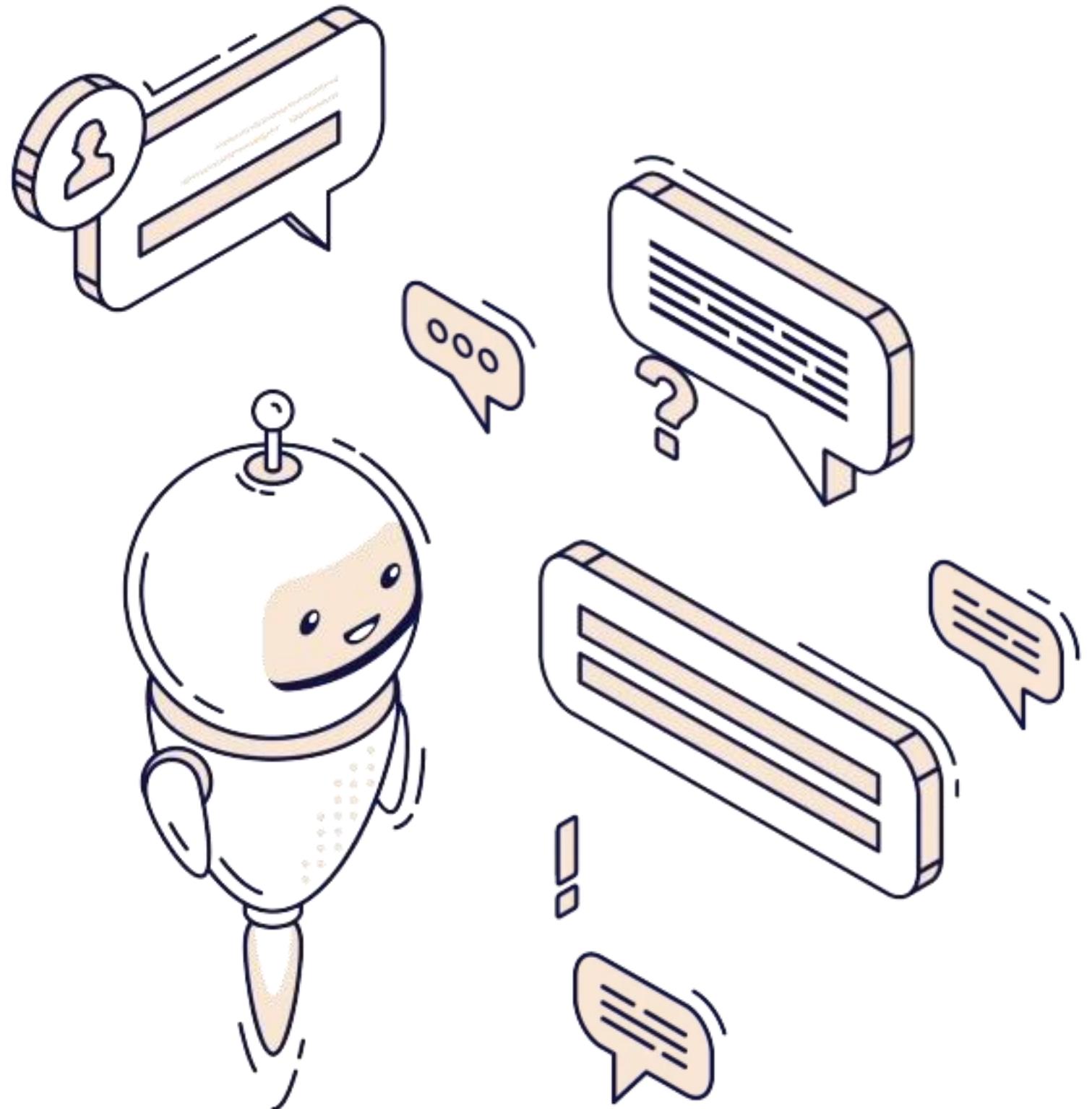
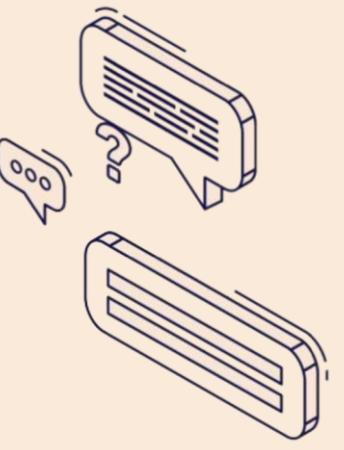


# CoRover®

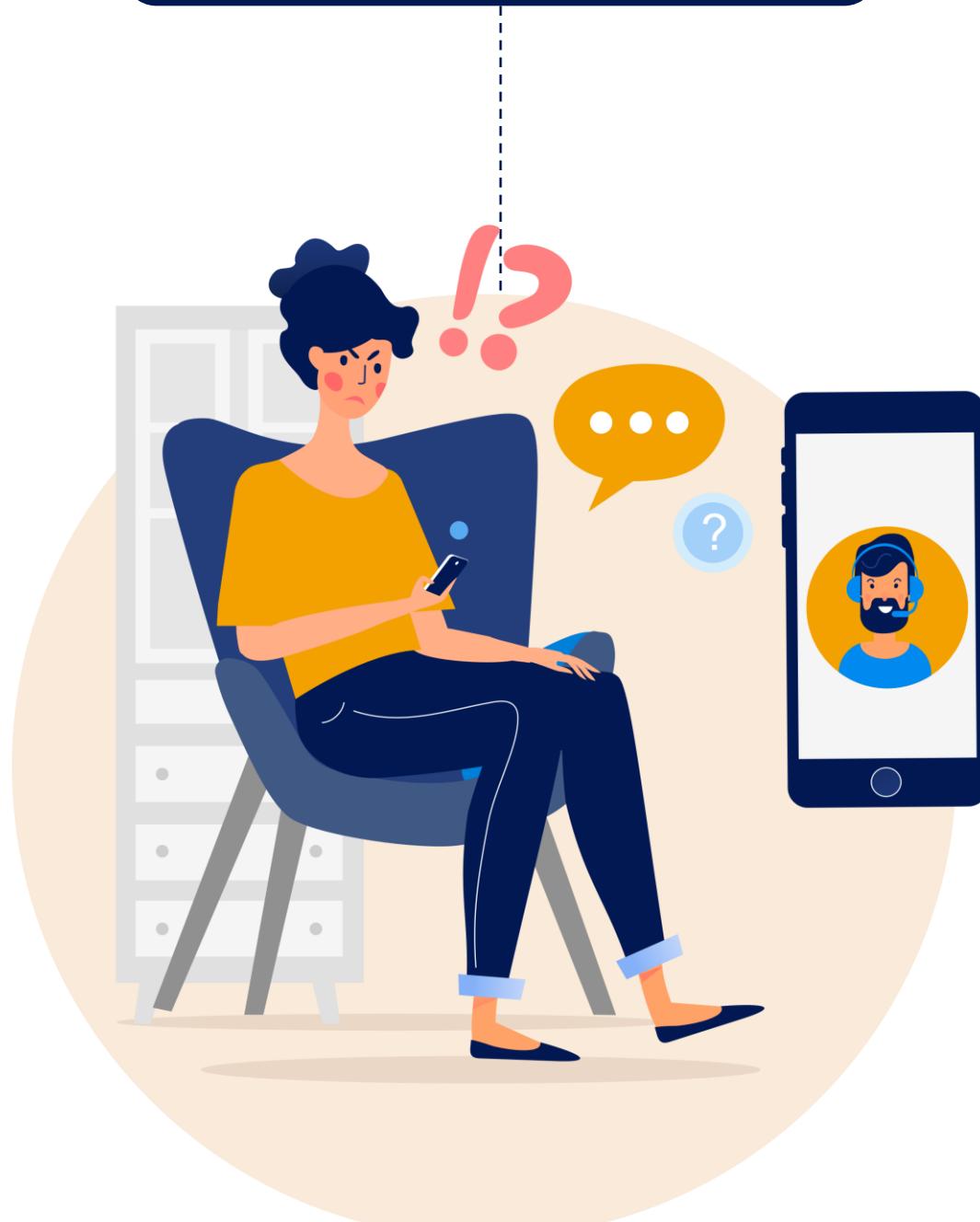
Human Centric  
Conversational AI Platform



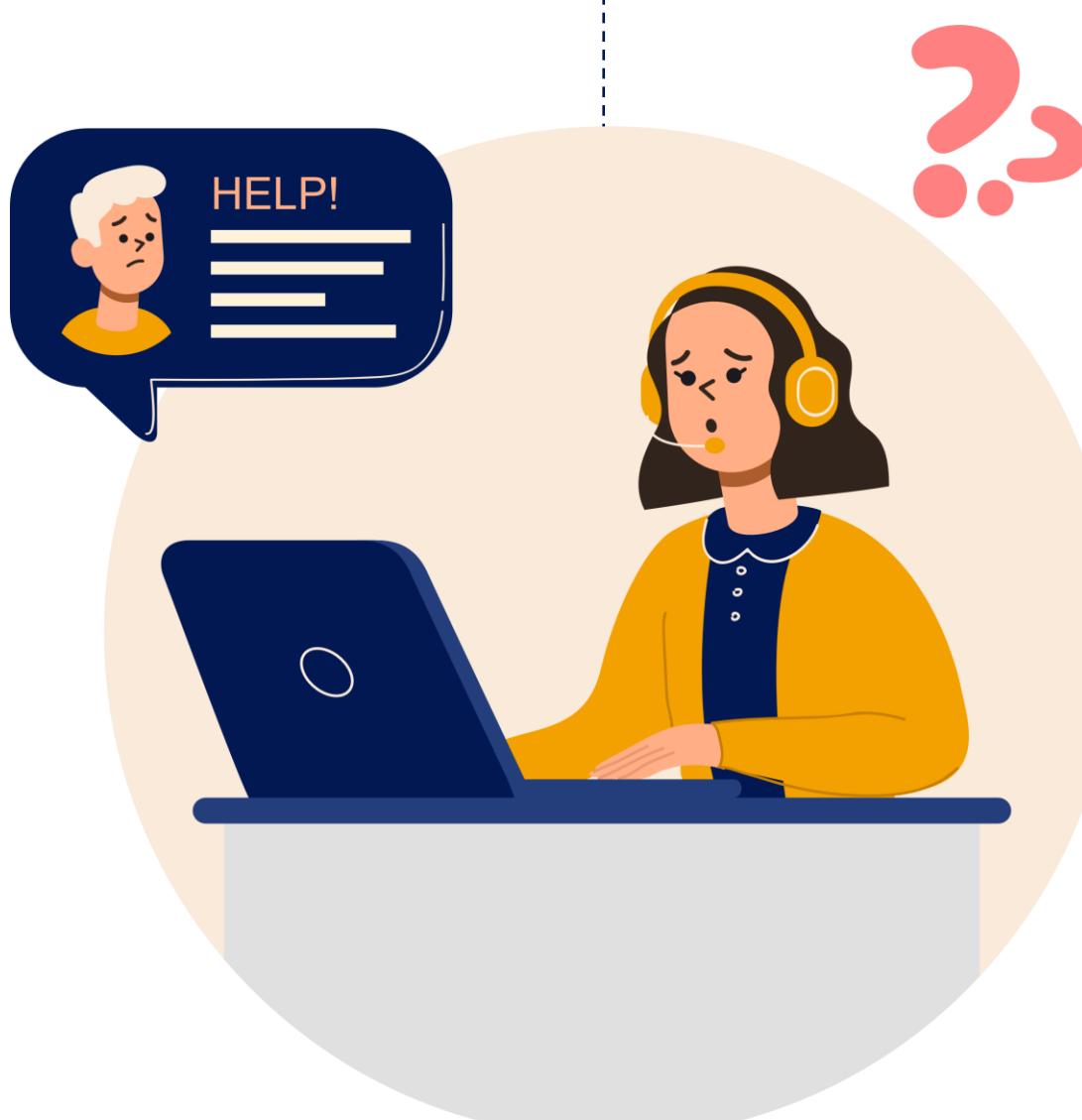
# CURRENT METHODS ARE FAILING IN THEIR CONVERSATIONAL ABILITY AND ACCURACY...



*Hours long waiting  
in customer care*



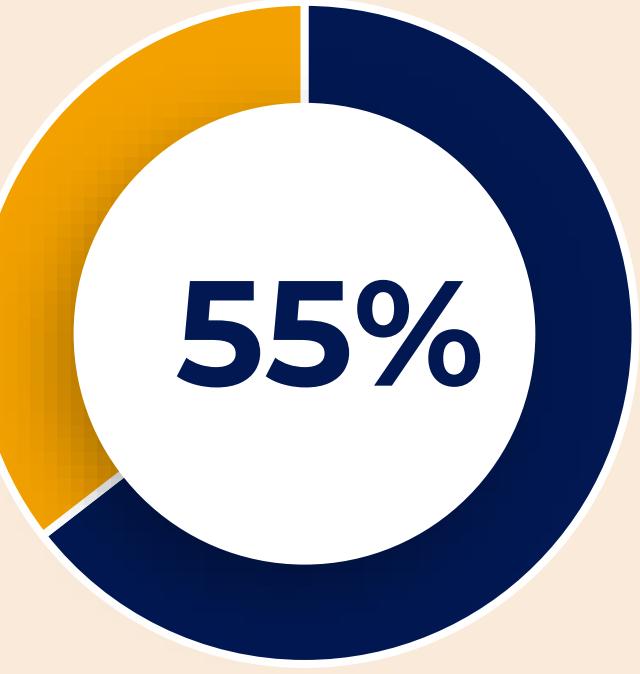
*Vague Inauthentic  
Information*



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

**Customers hate automated messages.**

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



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

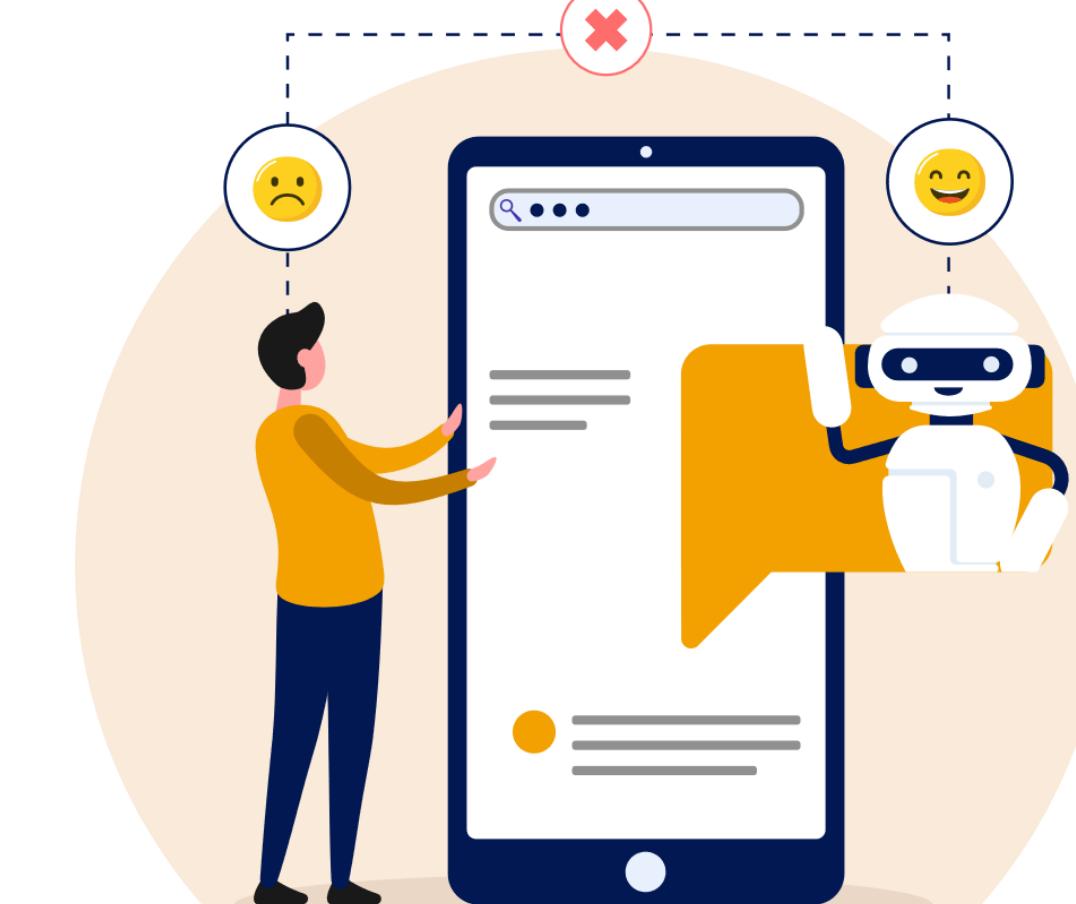
# ***...AND MOST AI BOTS DON'T OFFER RICH, HUMAN LIKE CONVERSATIONS NEEDED TO ENGAGE USERS***

## ***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***

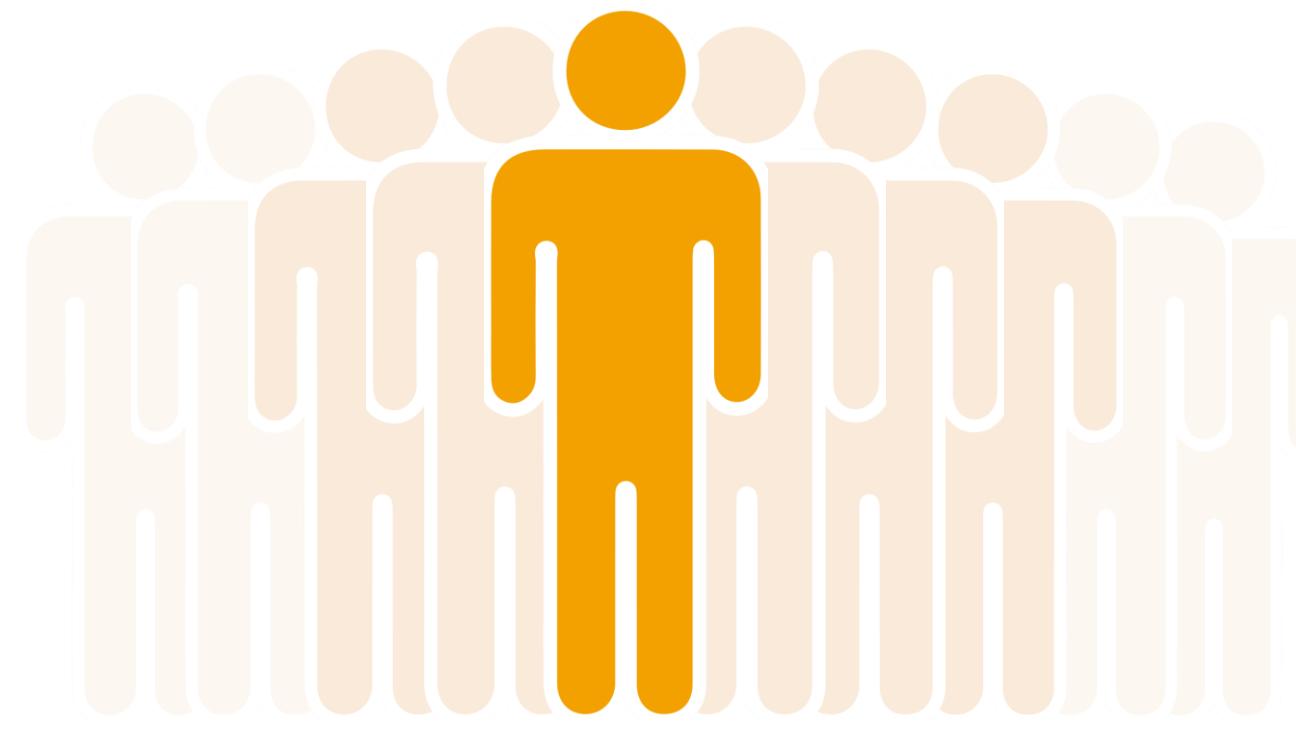


Cannot communicate problems and seek help in local languages

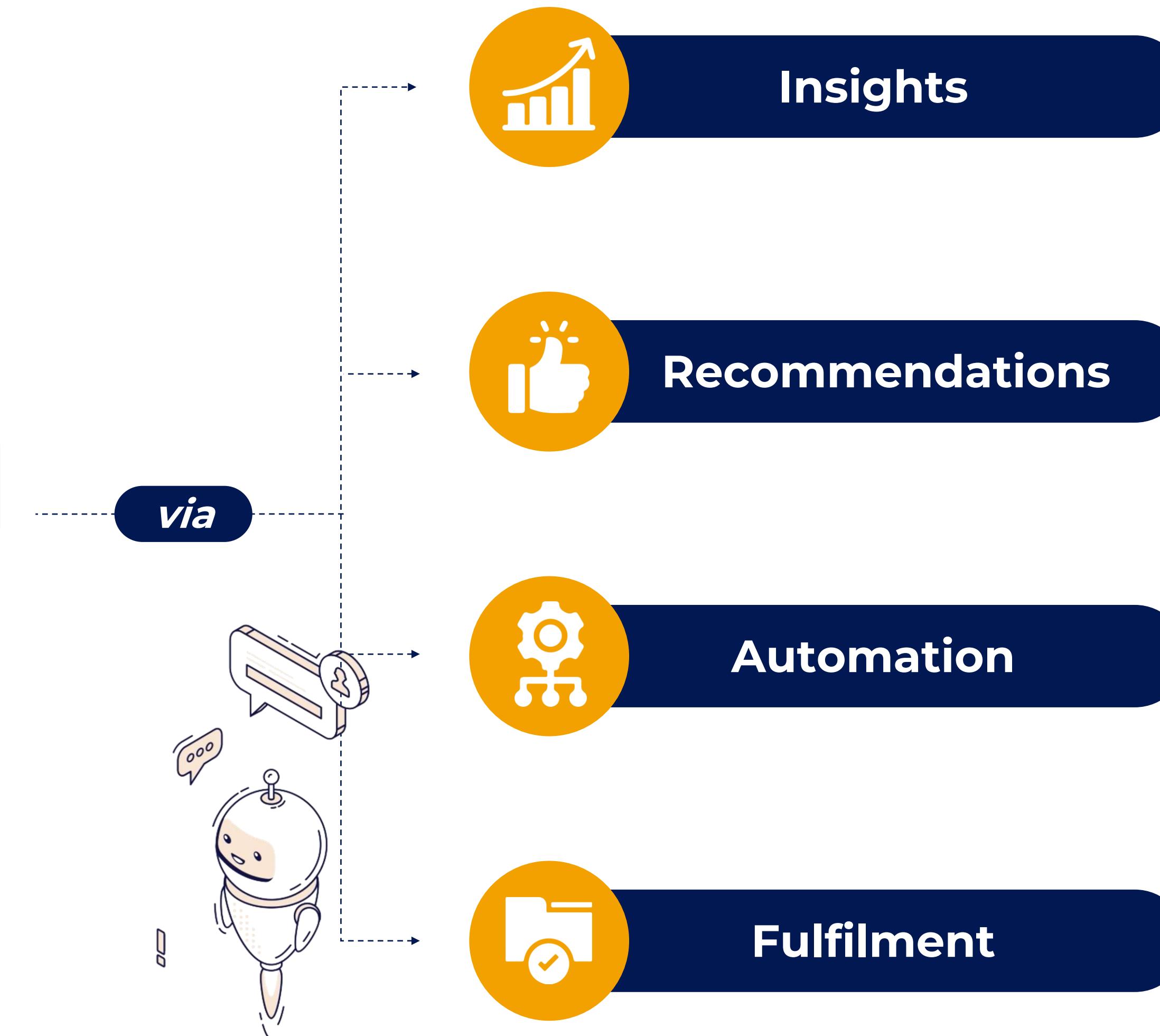
# COROVER'S VISION TO MAKE AI AS “HUMAN-LIKE” AS POSSIBLE



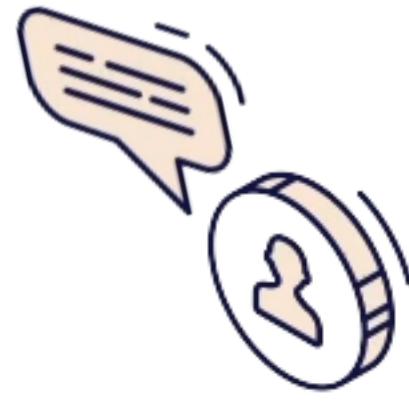
Augmenting the personal  
and professional lives of



1/10<sup>th</sup>  
of Humans

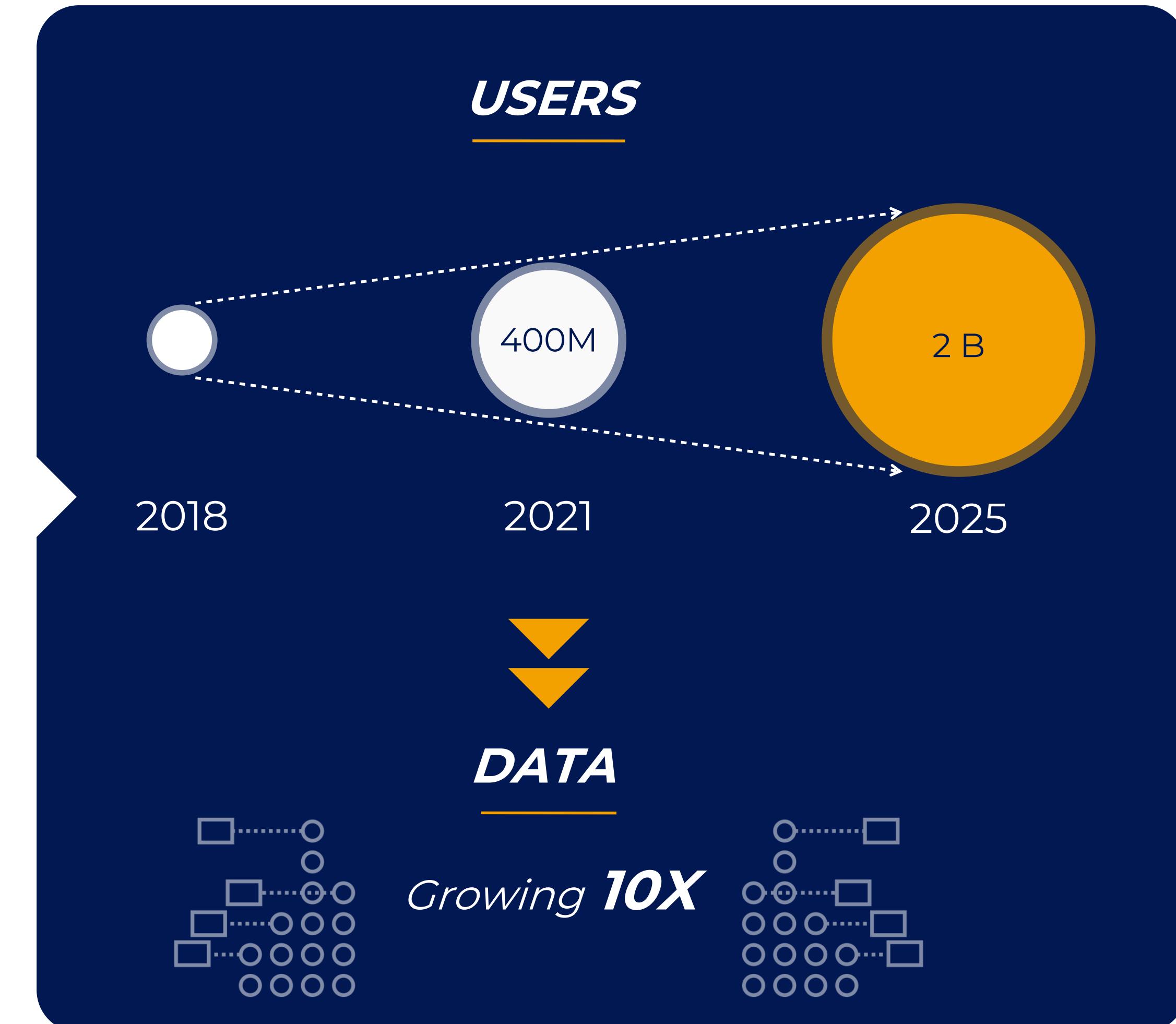


# AIM TO LEAD ENTERPRISES TO THEIR AI-DRIVEN FUTURE



# POWERING THE DATA FLYWHEEL

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





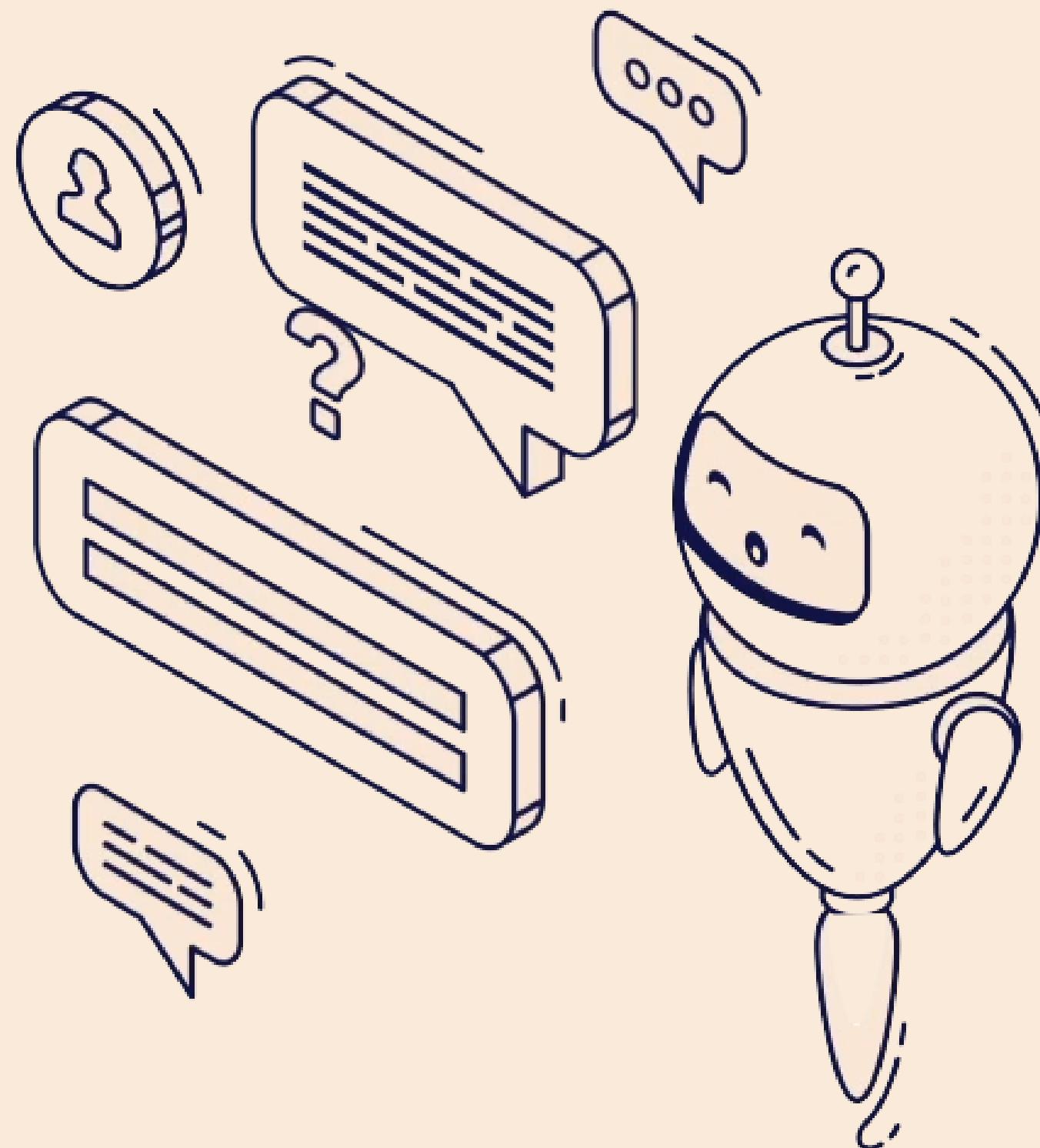
# OMNICHANNEL HUMAN-CENTRIC CONVERSATIONAL AI (SAAS, LICENSING)



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**

---



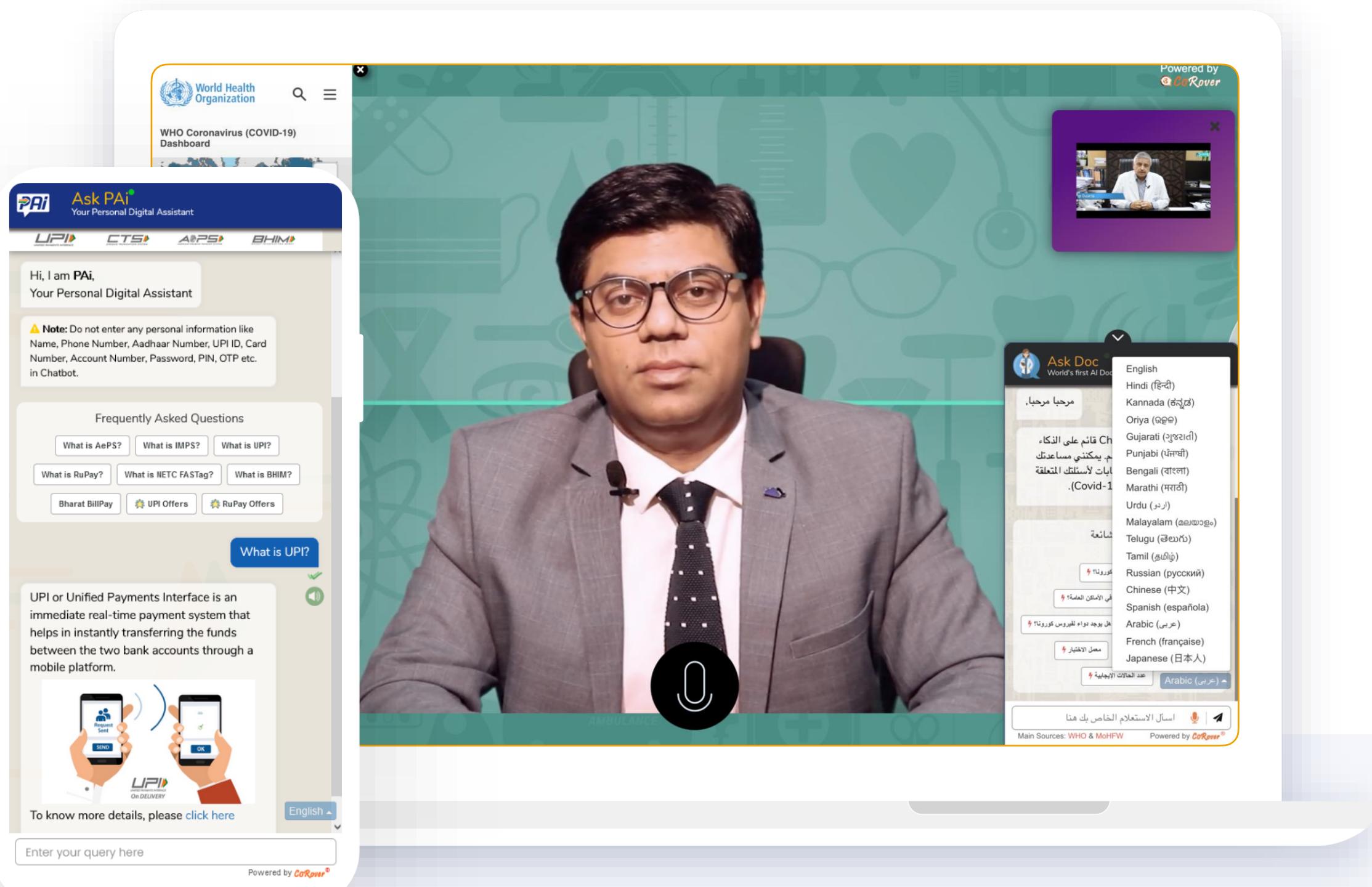
# ACQUIRED 400M+ USERS WITH 20B+ INTERACTIONS



400M+  
Users



20M+  
Monthly  
Active Users



100+  
Enterprises



20B+  
Interactions

# SERVING CLIENTS ACROSS VARIOUS VERTICALS

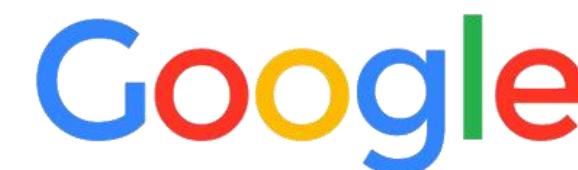


& more....

## LEADING AI BOT FOR 70+ BANKS



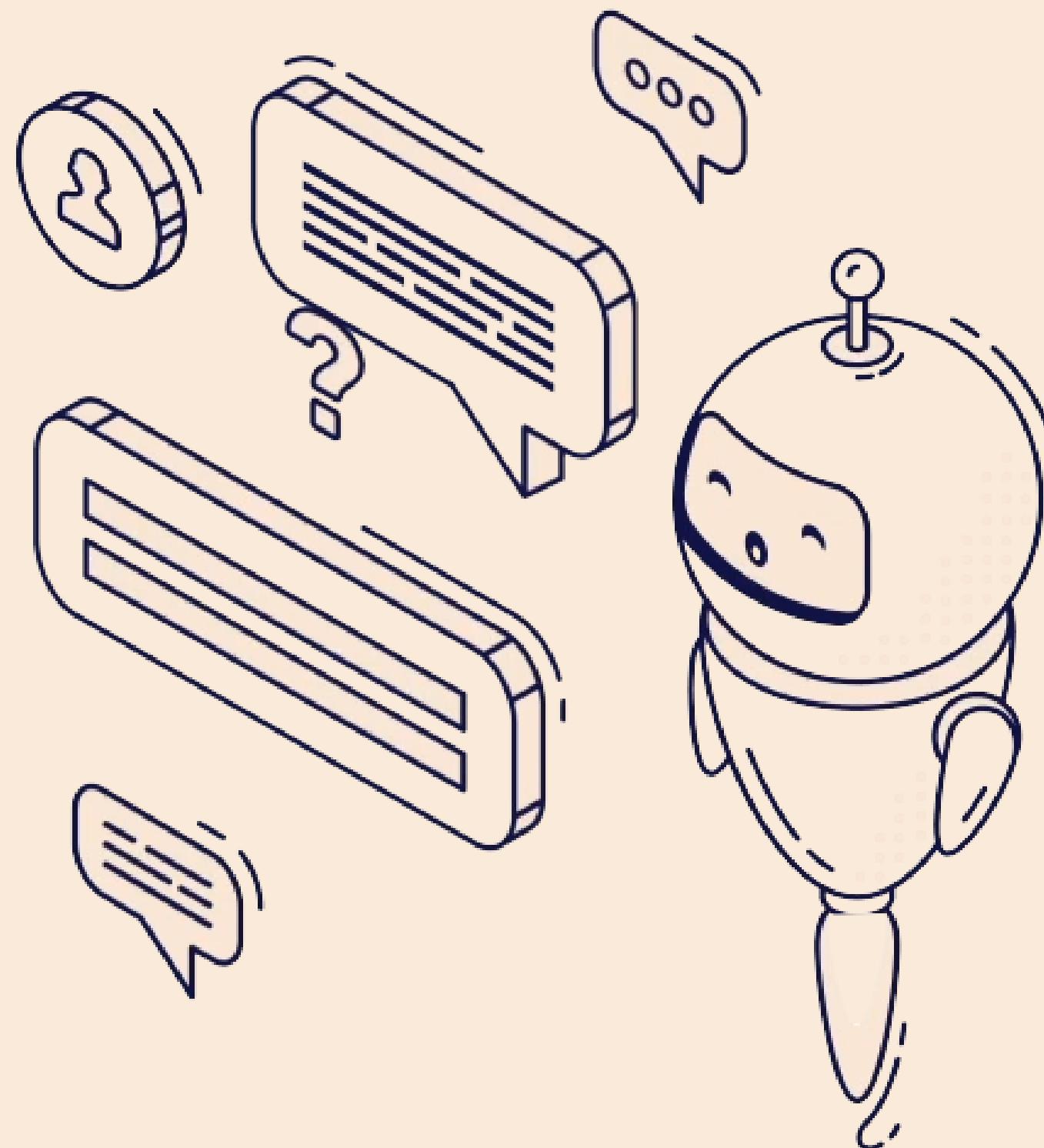
# KEY STRATEGIC PARTNERSHIPS



& more....

# **WHY COROVER?**

---



# VERSATILE TECH

THAT GIVES MASSIVE REACH



**400M<sup>+</sup> users**

## Multi-format



VideoBot®



VoiceBot



ChatBot  
(Text, Click, Touch)

## Tech Edge



Robust



Secure



Scalable  
(800K Concurrent Users)

## Omni Channel



Web/Phone app



IVR



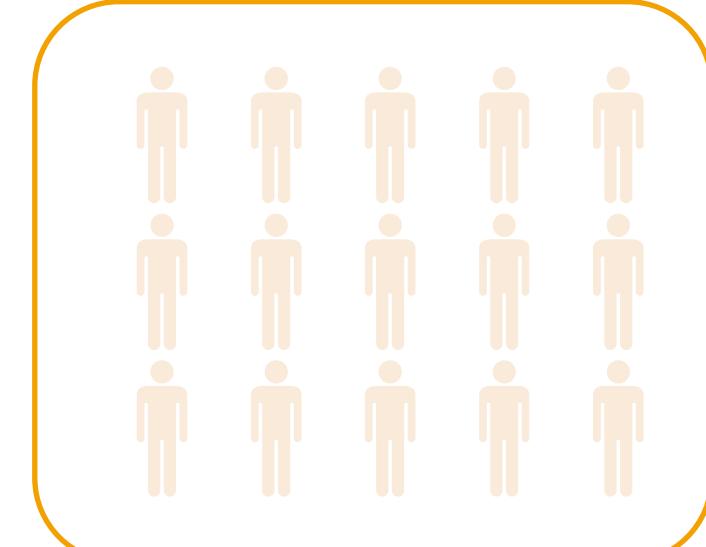
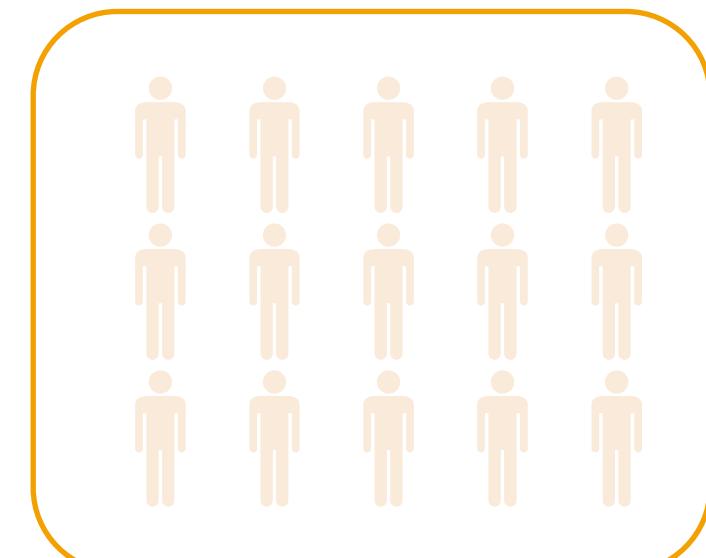
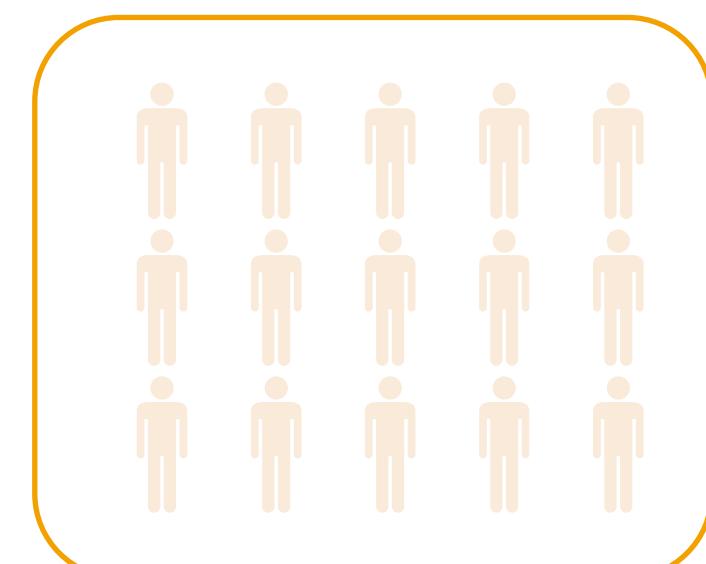
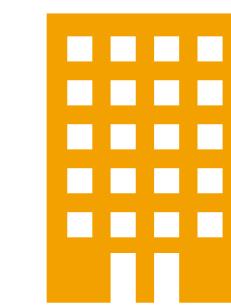
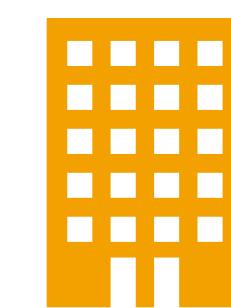
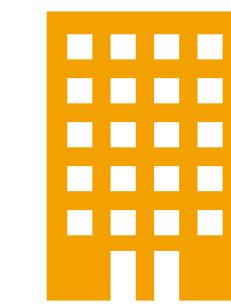
WhatsApp

& 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



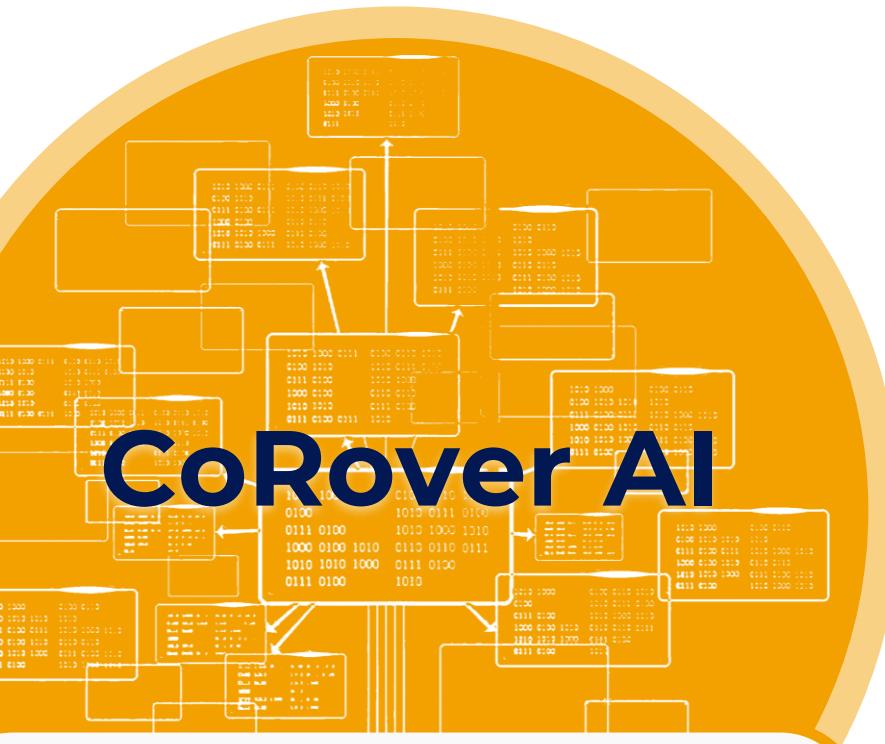
Sales



Engagement



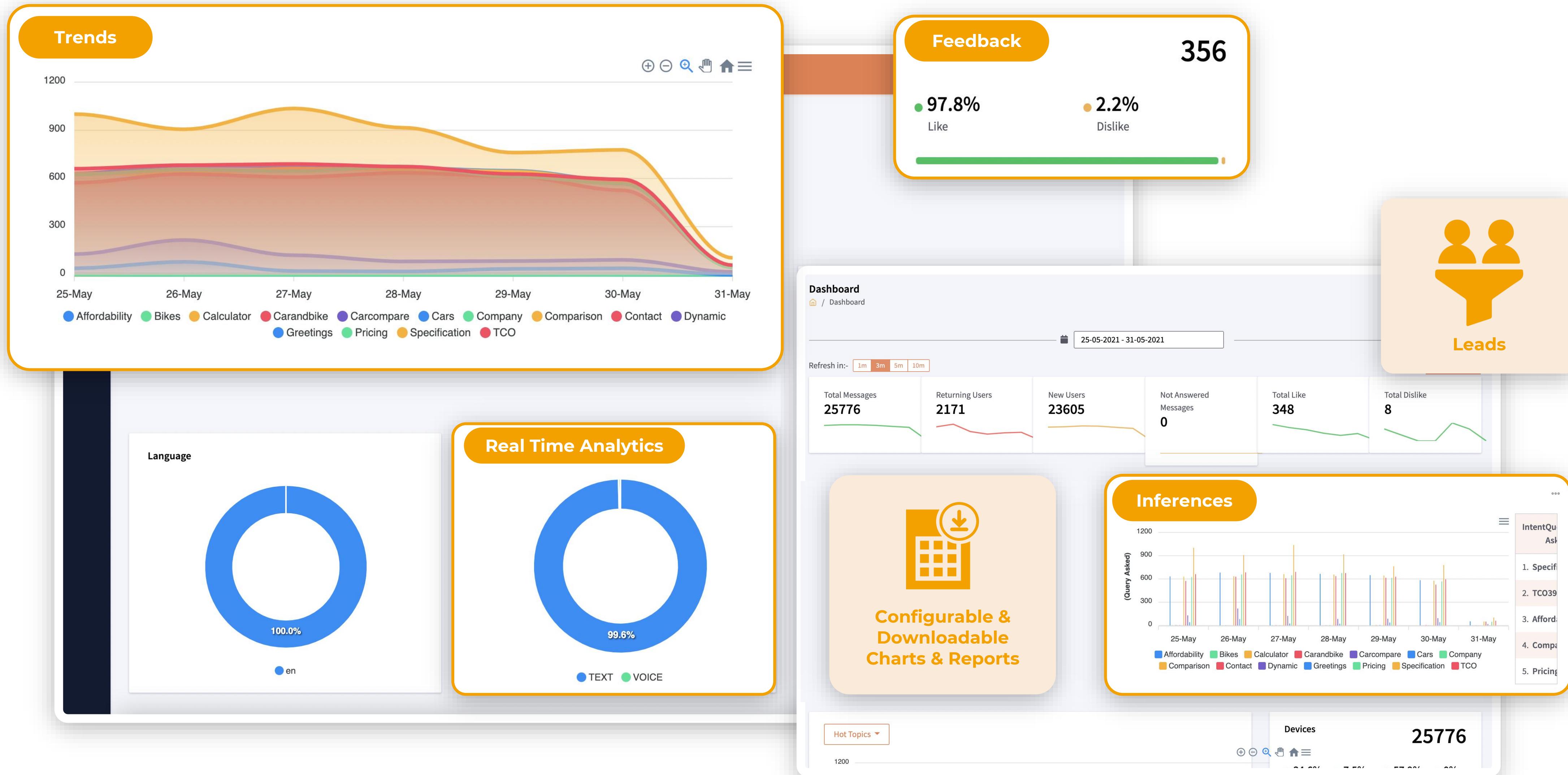
Support



CoRover AI

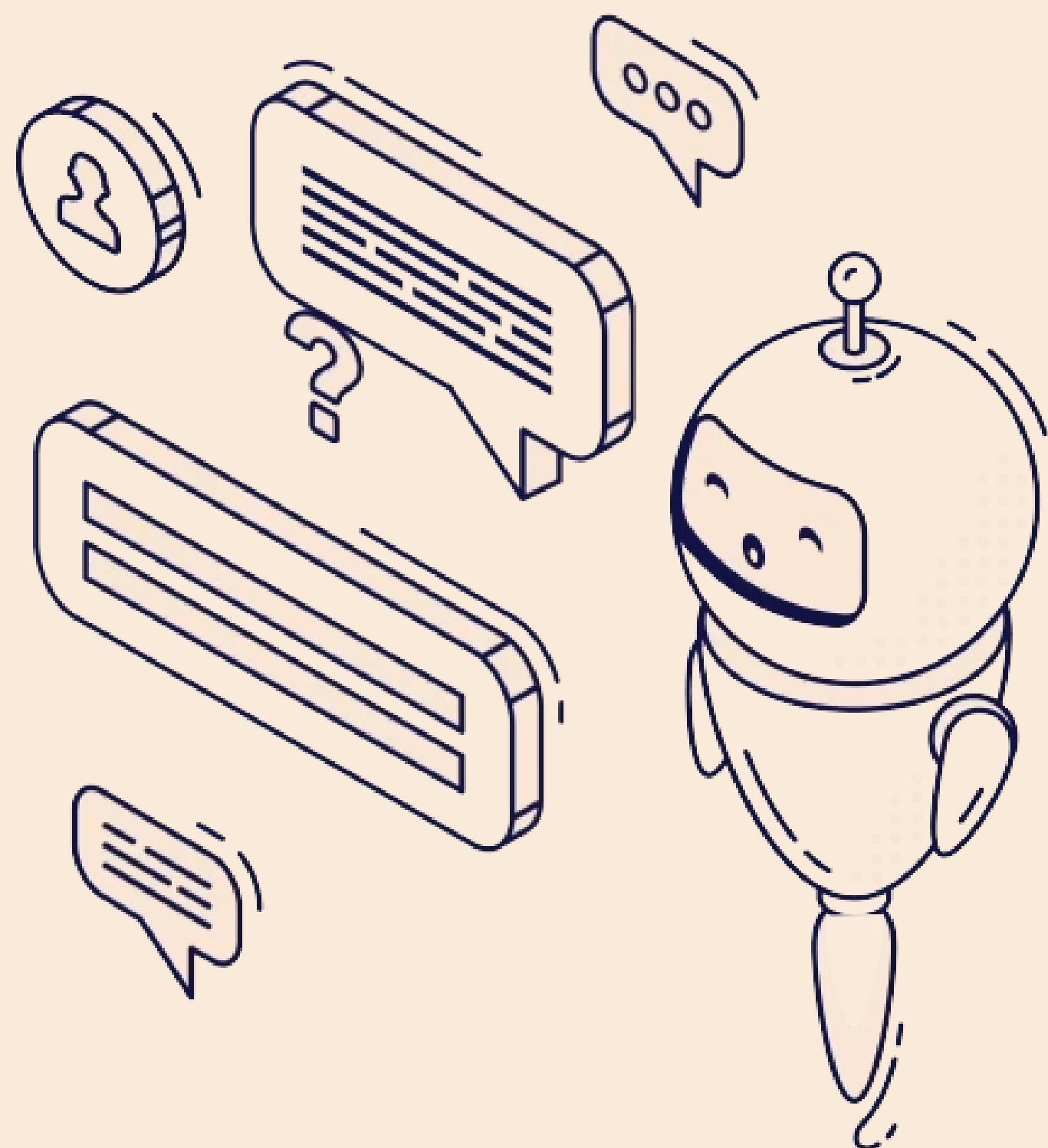
Decision Tree  
Training

# PROVIDES INVALUABLE INSIGHTS THROUGH DASHBOARD

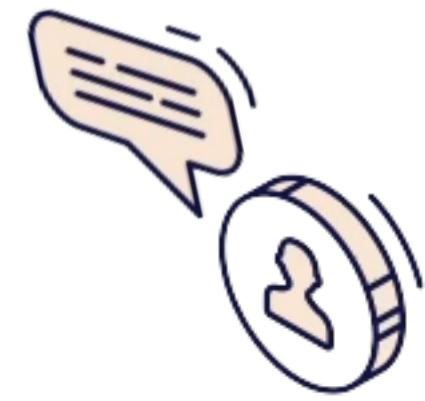


## ***USPs***

---



# HUMANISING AND MAKING IT INCLUSIVE



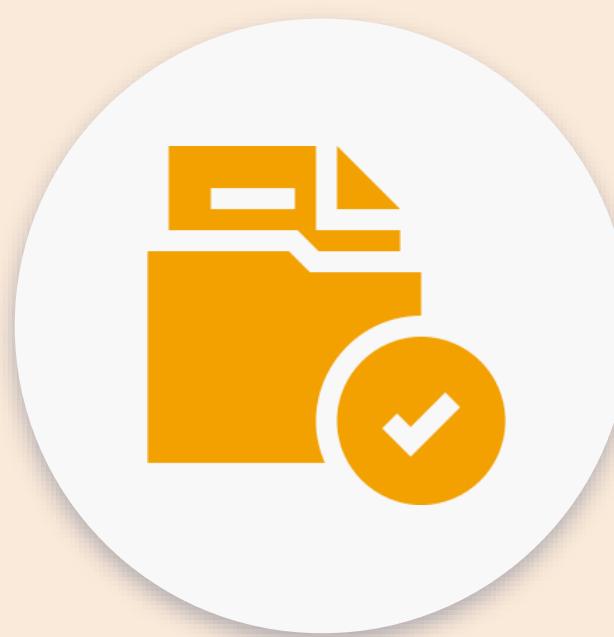
Enabling users talk to systems the way they talk to an expert human!

*Human-Centric  
Virtual Assistant*



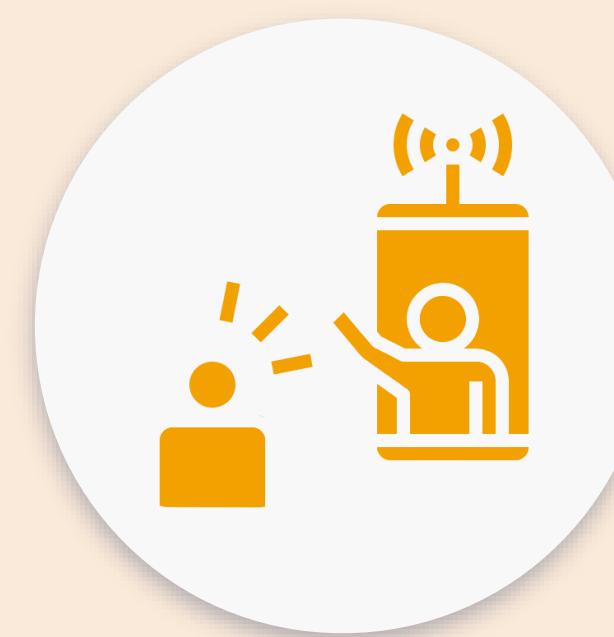
Talks to user in the **language and format of user's choice**

*Quick & Authentic  
Info*

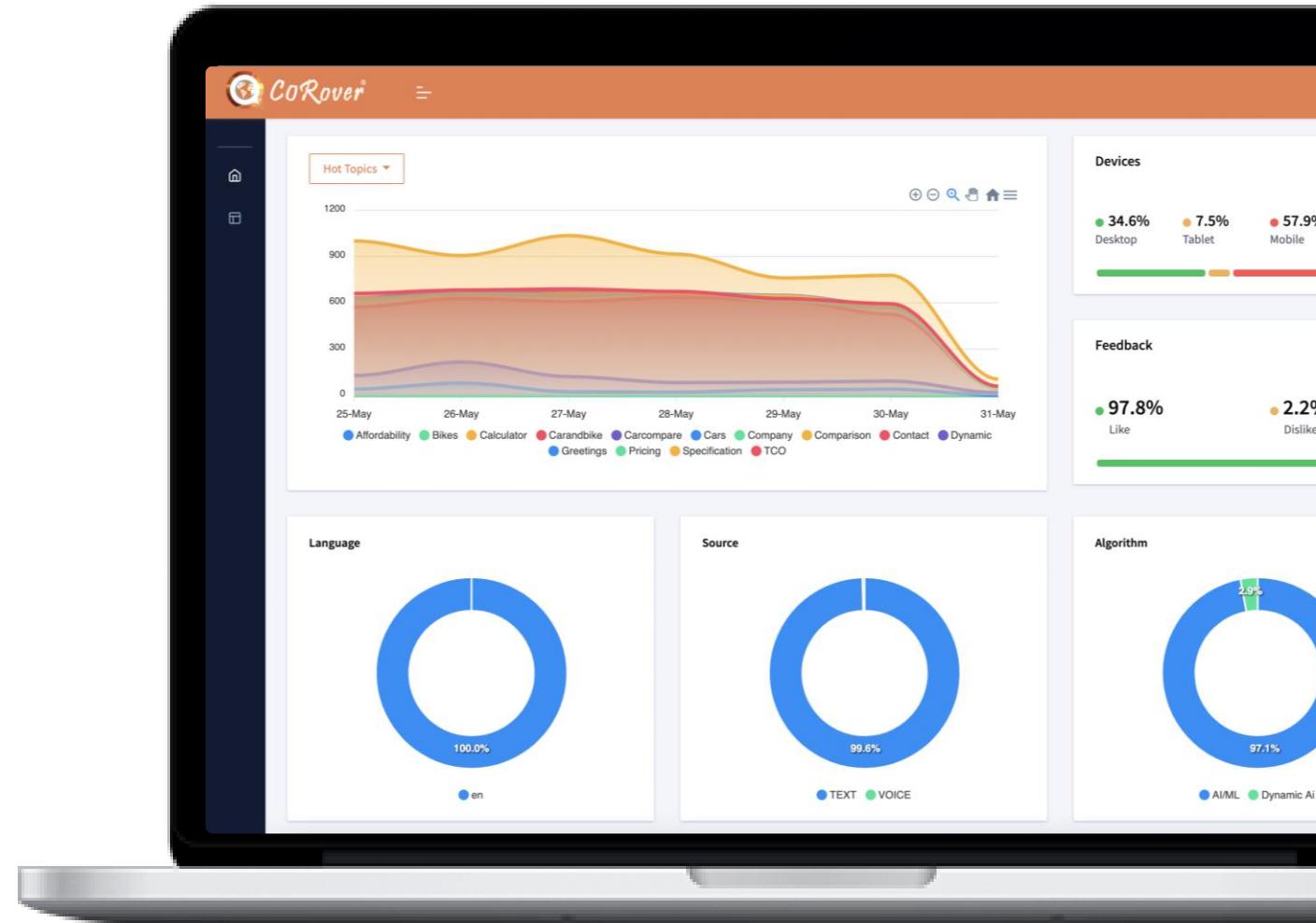


**Quick & authentic information** without being on hold or in a queue.

*Omni-Channel  
Conversational AI Bot*



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

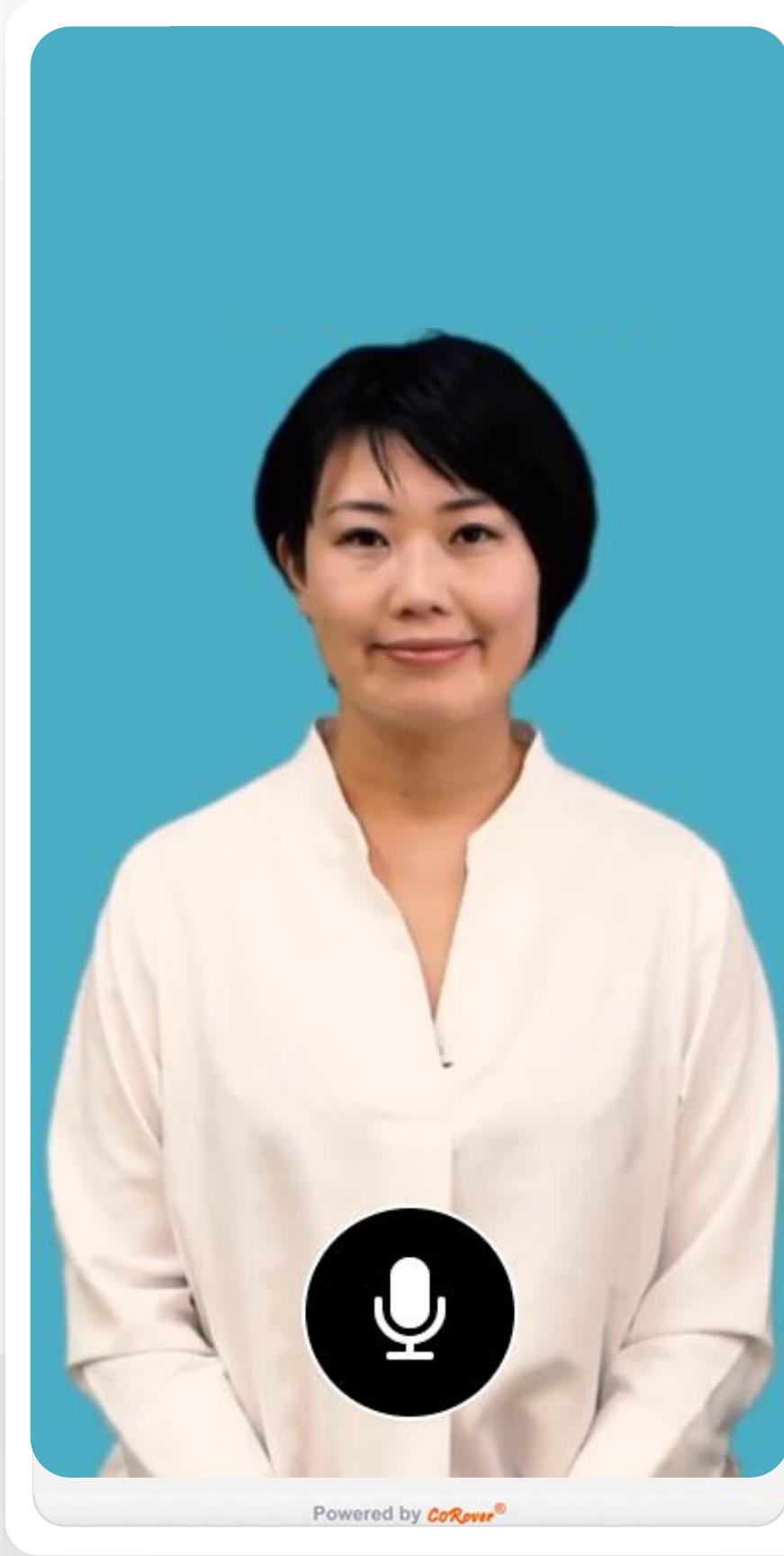


Customer Sentimental Analysis

Confidence Score

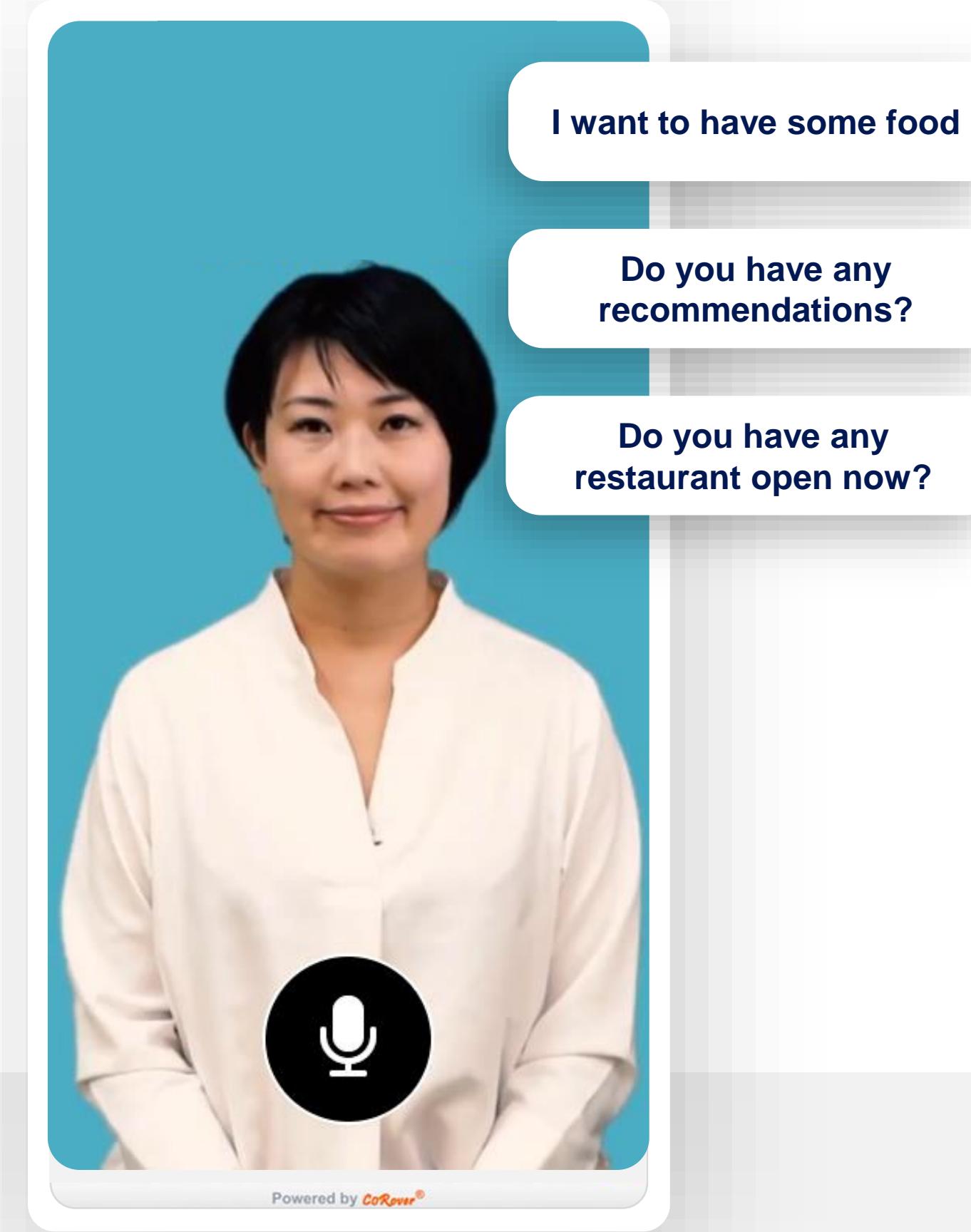
Real Time Feedback

# WORLD'S FIRST AI BASED VIDEOBOT



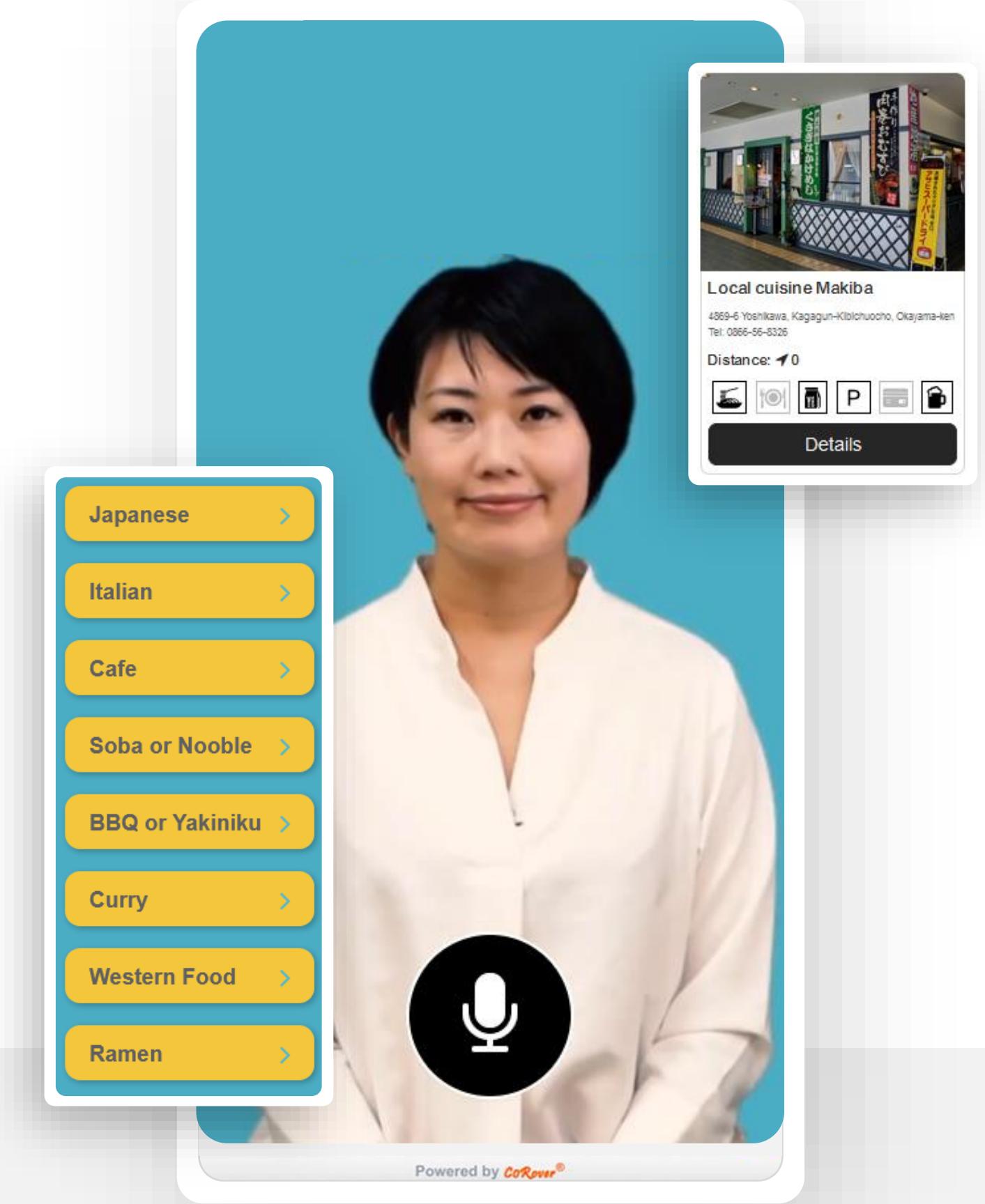
1

Choose video option to interact



2

Share your queries with your human video bot

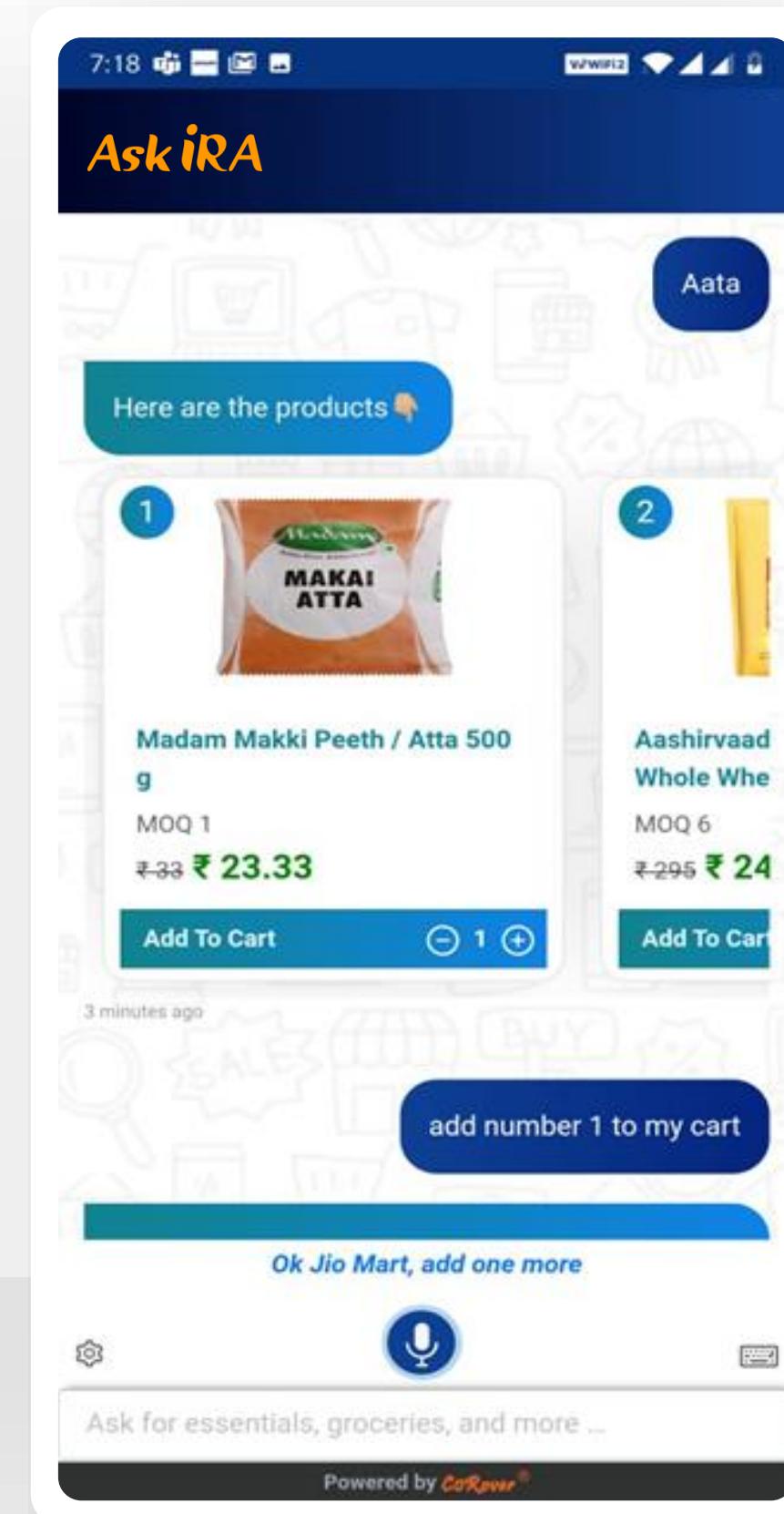


3

Get real time accurate answers

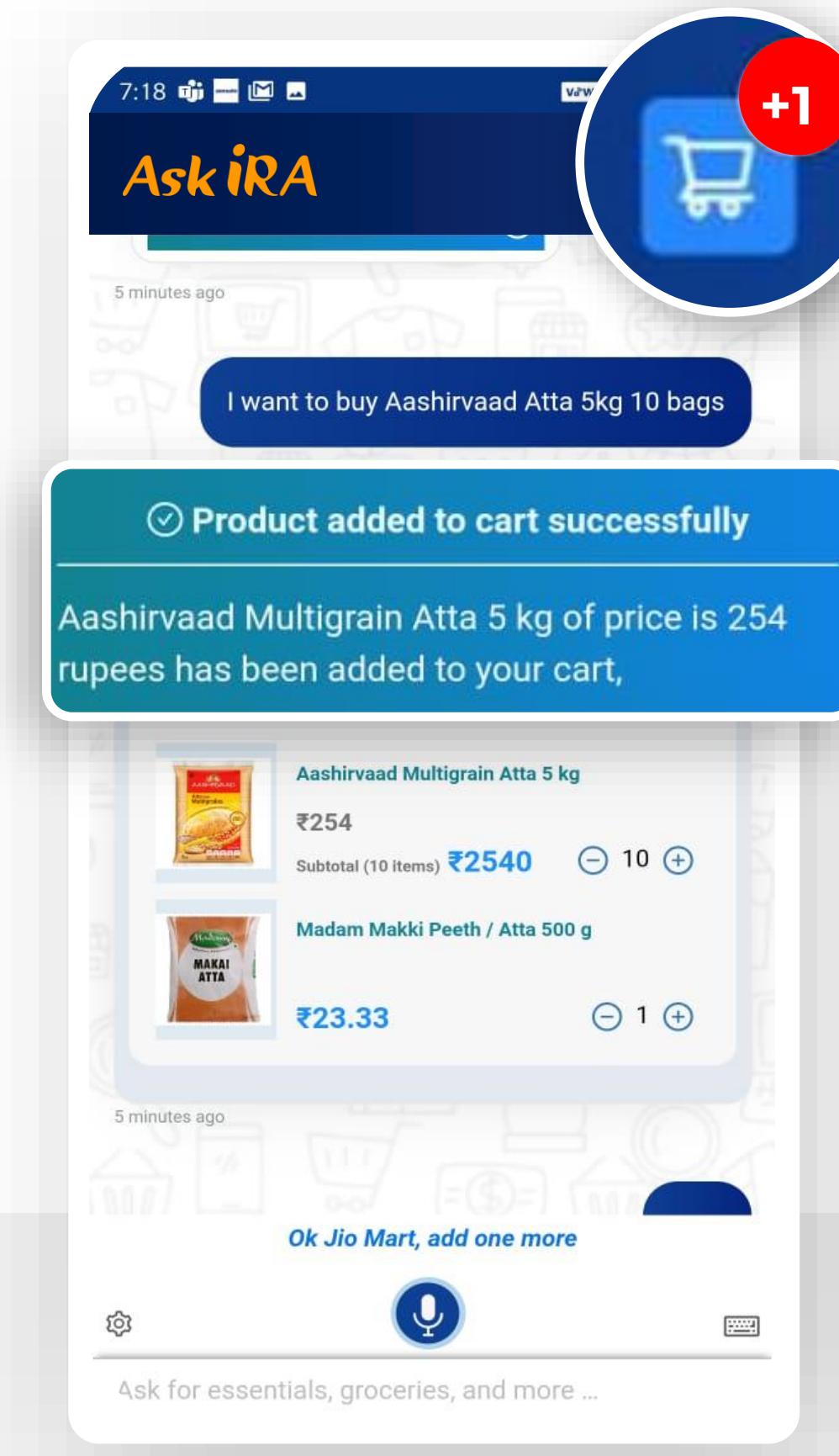
# VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT

## VOICE COMMERCE AND VIDEO COMMERCE



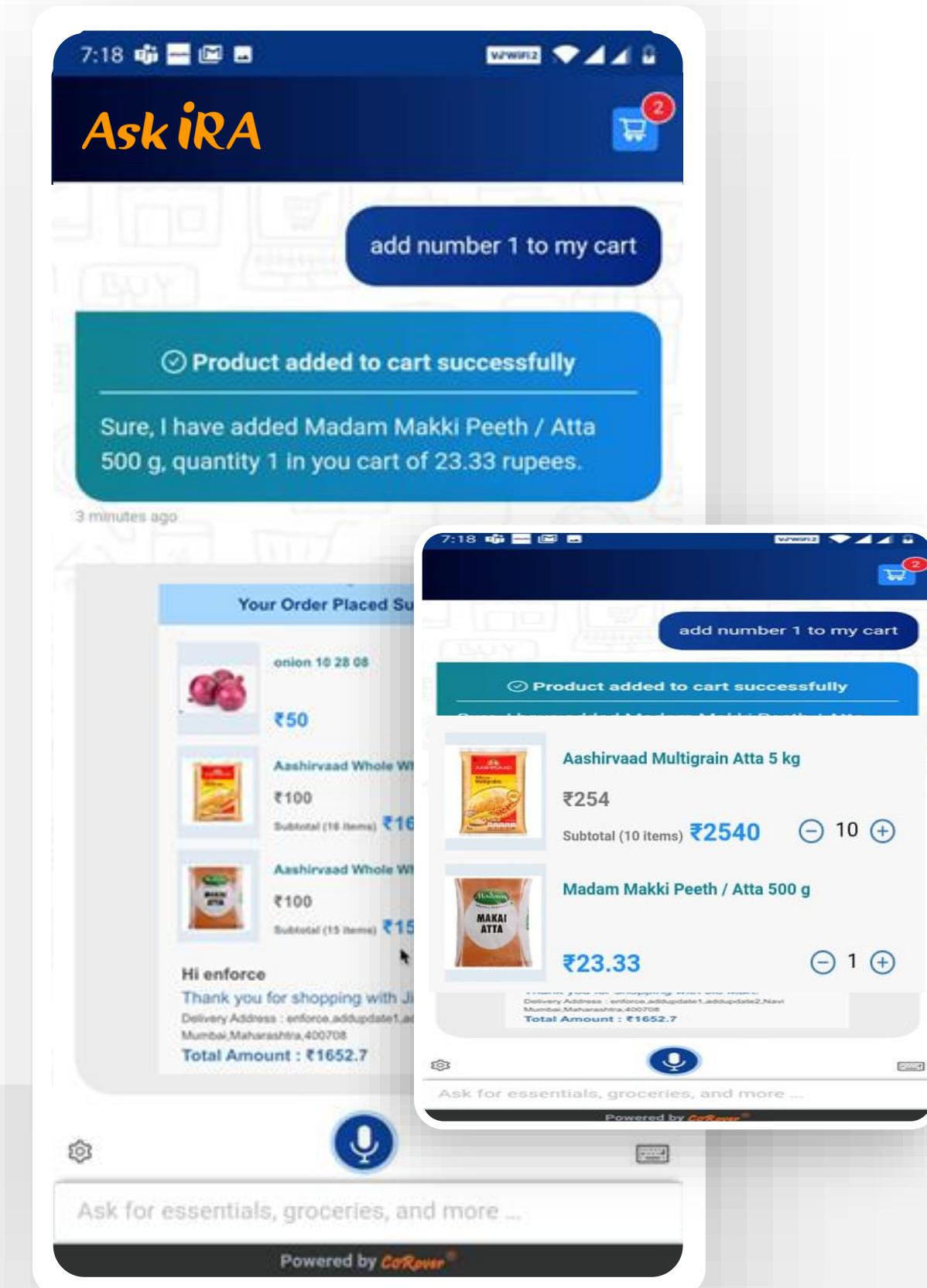
1

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

The screenshot shows a mobile-style interface with a purple header containing the FINASTRA logo. A purple button at the top says "what is my account balance". Below it, a grey message bubble says "Please enter your account ID." with a timestamp "a minute ago" and two small interaction icons. A blue button at the bottom says "01010OA00P242". A grey message bubble at the bottom says "Thank you, here are the Account Balance details." Below this is a purple box showing account details:

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

A blue button at the bottom says "English ▾". At the very bottom, a grey message bubble says "Please enter your query" with a microphone icon, and a small "Powered by CoRover®" logo.

1

Choose the language,  
format, channel

The screenshot shows a mobile-style interface with a purple header containing the FINASTRA logo. A purple button at the top says "Please show me ATMs nearby". Below it, a grey message bubble says "Please enter your account ID." with a timestamp "a minute ago" and two small interaction icons. A blue button at the bottom says "Please show me my account transactions". A blue button below that says "Loan service Request". Below these are purple boxes showing account details:

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

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

A blue button at the bottom says "English ▾". At the very bottom, a grey message bubble says "Please enter your query" with a microphone icon, and a small "Powered by CoRover®" logo.

2

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

The screenshot shows a mobile-style interface with a purple header containing the FINASTRA logo. A blue button at the top says "Please show me ATMs nearby". Below it, a grey message bubble says "Please enter your account ID." with a timestamp "a minute ago" and two small interaction icons. A blue button at the bottom says "Please show me my account transactions". A blue button below that says "Loan service Request". To the right, there is a map showing several ATM locations with red pins. A grey message bubble at the bottom says "View larger map". Below the map is a purple box showing account details:

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

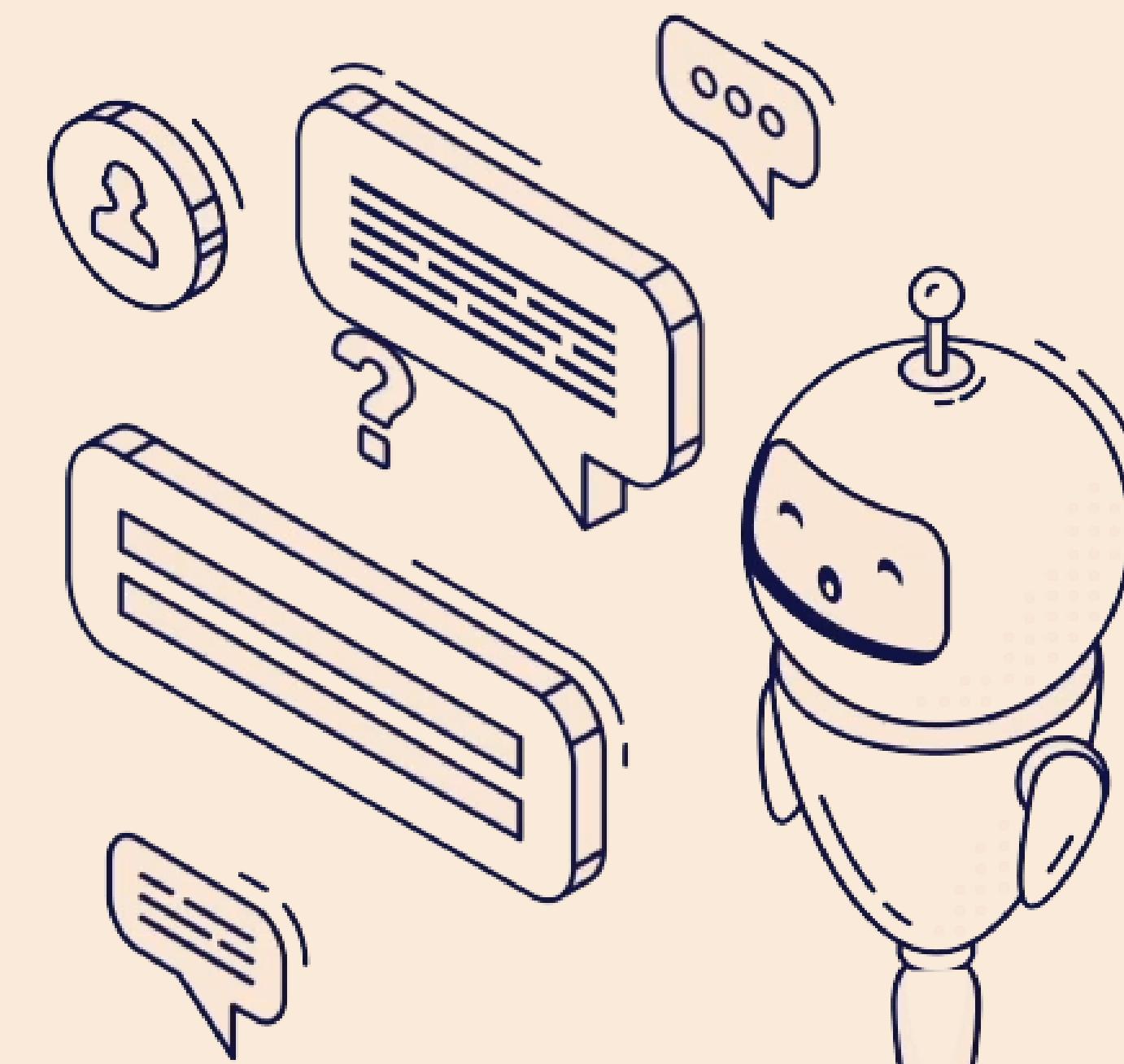
A blue button at the bottom says "English ▾". At the very bottom, a grey message bubble says "Please enter your query" with a microphone icon, and a small "Powered by CoRover®" logo.

3

Get instant replies for all  
your banking queries

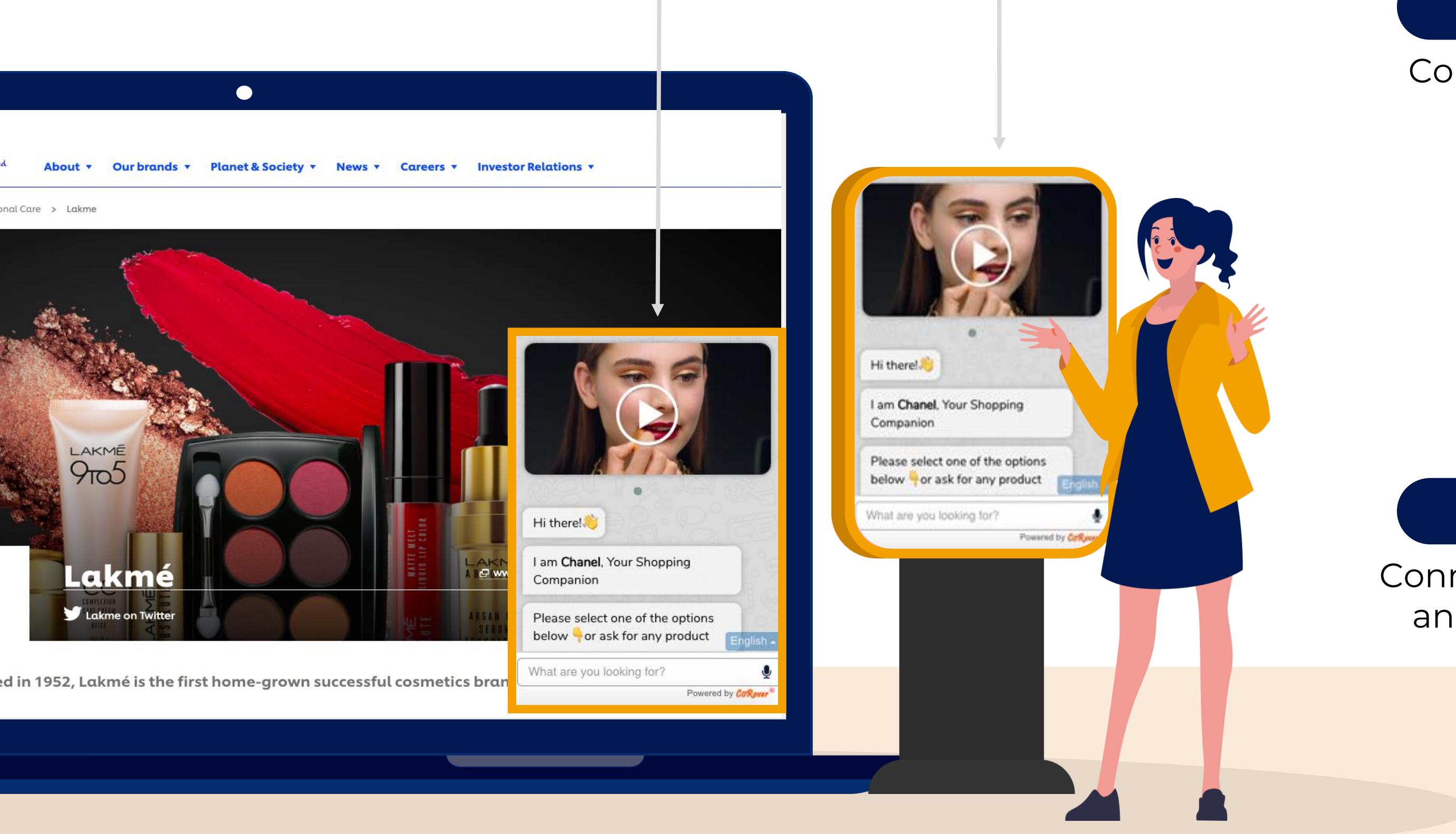
# ***SERVICE OFFERINGS FOR VARIOUS INDUSTRY VERTICALS***

---



# 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

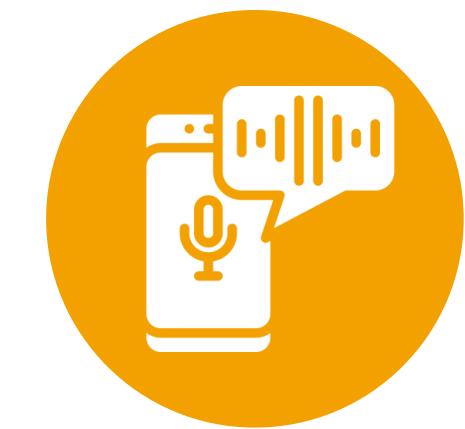


## Cross-Sell & Up-Sell

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

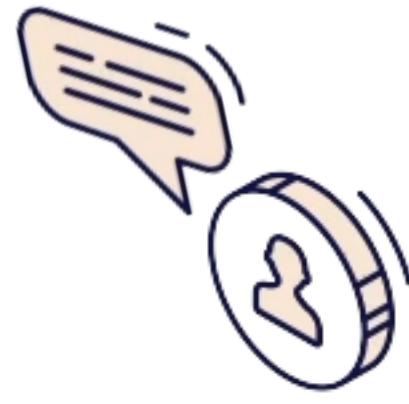


Apparels

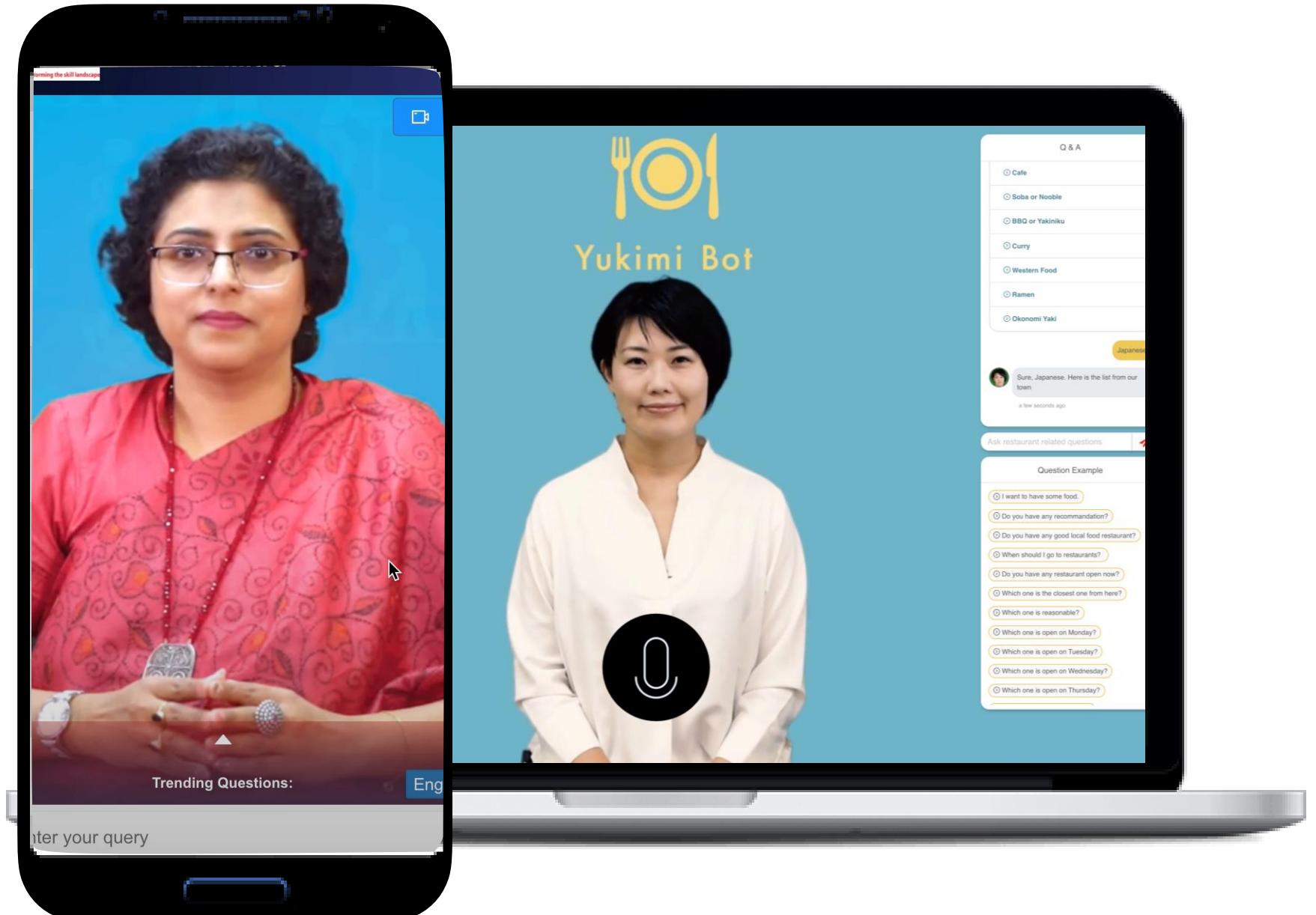


Utilities & Bill Pay

# AI VIRTUAL ASSISTANT FOR ORGANISATIONS



## ***Humanised Virtual Assistant***



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



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

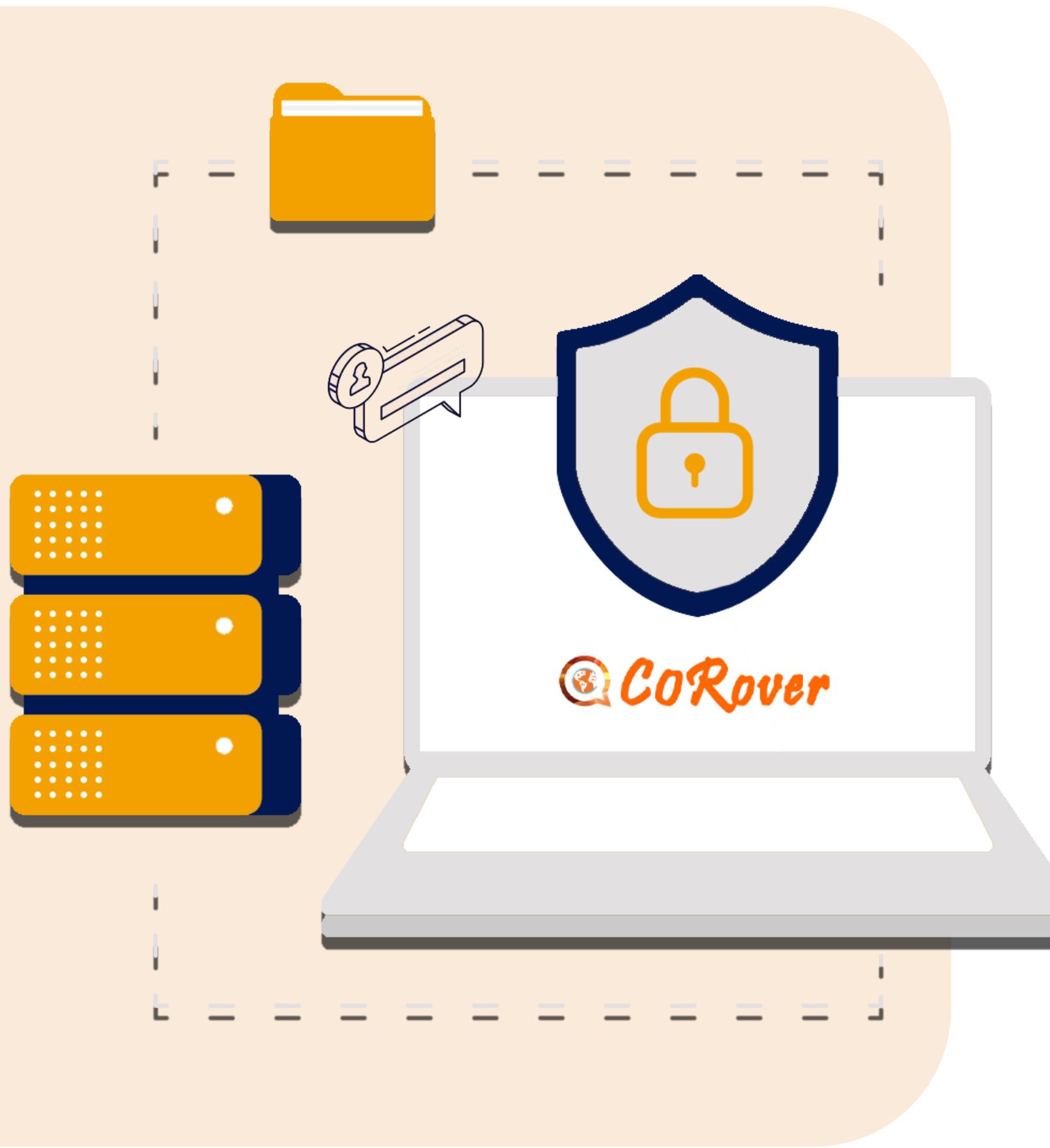


Personalised customer  
experience **via human  
centric virtual  
assistant**



Operational  
efficiency **via 24X7  
virtual assistant**

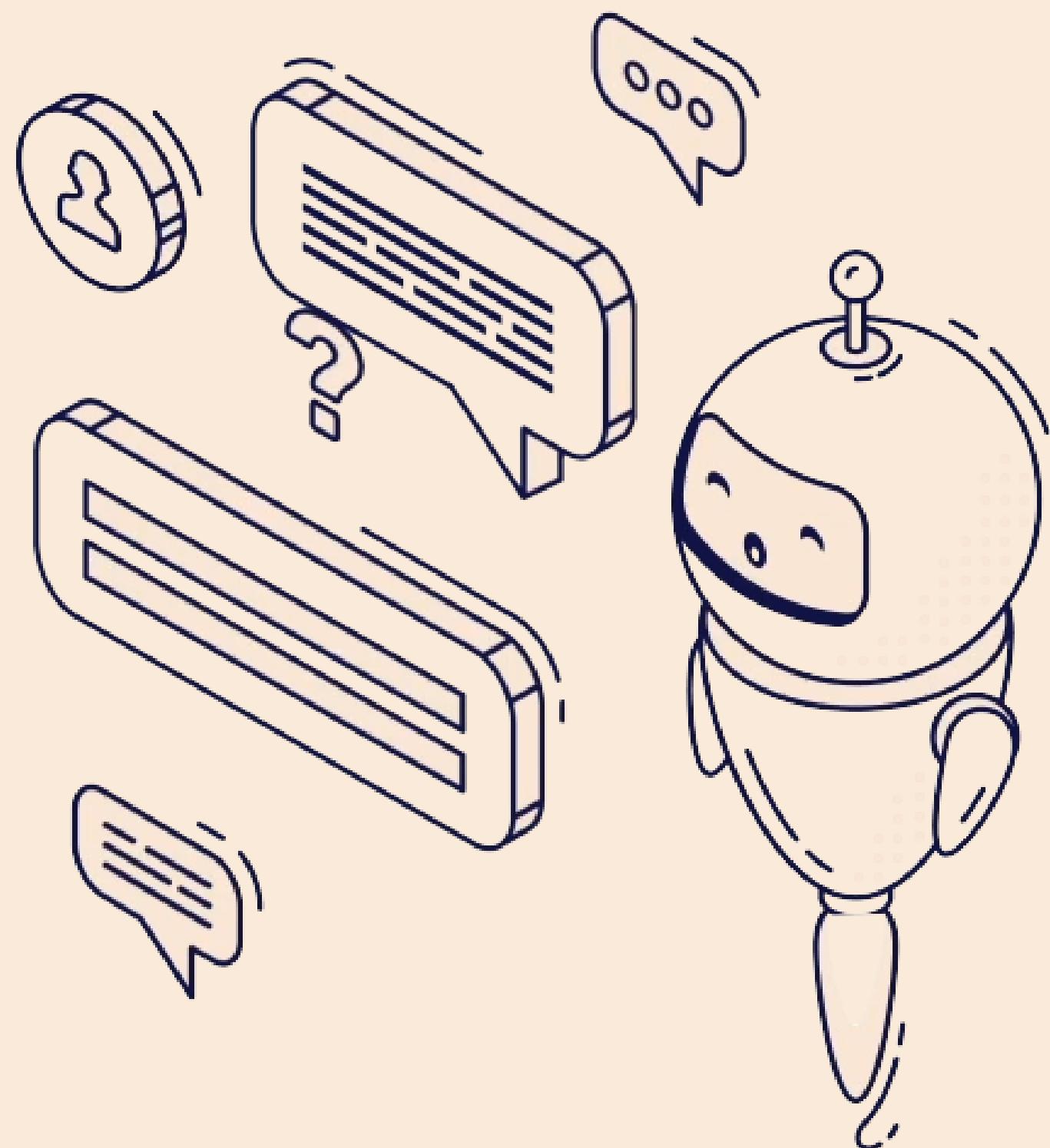
# INFORMATION SECURED WITH MULTIPLE LAYERS OF SECURITY



- 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

Ask DISHA  
Digital Interaction to Seek Help Anytime

Check Refund Status

Please select the type of refund from the following options:

Ticket Cancellation

Please enter your PNR number

2310413814

Customer Queries

Refund of Rs 740.0 for PNR 2310413814 is successfully processed

English ▾

Enter your query here

Powered by CoRever®

आस्क दिशा  
डिजिटल इंटरेक्शन से कभी भी मदद लेने के लिए

Vernacular Support

कृपया निम्न विकल्पों में से धनवापसी का प्रकार चुनें और अपना पीएनआर नंबर दर्ज करें।

मेरा रिफंड स्टेटस 2701857933 का क्या है

✓ Sent

रुपये का रिफंड पीएनआर 2701857933 के लिए 890.0 सफलतापूर्वक Ref.No. के विरुद्ध संसाधित किया गया। 2847310623191110 2021-06-23 को। वही 3-4 कार्य दिवसों के भीतर आपके खाते में दिखाई दे सकता है। यदि नहीं, तो कृपया दिए गए संदर्भ के साथ अपने बैंक/एजेंट से संपर्क करें।

12:01 AM

सुने

Like | Dislike

अपनी क्वेरी यहाँ दर्ज करें

Advertise with us!

Powered by CoRever®

Speaking microphone icon

Voice Support

**150K** Daily Passenger Queries

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

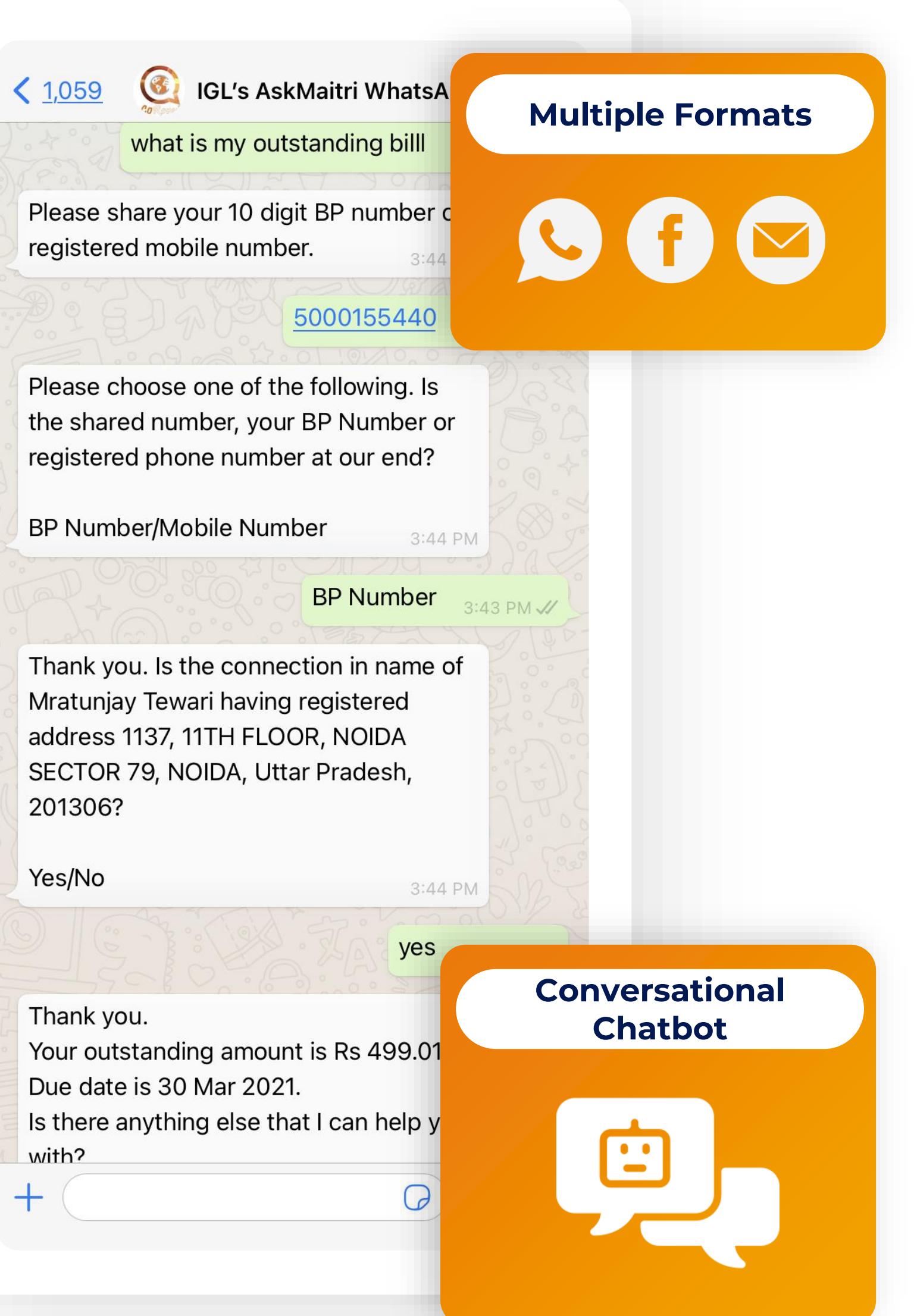
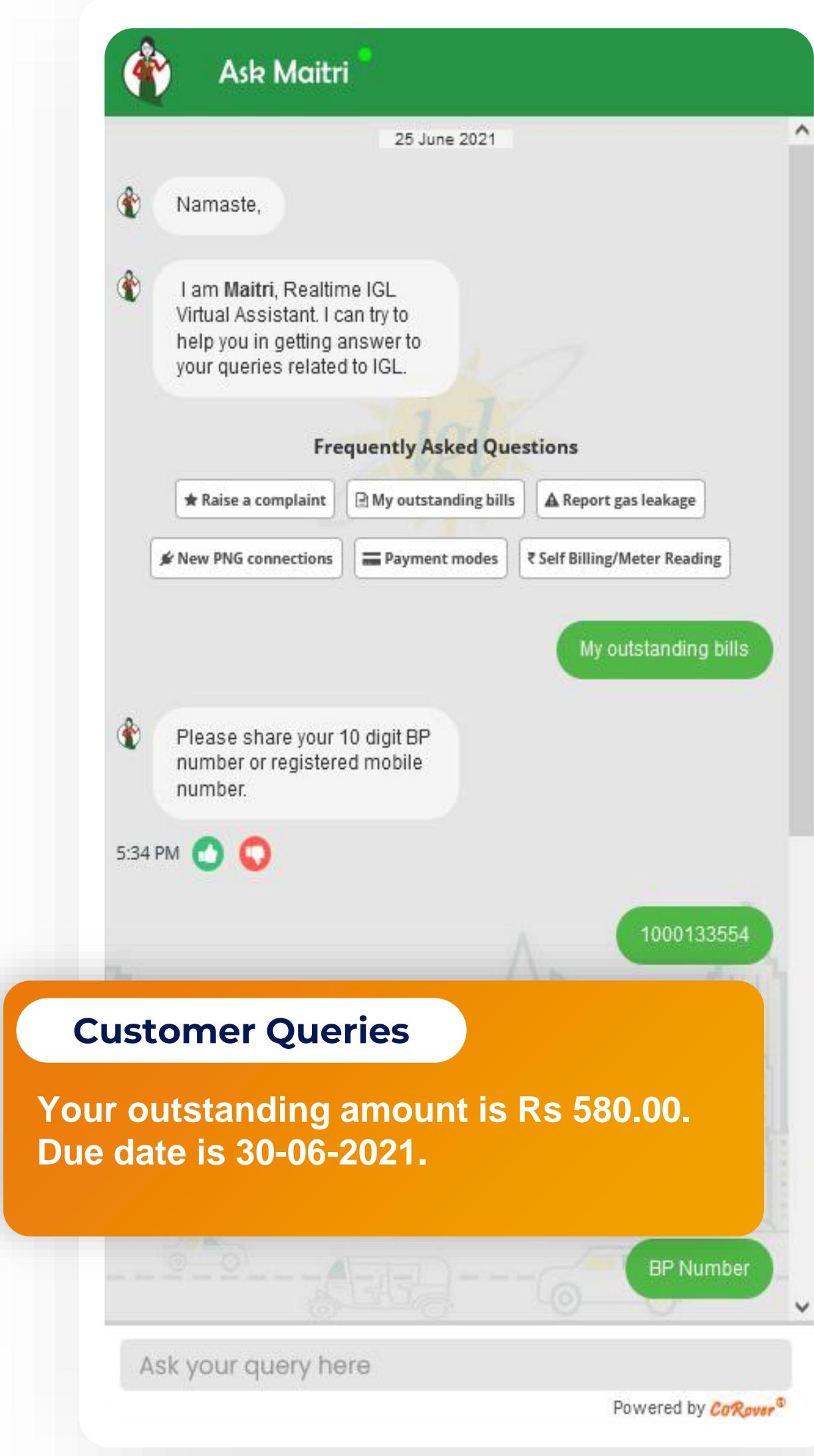
**70%** Reduction in queries over other channels

**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**

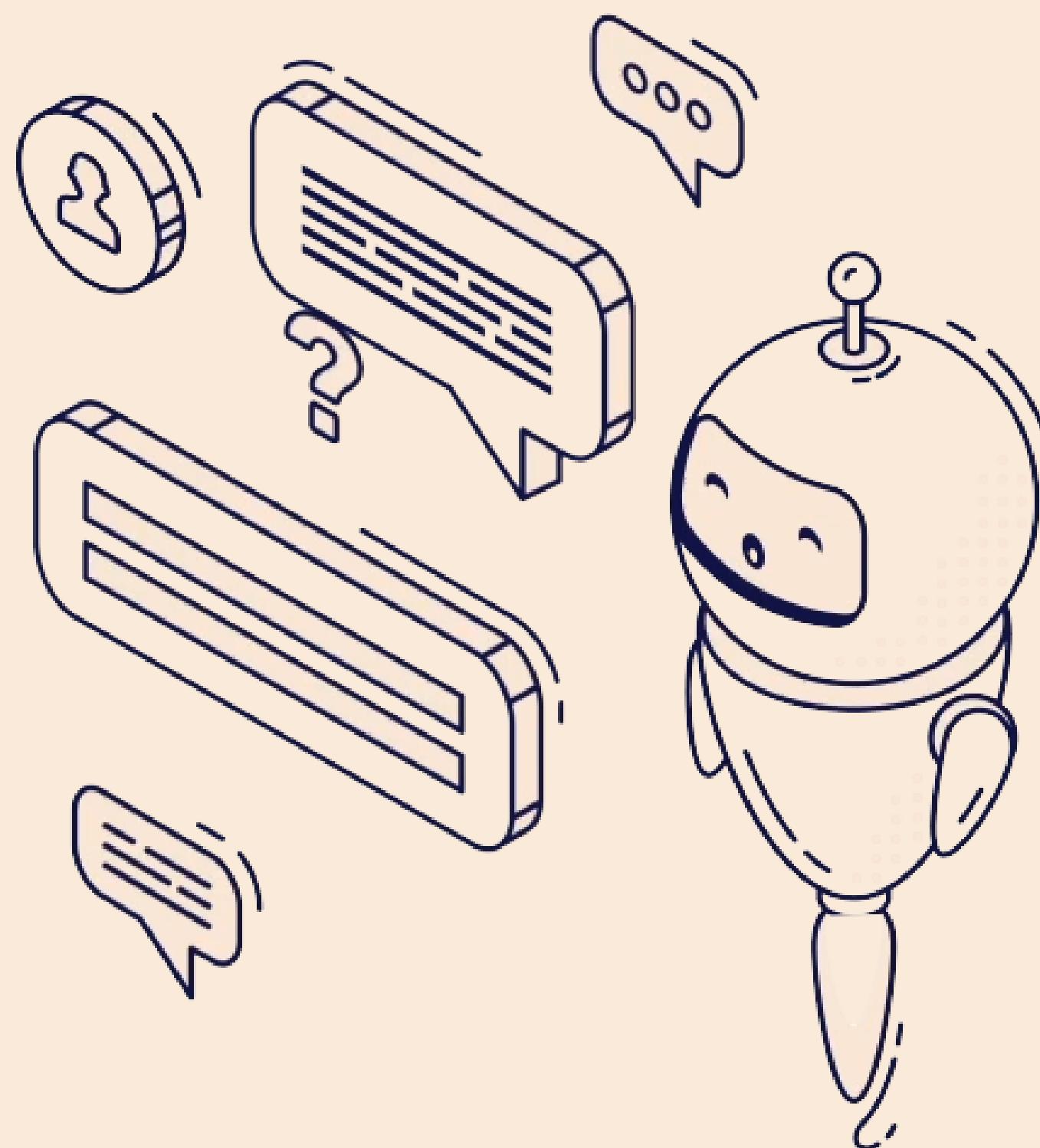


Number of queries in a month:

**1,00,000+**

# ***APPENDIX***

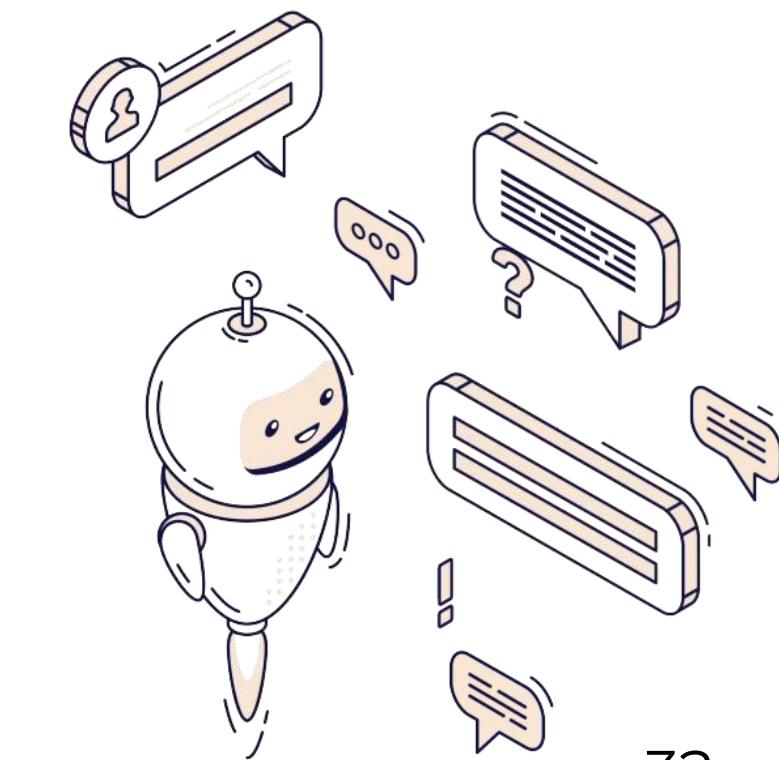
---



# 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**

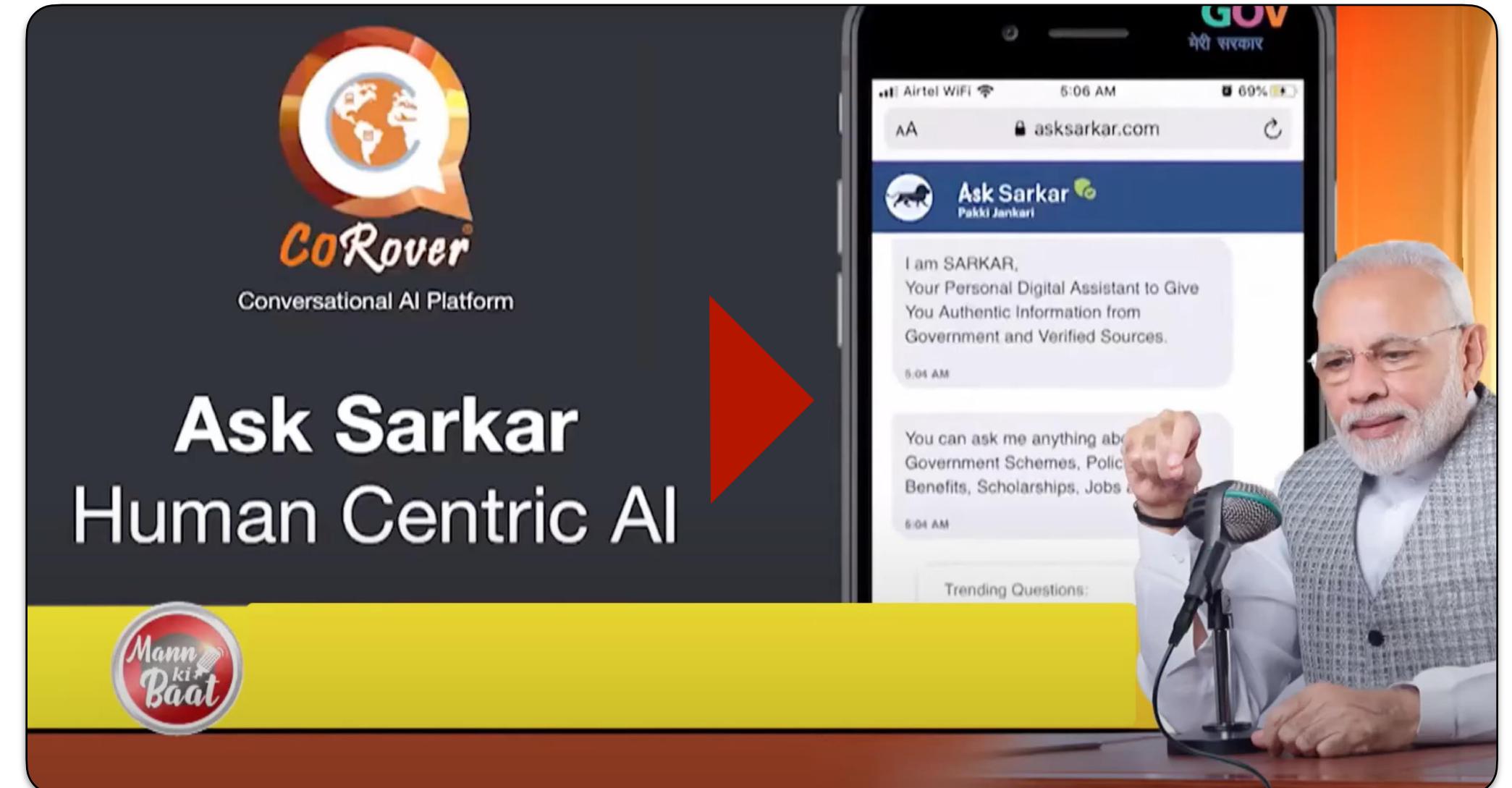
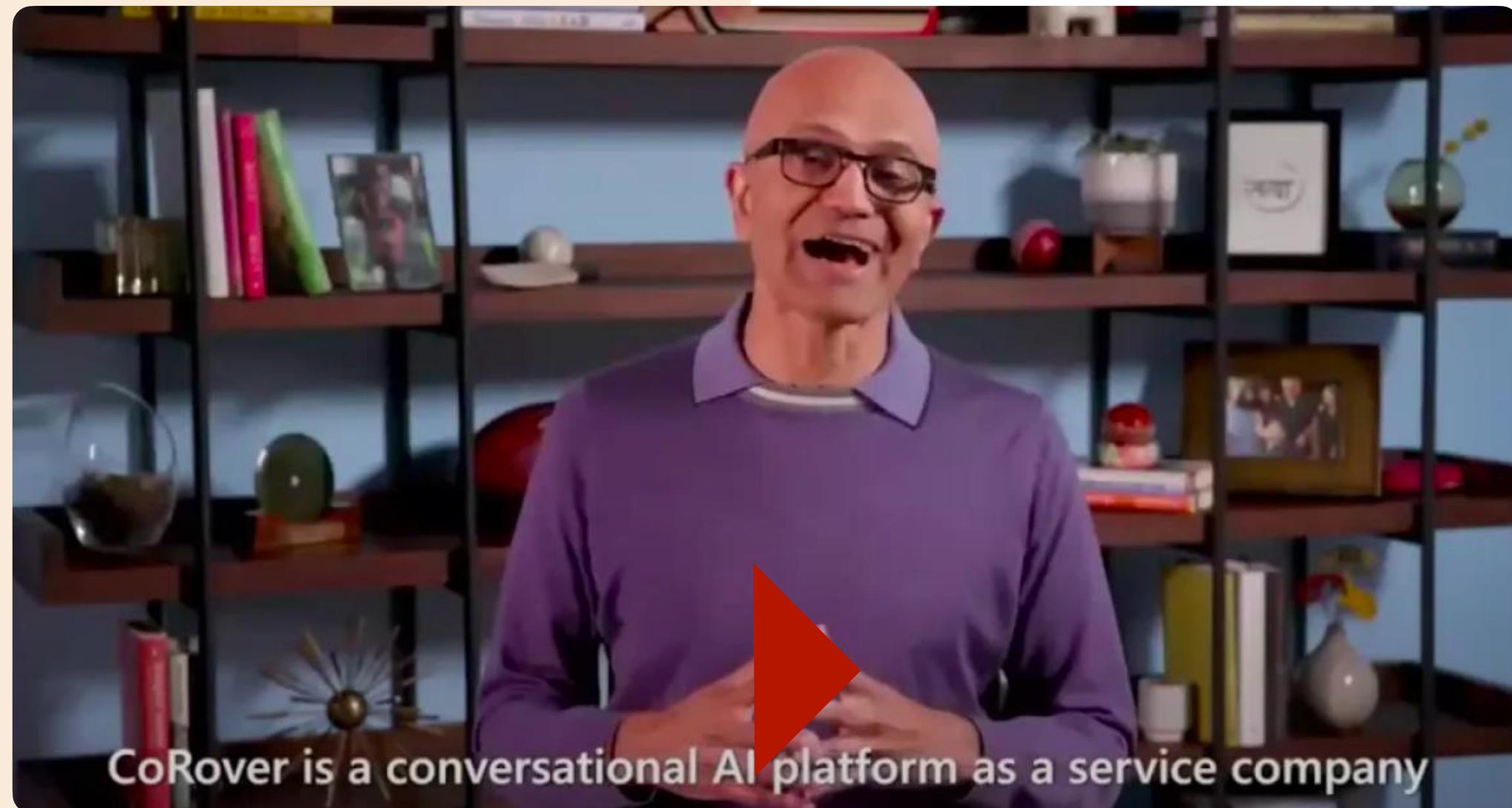
**“AskYukimi a VideoBot created using CoRover’s Human Centric Conversational AI platform, has been a huge success in Japan. We have been fortunate to work with CoRover as a client and also as their co-sell partner”**

**Hajime Suzuki**  
**CEO of Innovation Hills Inc.**

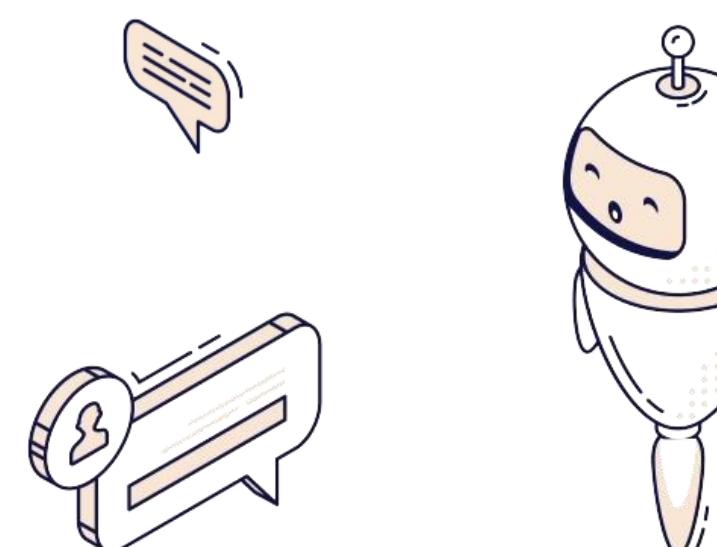
Chatbot, named Ask Disha, has **great accuracy of 90% along with the approx. 85% positive feedback** from IRCTC users and has improved customer and employee engagement.

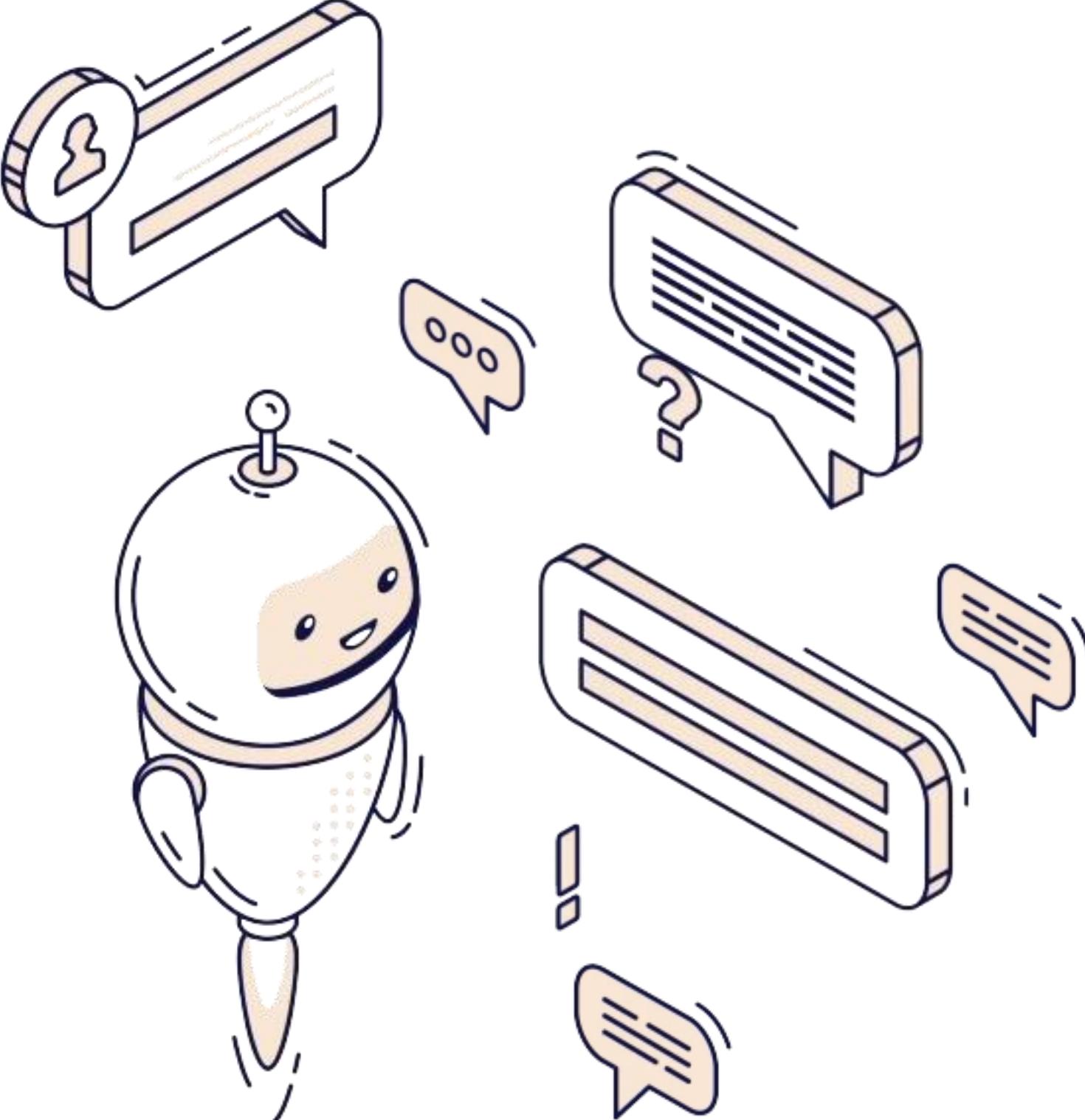
**Sandip Trivedi**  
**GGM, IRCTC**

**& 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](mailto:ankush.sabharwal@corover.mobi)

Copyright © 2021 CoRover®. All rights reserved. | Patent Pending

**DISCLAIMER:** All product names, logos, and brands are property of their respective owners. Use of these names, logos, and brands does not imply endorsement. All products, services, features, specifications, figures, prices and any other information are indicative (may or may not be actual) and subject to change without notice or obligation. This document is highly confidential and is not meant for public distribution. We expect the receiving party to take all appropriate steps to protect this information we are sharing, from unauthorized access or disclosure.

