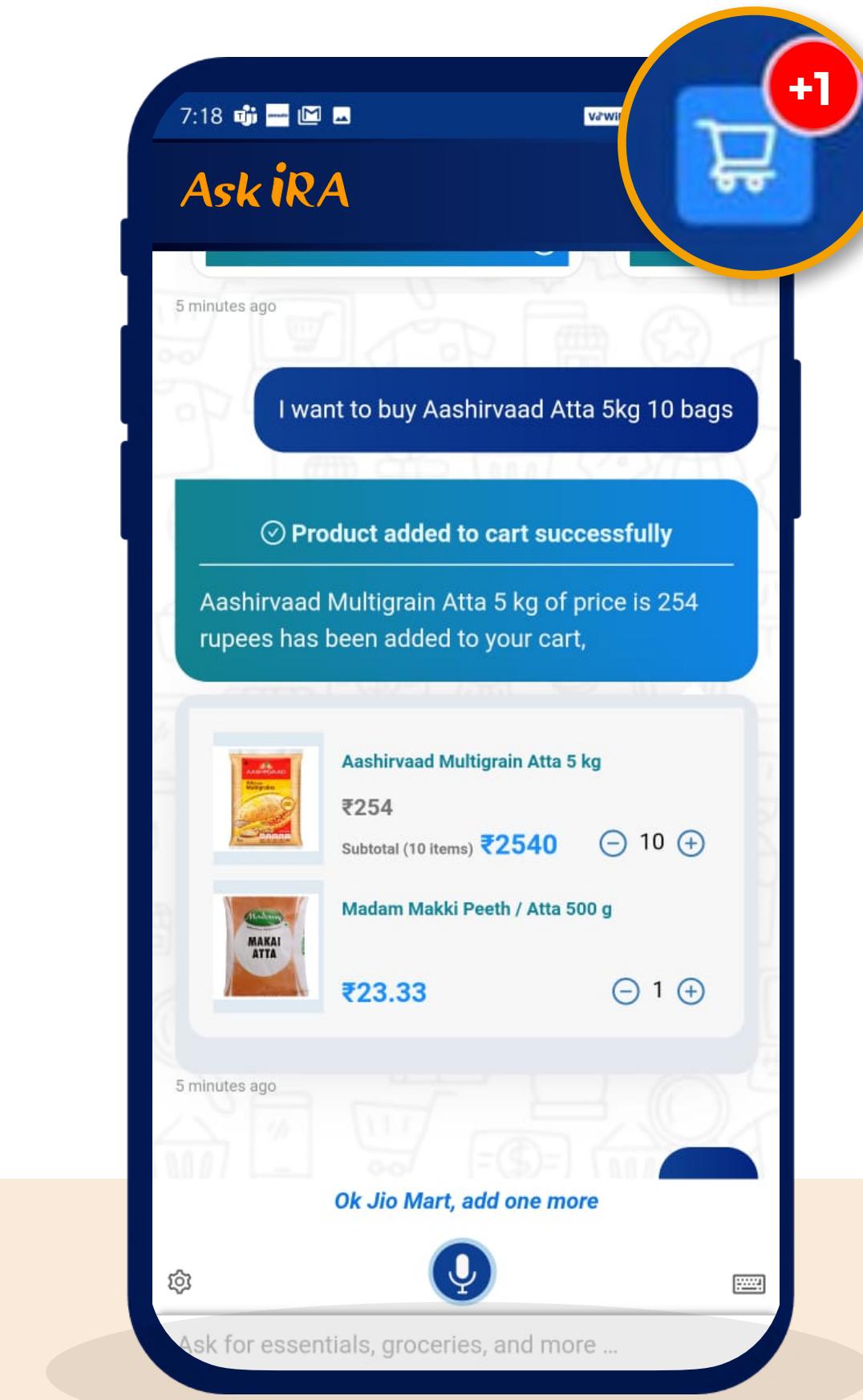
Get real time accurate answers



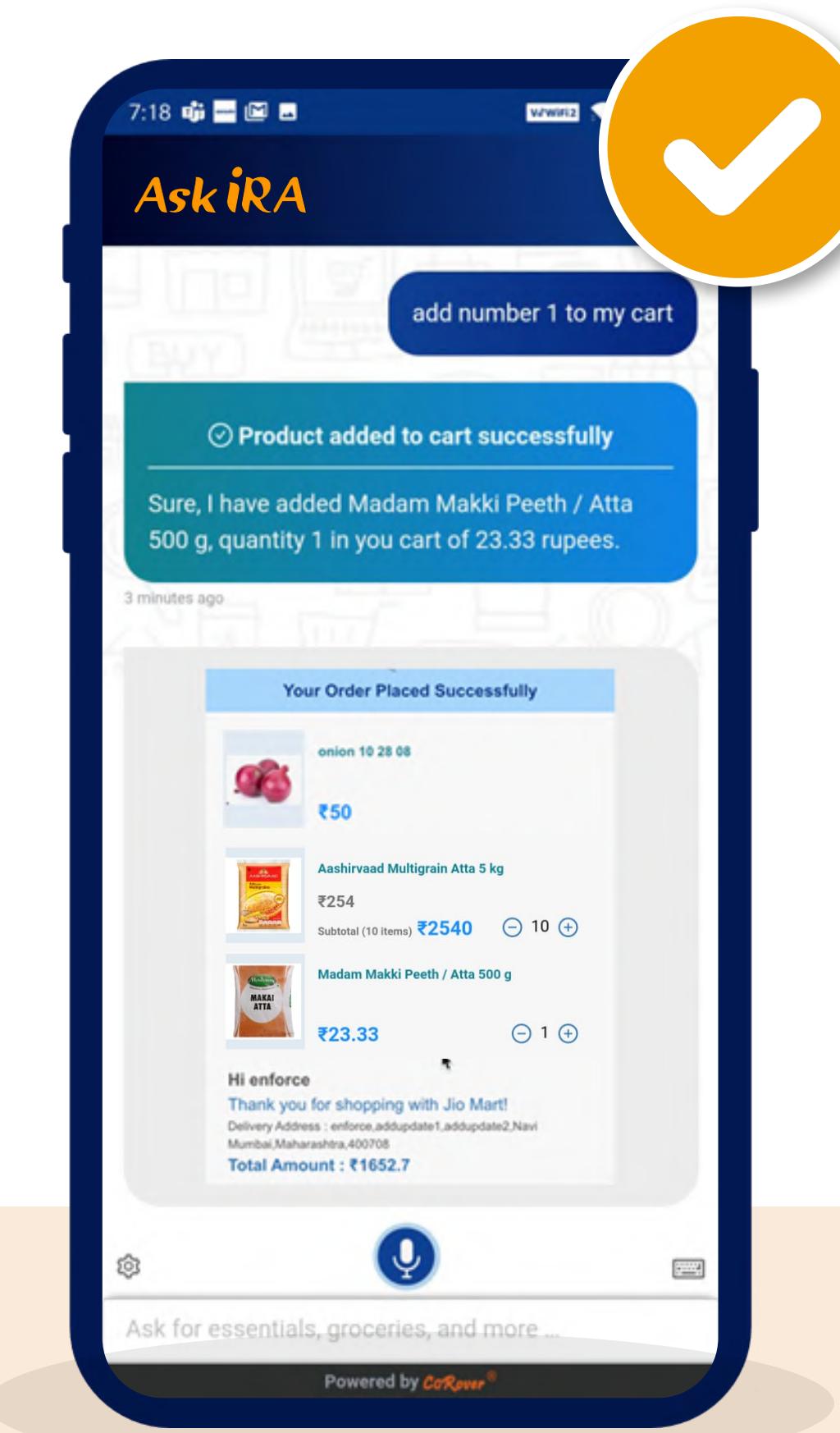
# VOICE COMMERCE: VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT



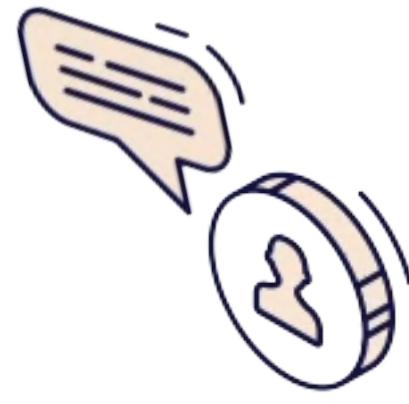
User speaks in the languages of the user's choice to place the order



Voice based shopping assistant adds desired product to cart



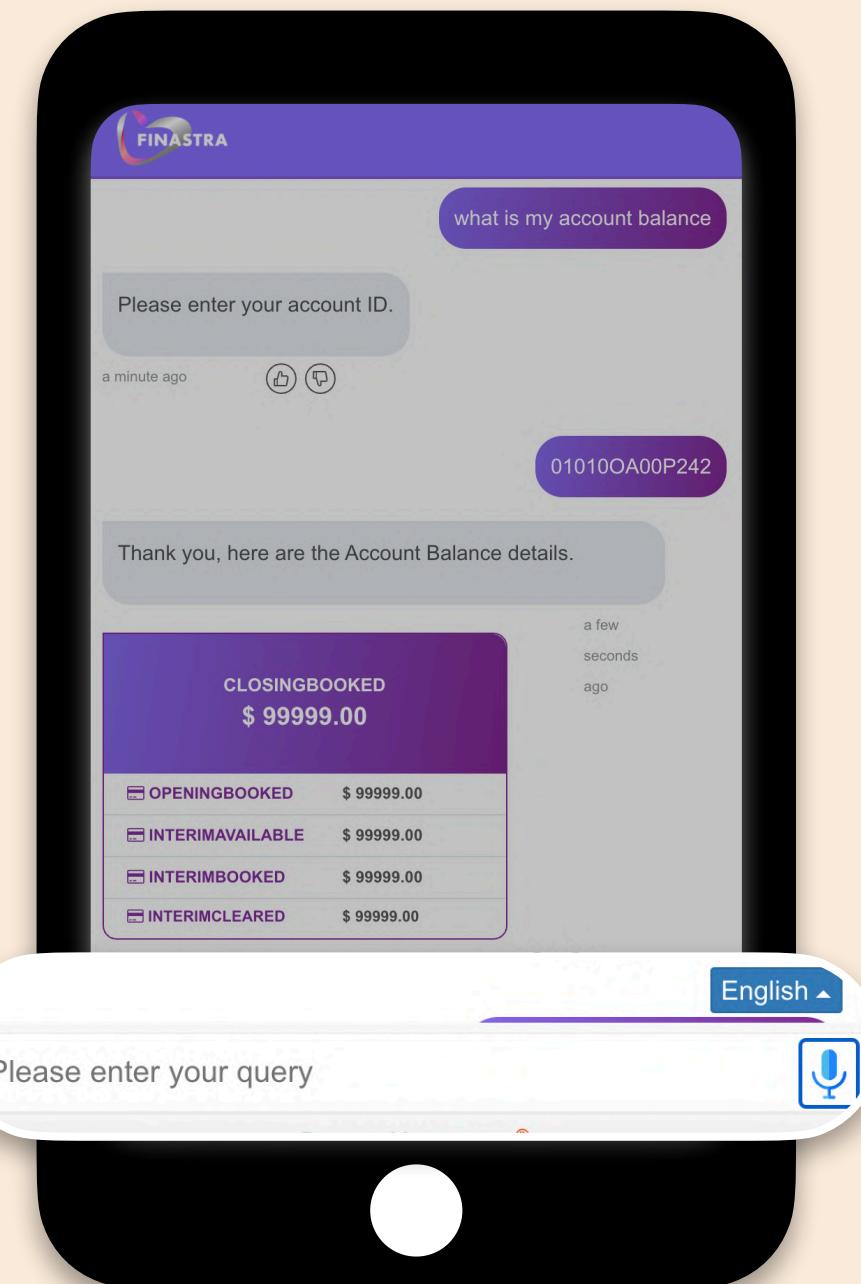
Order is placed successfully



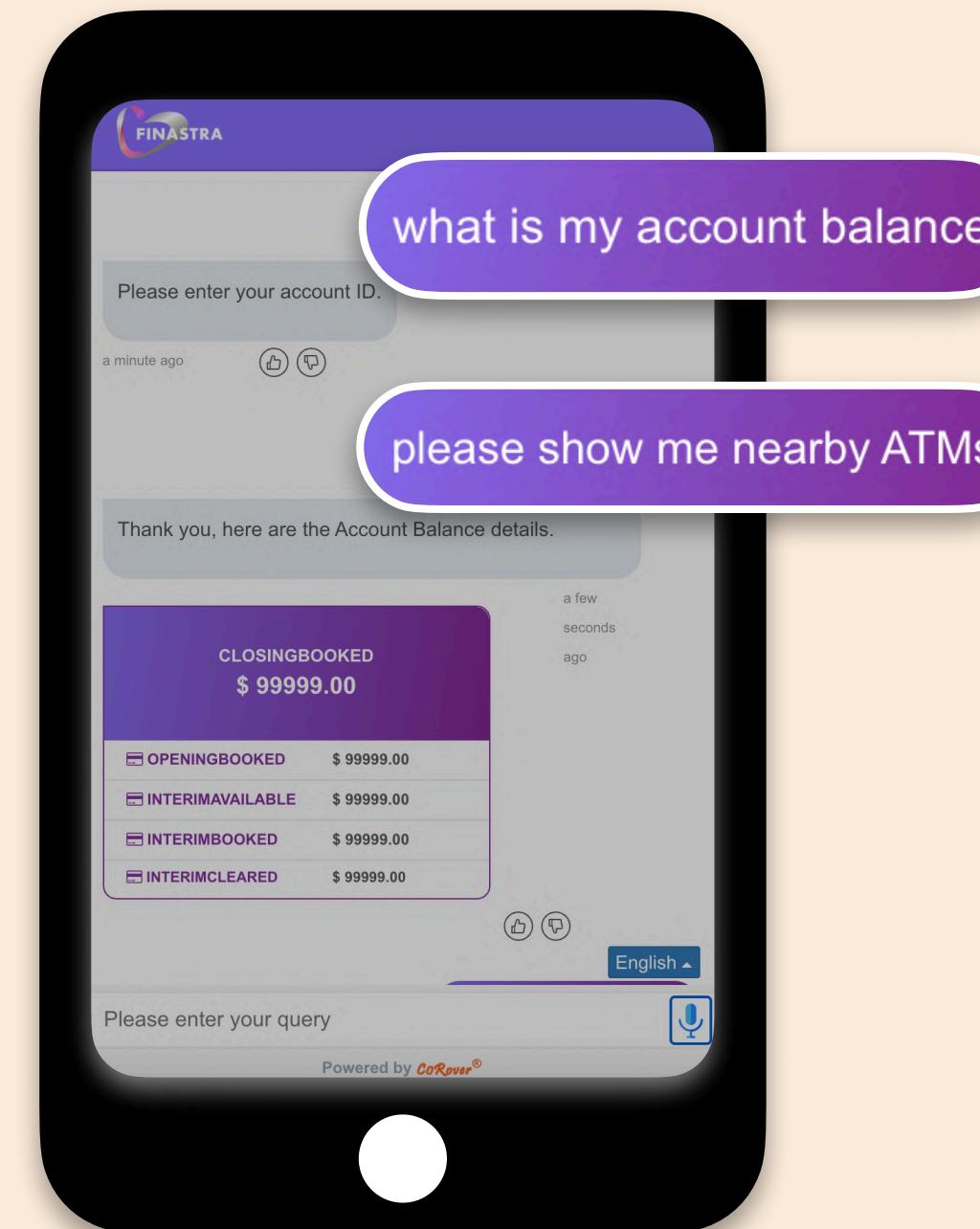
# HUMAN CENTRIC CONVERSATIONAL CHAT BOT



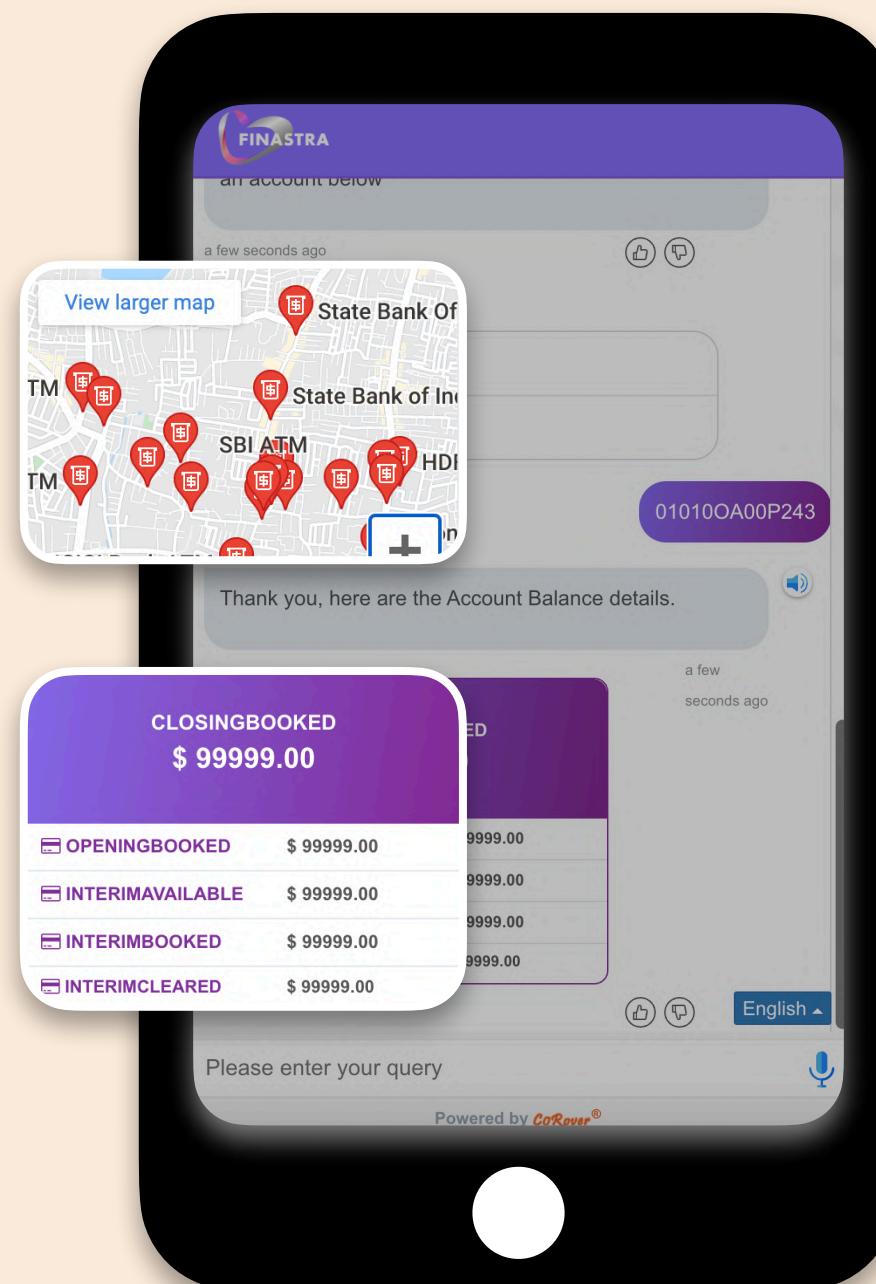
**Choose the language,  
format, channel**



**Do any banking transactions -  
check acc balance, transfer  
funds & more**

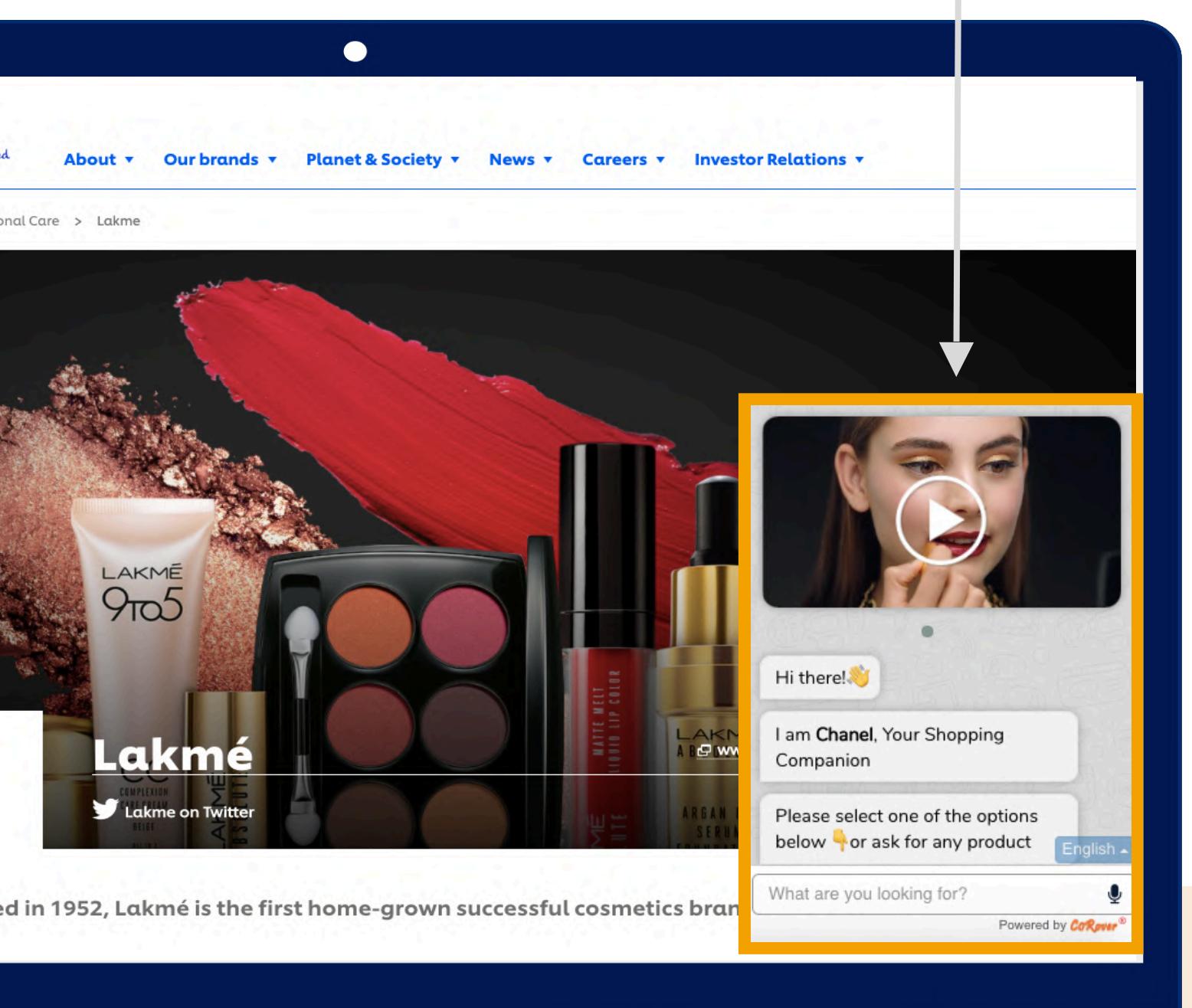


**Get instant replies for all  
your banking queries**



# AI VIRTUAL ASSISTANT FOR B2C, B2B AND D2C

## Easy Product Discovery & Customer Support Automation



## Customer Acquisition

Connect with consumers virtually and increase conversion



## Personalized Experience

Delight customers with Enhanced User Experience



## Customer Retention

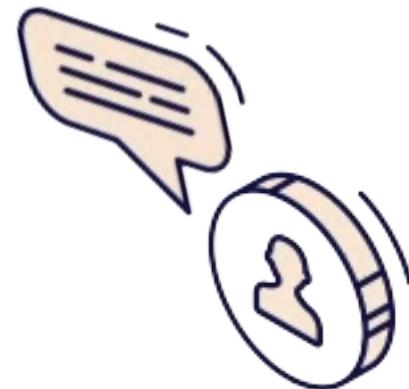
Connect with consumers in real time and improve company credibility



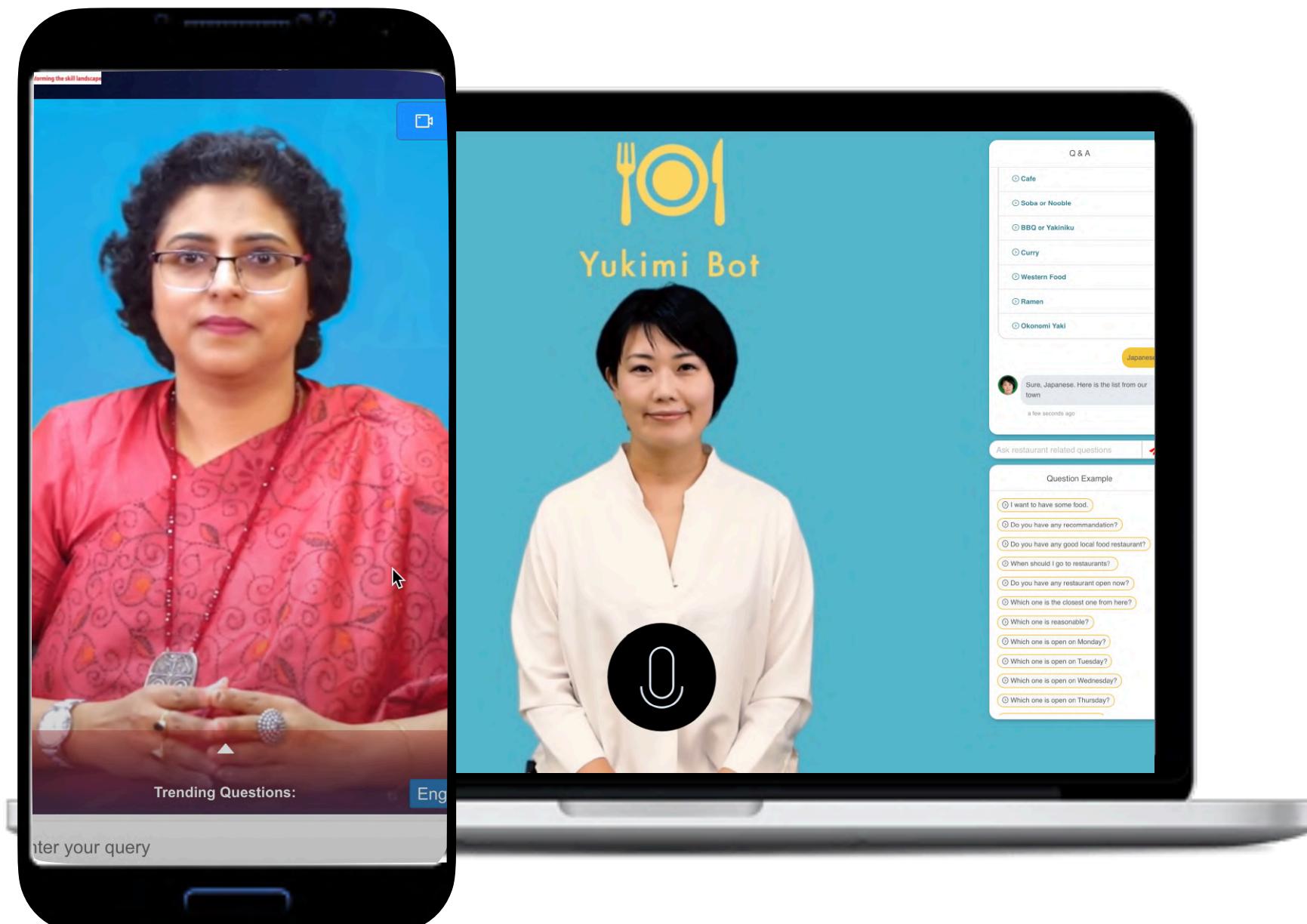
## Cross-Sell & Up-Sell

Increase revenue by providing a seamless experience

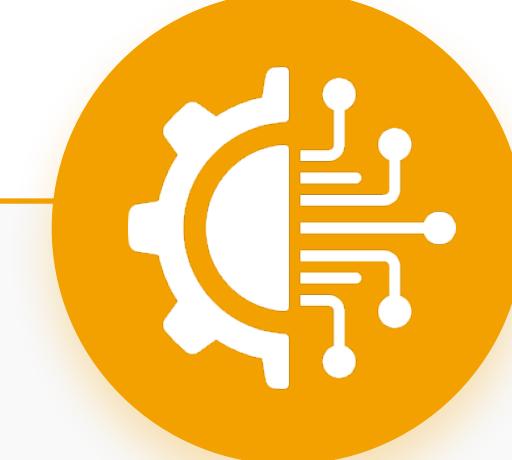
# SELF-ONBOARDING PLATFORM FOR ORGANISATIONS



## **Humanised Virtual Assistant**



Better top line **via**  
**lead gen and**  
**engagement**



Improve bottom line  
**via customer support**  
**automation**



Enhanced user  
experience **via human**  
**centric virtual**  
**assistant**



Operational  
efficiency **via 24X7**  
**virtual assistant**

# HUMANISING AND MAKING IT INCLUSIVE



Enabling users talk to systems the way they talk to an expert!

*Human-Centric  
Virtual Assistant*



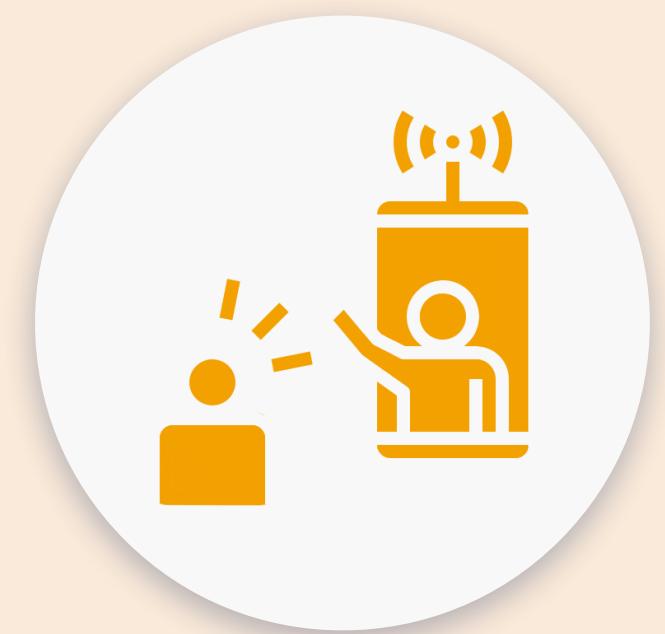
Talks to user in the  
**language and format  
of user's choice**

*Quick & Authentic  
Info*

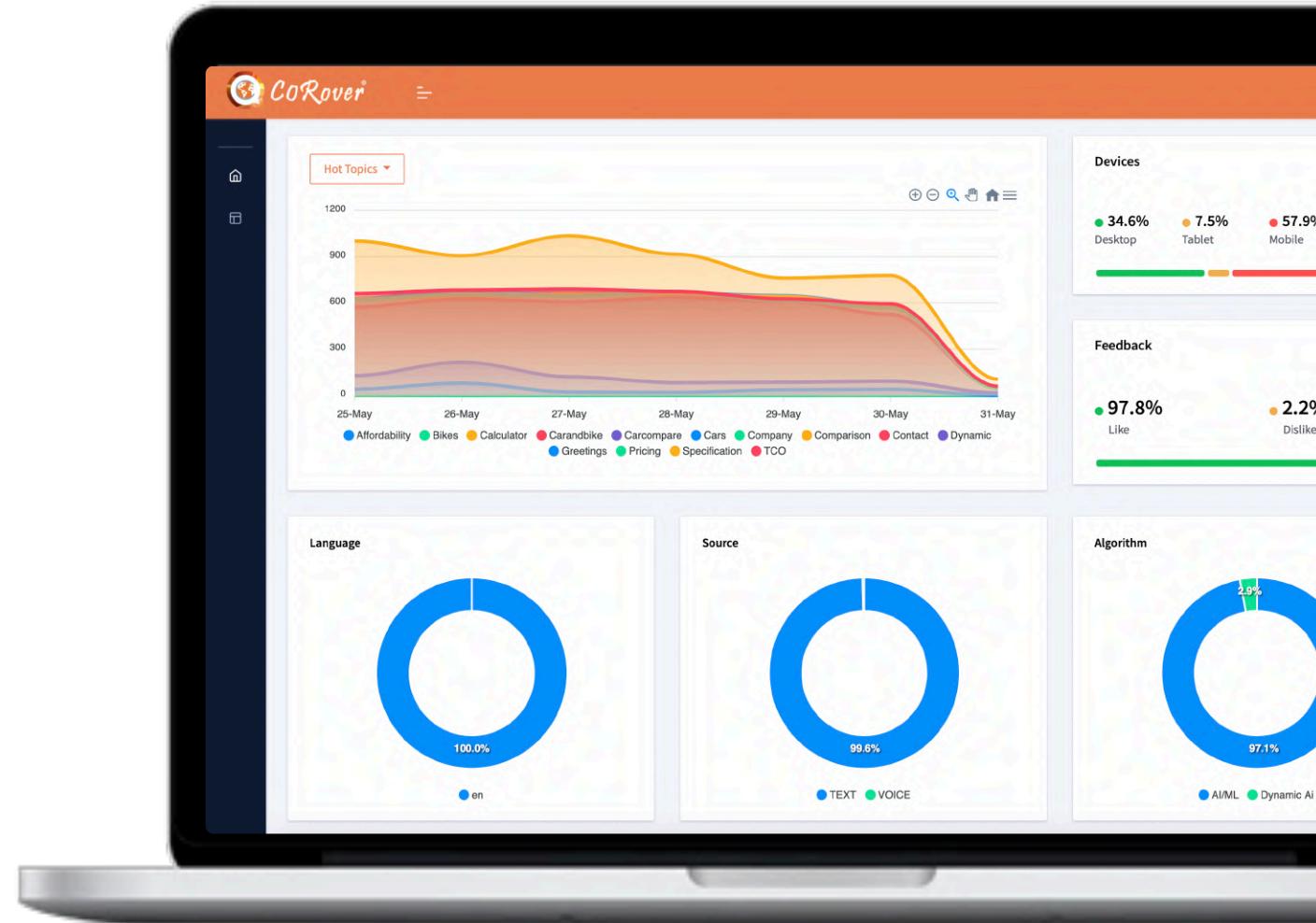


**Quick & authentic  
information** without being  
on hold or in a queue.

*Omni-Channel  
Conversational AI Bot*



**Interact from the channel  
of user's choice** (we will go  
where the user is)

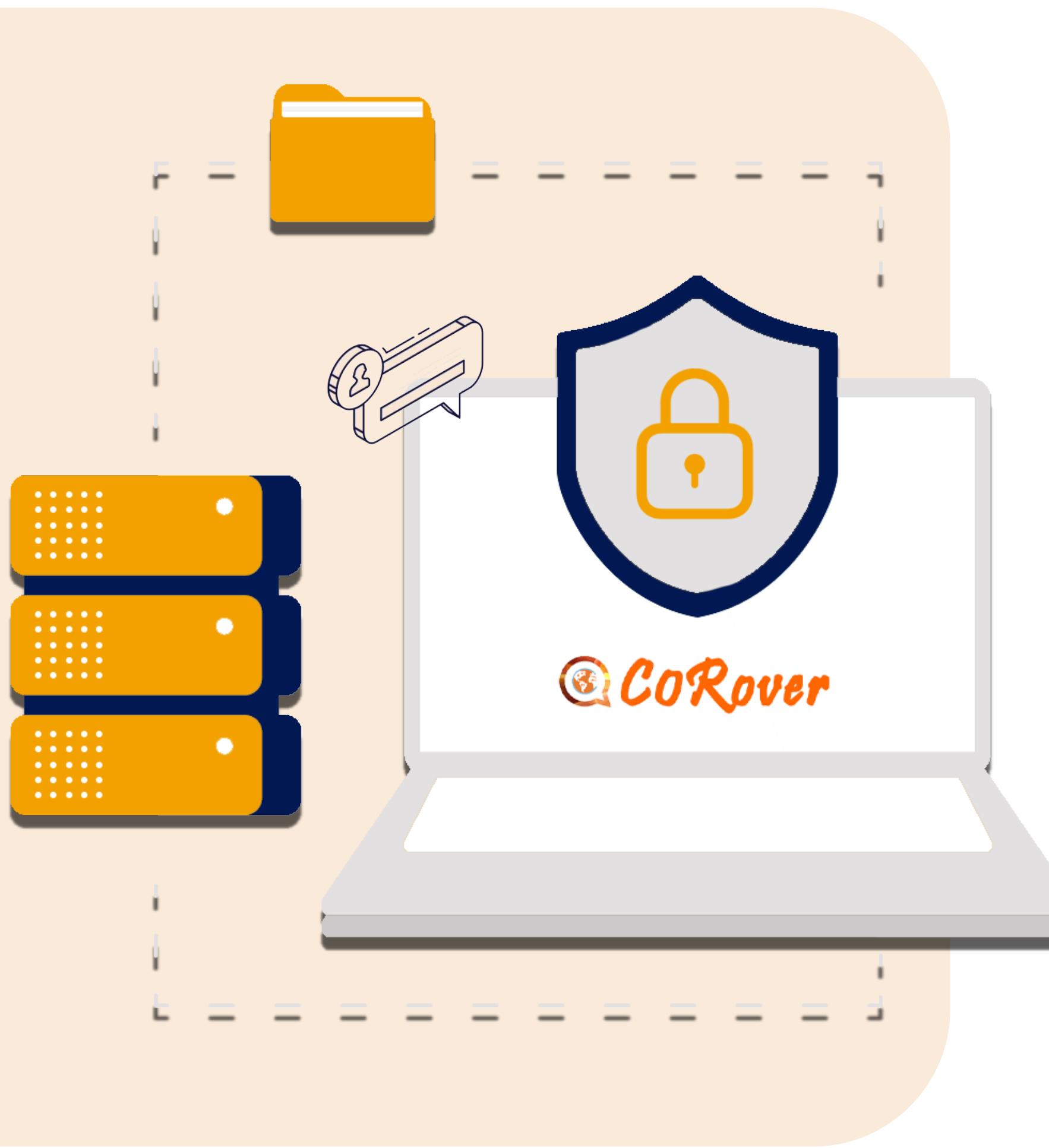


✓ Customer  
Sentimental Analysis

✓ Confidence  
Score

✓ Real Time  
Feedback

# INFORMATION SECURED WITH MULTIPLE LAYERS OF SECURITY



- ISO 27001:2013 Certified (Information Security Management System)
- ISO 9001:2015 Certified (Process )
- Third party Security Test & **Certification from CERT-In empanelled company**
- **GDPR Compliant**
- PII data like name, email, phone (if any) are all **stored with encryption**
- Multiple layers of security-hosted in VPC, SSL encrypted and protected by DDOS attack shield
- Enabled with health checks and load balanced which makes the application accessible all times
- Disaster Recovery supported

# CASE STUDY - 'ASK PAI' BY NPCI

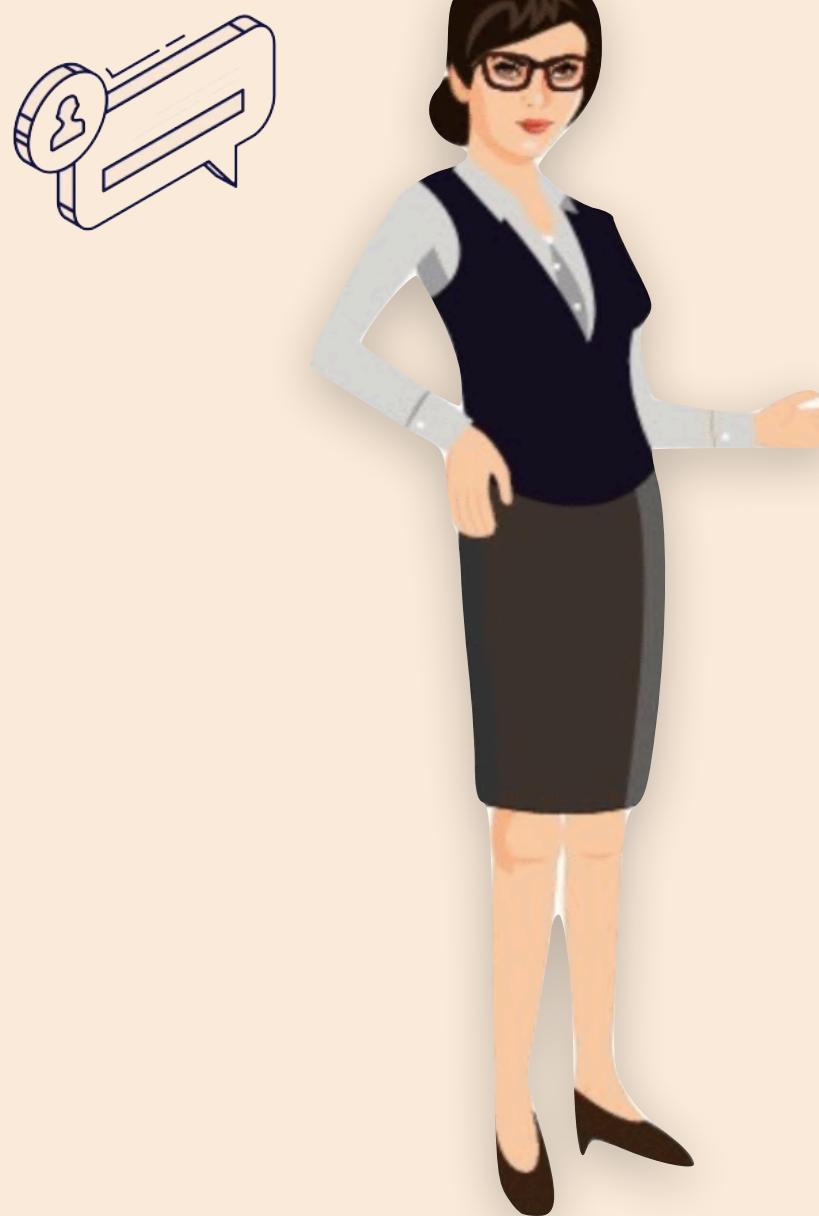
(BANKING/FINANCE)



Powered by CoRover



**ASK PAI**



SOLUTION

**Chatbot as a Service (CaaS)® based on AI and ML**

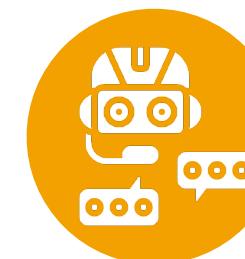
SERVICES



Customer  
Queries



Conversational  
Chatbot



Voice  
Support



Vernacular  
Support

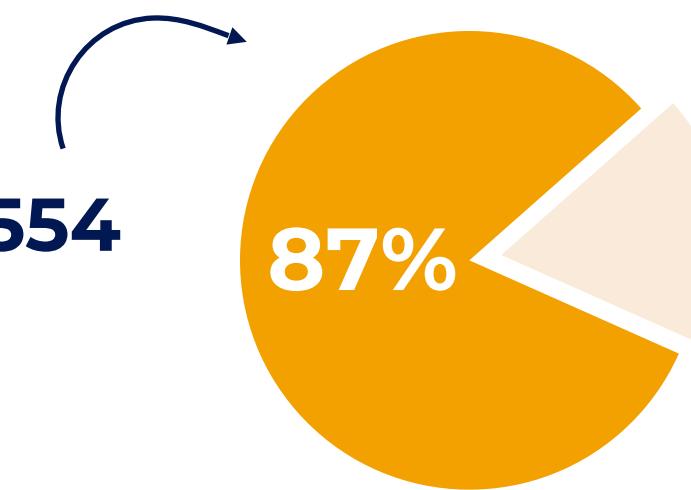
OUTCOME

**5.4L** Users

**87%** Excellent  
Feedback

**0.5 sec** Time Taken  
to respond

Total Answered Queries: **10,89,554**  
Total Asked Queries: 9,57,672



**IN A YEAR**

**INTEGRATED WITH**   
**70+ BANKS/NBFCS ONBOARD**

# CASE STUDY - 'ASK DISHA' BY IRCTC

(TRAVEL)



Powered by CoRover



Asia's leadership Award  
For "Innovation using  
Technology, 2019

## SOLUTION

**Chatbot Solution :** Digital Interaction to seek help 24X7 based on AI, ML, NLP

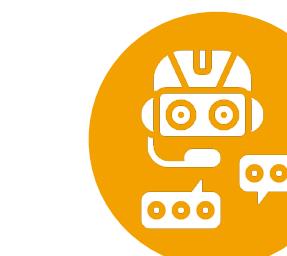
## SERVICES



Customer Queries



Conversational Chatbot



Voice Support



Vernacular Support

## OUTCOME

**150K** Daily passenger queries

**90%** Accuracy

**85%** Positive Feedback Of IRCTC's customers

**70%** Reduction in Queries Over Other Channels

**81.9%** Increase in CSAT (due to 0 wait time)

# CASE STUDY - 'ASK MAITRI' BY IGL

(ENERGY/UTILITY)



Powered by CoRover



## Ask Maitri

### SOLUTION

**Chatbot as a Service (CaaS)** based on AI and ML

Available on Website, Mobile Web, IGL Connect App

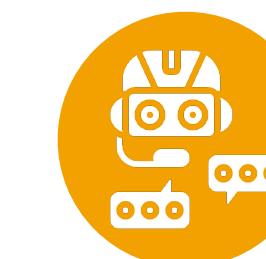
### SERVICES



Customer  
Queries



Conversational  
Chatbot



Voice  
Support



Vernacular  
Support

### OUTCOME

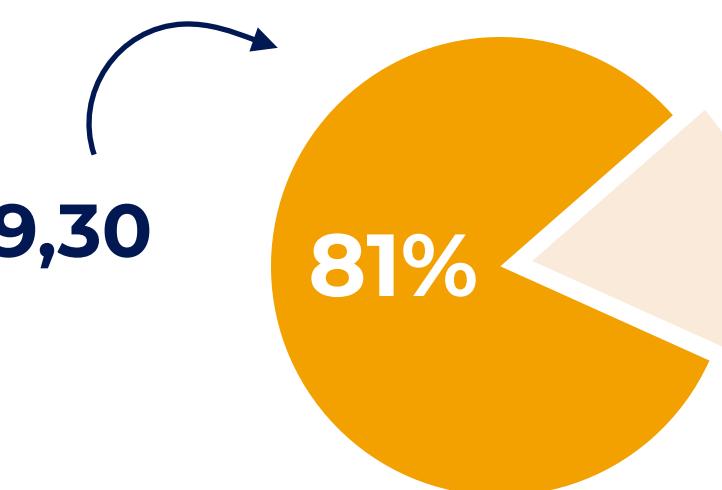
**8.4L** Users

**80%** Happy  
Customers

**81.9%** Excellent  
Feedback

Total Answered Queries: **14,599,30**

Total Asked Queries: 16,295,80



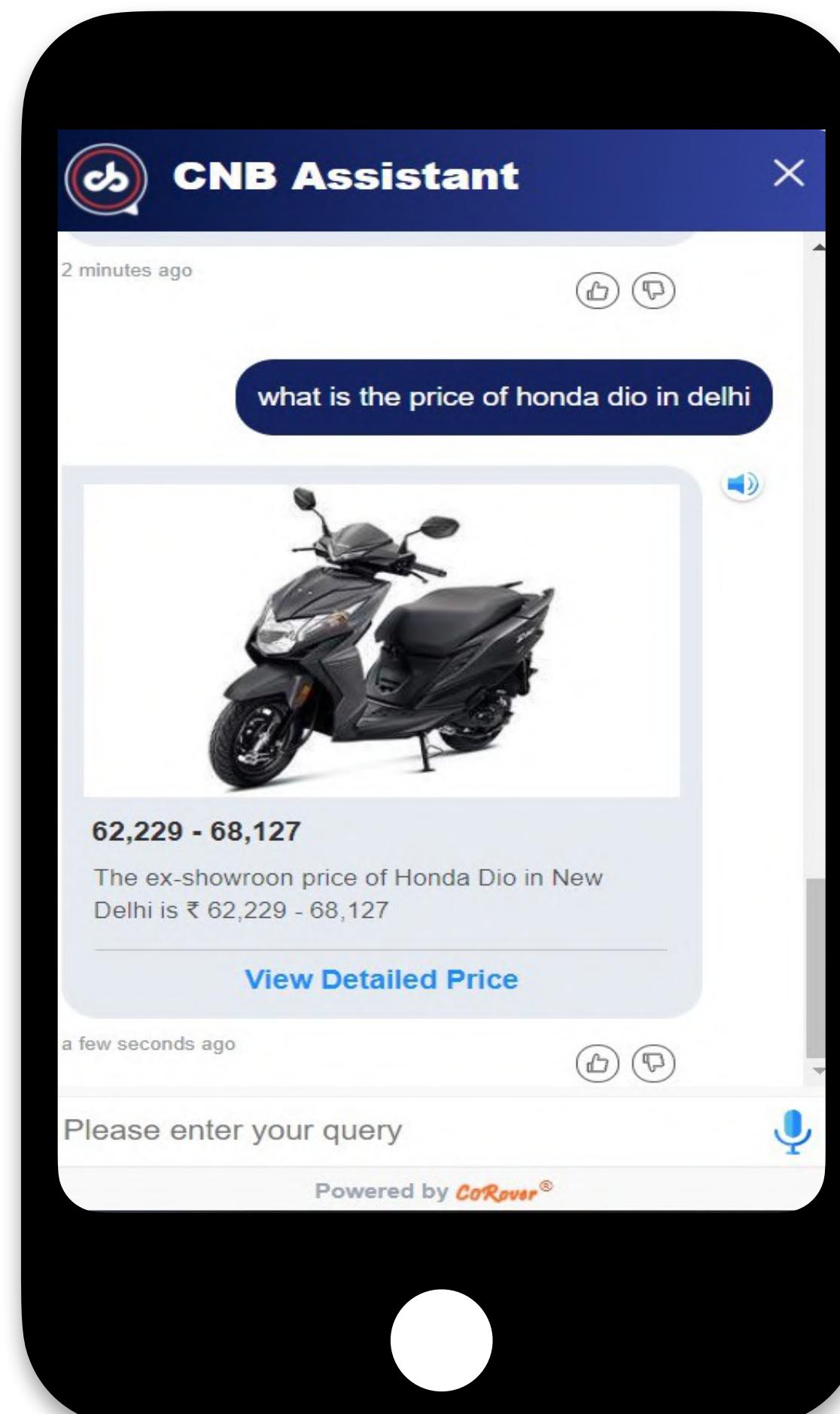
**IN A YEAR**

**INTEGRATED WITH**



# CASE STUDY - CNB ASSISTANT BY MAHINDRA CARANDBIKE

(AUTOMOTIVE)



## SOLUTION

**Chatbot as a Service (CaaS) based on AI and ML**

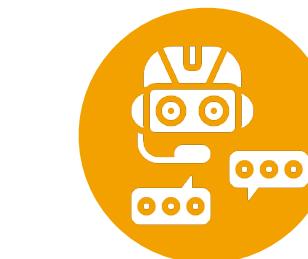
## SERVICES



Customer  
Queries



Conversational  
Chatbot



Voice  
Support



Vernacular  
Support

## OUTCOME

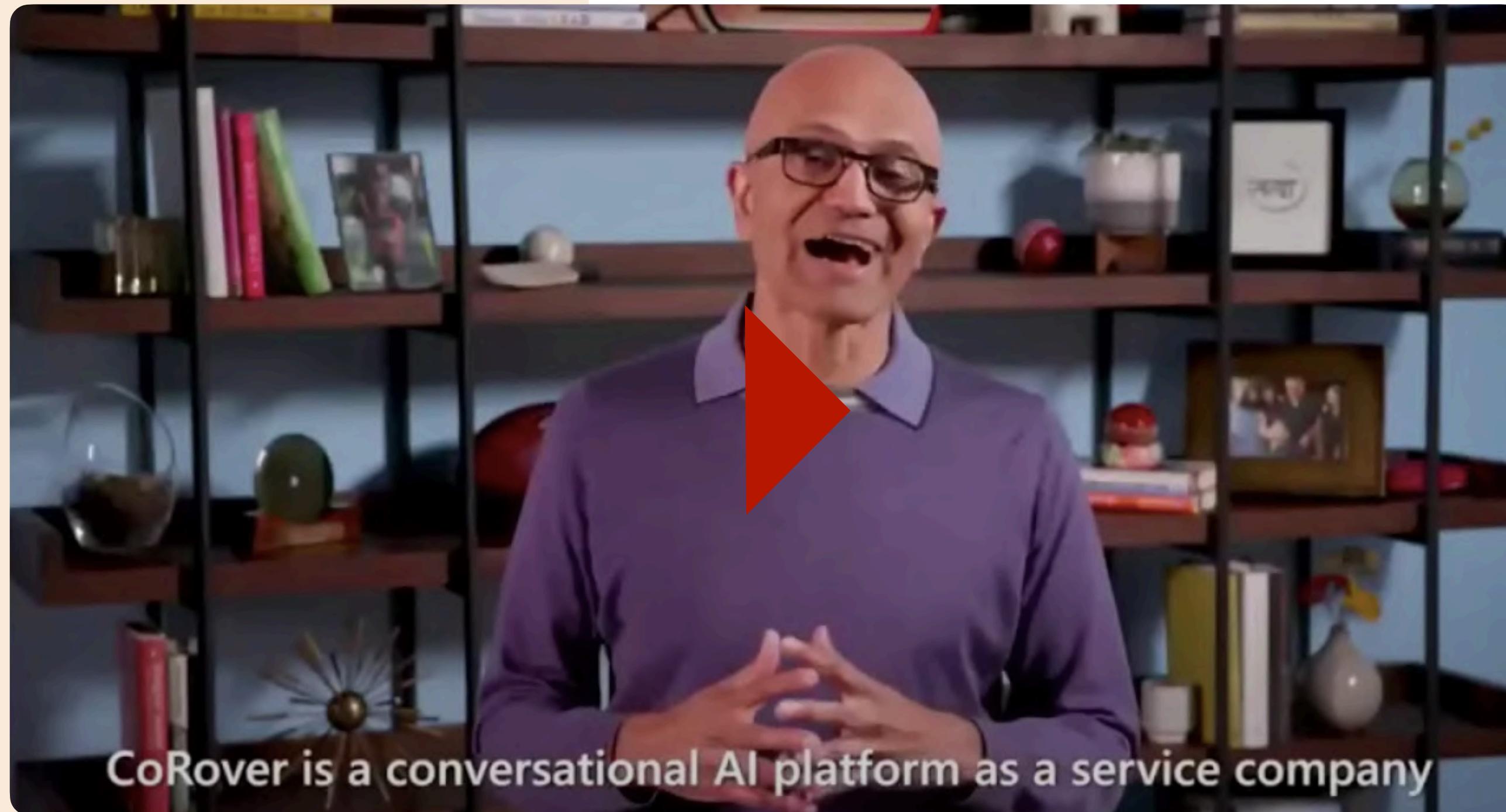
**97.3%** Excellent  
Feedback

**99.8%** Accuracy

Total Answered Queries: **4,32,000**

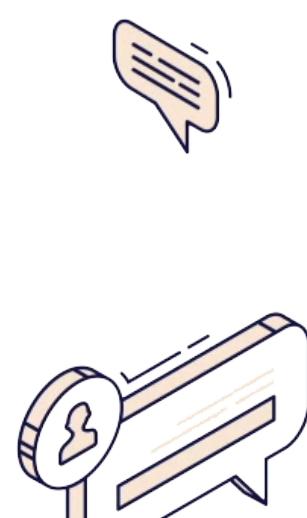
More Than **100K** Queries in a Month

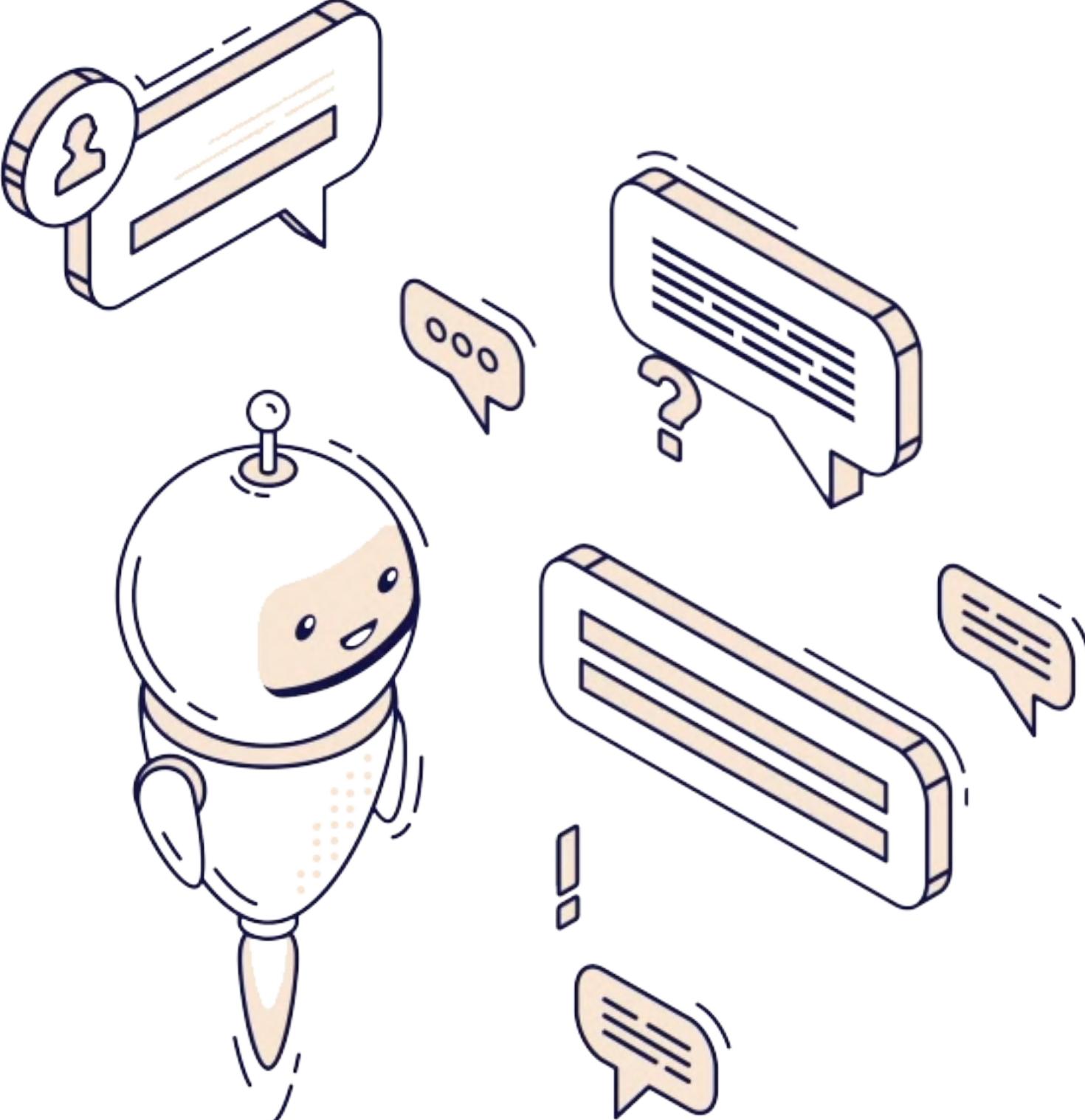
# **HERE'S WHAT SATYA NADELLA HAS TO SAY ABOUT US**



“CoRover is a Conversational AI Platform company that's already at scale, with over 235 million plus users”

**Satya Nadella**  
CEO, Microsoft India





## **LET'S GET STARTED ON MAKING YOUR TECH MORE HUMANE**

**Ankush Sabharwal**

[ankush.sabharwal@corover.mobi](mailto:ankush.sabharwal@corover.mobi)

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