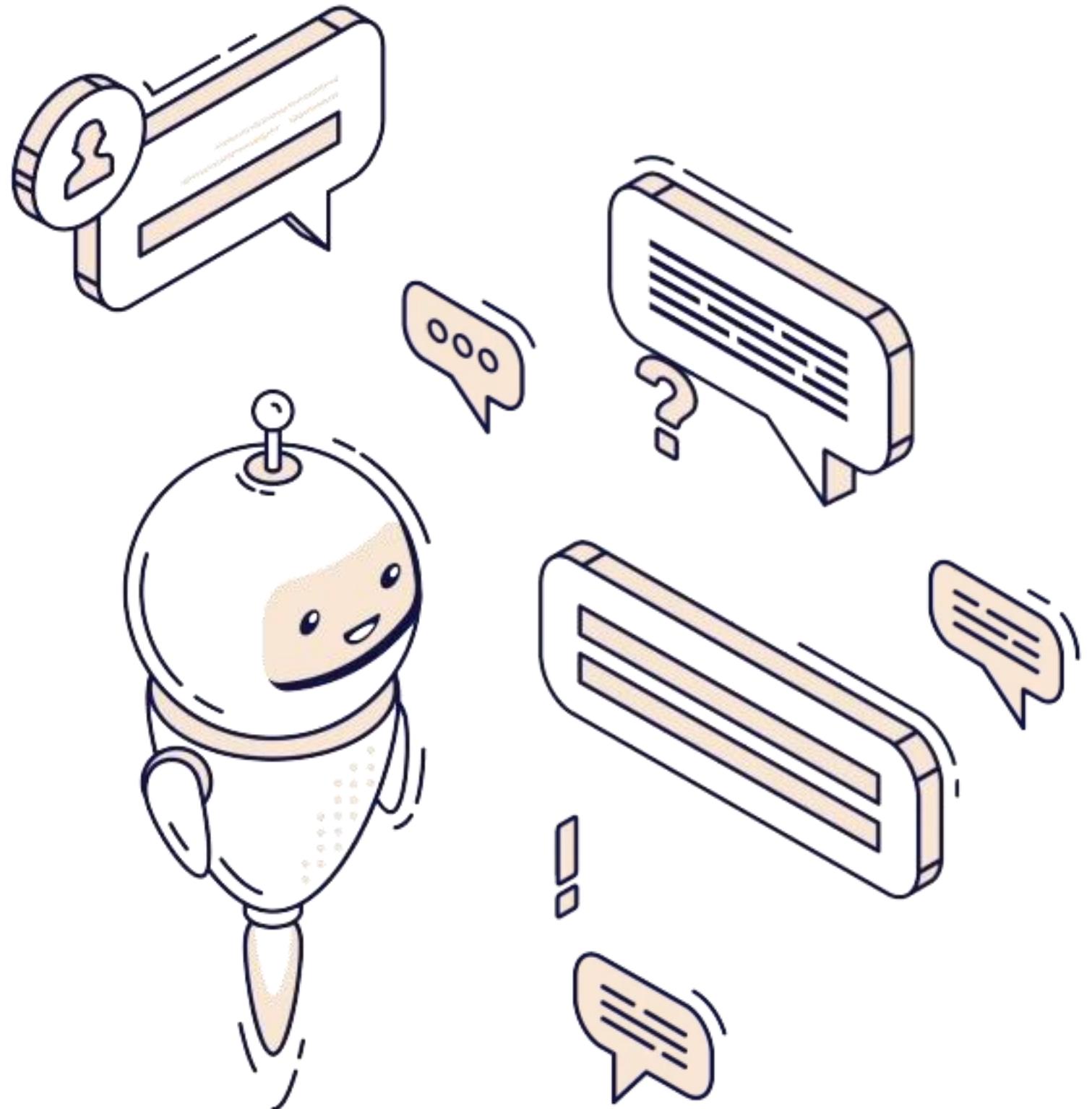
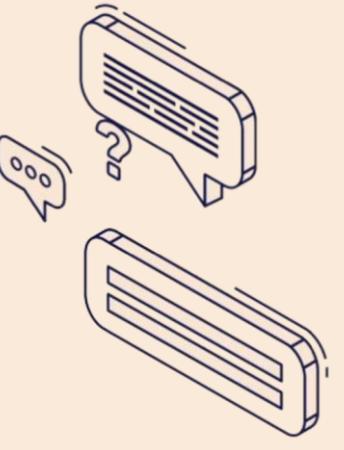


CoRover®

Human Centric
Conversational AI Platform



CURRENT METHODS ARE FAILING IN THEIR CONVERSATIONAL ABILITY AND ACCURACY...



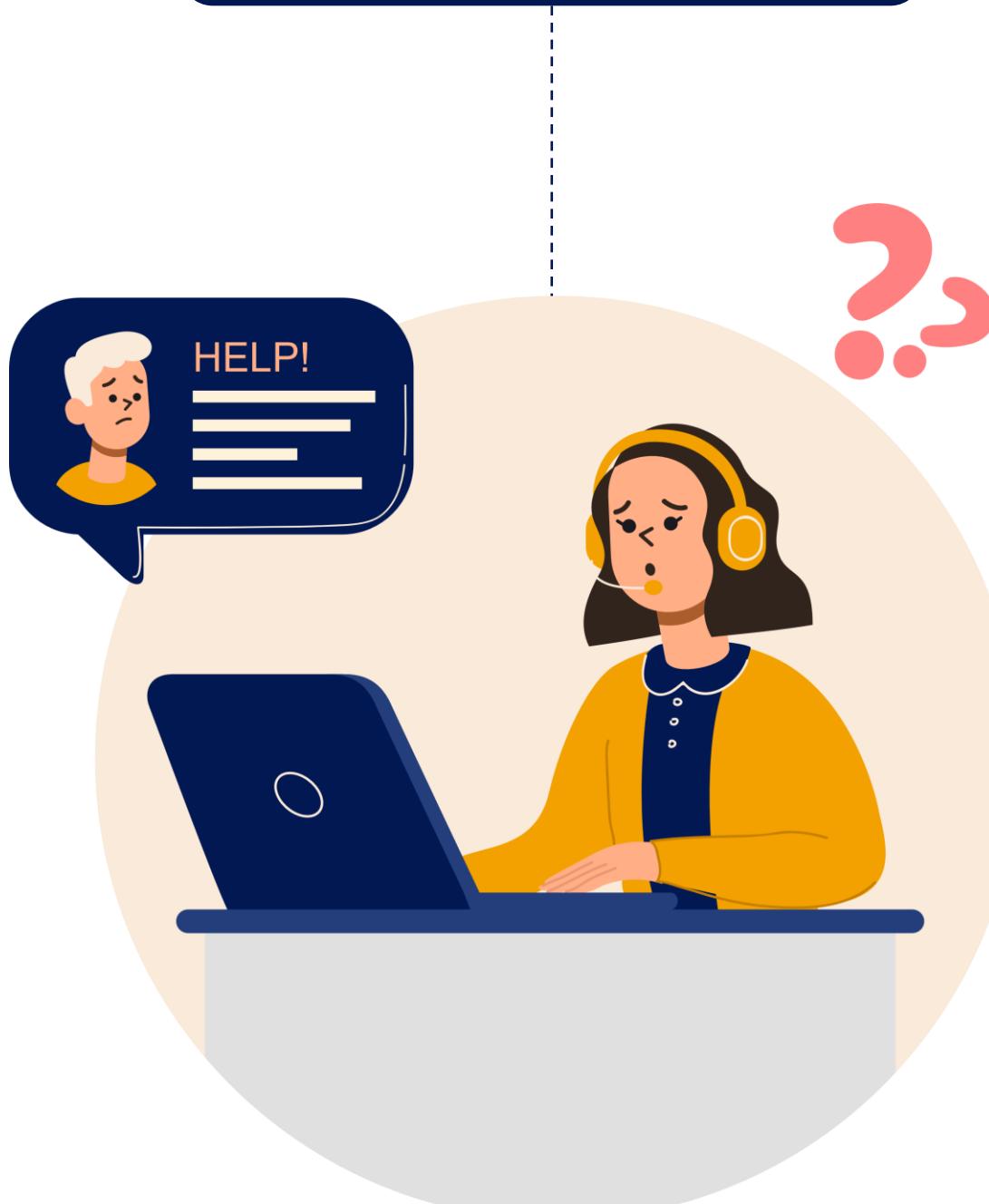
*Hours long waiting
in customer care*



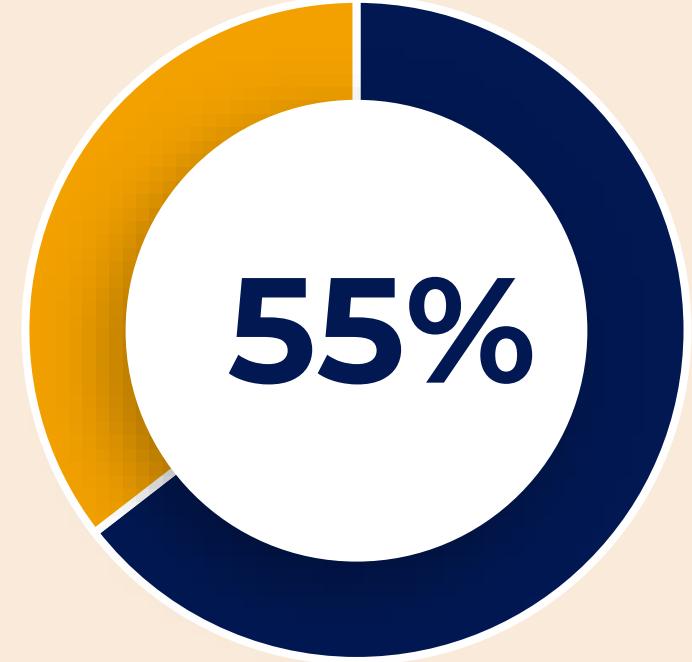
"Your call is vital to us. Please hold while we connect you"

Customers hate automated messages.

*Vague Inauthentic
Information*



60% customer service representatives don't have right data. Even search engine and social media have inauthentic information



55%

55% of consumers have intended to make a purchase, but backed out because of **poor customer service**.

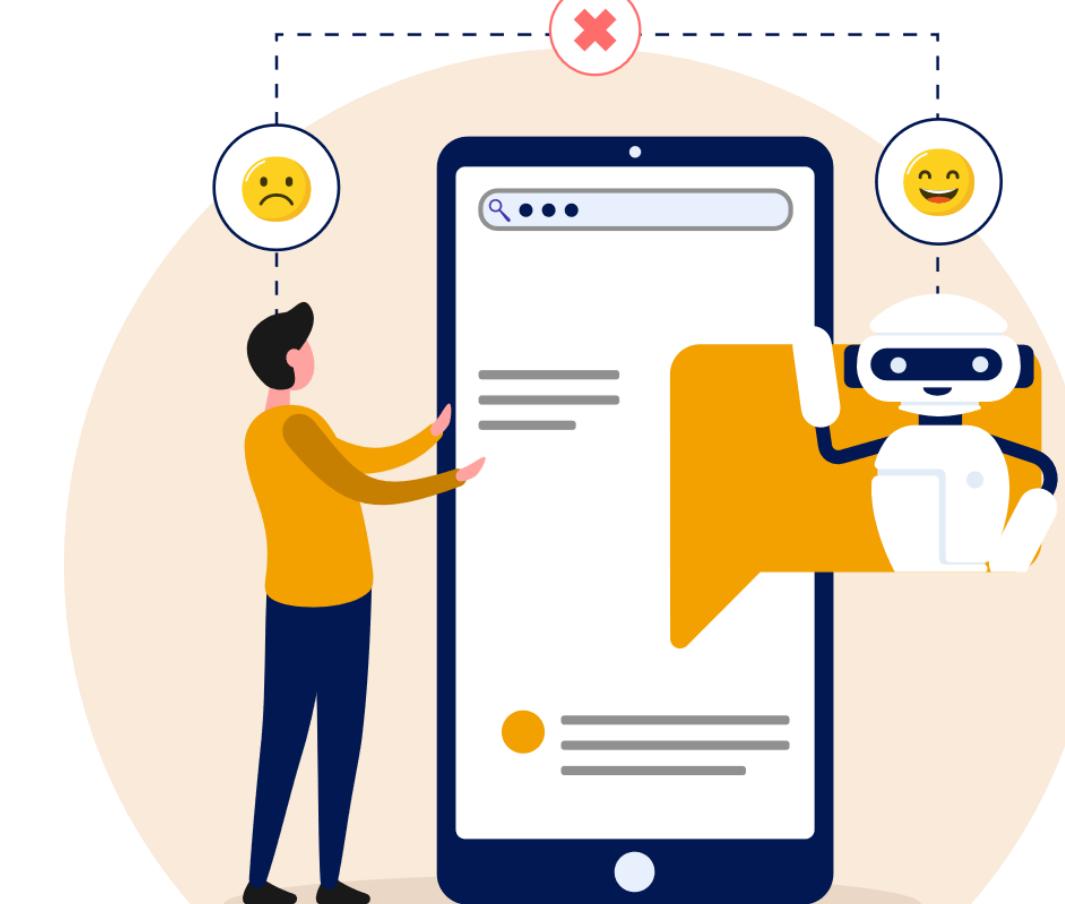
...AND MOST AI BOTS DON'T OFFER RICH, HUMAN LIKE CONVERSATIONS NEEDED TO ENGAGE USERS

Lack of Training Data



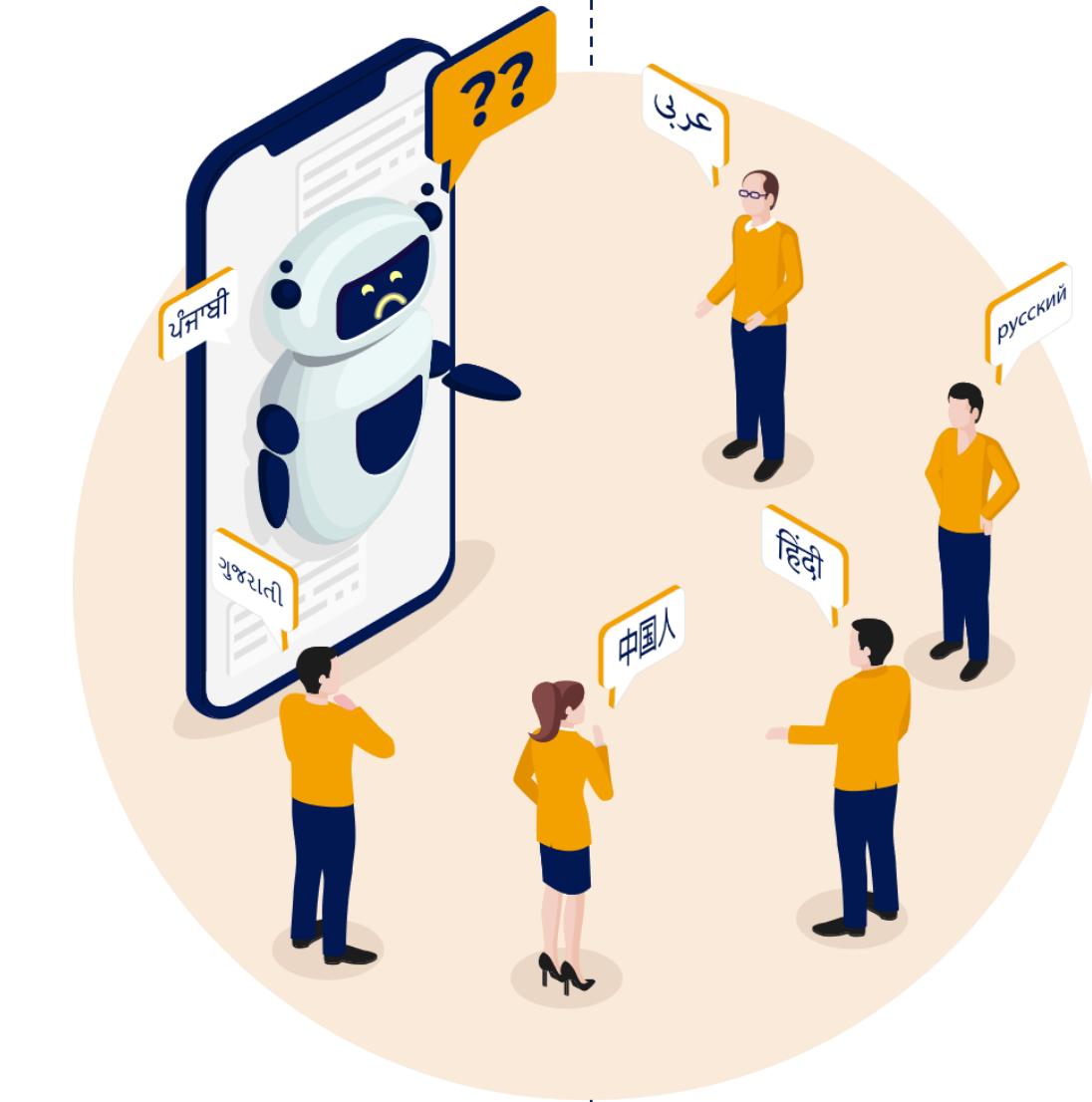
Misinterprets the requests and gives inaccurate response

No Hybrid Chat



Most AI bots are incapable of sentimental analysis and providing service in format of user's choice

Language Barriers & NLP

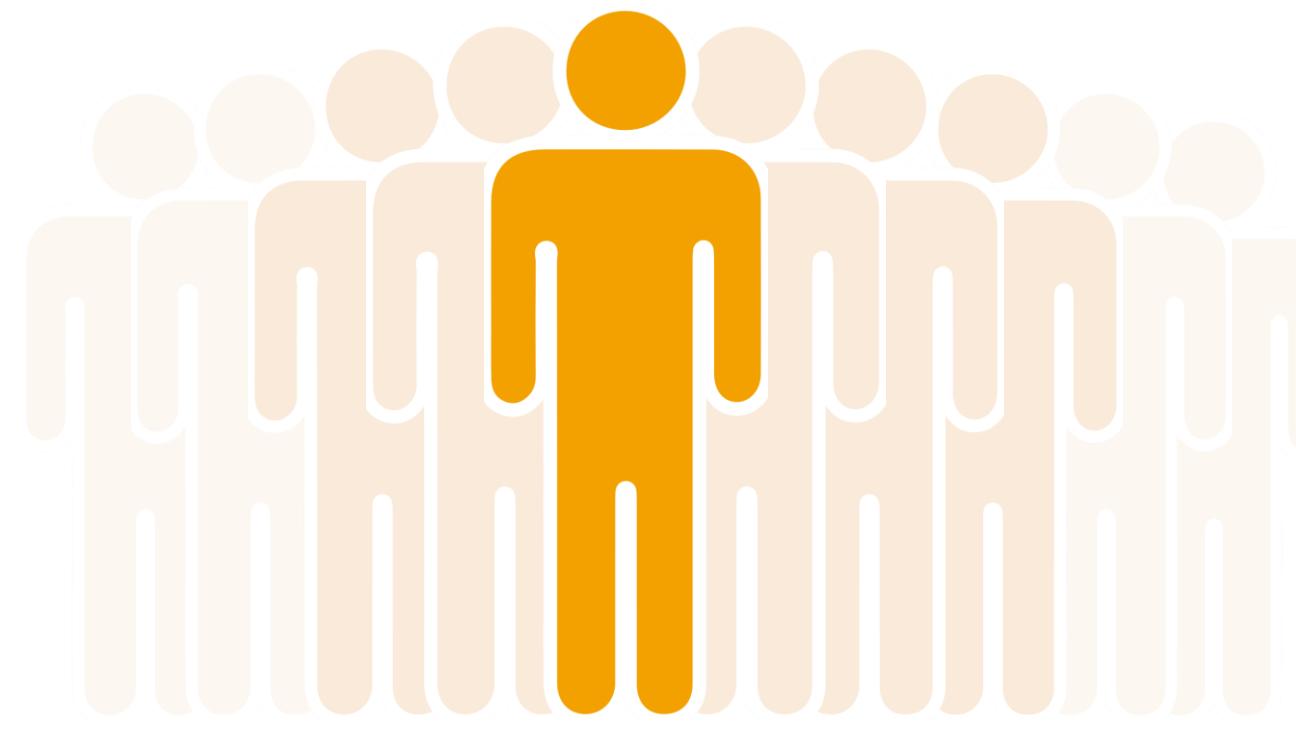


Cannot communicate problems and seek help in local languages

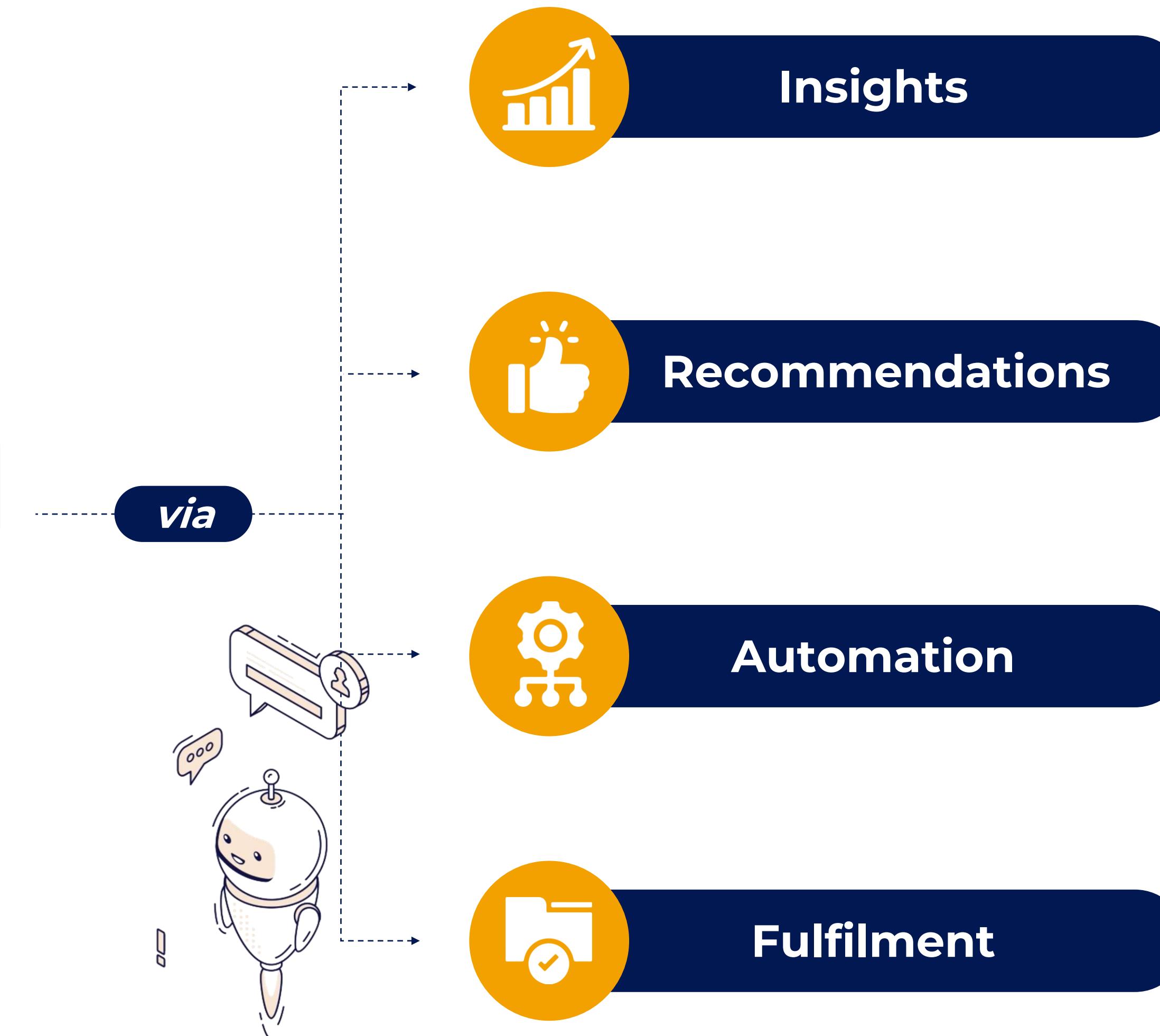
COROVER'S VISION TO MAKE AI AS “HUMAN-LIKE” AS POSSIBLE



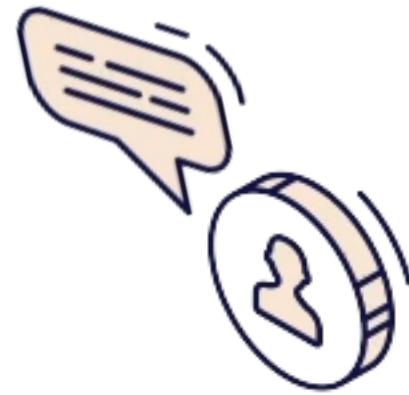
Augmenting the personal
and professional lives of



1/10th
of Humans

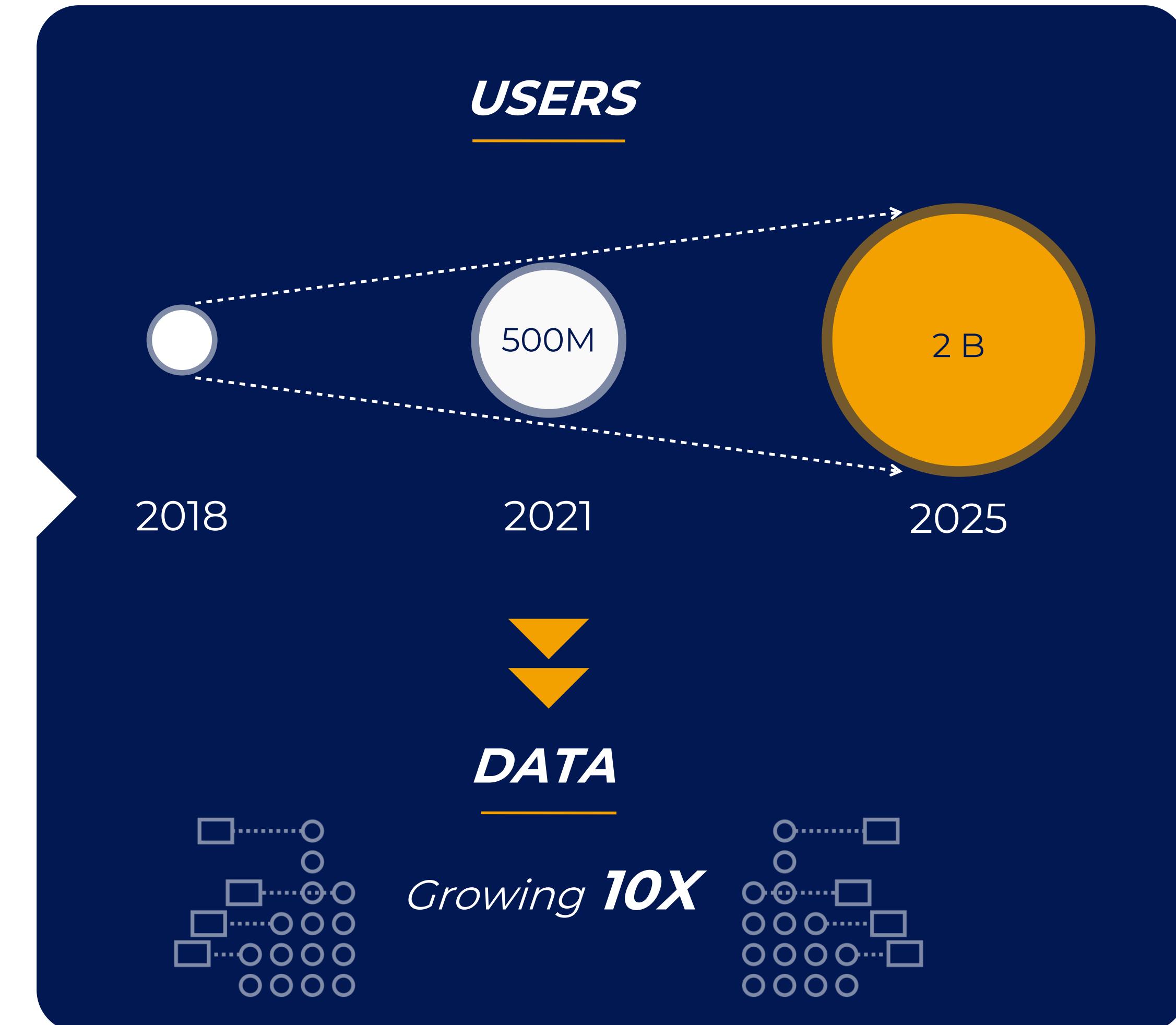


AIM TO LEAD ENTERPRISES TO THEIR AI-DRIVEN FUTURE



POWERING THE DATA FLYWHEEL

Data is at the heart of conversational AI, and is used to personalize the conversation



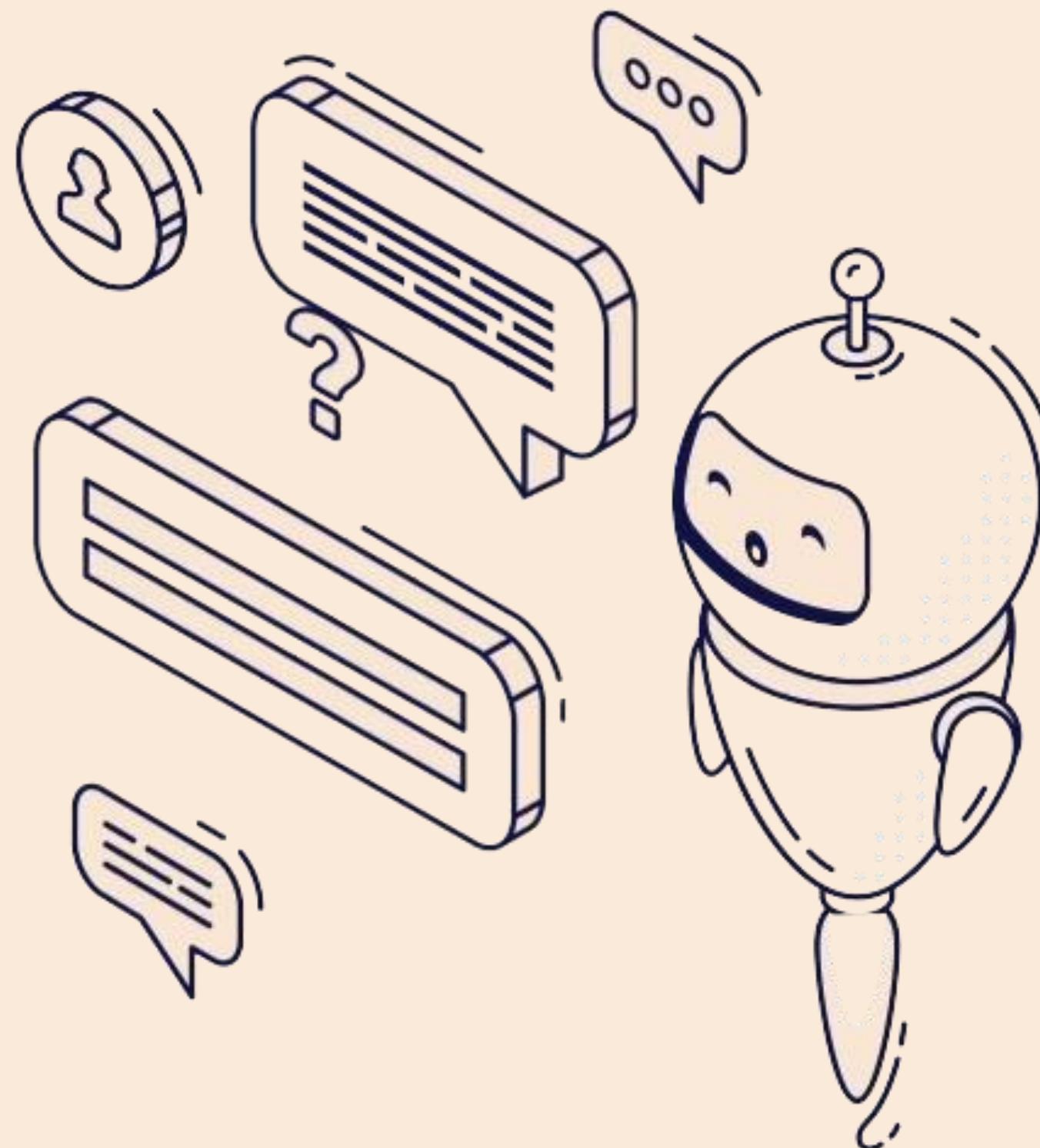


OMNICHANNEL HUMAN-CENTRIC CONVERSATIONAL AI (SAAS, LICENSING)



Proprietary Tech	AI	ML	NLP	AR	VR	RPA	IOT	
Interfaces	Web	Mobile App	WhatsApp	Kiosk	SMS	Voice IVR	Telegram	MS Teams & more
Formats		VideoBot		VoiceBot		ChatBot (Text, Touch, Click)		
USP	Multi-lingual (112 Languages Supported)	Omni-channel	10x Quicker to Deploy		Versatility (Video, Voice, Text, Click, Touch)		Tech Edge (secure, scalable & reliable)	
Services	Customer Support	Human Resources	Sales & Marketing	Finance	Industrial Bots		& more...	

COMPANY OVERVIEW



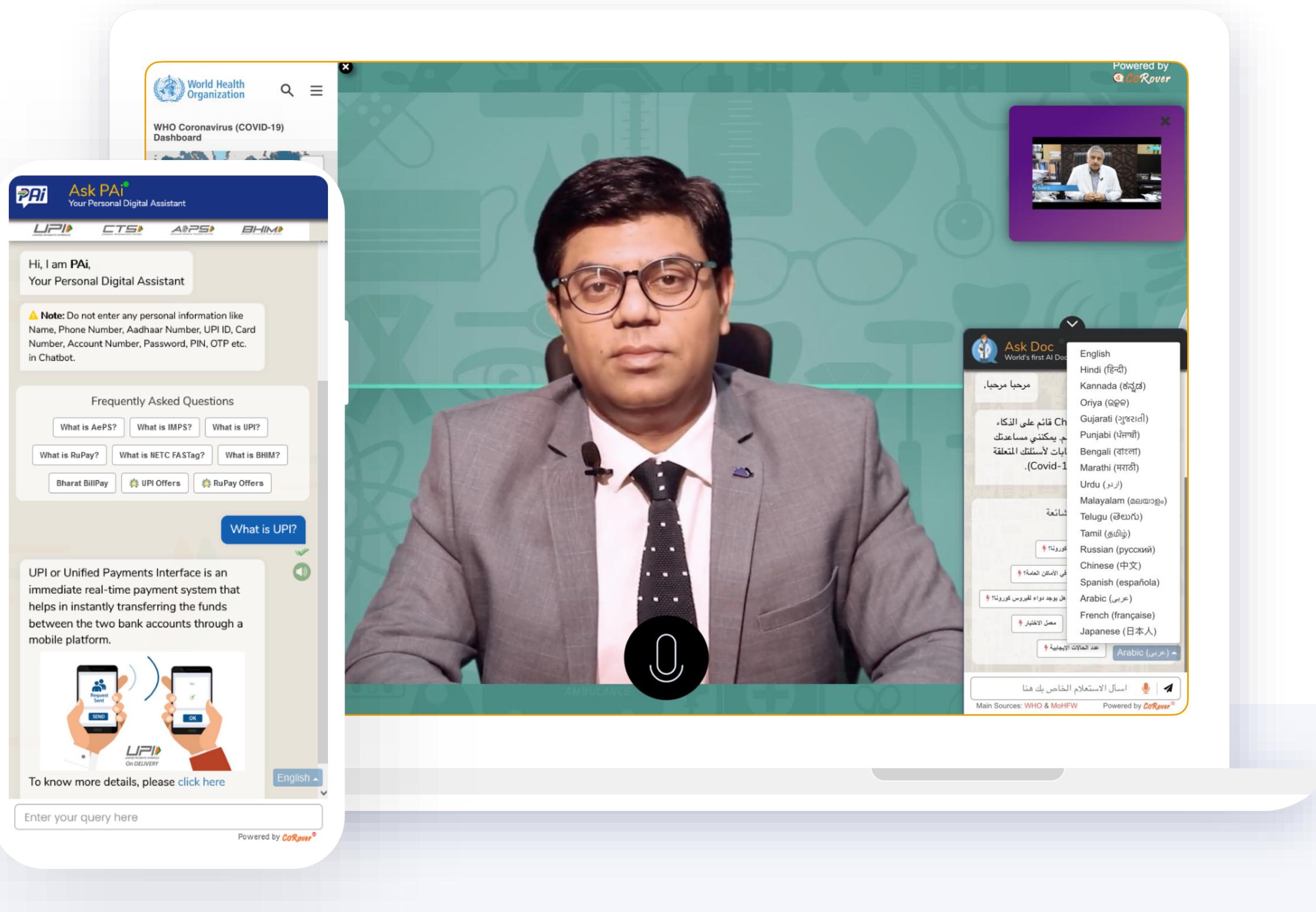
ACQUIRED 500M+ USERS WITH 20B+ INTERACTIONS



500M+
Users



20M+
Monthly
Active Users



100+
Enterprises



20B+
Interactions

SERVING CLIENTS ACROSS VARIOUS VERTICALS



& more....

LEADING AI BOT FOR 70+ BANKS



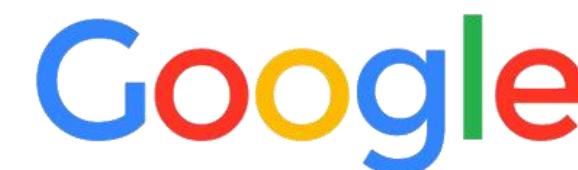
BANGIYA GRAMIN VIKASH BANK
(A Government of India Enterprise)
Sponsored by



& more....

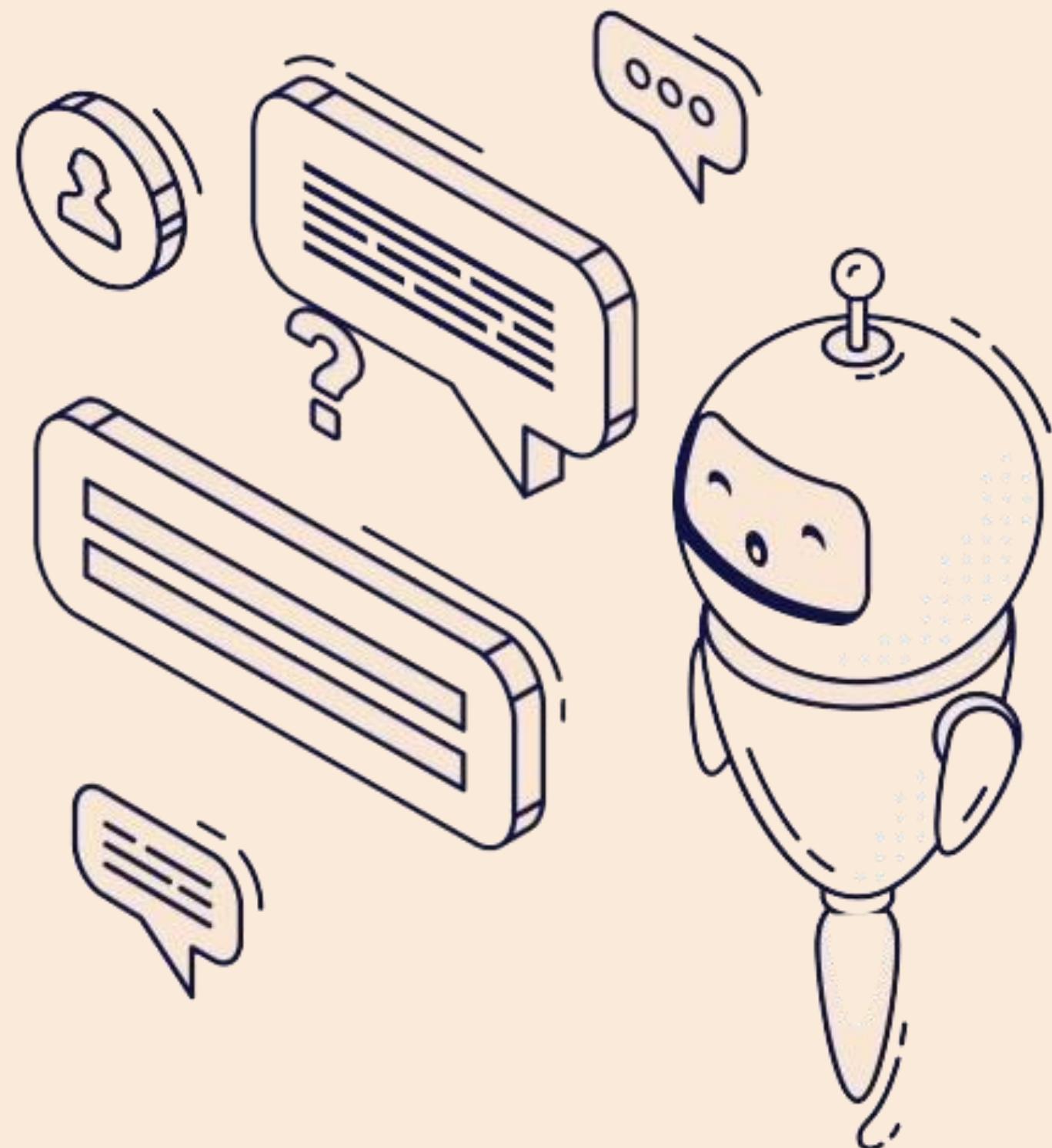


KEY STRATEGIC PARTNERSHIPS



& more....

WHY COROVER?



VERSATILE TECH

THAT GIVES MASSIVE REACH



500M⁺ users

Multi-format



VideoBot®



VoiceBot



ChatBot
(Text, Click, Touch)

Tech Edge



Robust



Secure



Scalable
(800K Concurrent Users)

Omni Channel



Web/Phone app



IVR



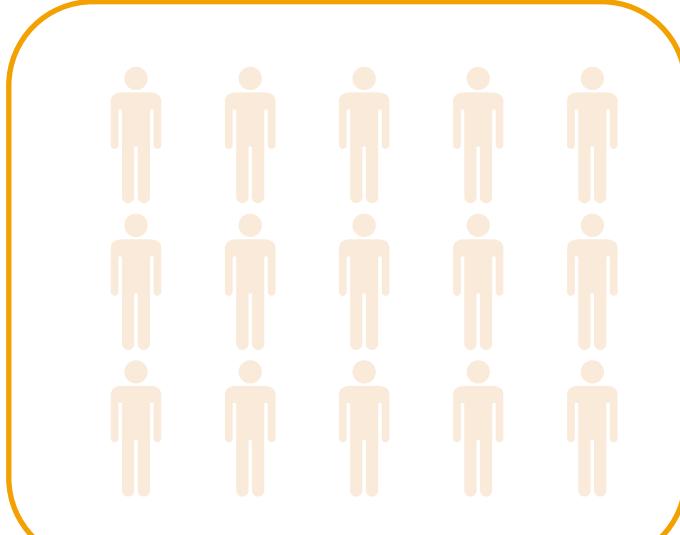
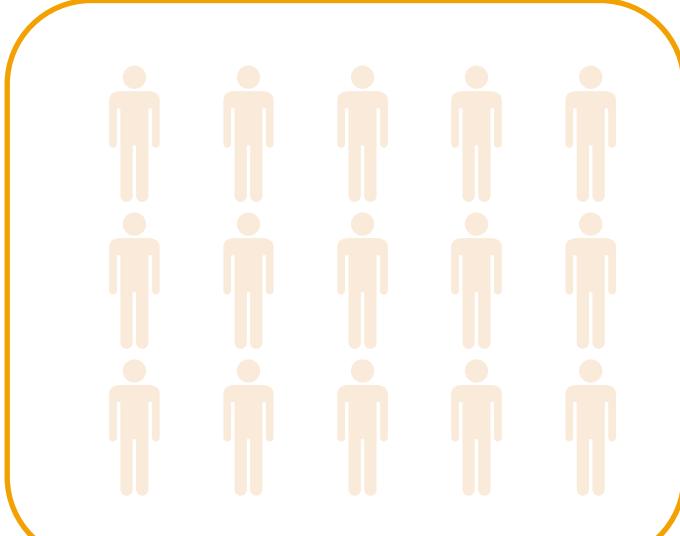
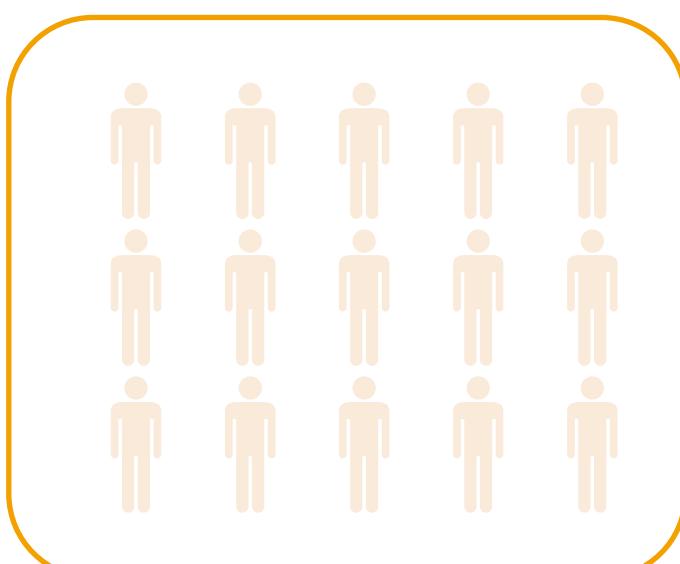
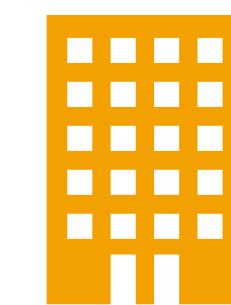
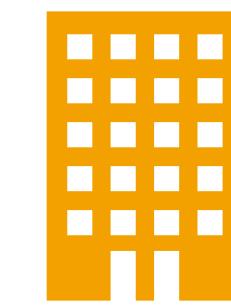
WhatsApp

& more

Multi-lingual

100+ Foreign languages

12+ Indian languages



ADOPTION ACROSS KEY INDUSTRIES AND HORIZONTALS



For Various Industry Verticals



Mobility



BFSI



Retail



Utilities

& more...

Across 3 Horizontals

X



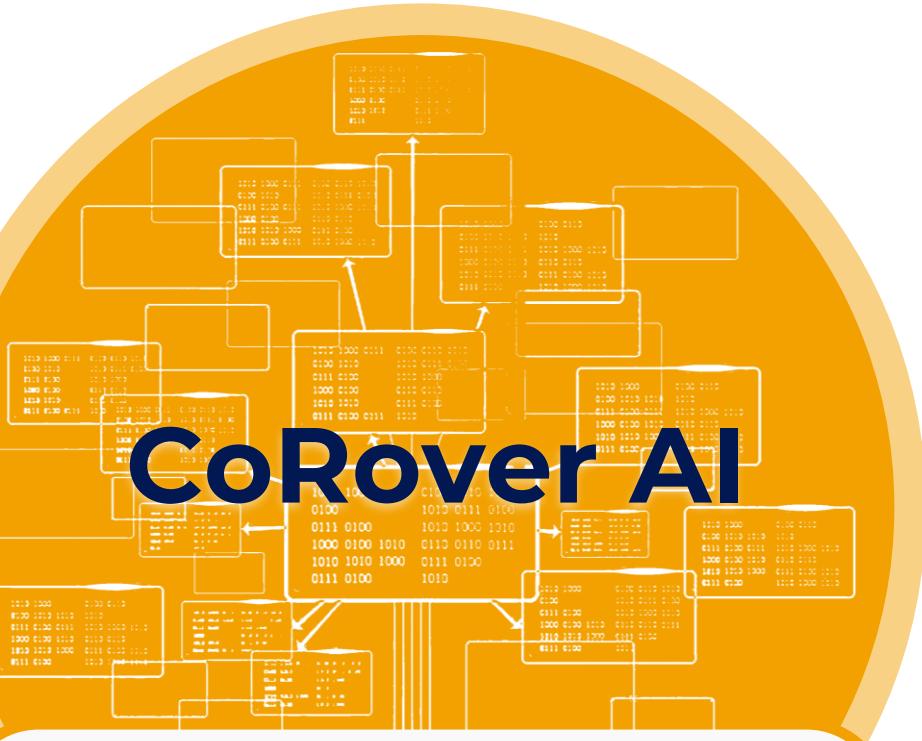
Sales



Engagement

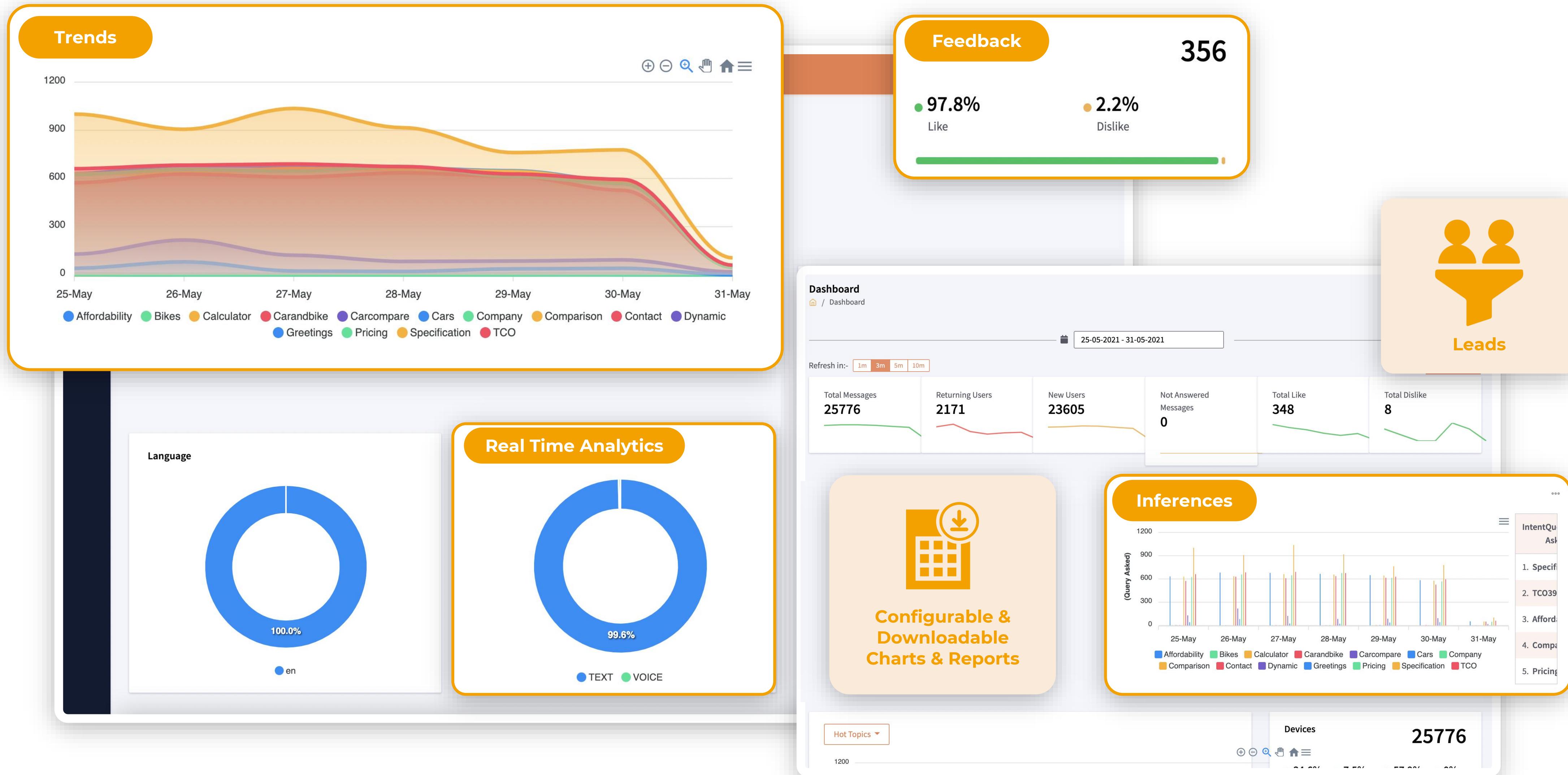


Support

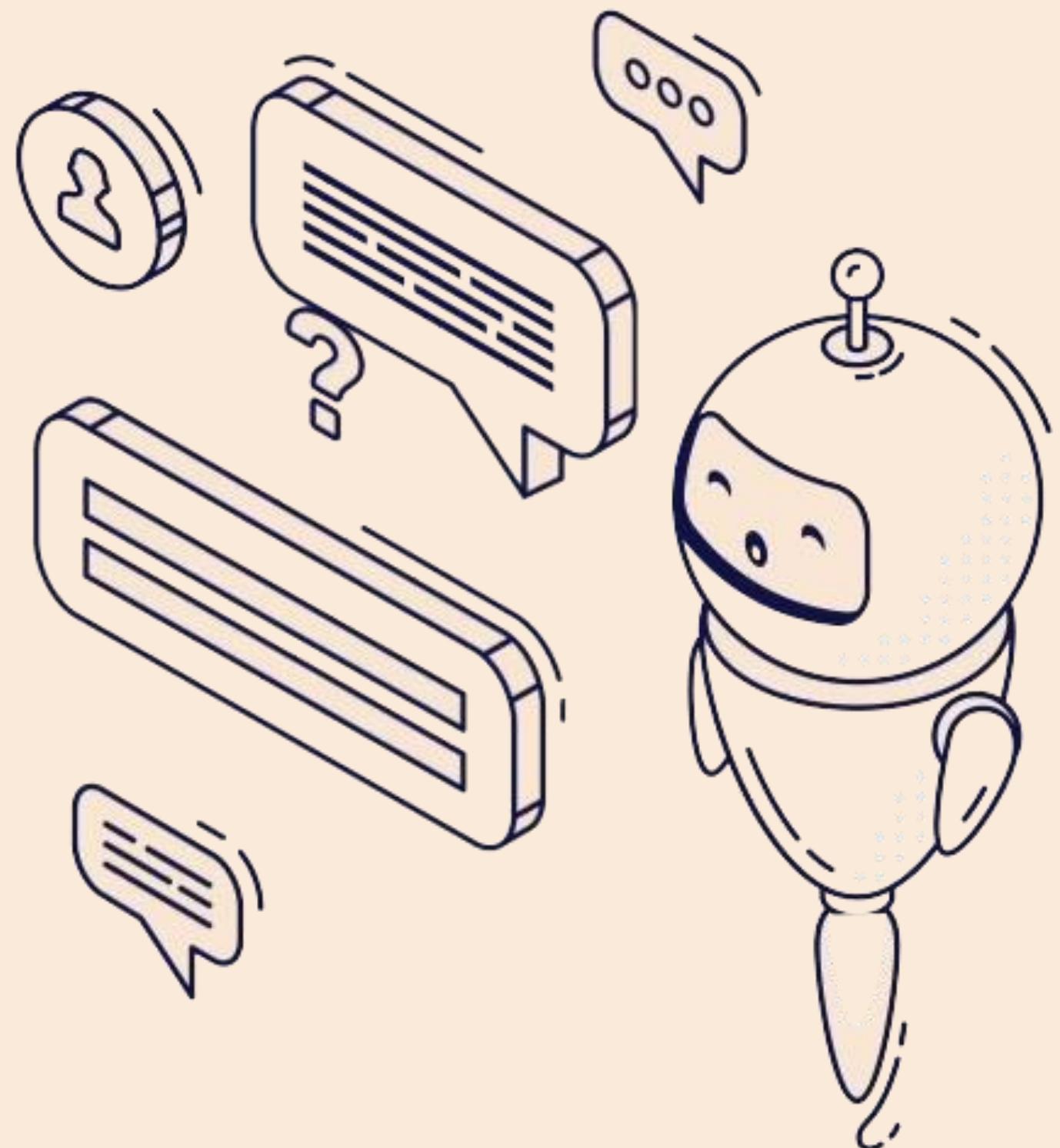


CoRover AI
Decision Tree
Training

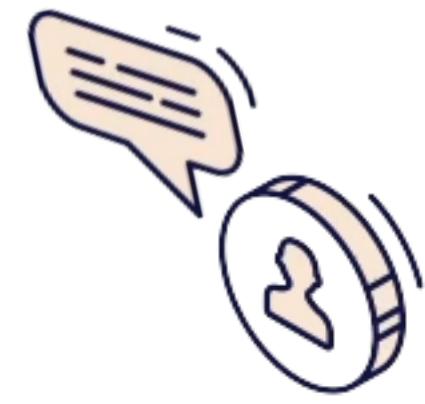
PROVIDES INVALUABLE INSIGHTS THROUGH DASHBOARD



USPs



HUMANISING AND MAKING IT INCLUSIVE



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

*Human-Centric
Virtual Assistant*



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

*Quick & Authentic
Info*

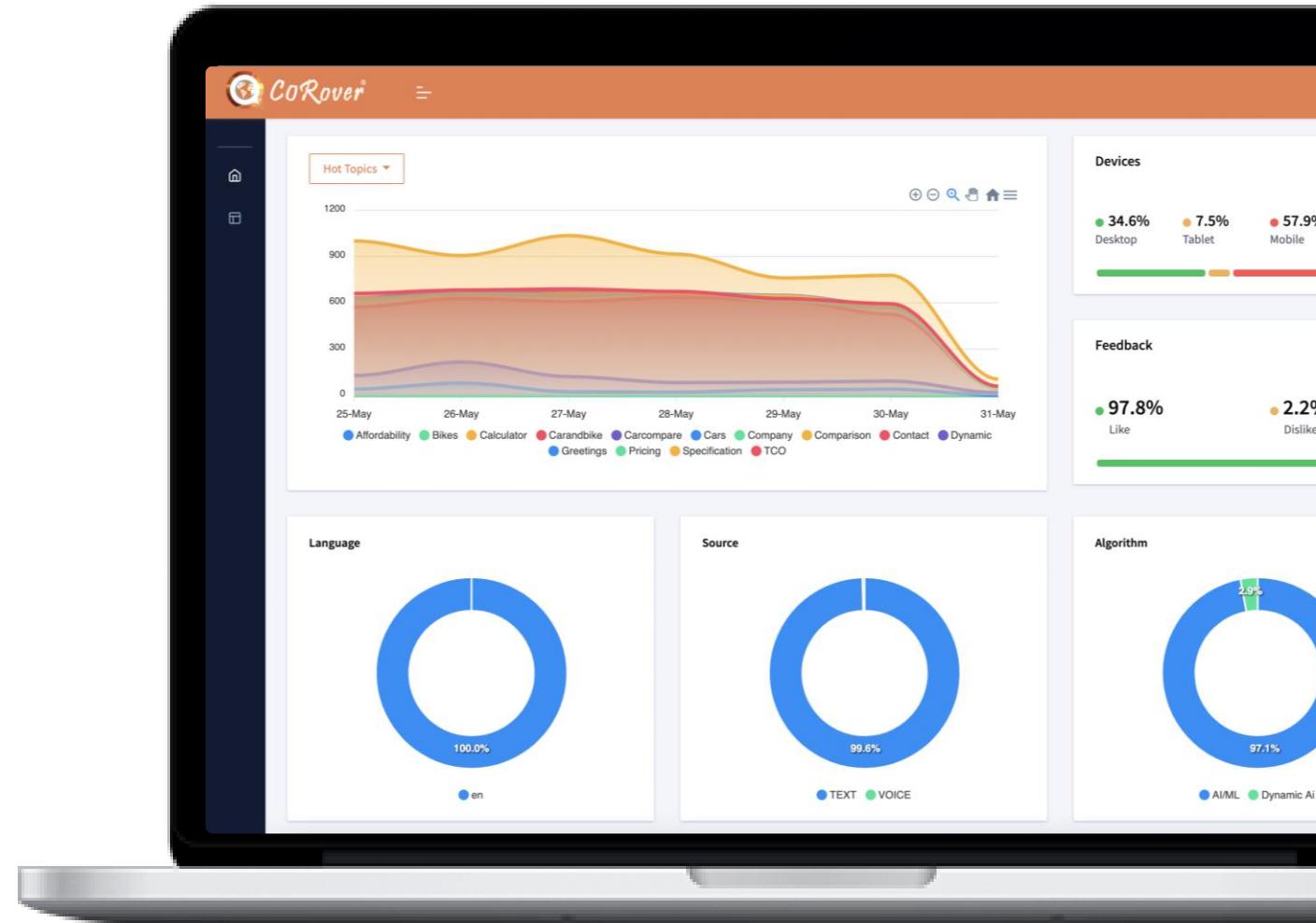


**Quick & authentic
information** without being
on hold or in a queue.

*Omni-Channel
Conversational AI Bot*



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

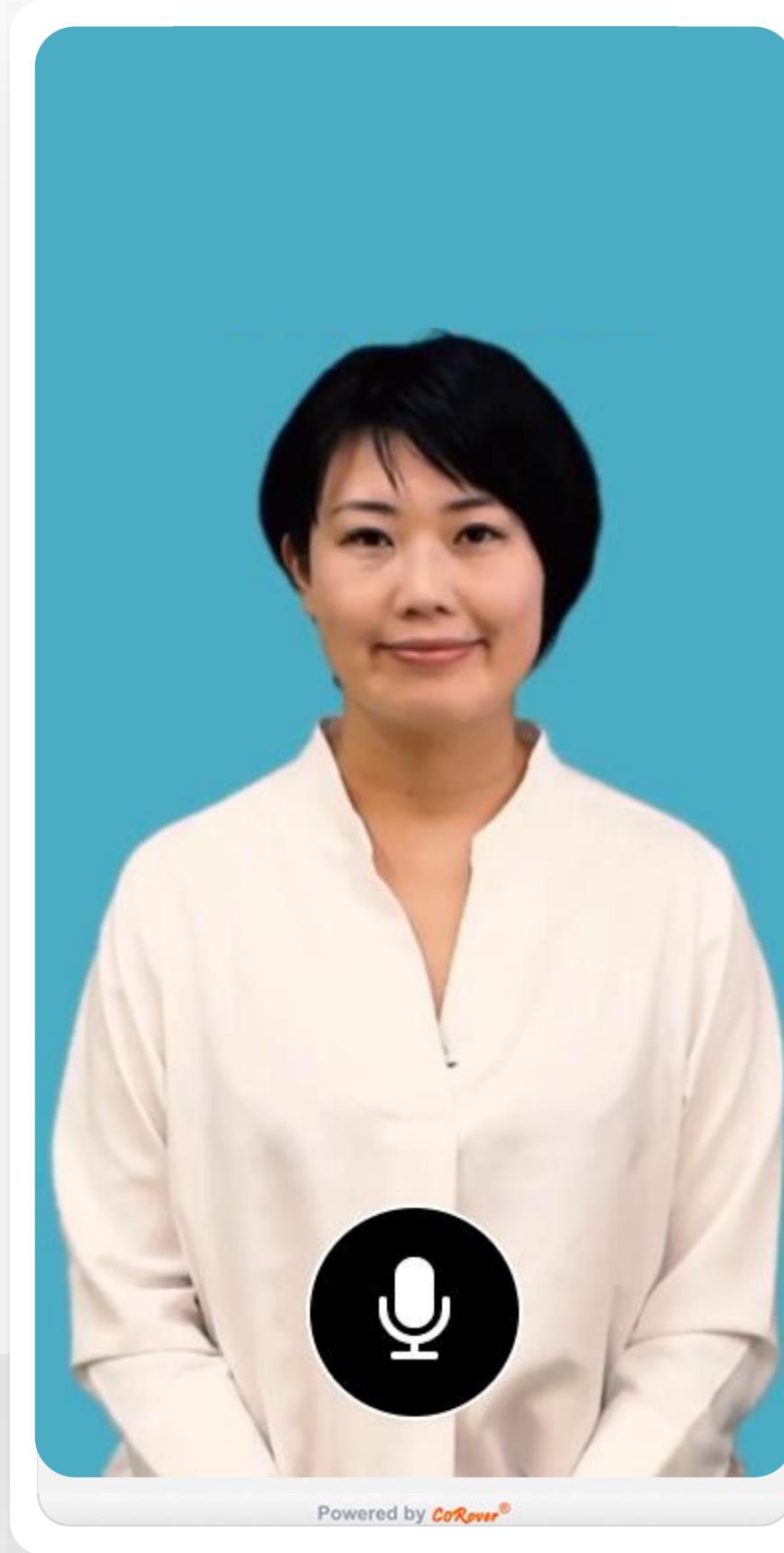


Customer
Sentimental Analysis

Confidence
Score

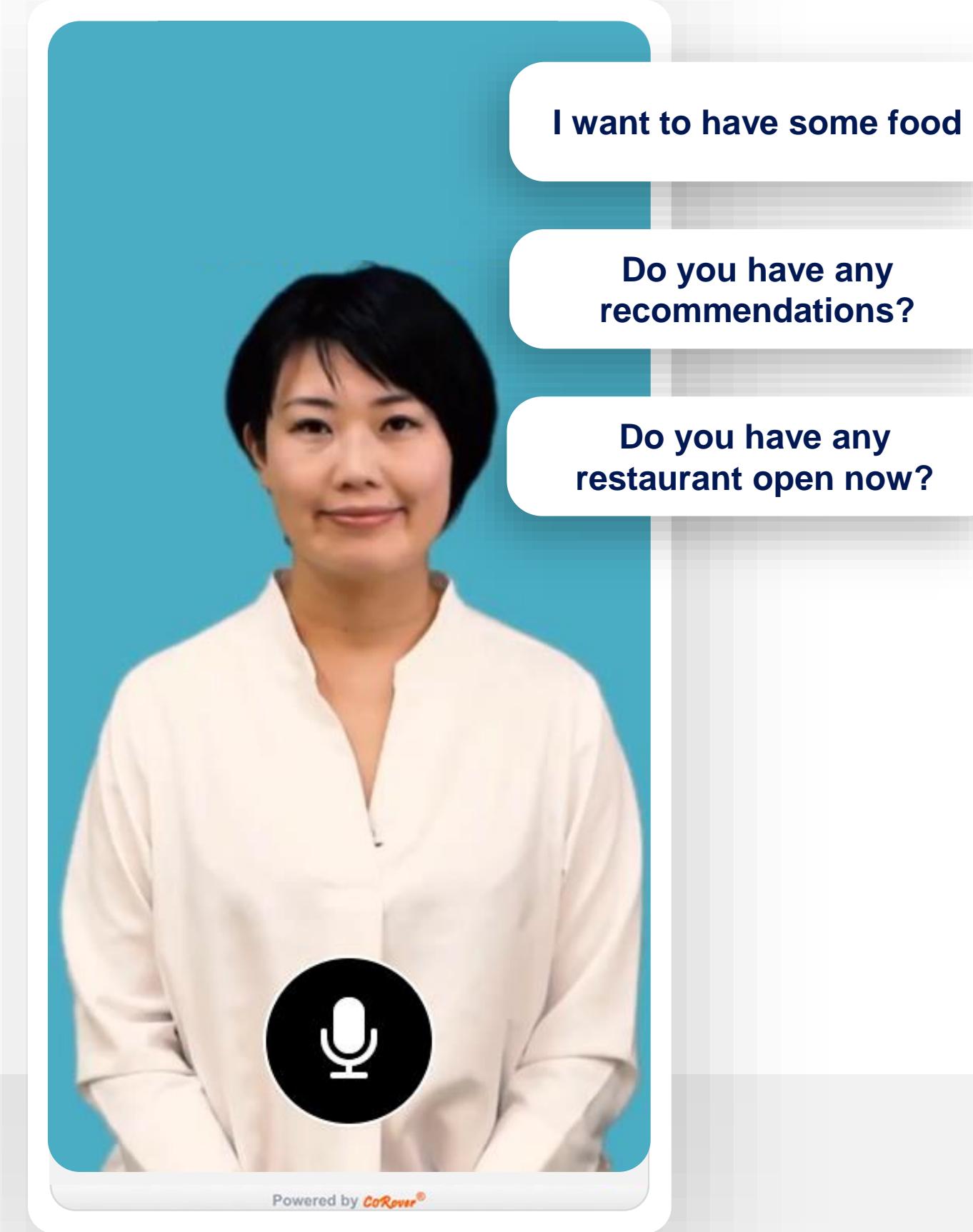
Real Time
Feedback

WORLD'S FIRST AI BASED VIDEOBOT



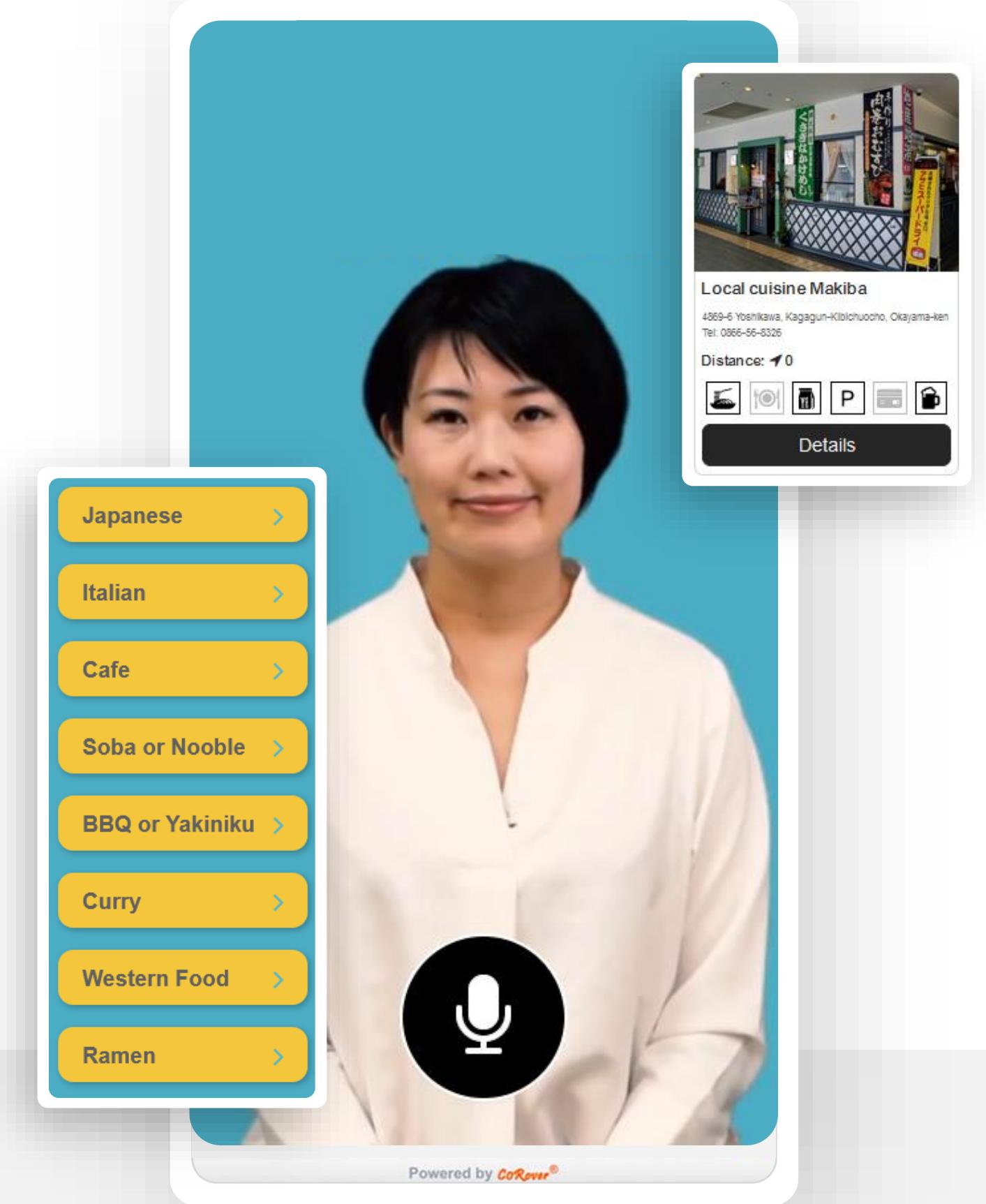
1

Choose video option to interact



2

Share your queries with your human video bot

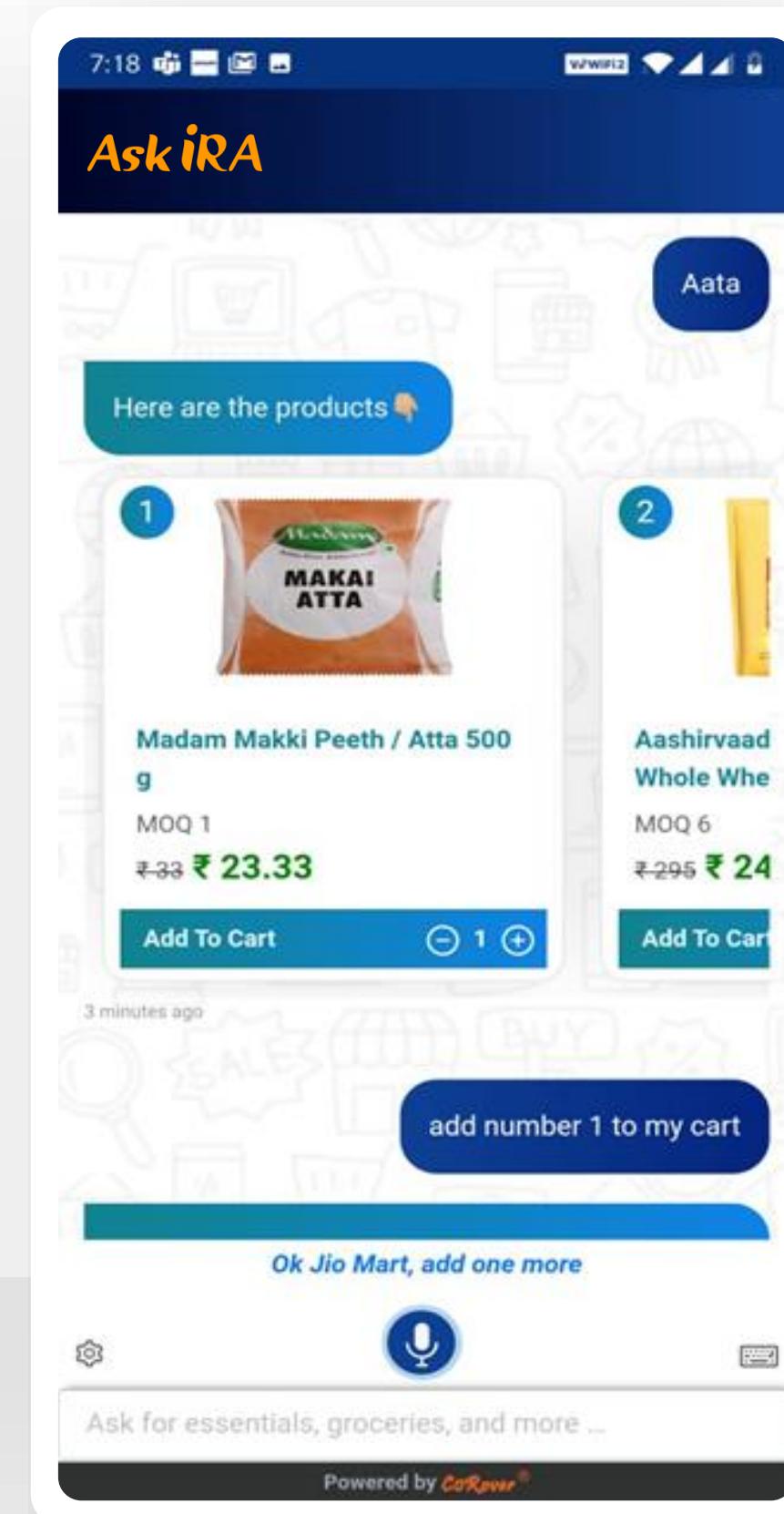


3

Get real time accurate answers

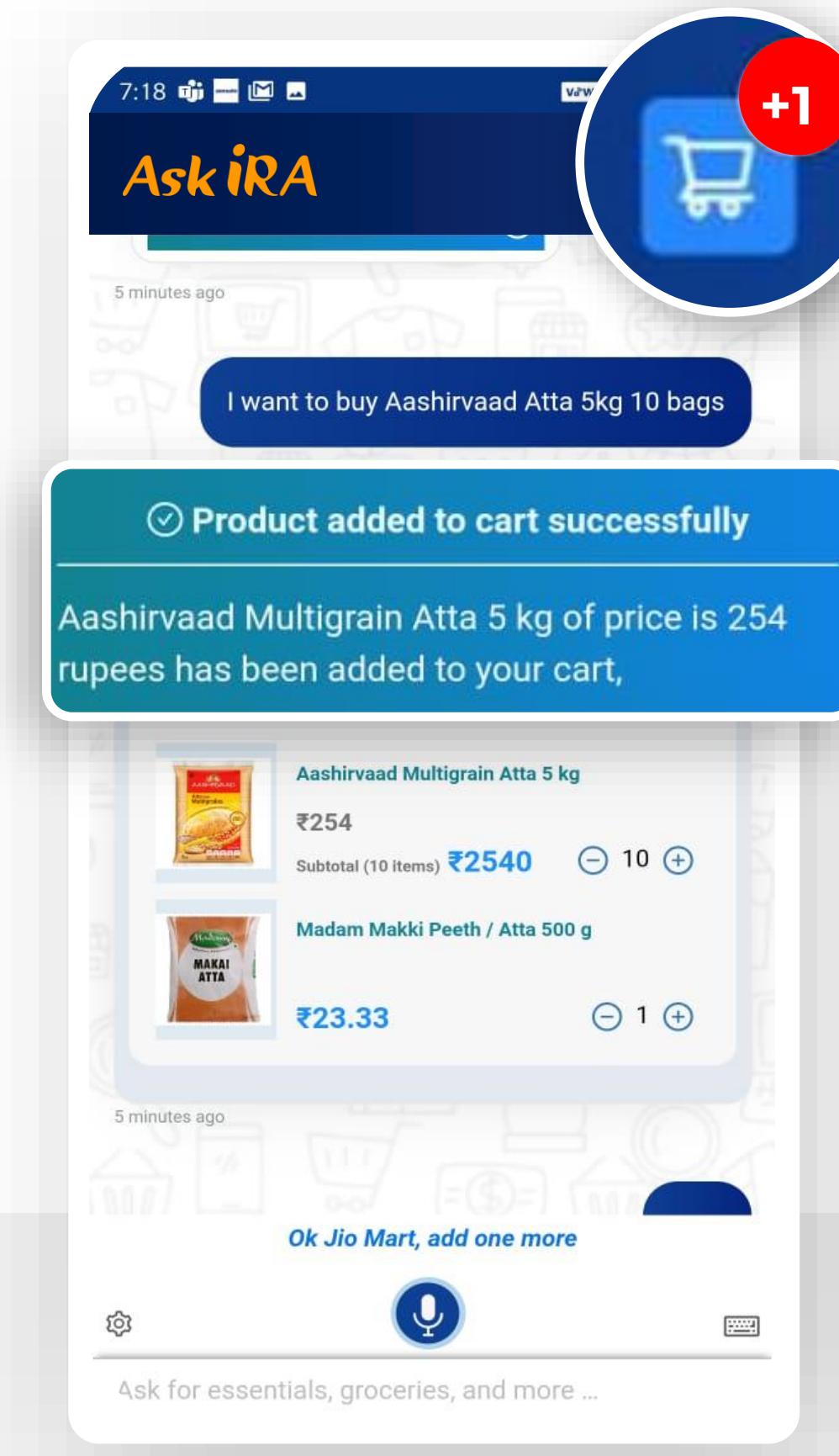
VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT

VOICE COMMERCE AND VIDEO COMMERCE



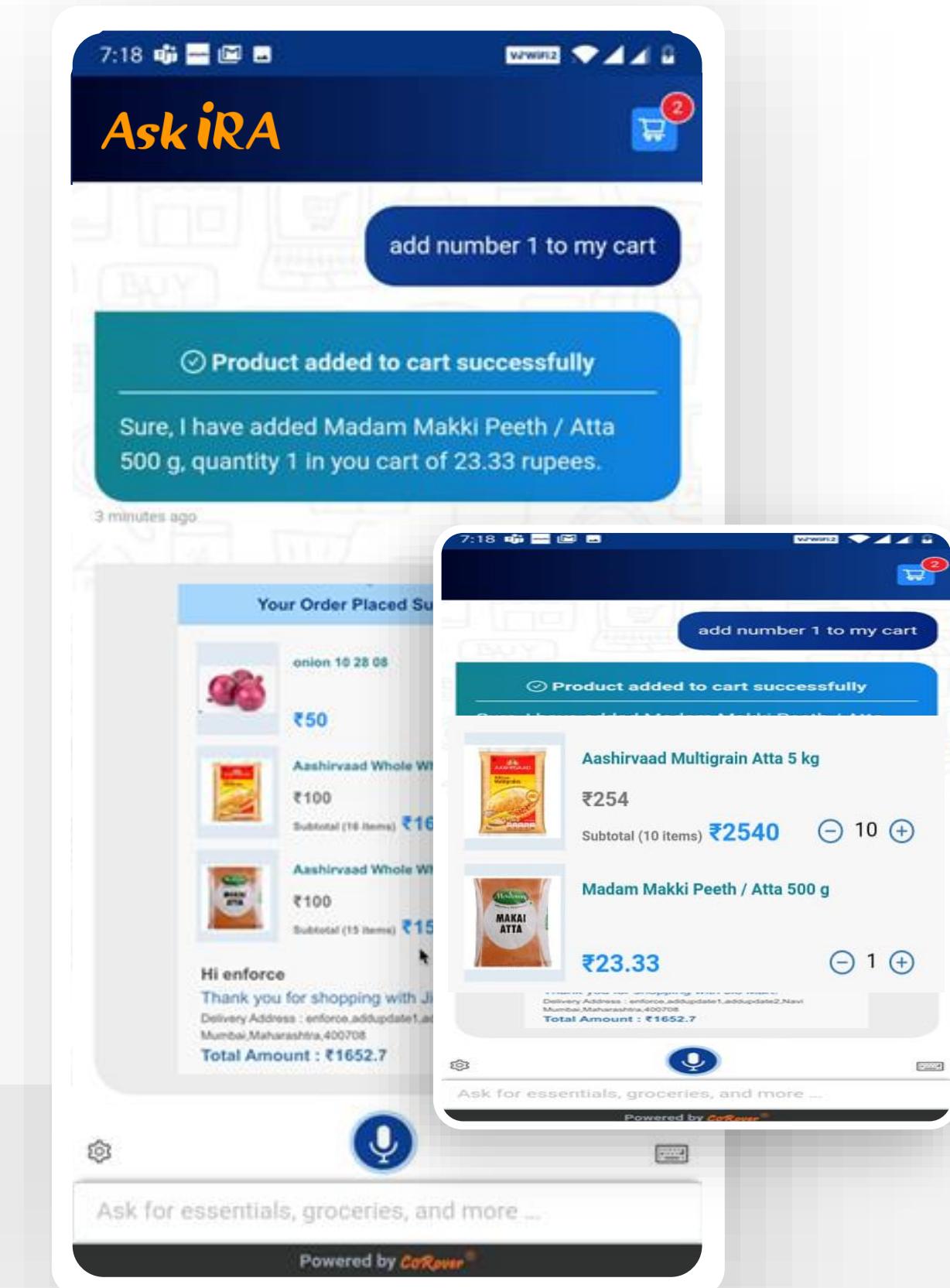
1

User/merchant speaks in the languages of choice to place the order



2

Voice based shopping assistant adds desired product to cart



3

Order is placed successfully

CONVERSATIONAL CHAT BOT

what is my account balance

Please enter your account ID.

a minute ago

01010OA00P242

Thank you, here are the Account Balance details.

CLOSINGBOOKED	\$ 99999.00
OPENINGBOOKED	\$ 99999.00
INTERIMAVAILABLE	\$ 99999.00
INTERIMBOOKED	\$ 99999.00
INTERIMCLEARED	\$ 99999.00

English ▾

Please enter your query

Powered by CoRever®

1

Choose the language,
format, channel

Please show me ATMs nearby

Please enter your account ID.

a minute ago

Please show me my account transactions

Loan service Request

CLOSINGBOOKED	\$ 99999.00
OPENINGBOOKED	\$ 99999.00
INTERIMAVAILABLE	\$ 99999.00
INTERIMBOOKED	\$ 99999.00
INTERIMCLEARED	\$ 99999.00

English ▾

Please enter your query

Powered by CoRever®

2

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

View larger map

State Bank Of India ATM

SBI ATM

HDI D.

You can now initiate any of the below requests instantly for your loan account.

- Foreclosure Statement
- Foreclosure Request
- Closure Letter
- Interest Certificate
- Repayment Schedule
- RTO Confirmation
- Balance Confirmation Certificate
- Part Payment Request
- Change of Email Address
- Loan Cancellation Letter
- Sanction Letter
- Provisional Interest Certificate

CLOSINGBOOKED	\$ 99999.00
OPENINGBOOKED	\$ 99999.00
INTERIMAVAILABLE	\$ 99999.00
INTERIMBOOKED	\$ 99999.00
INTERIMCLEARED	\$ 99999.00

English ▾

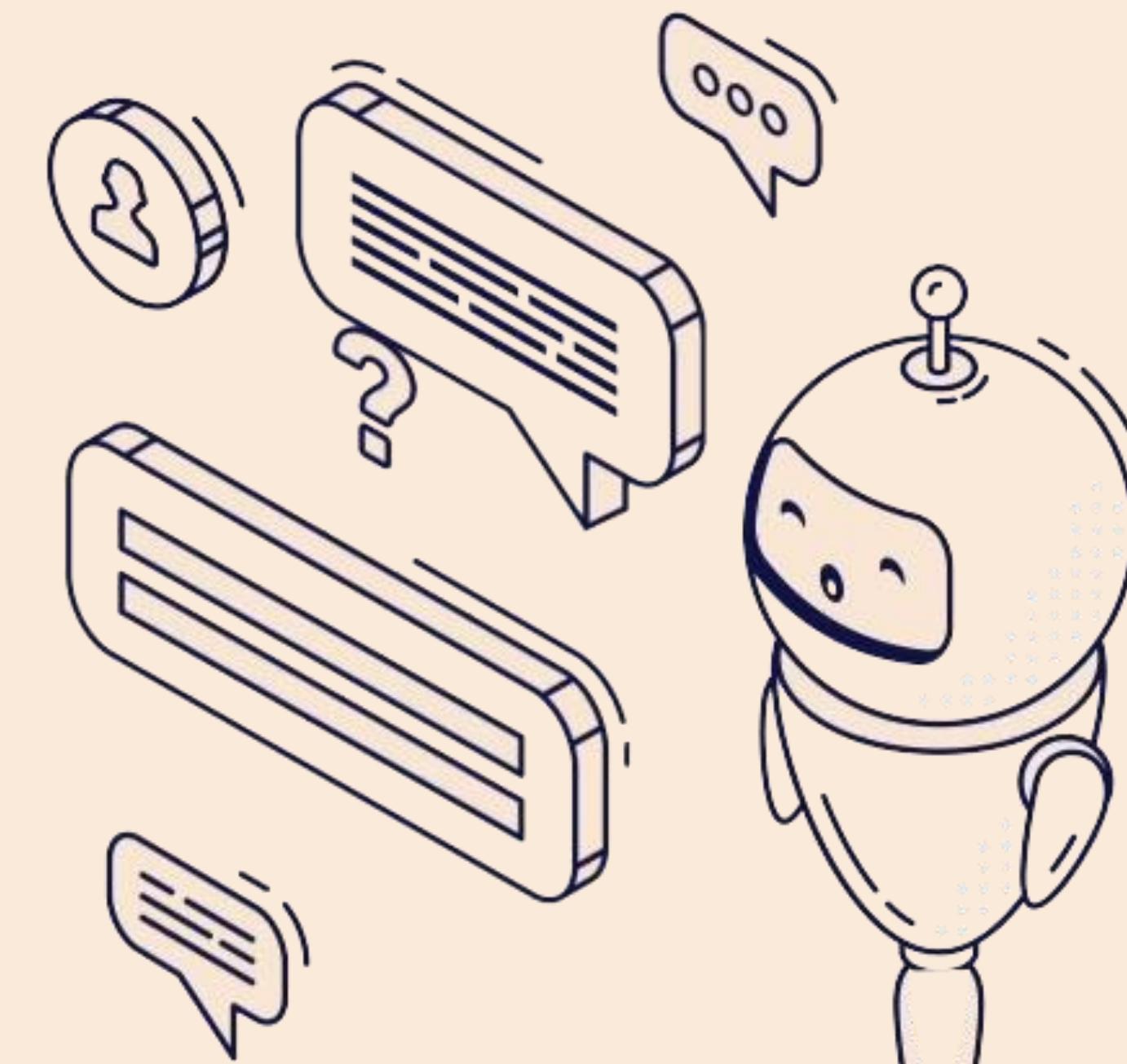
Please enter your query

Powered by CoRever®

3

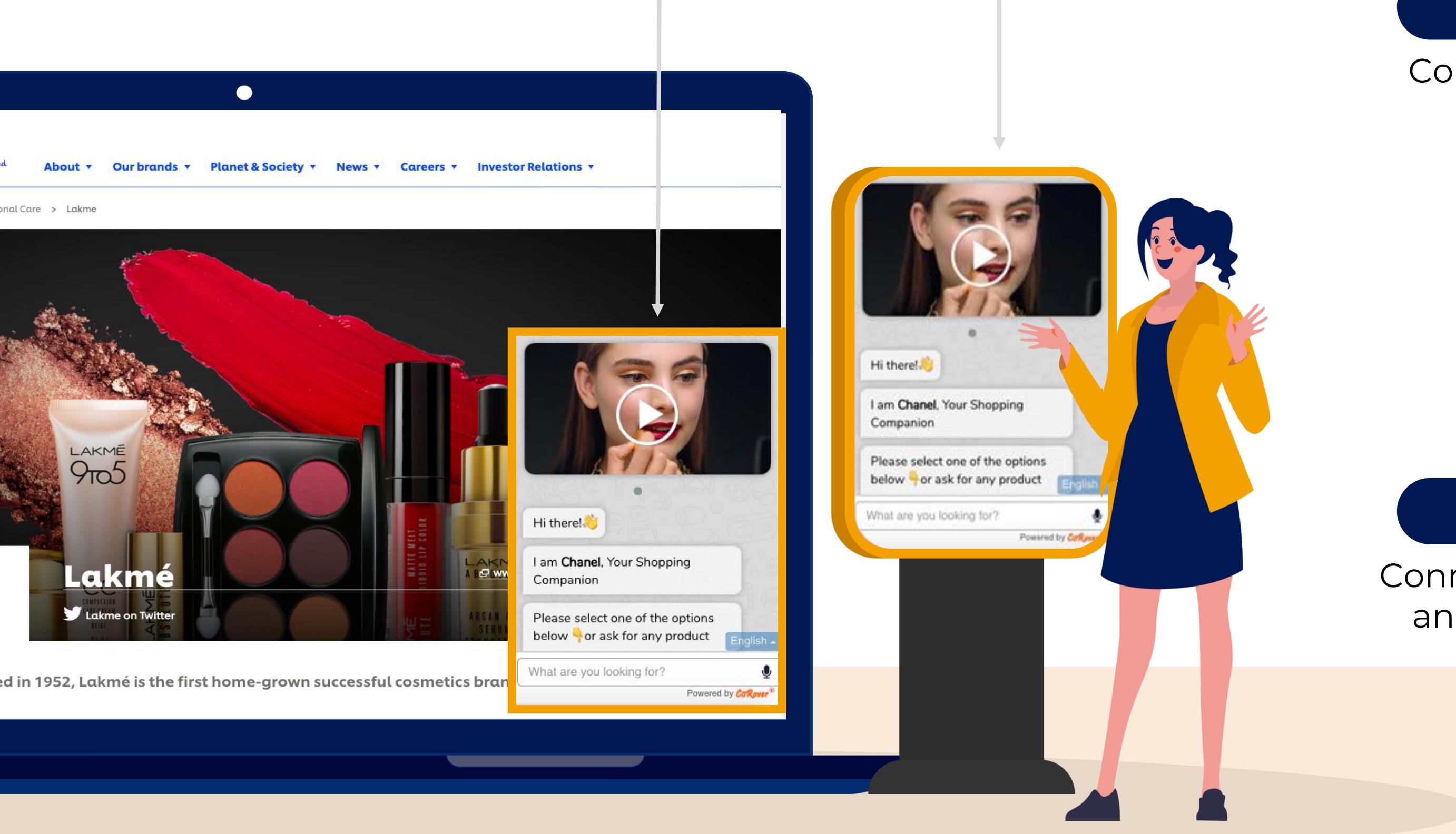
Get instant replies for all
your banking queries

SERVICE OFFERINGS FOR VARIOUS INDUSTRY VERTICALS



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

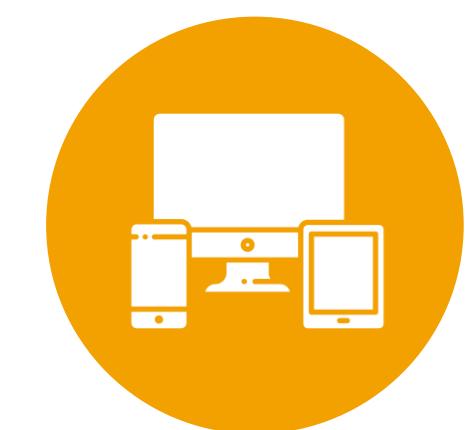
HUMAN-CENTRIC SHOPPING ASSISTANT WITH VOICE AND VIDEO COMMERCE

*Complete Shopping
Experience*



Vernacular Voice Support

Auto training of **multiple languages and dialects**



Multi-device support

Easy integration with POS and ERP systems



Subset dictionary for high accuracy

Auto training of **unlimited SKUs, Store, Vendor, Ware House**



Grocery



Food & Entertainment

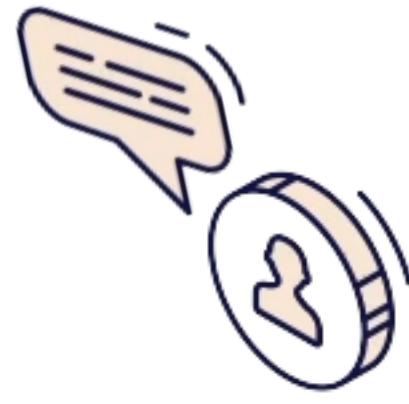


Apparels

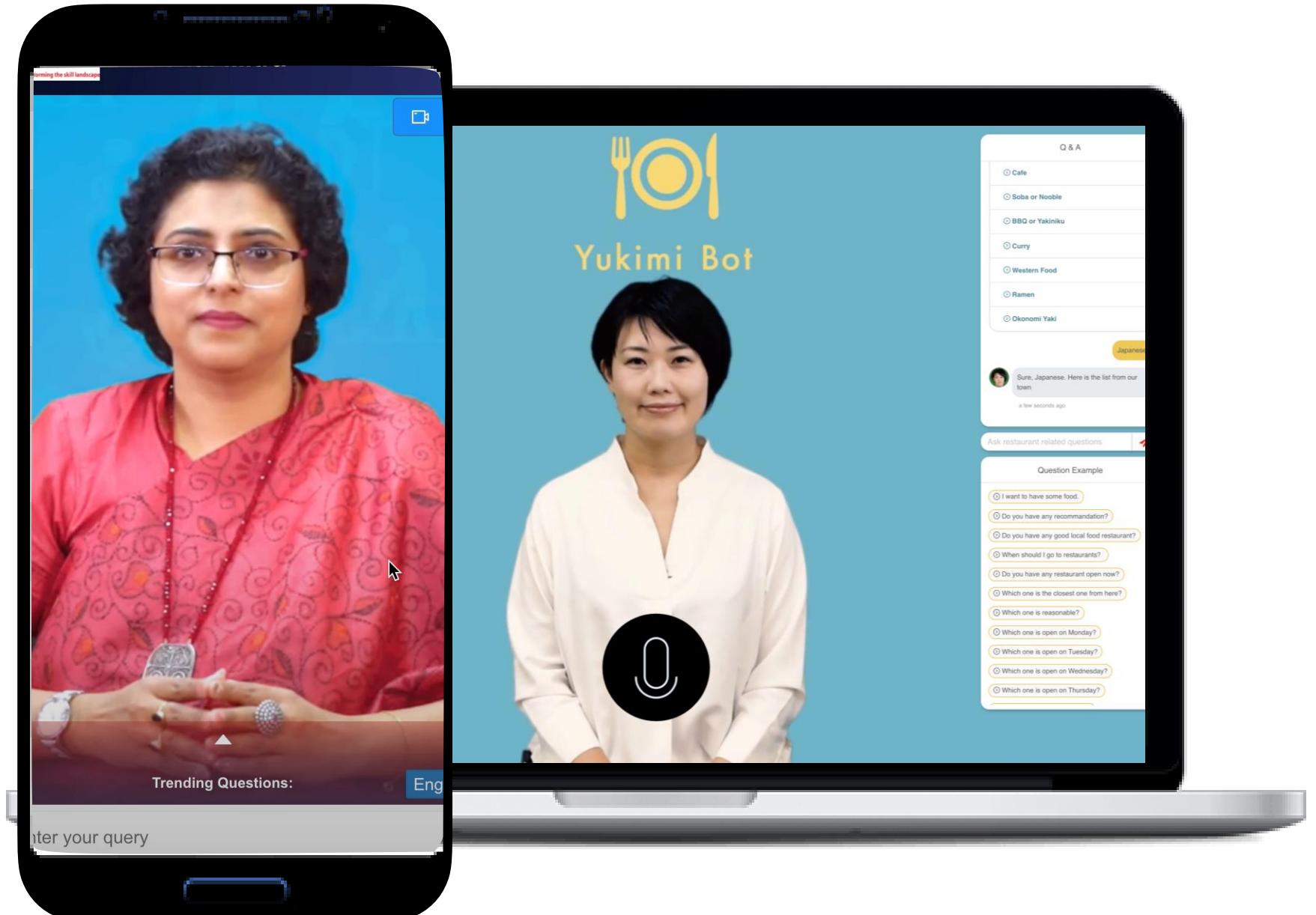


Utilities & Bill Pay

AI VIRTUAL ASSISTANT FOR ORGANISATIONS



Humanised Virtual Assistant



Improve top-line **via
lead gen and
engagement**



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

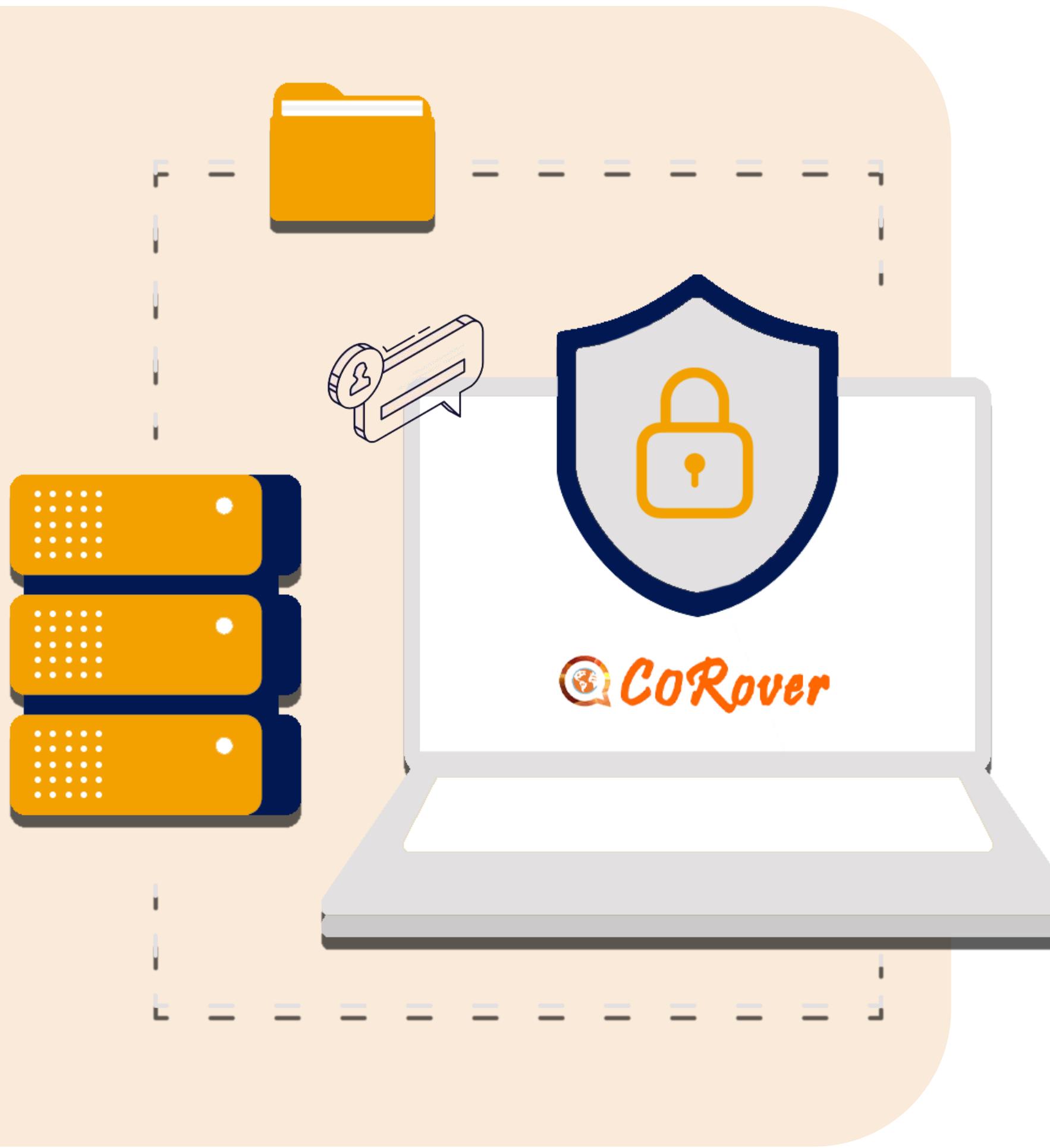


Personalised customer
experience **via human
centric virtual
assistant**



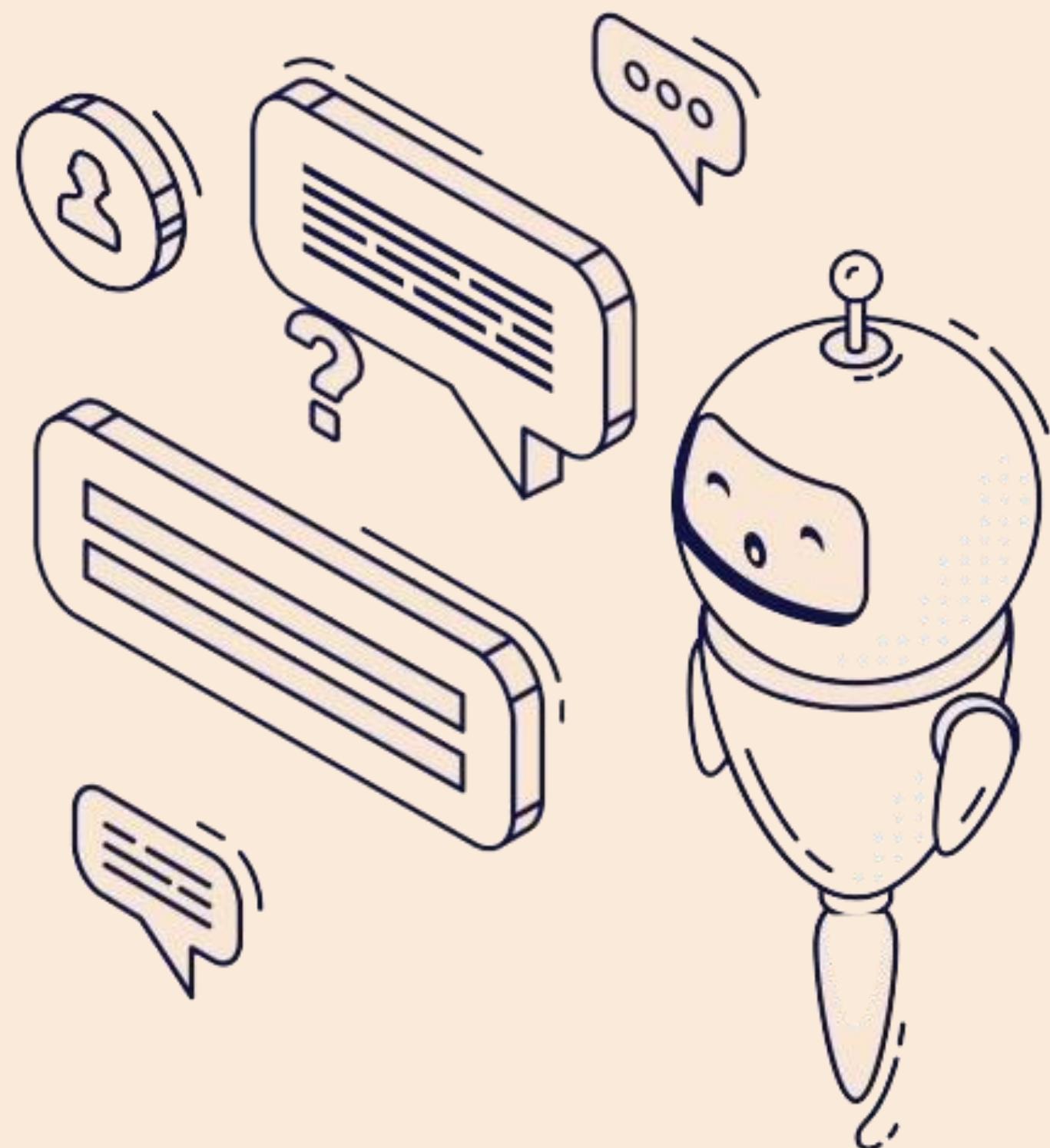
Operational
efficiency **via 24X7
virtual assistant**

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 STUDIES



CASE STUDY – ‘Ask Disha’ by IRCTC (Travel)

Outcome

The image displays two screenshots of the IRCTC 'Ask Disha' mobile application. The left screenshot shows a screen for checking refund status, prompting the user to select a refund type from options like cash or travel credit. It also includes fields for entering a PNR number and a success message for a recent refund of Rs 740.0 for PNR 2310413814. The right screenshot shows a vernacular support message in Hindi, encouraging users to choose a refund method and provide their PNR number. Below this, there is a message regarding a refund request for PNR 2701857933. The bottom part of the right screenshot shows a 'Voice Support' feature with a microphone icon.

150K Daily Passenger Queries

70% Increase in CSAT (due to 0 wait time)

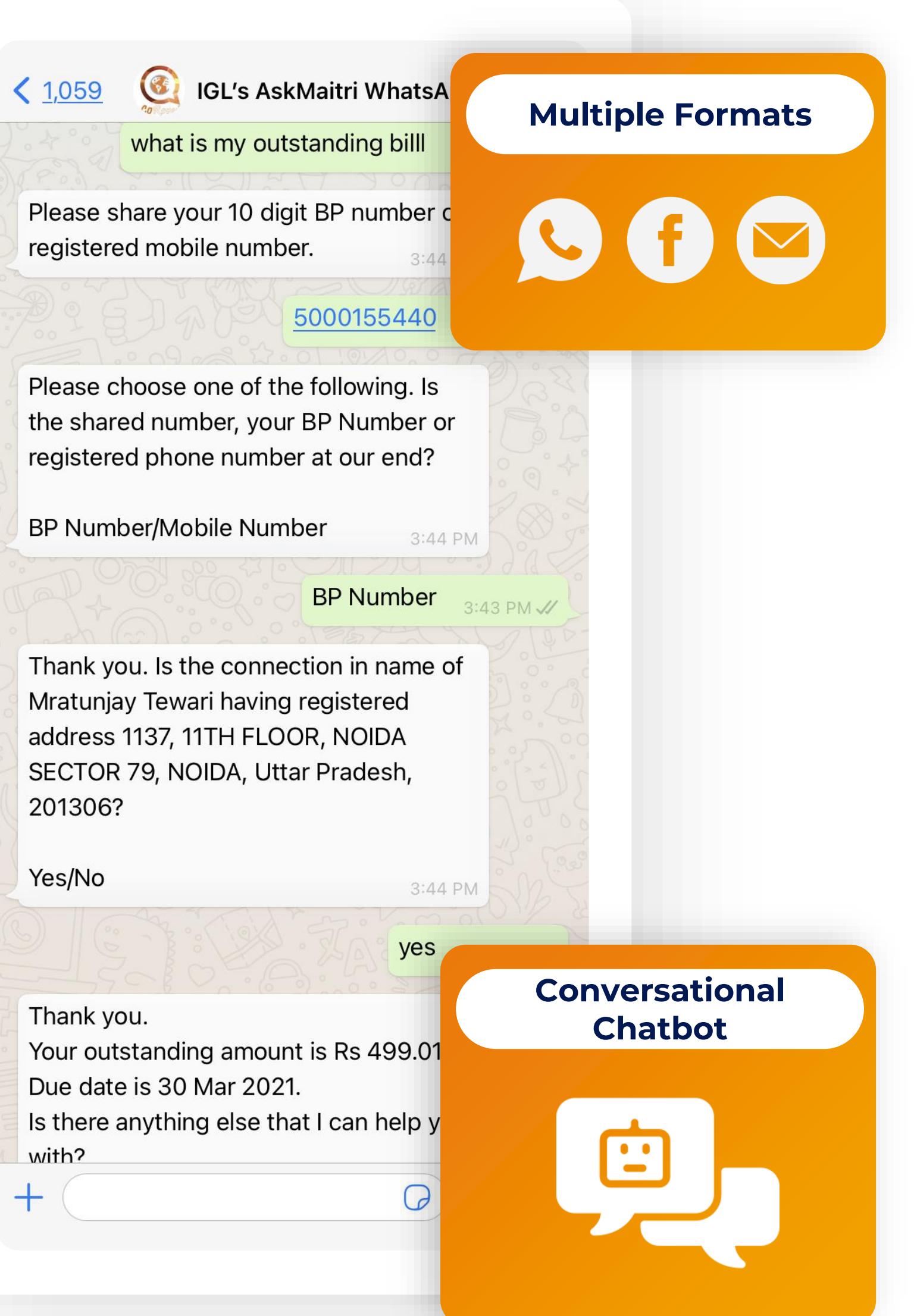
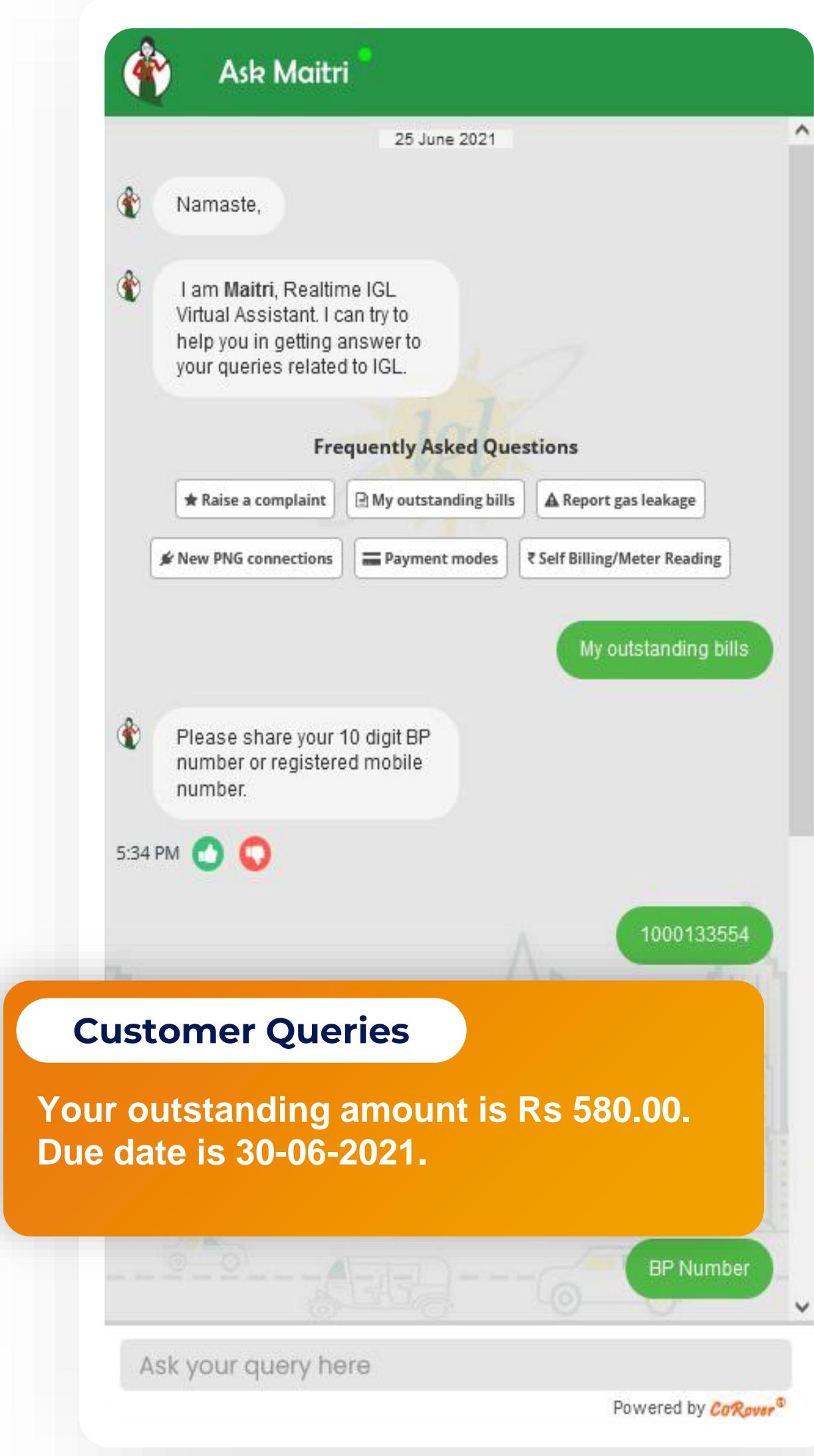
70% Reduction in queries over other channels

85% Positive Feedback Of IRCTC's customers

90% Accuracy



CASE STUDY – ‘Ask Maitri’ by IGL (Energy/Utility)



Outcome in a year

840K Users

81.9% Excellent Feedback

Total Answered Queries:
14,599,30

Total Asked Queries:
16,295,80



integrated with:



CASE STUDY – ‘Ask PAi’ by NPCI (Banking/Finance)

The screenshot shows the 'Customer Queries' section of the Ask PAi app. It features a large orange callout box with the heading 'Customer Queries'. Inside, it says: 'UPI or Unified Payments Interface is an immediate real-time payment system that helps in instantly transferring the funds between the two bank accounts through a mobile platform.' Below this is a search bar with the placeholder 'Enter your query here' and a note 'Powered by CoRover®'.

The screenshot shows the 'Vernacular Support' section of the Ask PAi app. It features a large orange callout box with the heading 'Vernacular Support'. Inside, it says: 'मैं हूँ PAi, आपका व्यक्तिगत डिजिटल सहायक।' (I am PAi, your personal digital assistant). Below this is a blue button labeled 'UPI क्या है?'. To the right, there is a detailed explanation of UPI in Hindi: 'UPI या यूनिफाइड पेमेंट्स इंटरफेस एक तत्काल रीयल-टाइम भुगतान प्रणाली है जो मोबाइल प्लेटफॉर्म के माध्यम से दो बैंक खातों के बीच धनराशि को तुरंतस्थानांतरित करने में मदद करता है।' (UPI or Unified Payments Interface is a real-time payment system that facilitates instant fund transfer between two bank accounts via mobile). Below this is a small video thumbnail showing two hands holding smartphones during a transaction. At the bottom, there is a 'Conversational Chatbot' icon with a speech bubble containing a bot head.

Outcome in a year

540K Users

87% Excellent Feedback

0.5sec Time taken To respond

70+ Banks/NBFCs Onboard

Total Answered Queries:
10,89,554

Total Asked Queries:
9,57,672

Integrated With:



CASE STUDY - CNB assistant by MAHINDRA CARANDBIKE

(Automotive)

CNB Assistant

- ⌚ What is the price of Honda City?
- ⌚ Compare Kia Seltos and MG Hector
- ⌚ What is the mileage of Thar?
- ⌚ What are the key specifications of Hyundai Creta?

What is the price of Honda City?



Customer Queries

What are the key specifications of Hyundai Creta?

Please enter your query

Powered by *CarRover®*

CNB Assistant

- ⌚ What is the price of Honda City?

Vernacular Support

हौंडा सिटी का माइलेज कितना है? दिल्ली में हौंडा सिटी की कीमत कितनी है?

what is the price of Bajaj Pulsar RS400



Discontinued
Bajaj has discontinued the Pulsar RS400 and the car is out of production.

[View Discontinued Price](#)

4 minutes ago

Please enter your query

Powered by *CarRover®*

Outcome

99.8% Accuracy

97.3% Excellent Feedback



Number of queries asked, leads captured, test drives booked in a quarter:

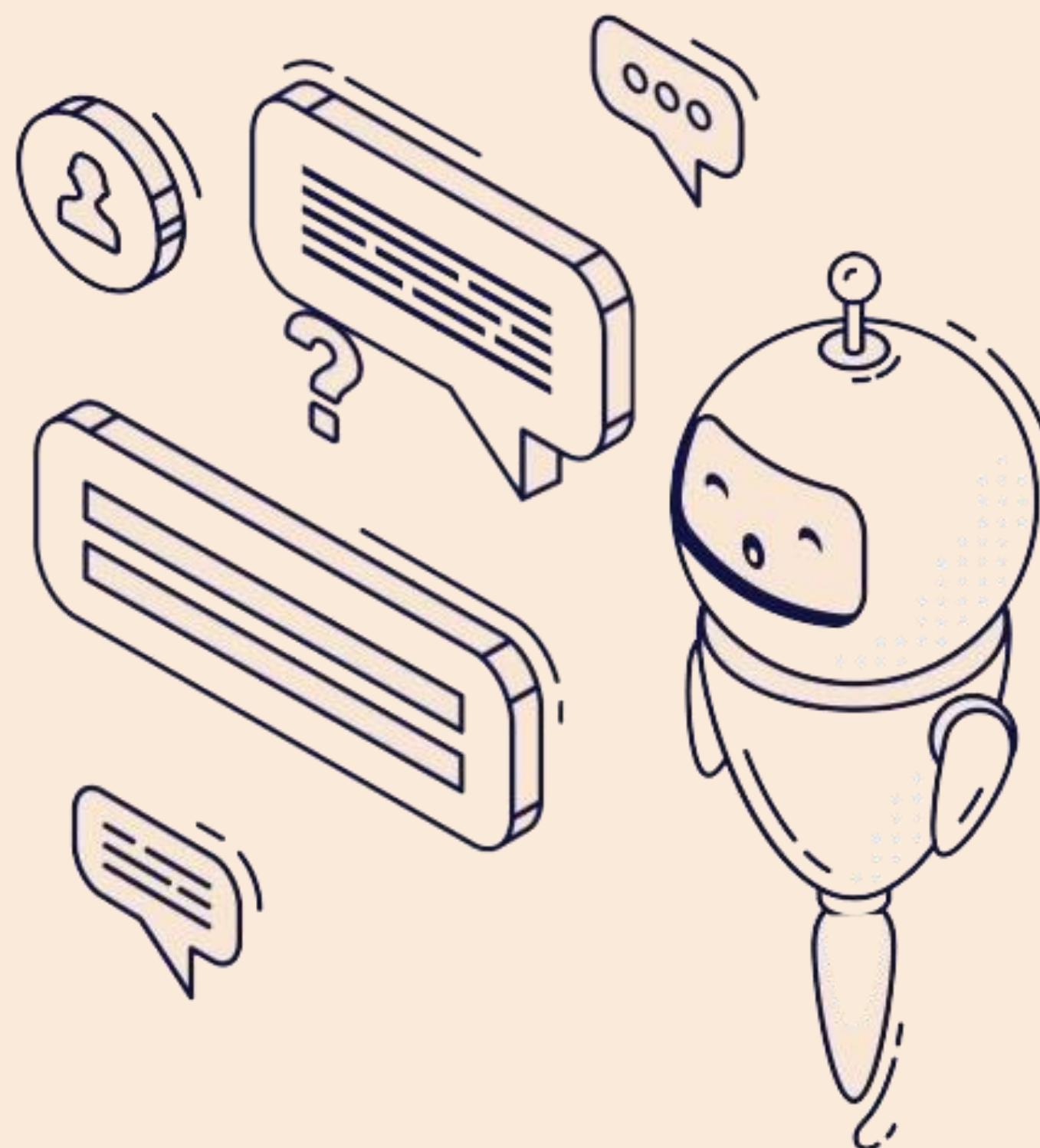
4,32,000



Number of queries in a month:

1,00,000+

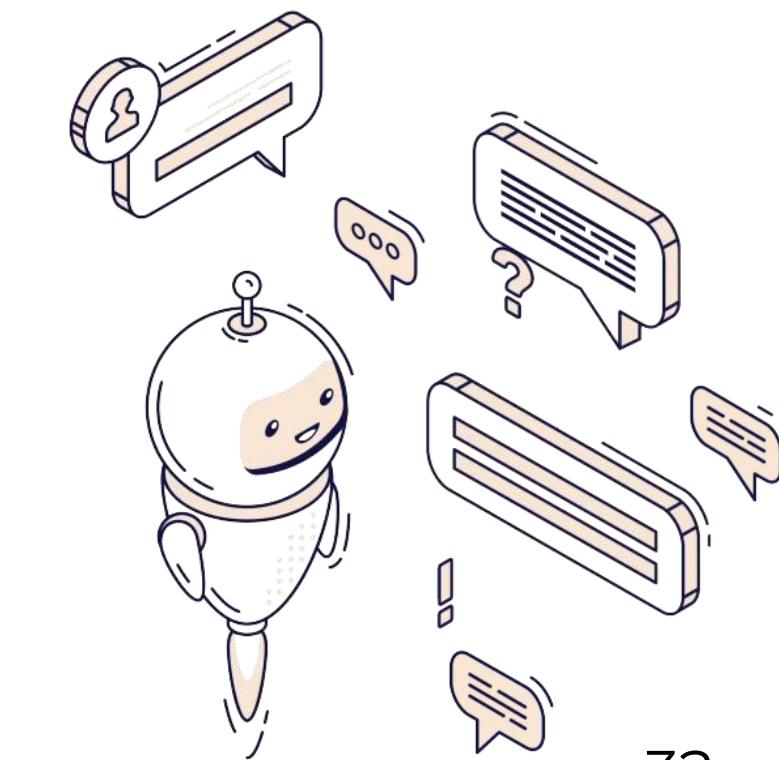
APPENDIX



ACHIEVEMENTS



- Raised funding from Canbank Venture Capital Fund
- Selected in TOP 10 ASSOCHAM 4th ICT Awards for 2020.
- CoRover's [AskDoc.ai](#) is a winner in Combat Covid-19 Challenge
- Winner of AatmaNirbharBharat App innovation challenge launched by Prime Minister of India
- Asia Leadership Award: The best Chatbot as a Service (CaaS) Platform
- Company of the year, 2019 by CIO Review India
- One of the top 30 innovators of the world, announced in Venture Summit 2019 at Silicon Valley, US.



TESTIMONIALS

Seamless and effective conversations in business are the keys to customer success. With CoRover on board, Crayon is now well equipped to provide the best-in-class conversational service to its customers.

Vikas Bhonsle
CEO, Crayon Software Experts India

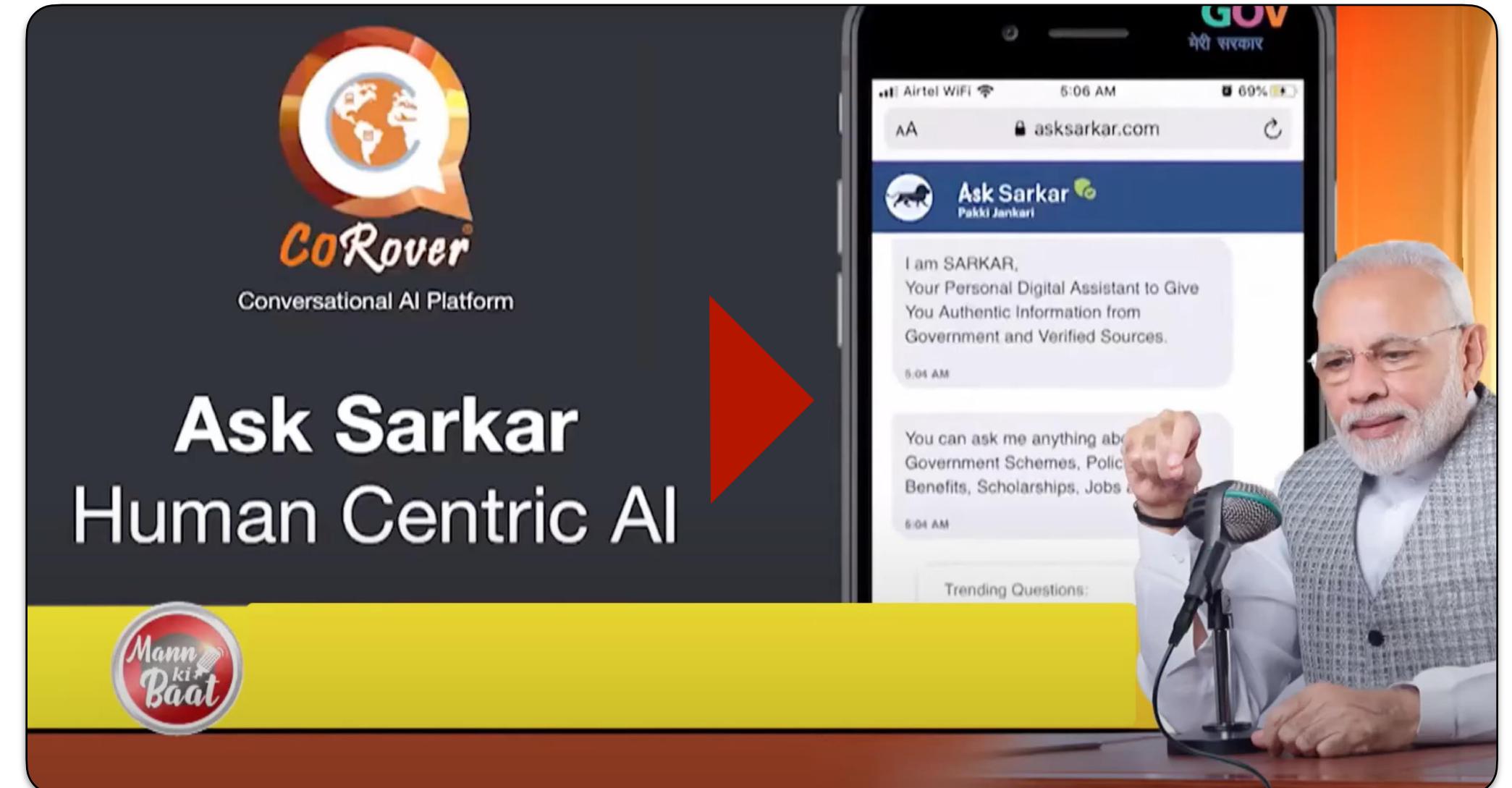
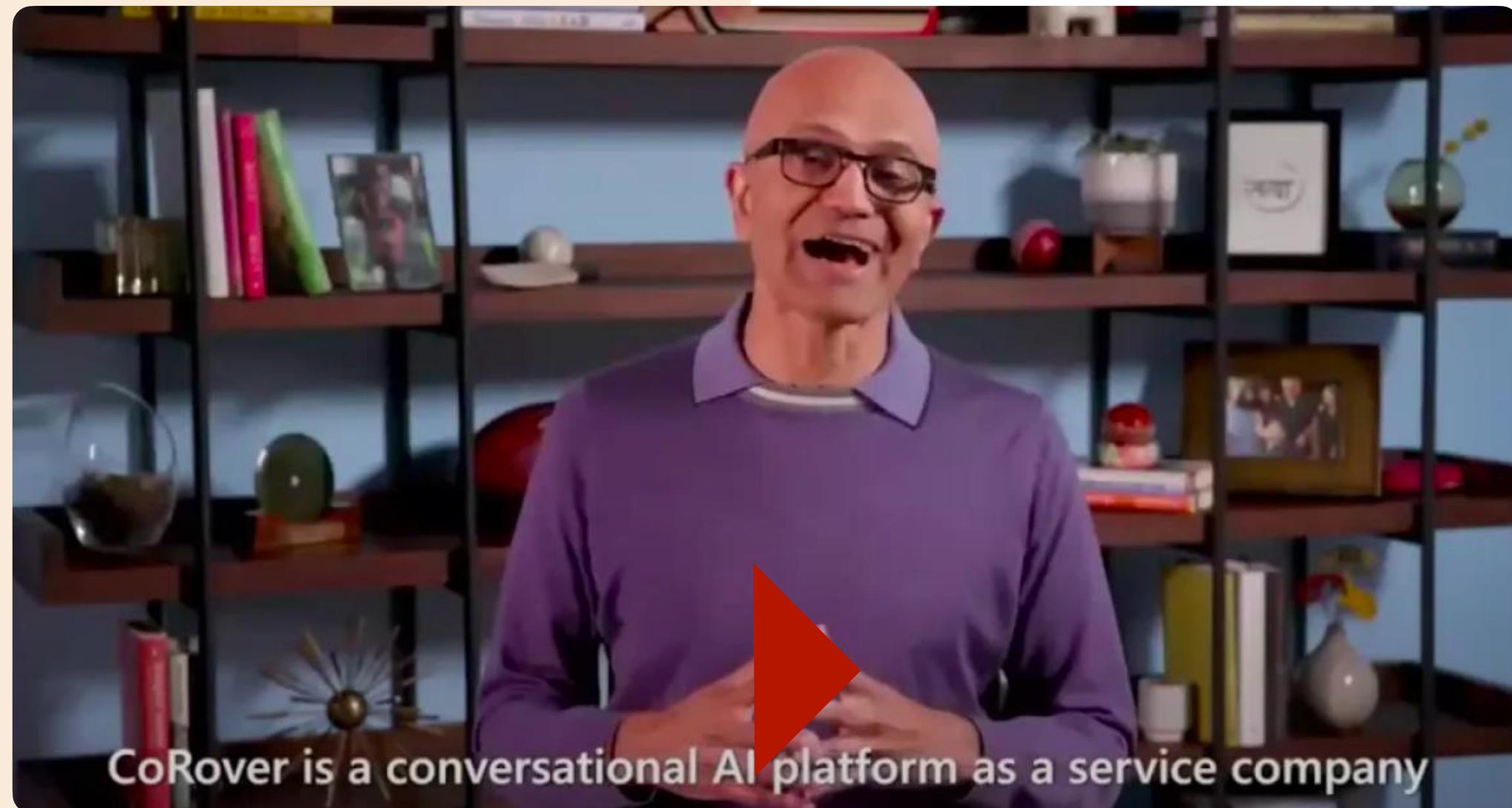
“AskYukimi a VideoBot created using CoRover’s Human Centric Conversational AI platform, has been a huge success in Japan. We have been fortunate to work with CoRover as a client and also as their co-sell partner”

Hajime Suzuki
CEO of Innovation Hills Inc.

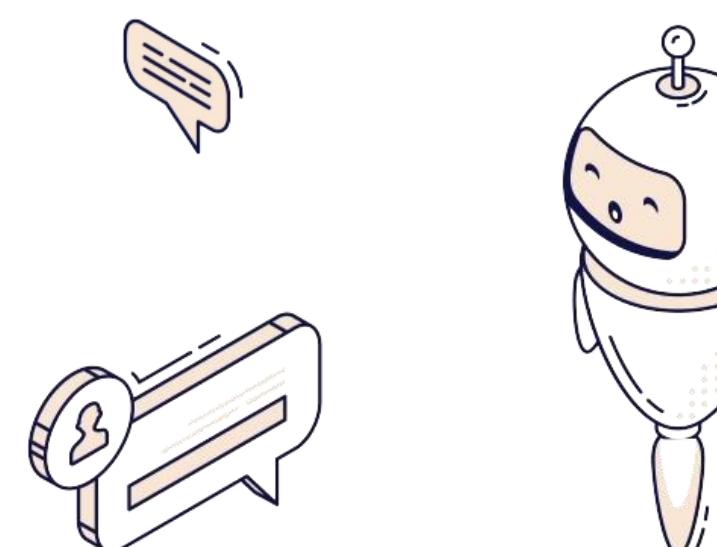
Chatbot, named Ask Disha, has **great accuracy of 90% along with the approx. 85% positive feedback** from IRCTC users and has improved customer and employee engagement.

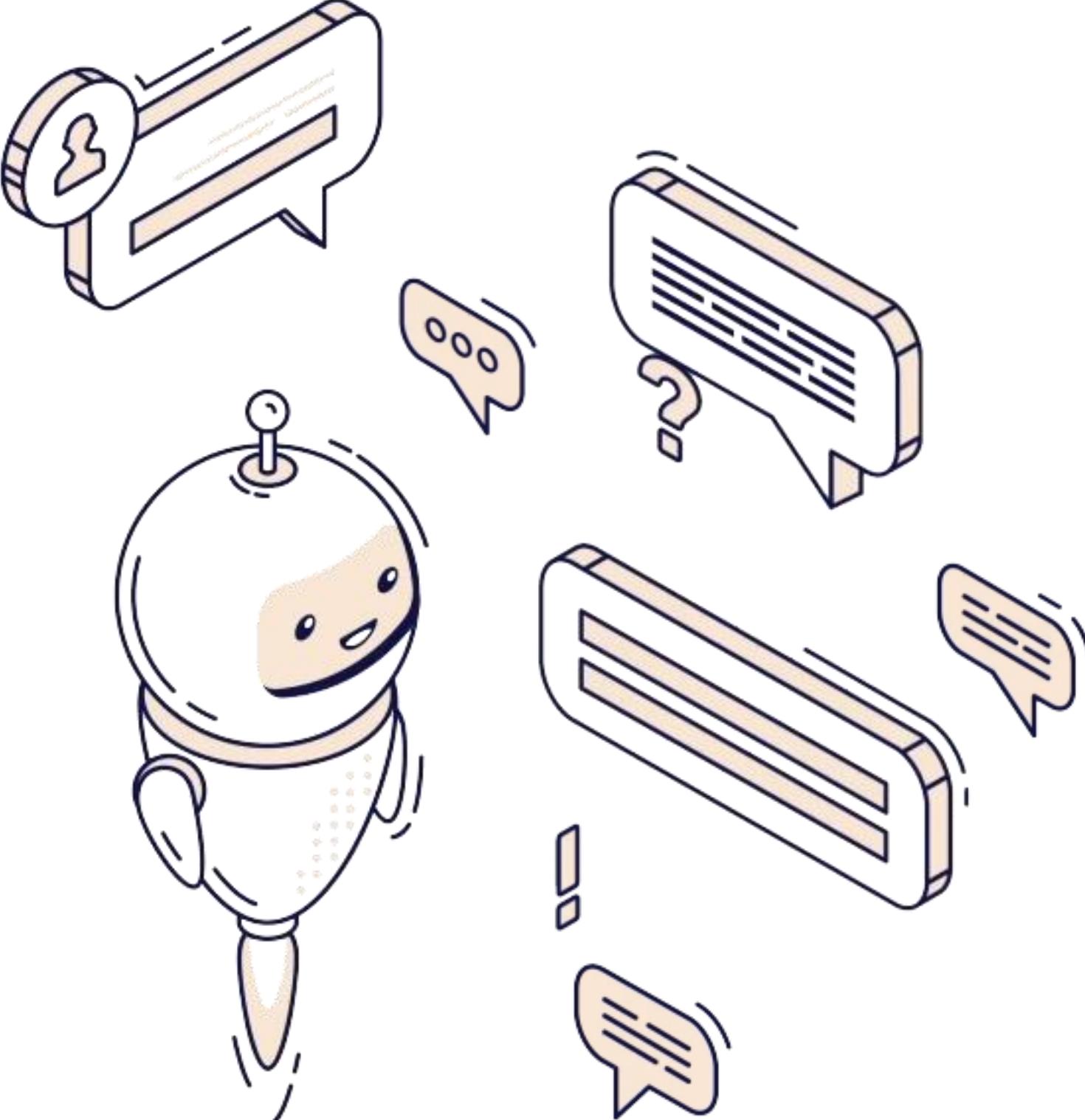
Sandip Trivedi
GGM, IRCTC

& more



HERE'S WHAT SATYA NADELLA AND PRIME MINISTER NARENDRA MODI HAVE TO SAY ABOUT US





LET'S GET STARTED ON MAKING YOUR TECH MORE HUMANE



Ankush Sabharwal

ankush.sabharwal@corover.mobi

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