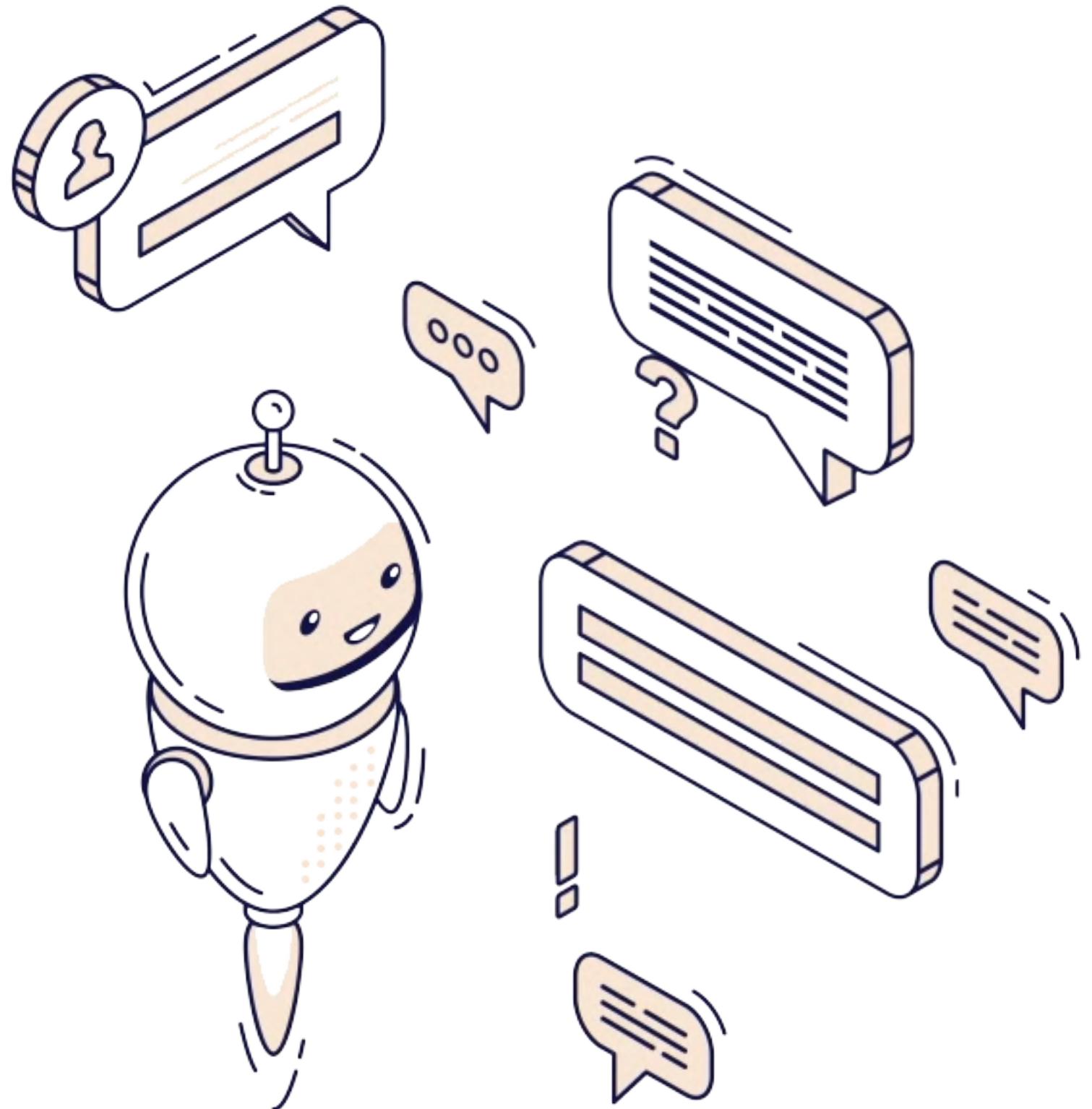
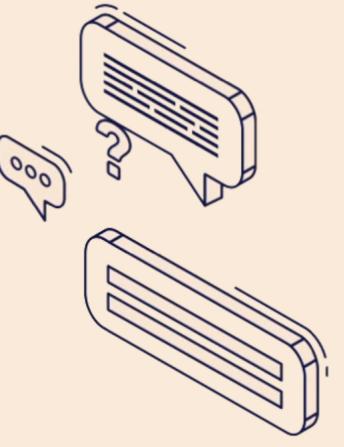


# CoRover®

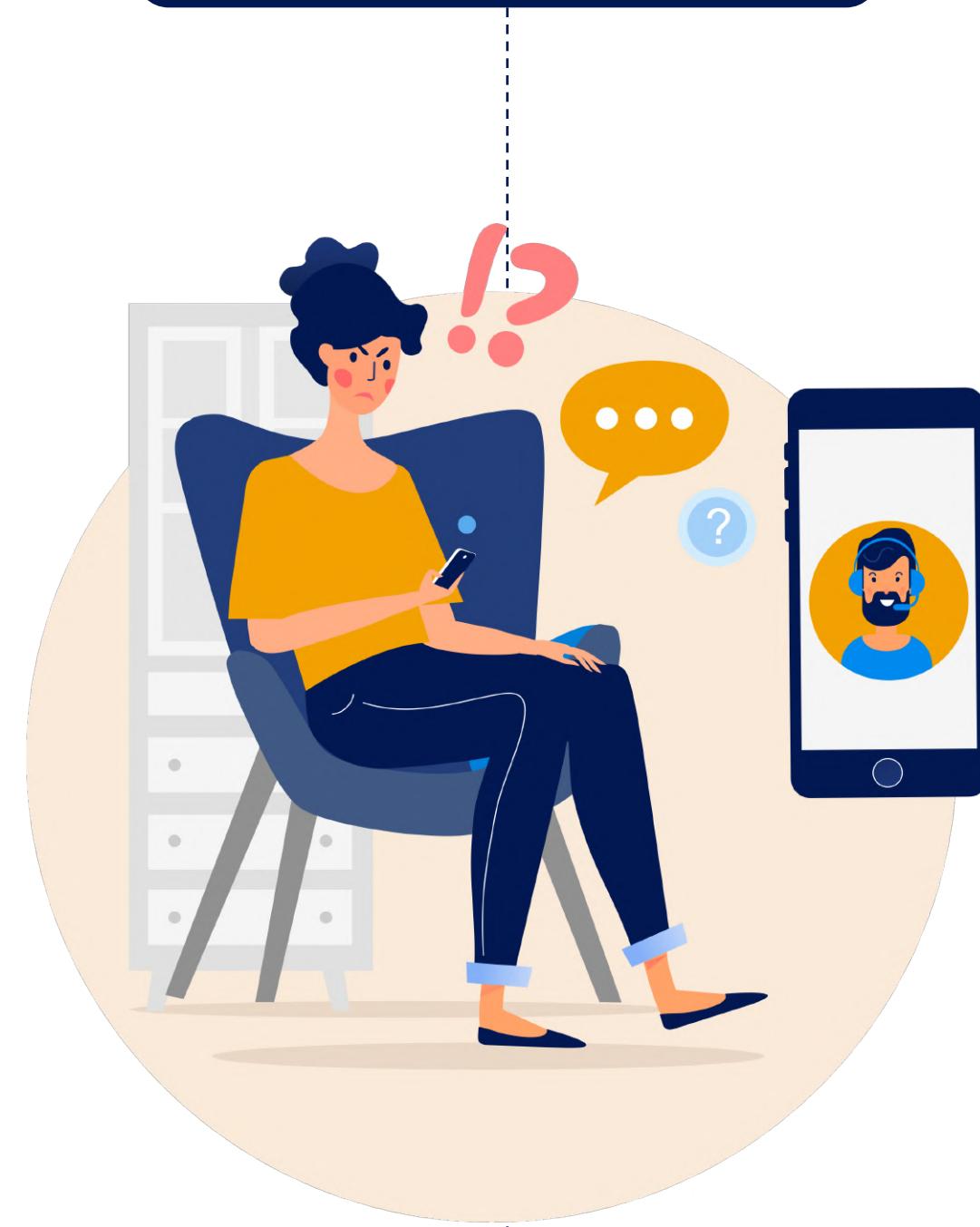
Human Centric  
Conversational AI Platform



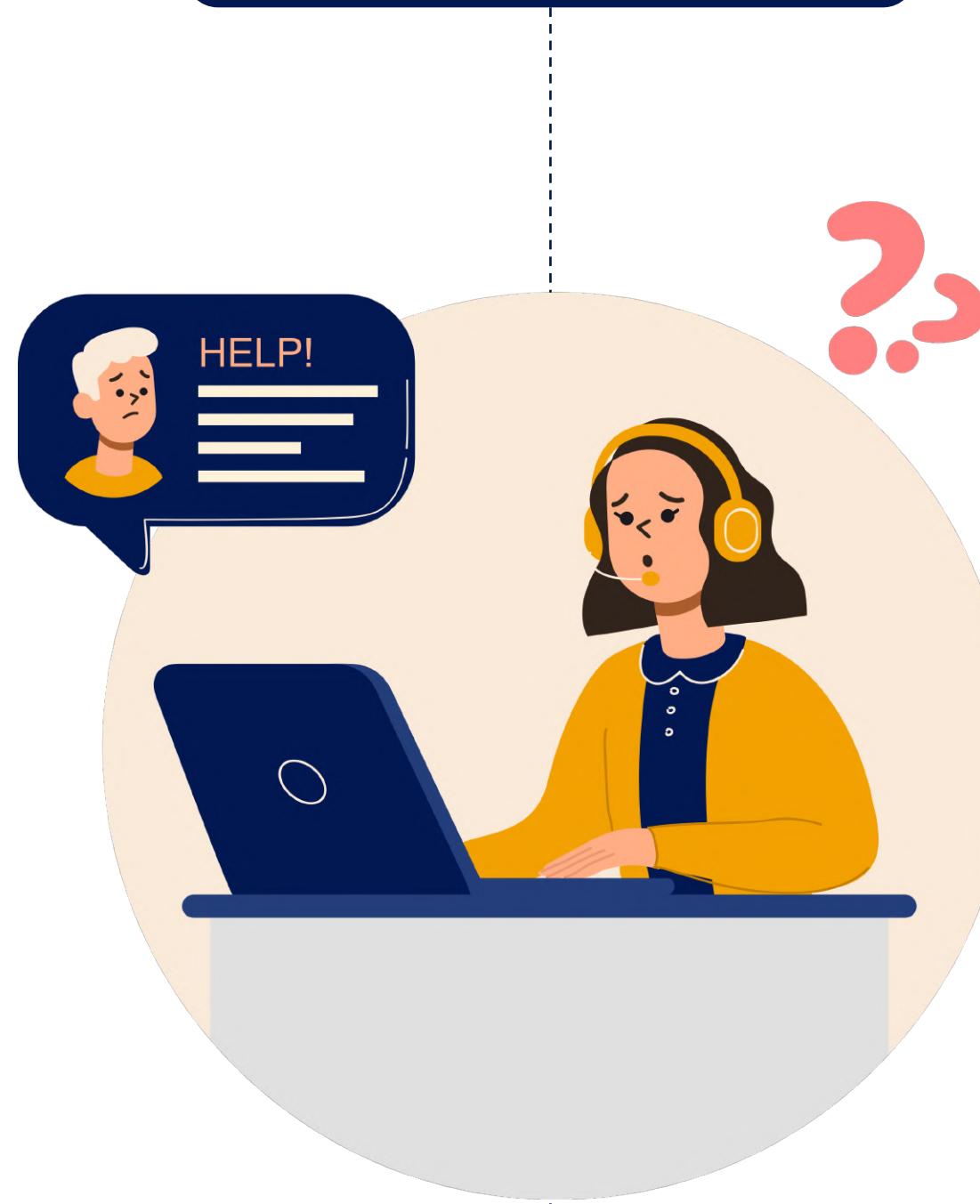
# CURRENT METHODS ARE FAILING IN THEIR CONVERSATIONAL ABILITY AND ACCURACY...



**Hours long waiting  
in customer care**

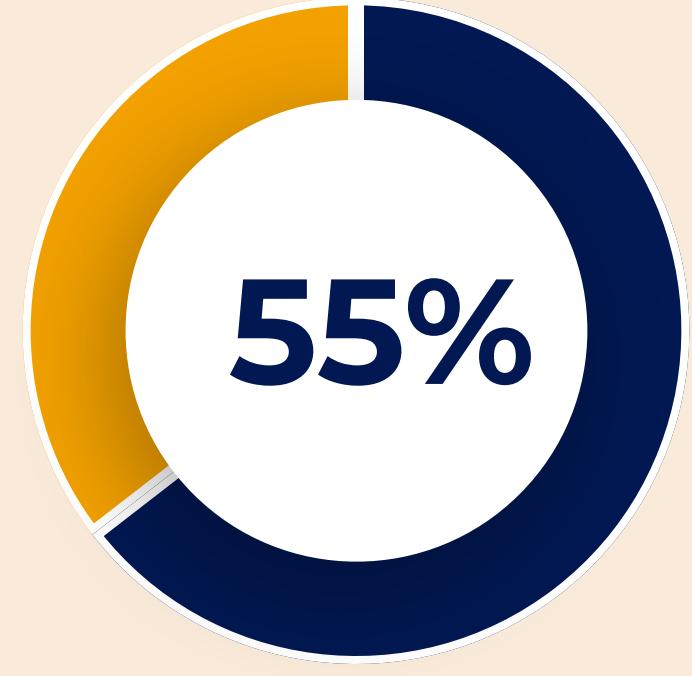


**Vague Inauthentic  
Information**



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

**Customers hate automated  
messages.**



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

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

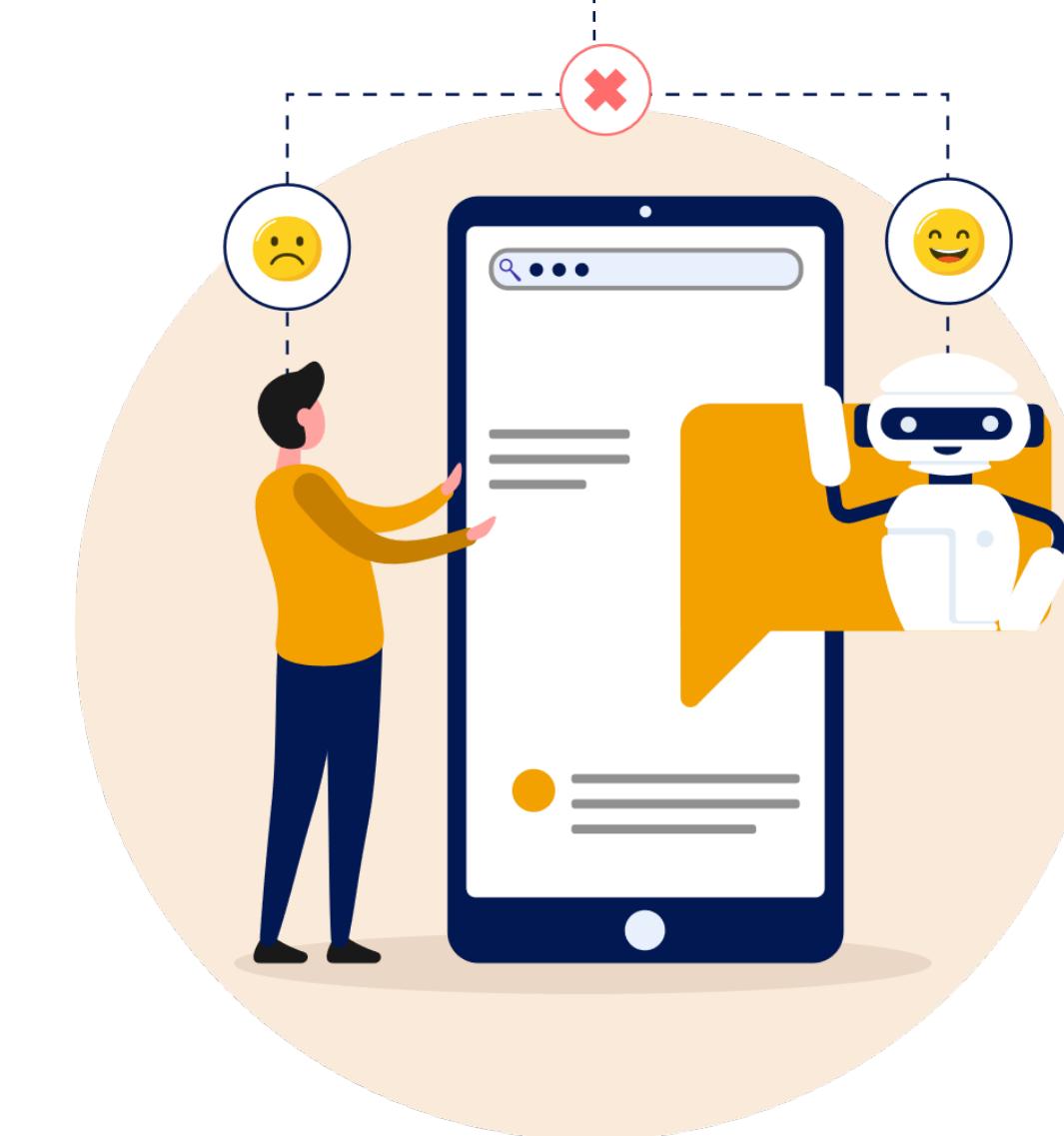
*...AND MOST AI BOTS DON'T OFFER RICH, HUMAN-LIKE CONVERSATIONS NEEDED TO ENGAGE USERS*

# ***Lack of Training Data***



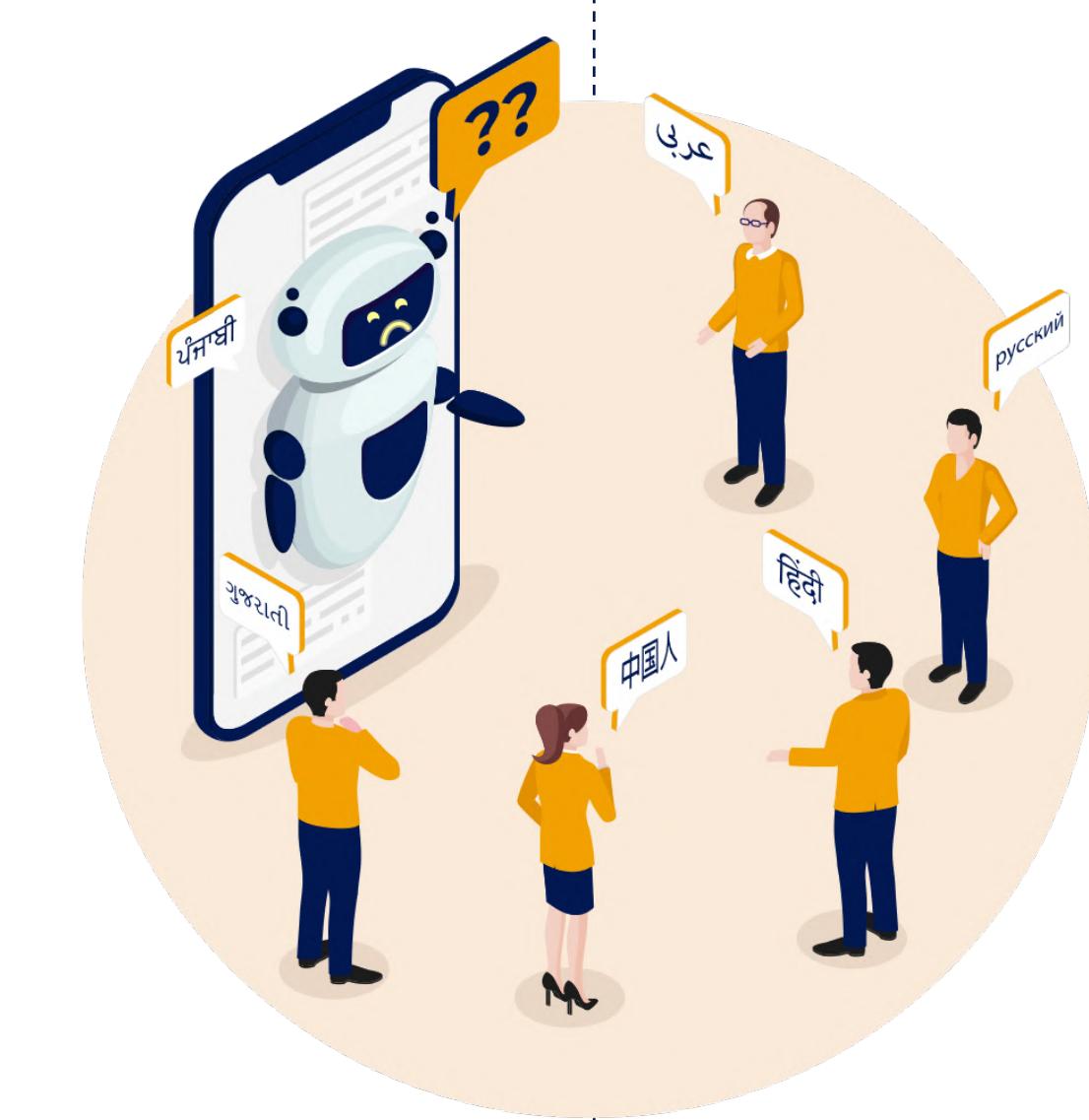
Misinterprets the requests and gives inaccurate response

# No Hybrid Chat



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

## *Language Barriers & NLP*

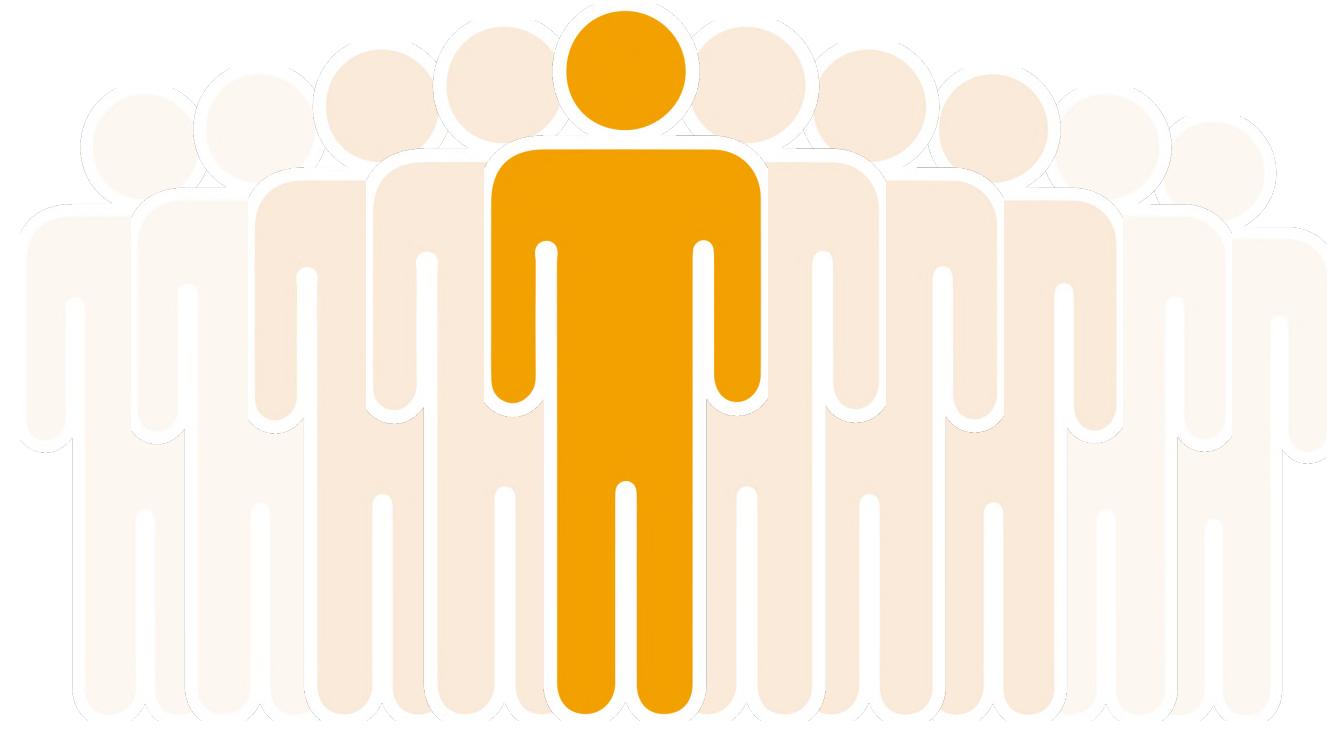


Cannot communicate problems and seek help in local languages

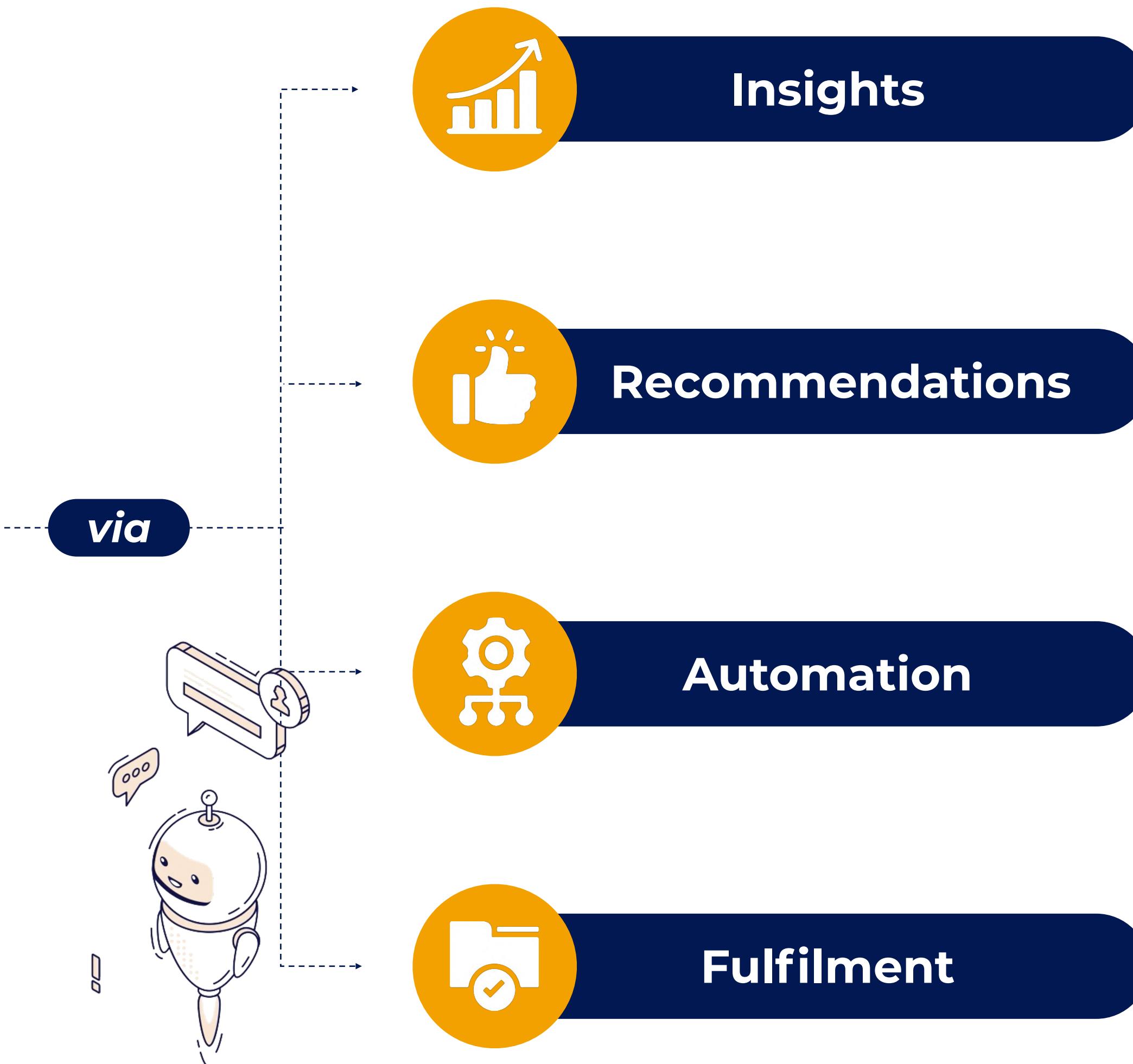
# COROVER'S VISION TO MAKE AI AS “HUMAN-LIKE” AS POSSIBLE



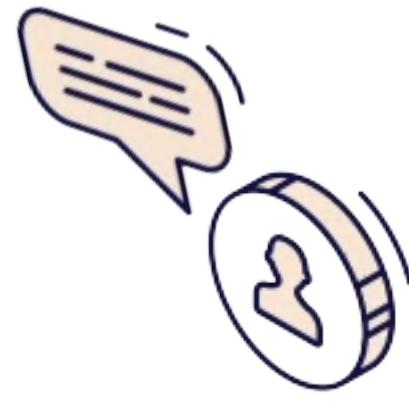
Augmenting the personal  
and professional lives of



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

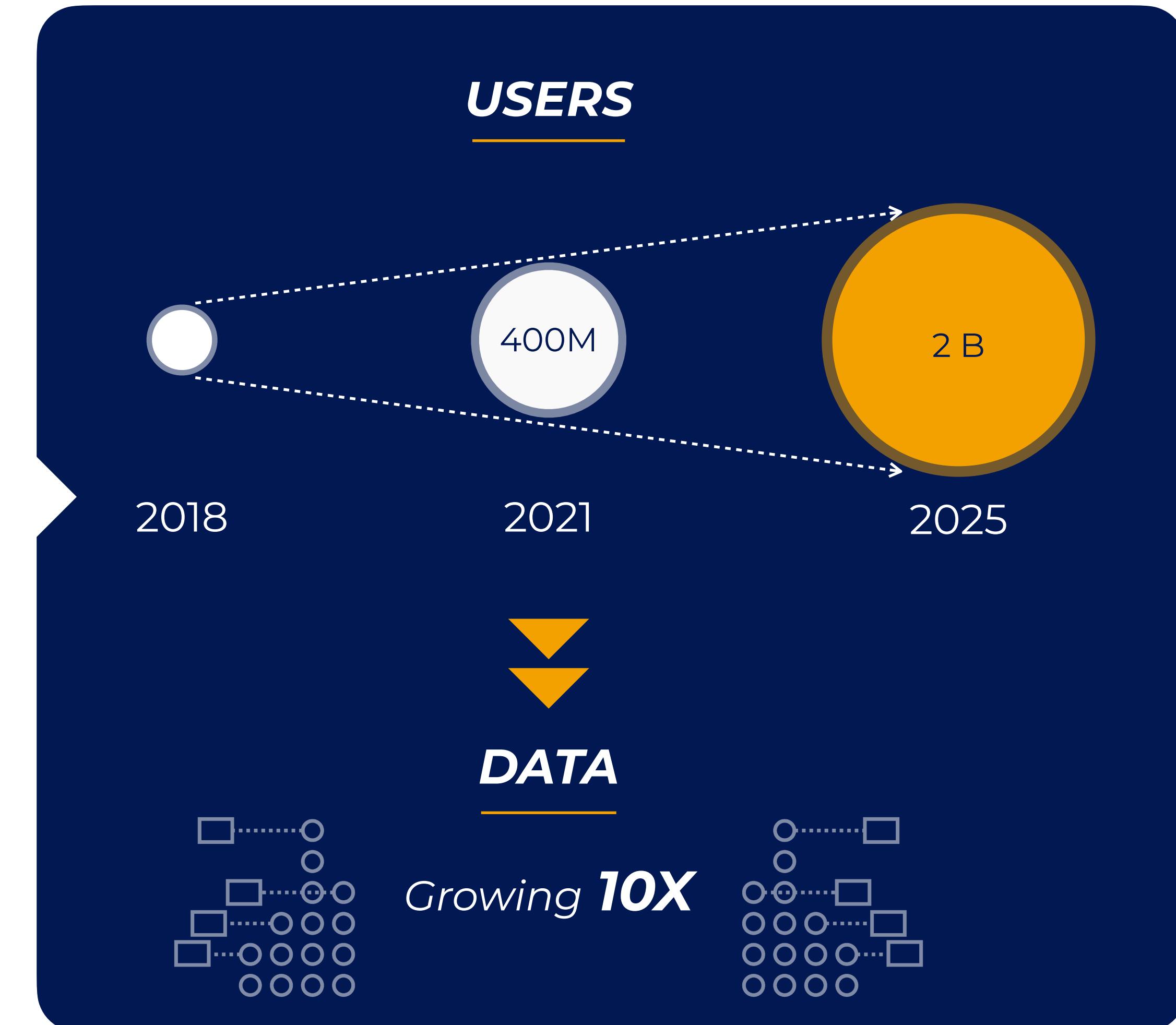


# AIM TO LEAD ENTERPRISES TO THEIR AI-DRIVEN FUTURE



# POWERING THE DATA FLYWHEEL

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





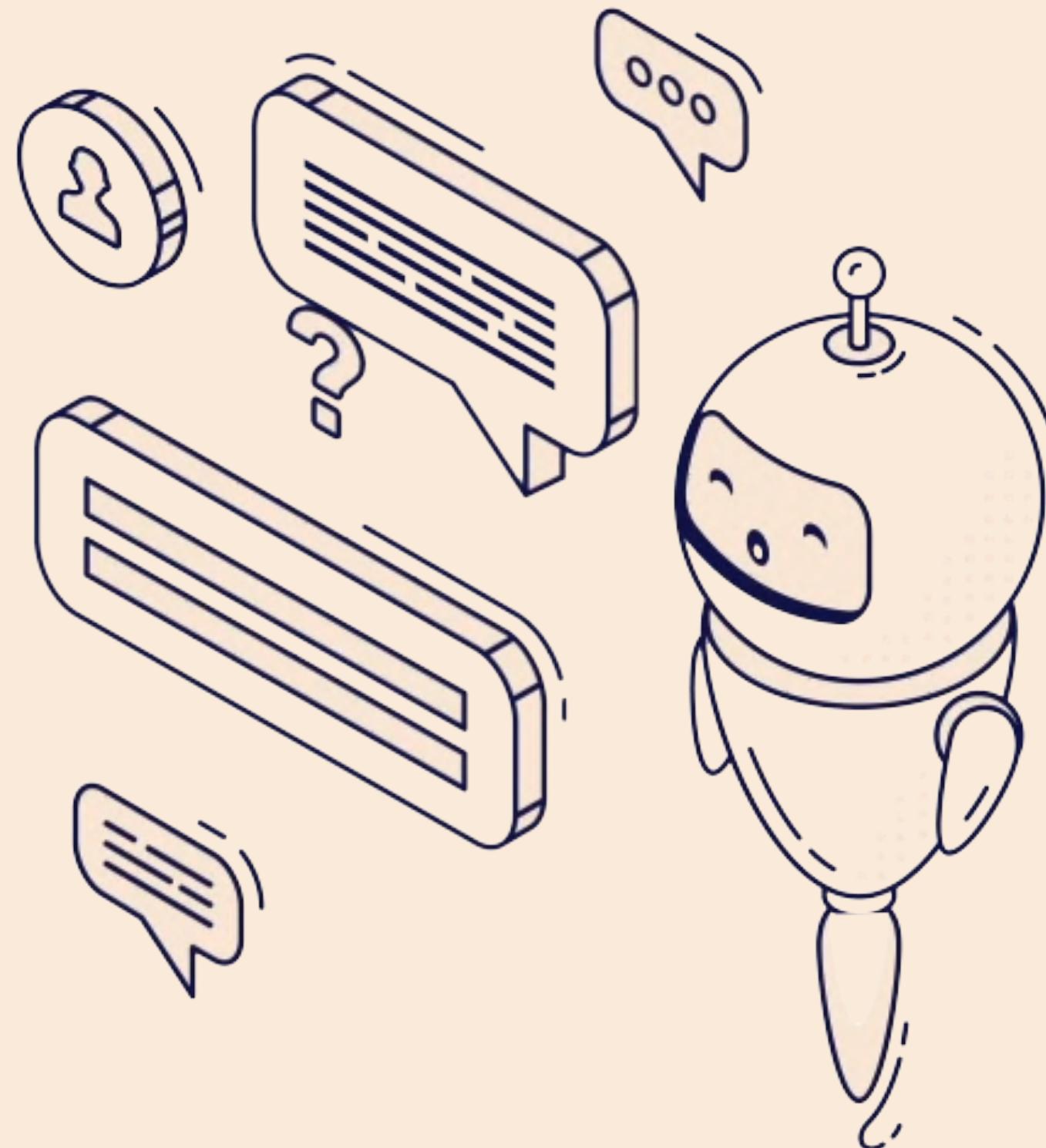
# OMNICHANNEL HUMAN-CENTRIC CONVERSATIONAL AI (SAAS, LICENSING)



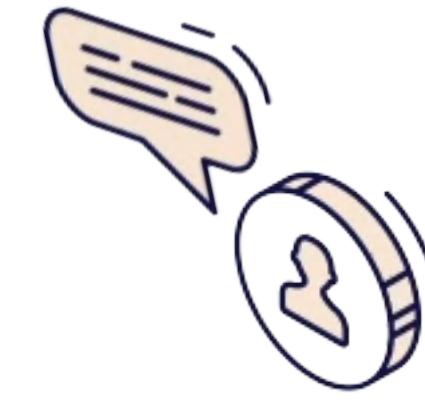
Proprietary Tech	AI	ML	NLP	AR	VR	RPA	IOT	
Interfaces	Web	Mobile App	WhatsApp	Kiosk	SMS	Voice IVR	Telegram	MS Teams & more
Formats		VideoBot		VoiceBot		ChatBot (Text, Touch, Click)		
USP	Multi-lingual (112 Languages Supported)	Omni-channel	10x Quicker to Deploy		Versatility (Video, Voice, Text, Click,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

# COMPANY OVERVIEW

---



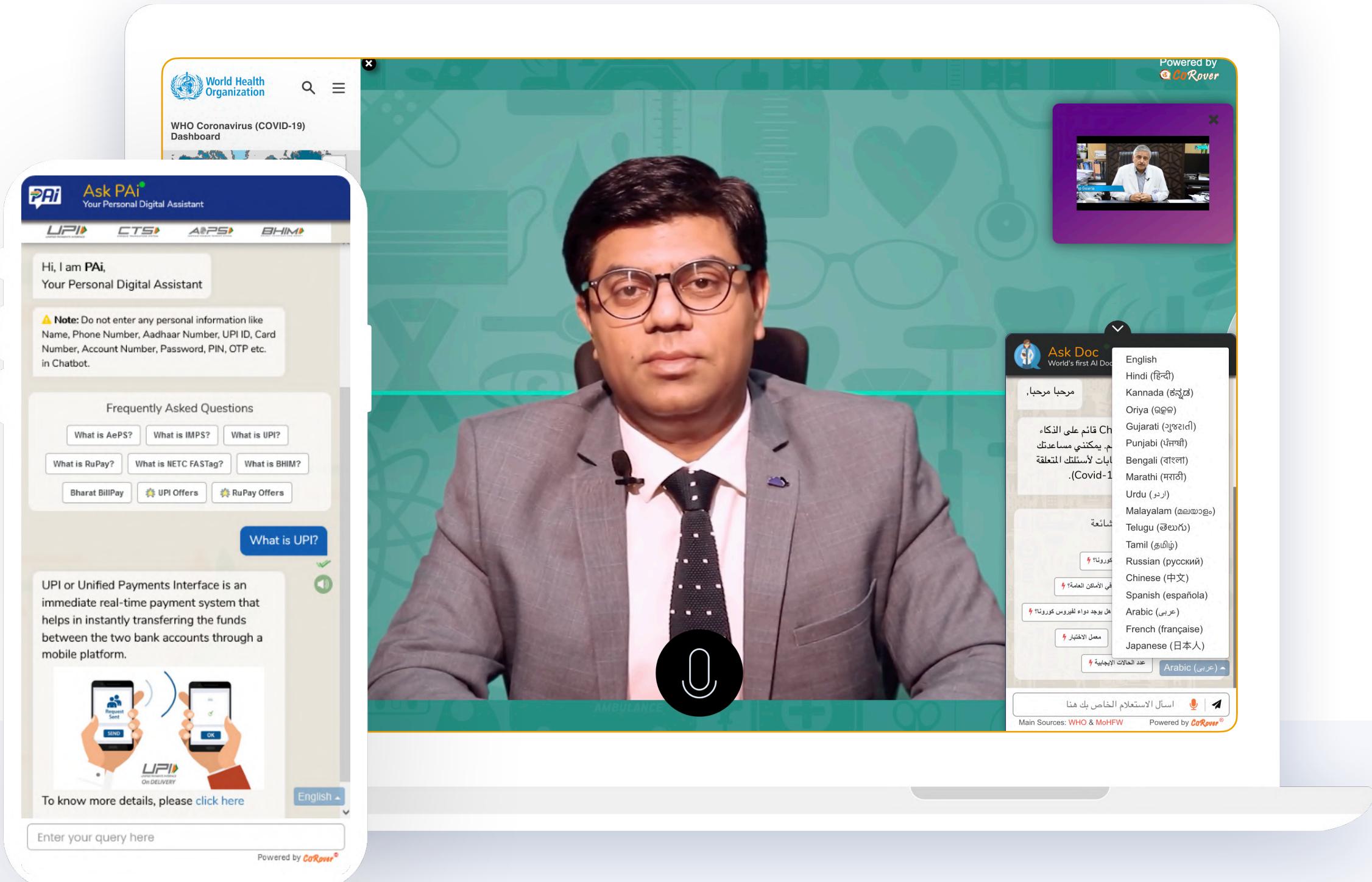
# ACQUIRED 400M+ USERS WITH 20B+ INTERACTIONS



**400M+**  
Users



**20M+**  
Monthly  
Active Users



**100+**  
Enterprises



**20B+**  
Interactions

# SERVING CLIENTS ACROSS VARIOUS VERTICALS

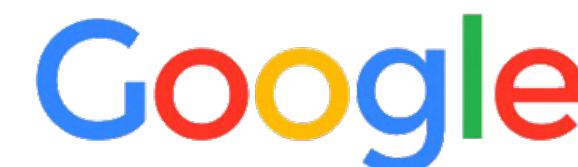


**& more....**

## LEADING AI BOT FOR 70+ BANKS



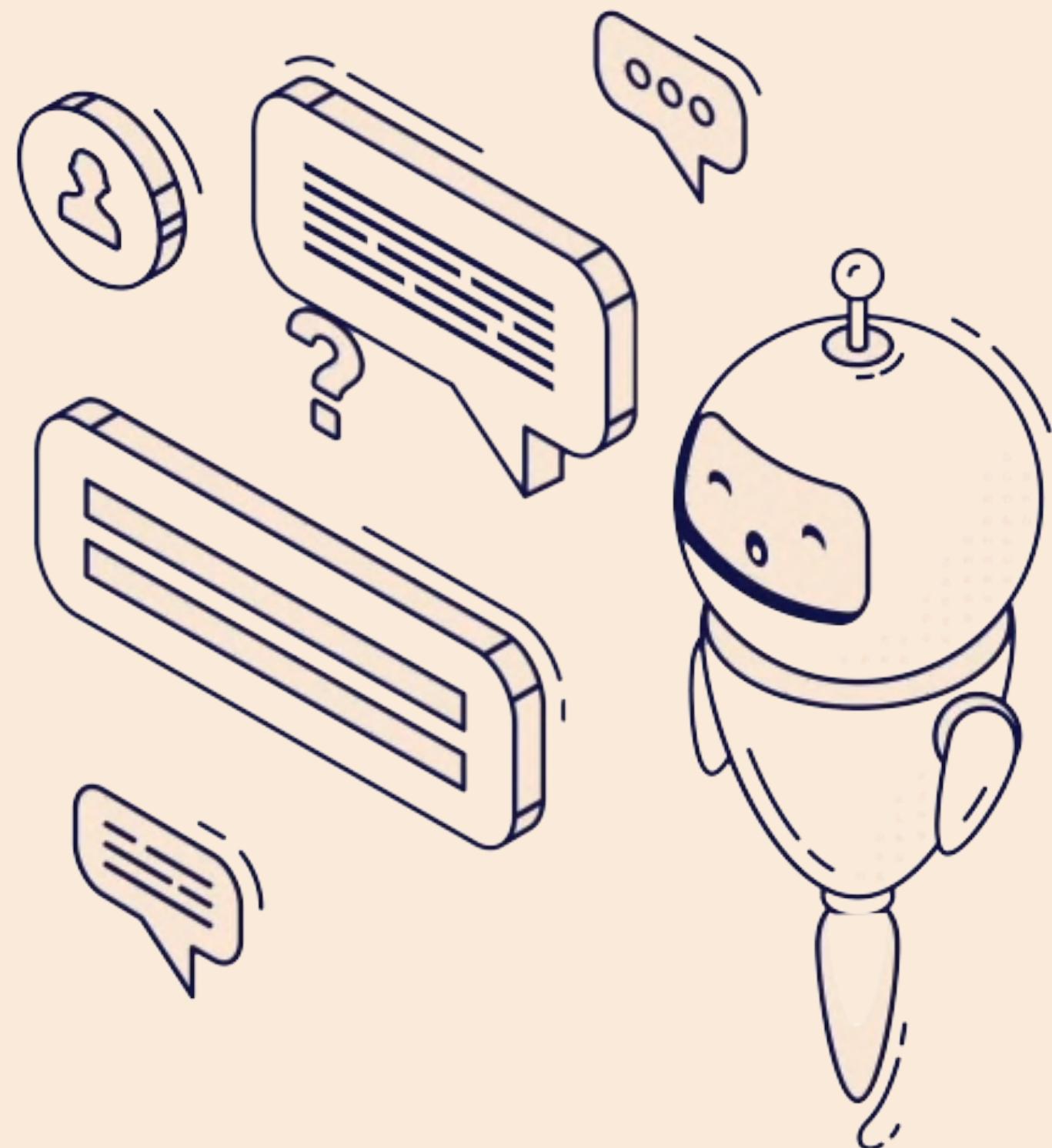
# KEY STRATEGIC PARTNERSHIPS



& more....

# WHY COROVER?

---



# VERSATILE TECH

THAT GIVES MASSIVE REACH



**400M+ users**

## Multi-format

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

## Tech Edge

- Robust
- Secure
- Scalable

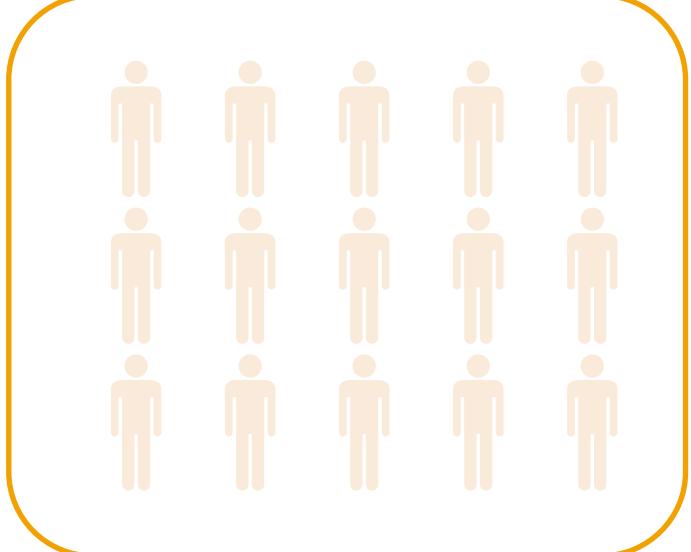
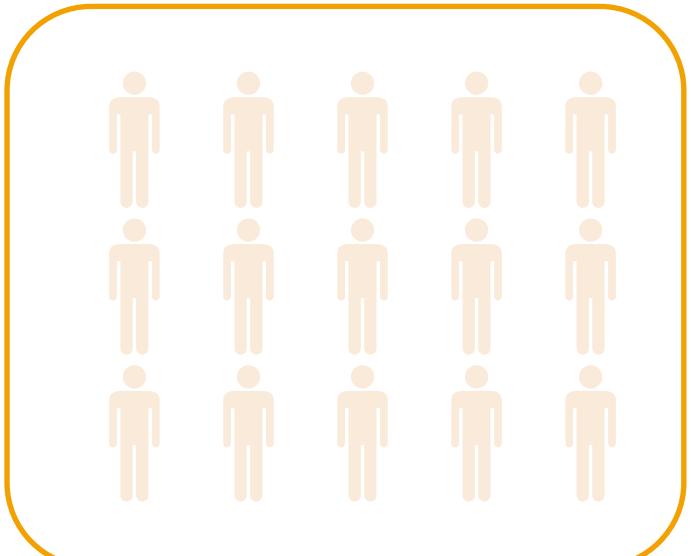
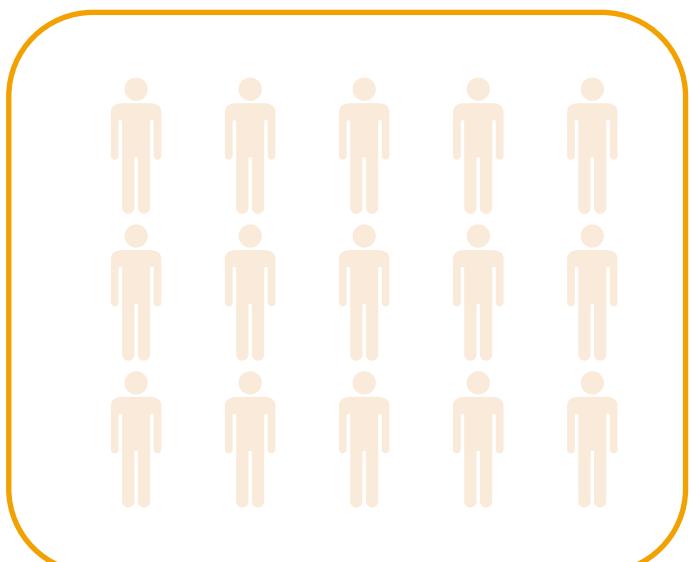
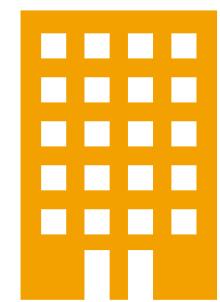
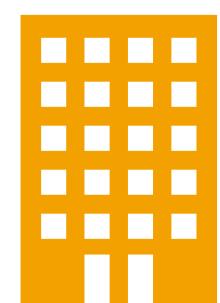
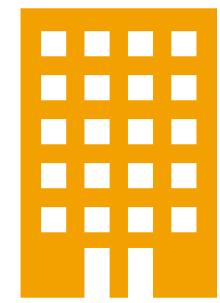
## Omni Channel

- 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



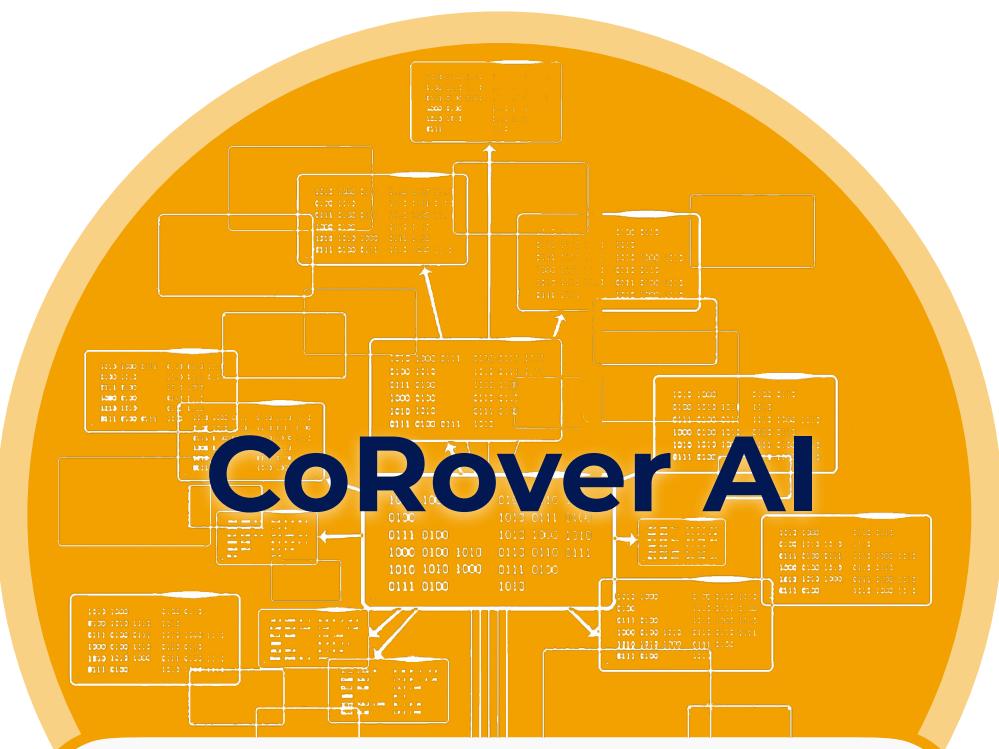
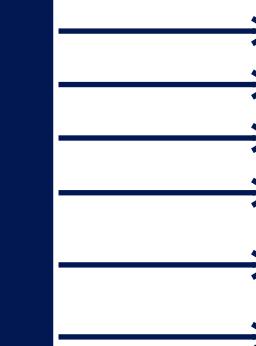
Sales



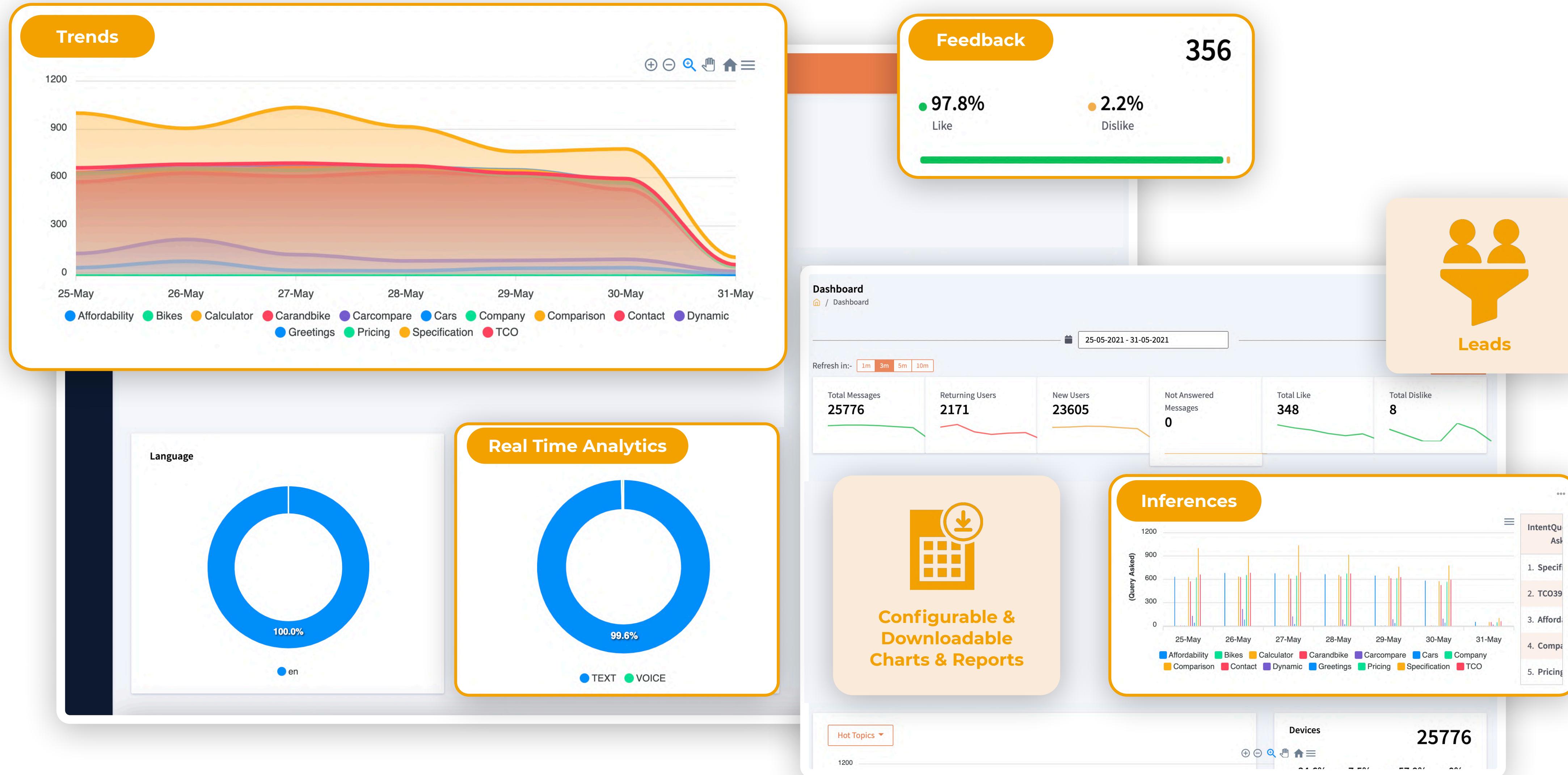
Engagement



Support

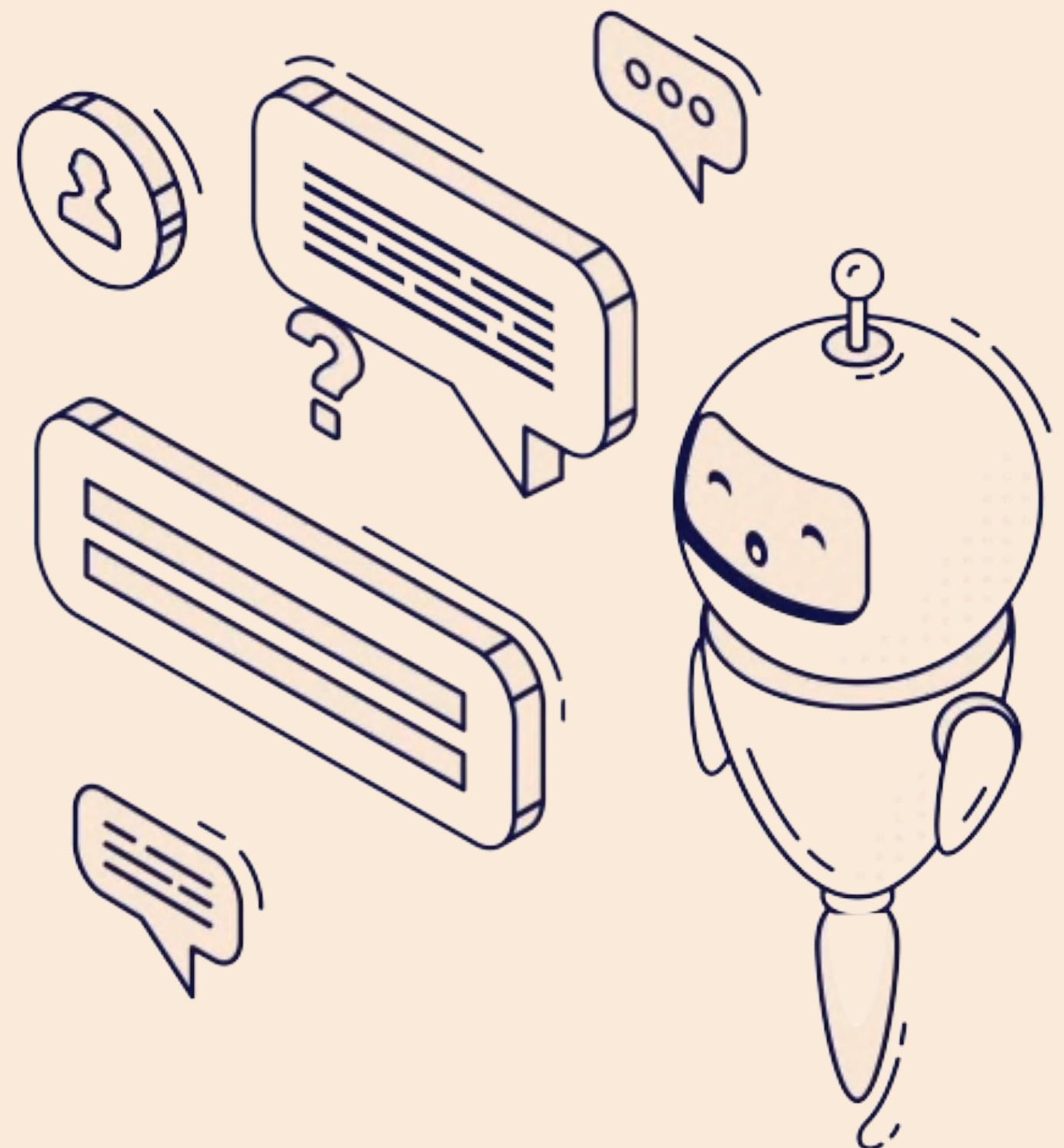


# PROVIDES INVALUABLE INSIGHTS THROUGH DASHBOARD



## ***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*

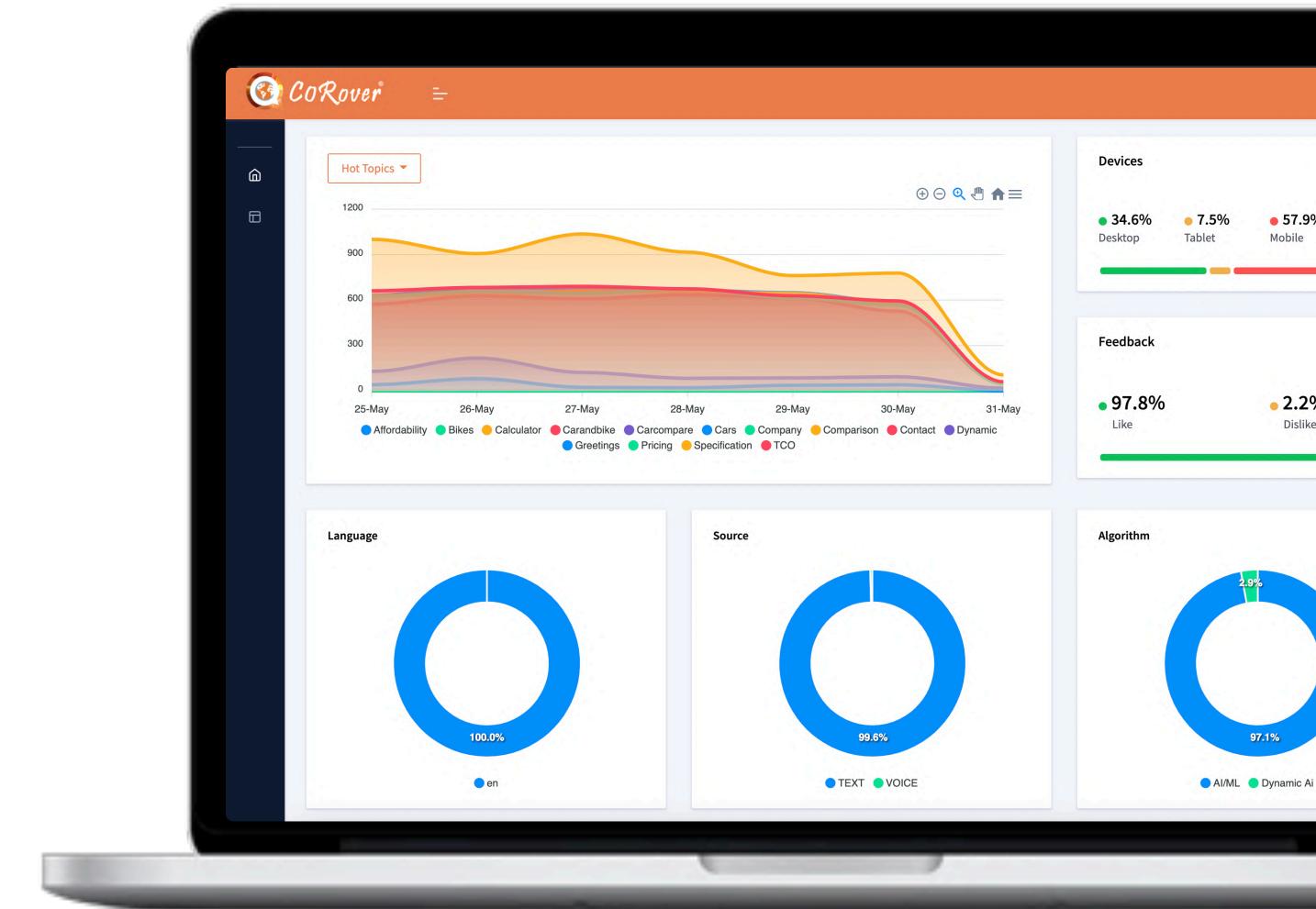


**Quick & authentic information** without being on hold or in a queue.

*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

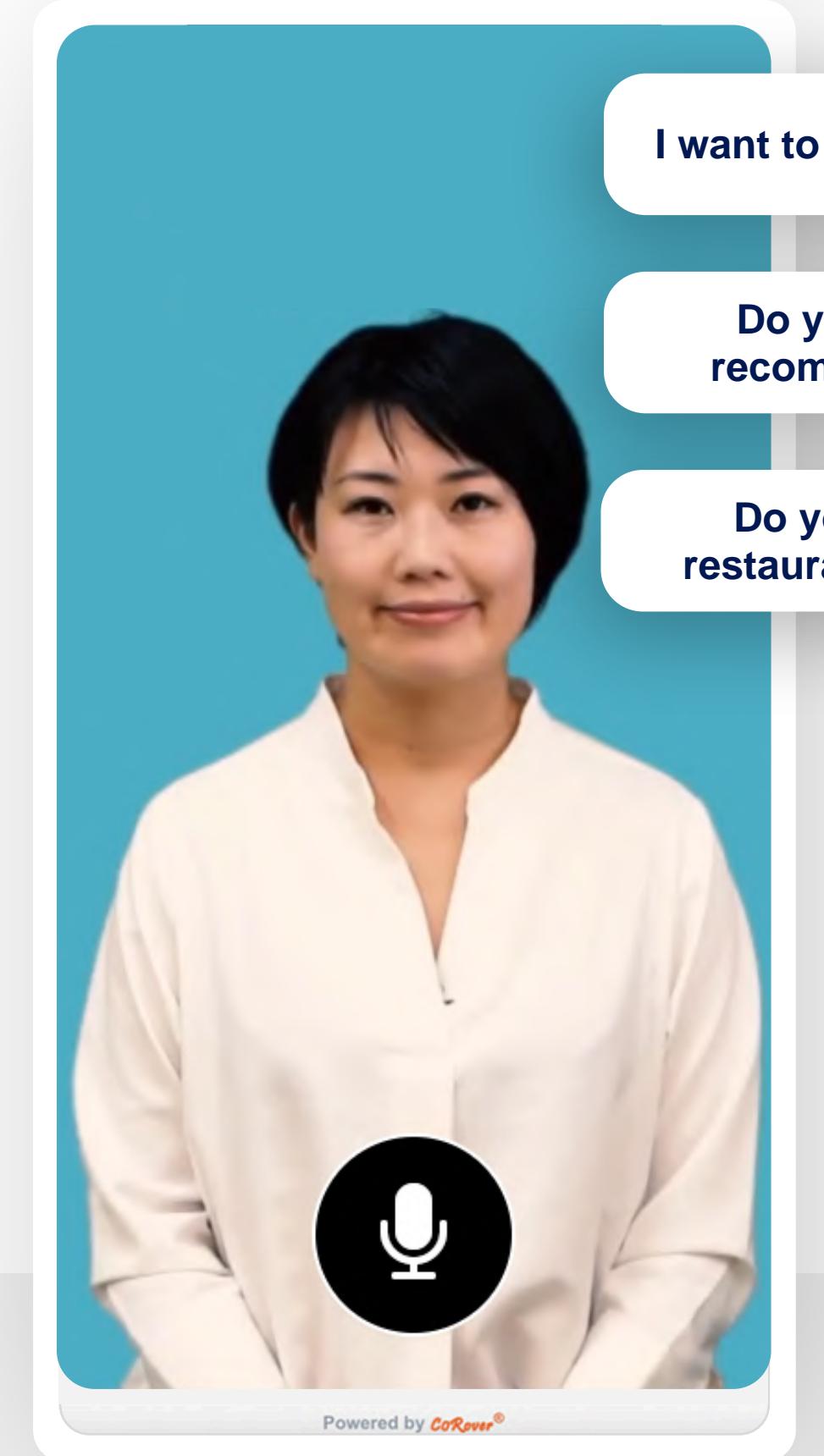
Real Time Feedback

# WORLD'S FIRST AI BASED VIDEO BOT



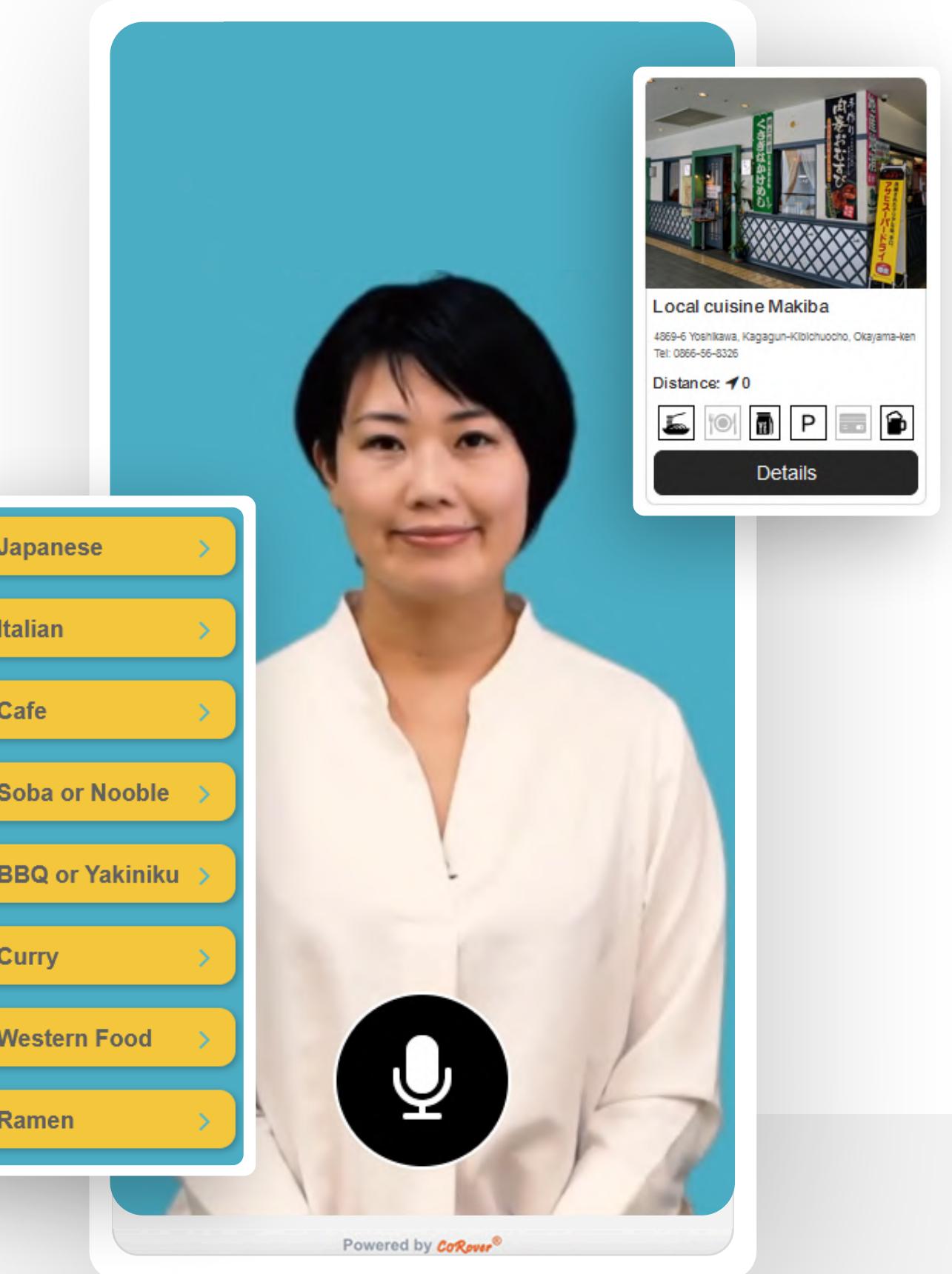
1

Choose video option to interact



2

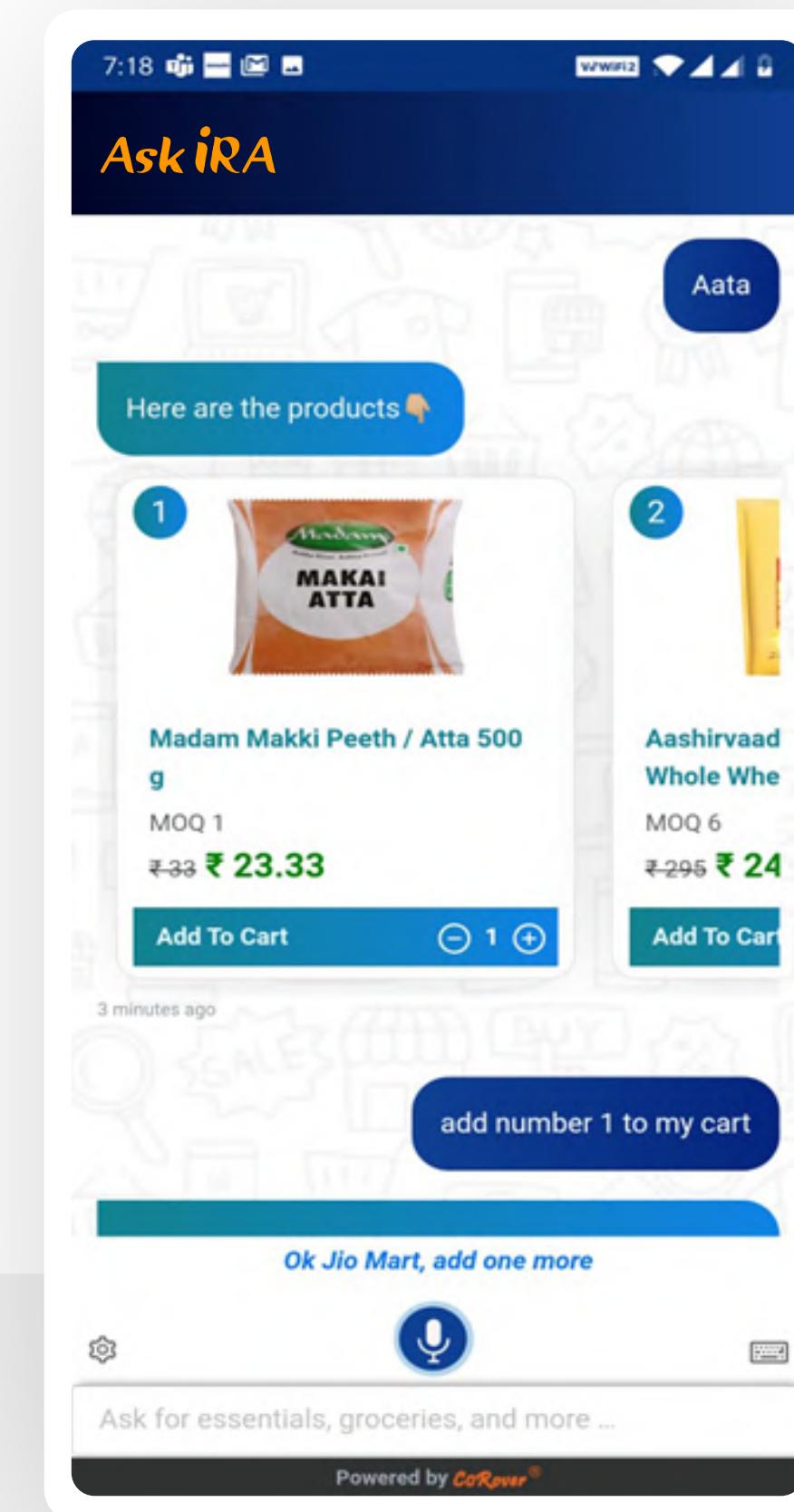
Share your queries  
with your human video bot



3

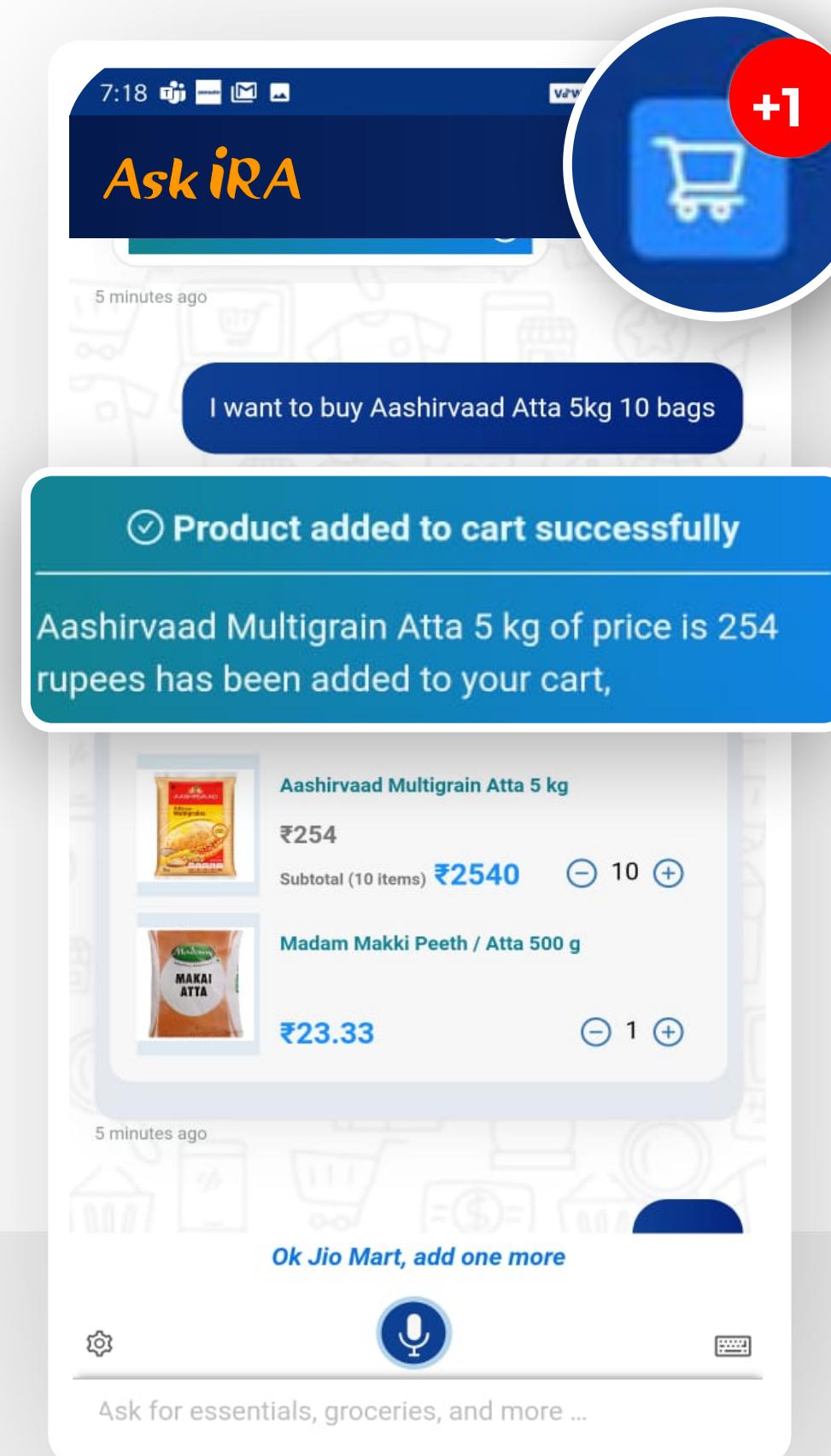
Get real time accurate answers

# VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT



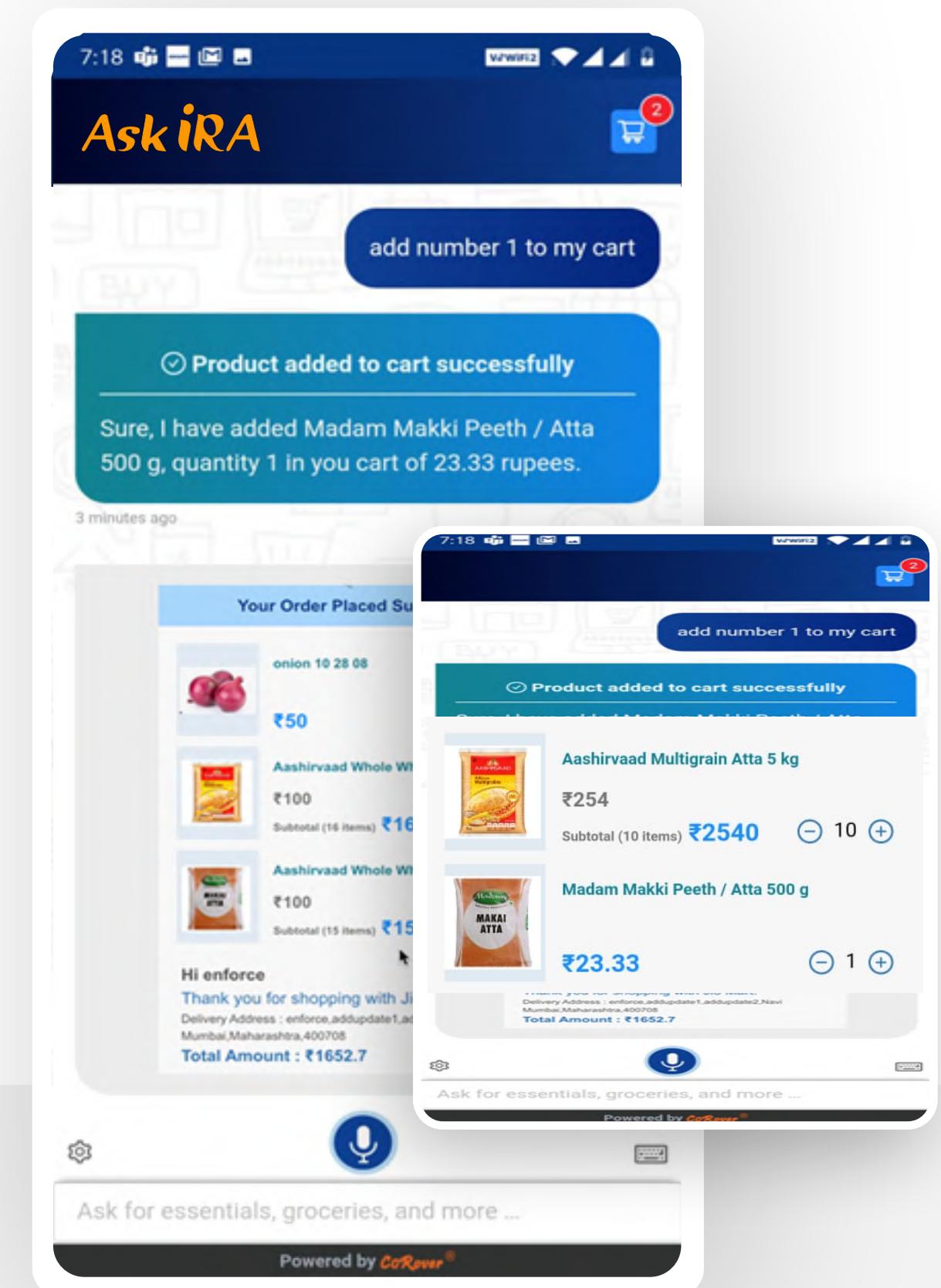
1

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

# HUMAN CENTRIC CONVERSATIONAL CHAT BOT

The image displays three mobile device screens illustrating a conversational chat bot interface for banking services, powered by FINASTRA.

**Screenshot 1:** Shows a user query "what is my account balance" followed by a response prompt "Please enter your account ID." Below is a transaction history table:

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

A language selection button "English ▾" is visible at the bottom.

**Screenshot 2:** Shows a user query "Please show me ATMs nearby" followed by a response prompt "Please enter your account ID." Below is a transaction history table:

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

A map titled "View larger map" shows several ATM locations marked with red pins. A "Loan service Request" button is also present.

**Screenshot 3:** Shows a user query "Please show me my account transactions" followed by a response prompt "Please enter your account ID." Below is a transaction history table:

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

A list of available requests is displayed on the right:

- 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

1

Choose the language,  
format, channel

2

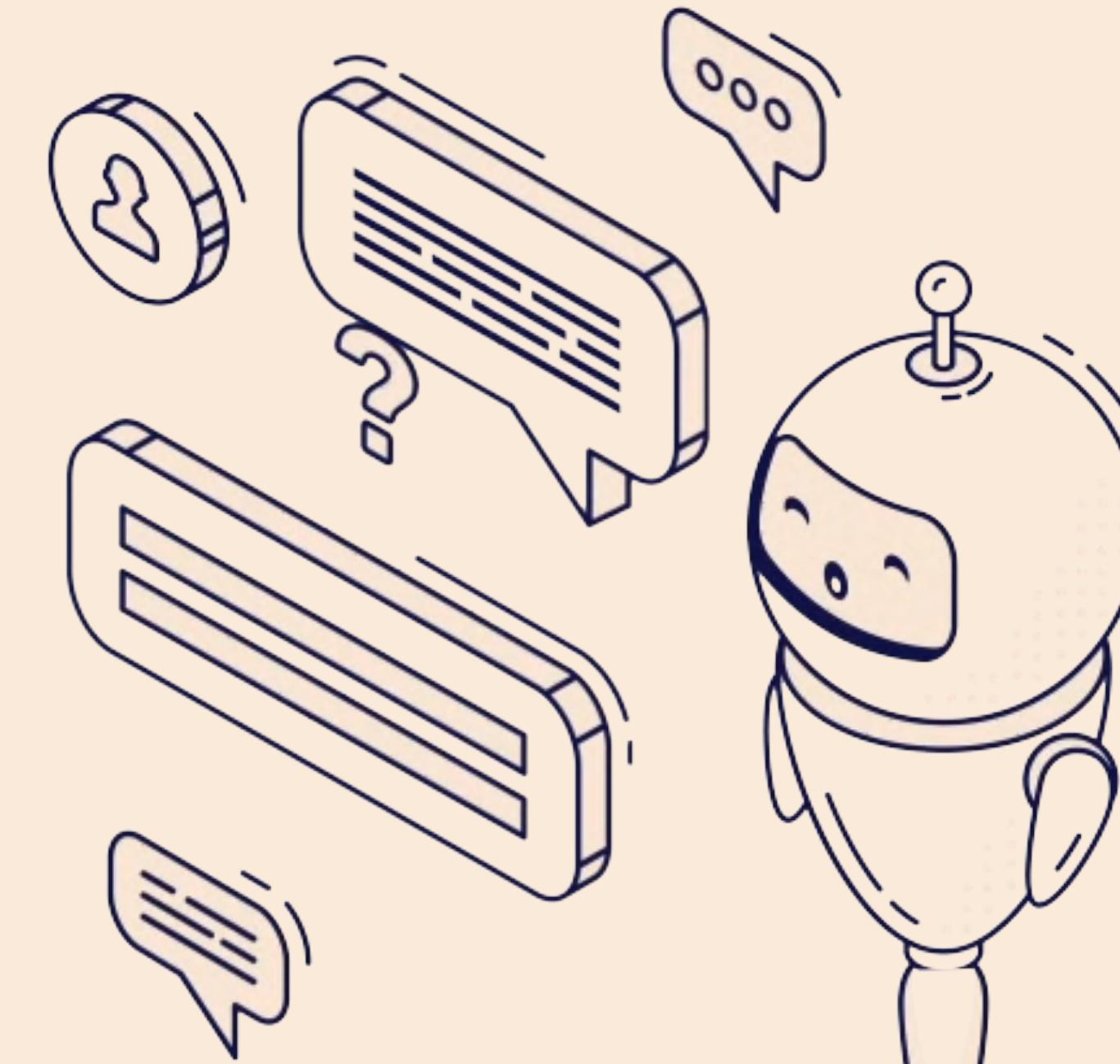
Do any banking transactions -  
check account balance, transfer  
funds & more

3

Get instant replies for all  
your banking queries

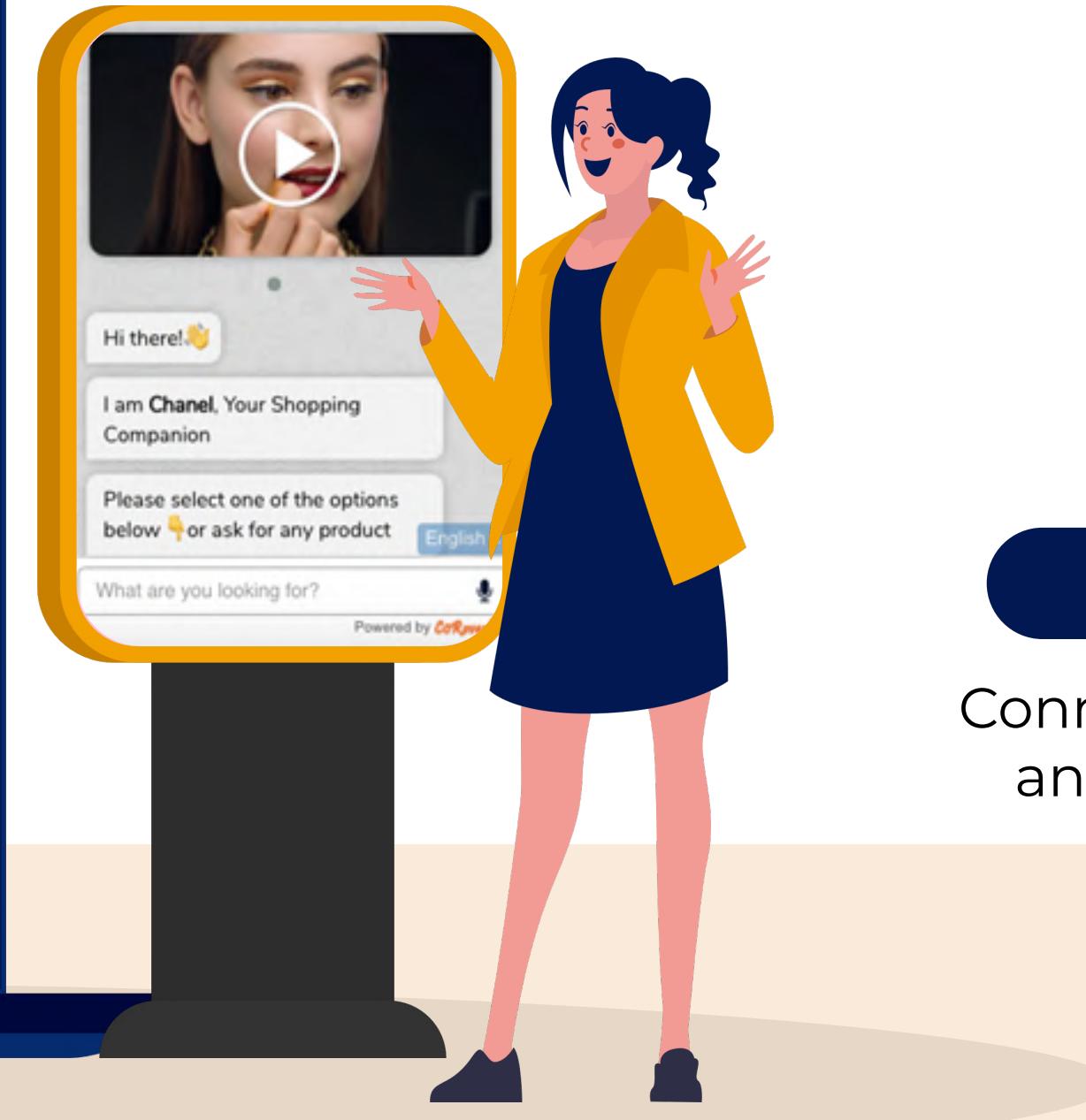
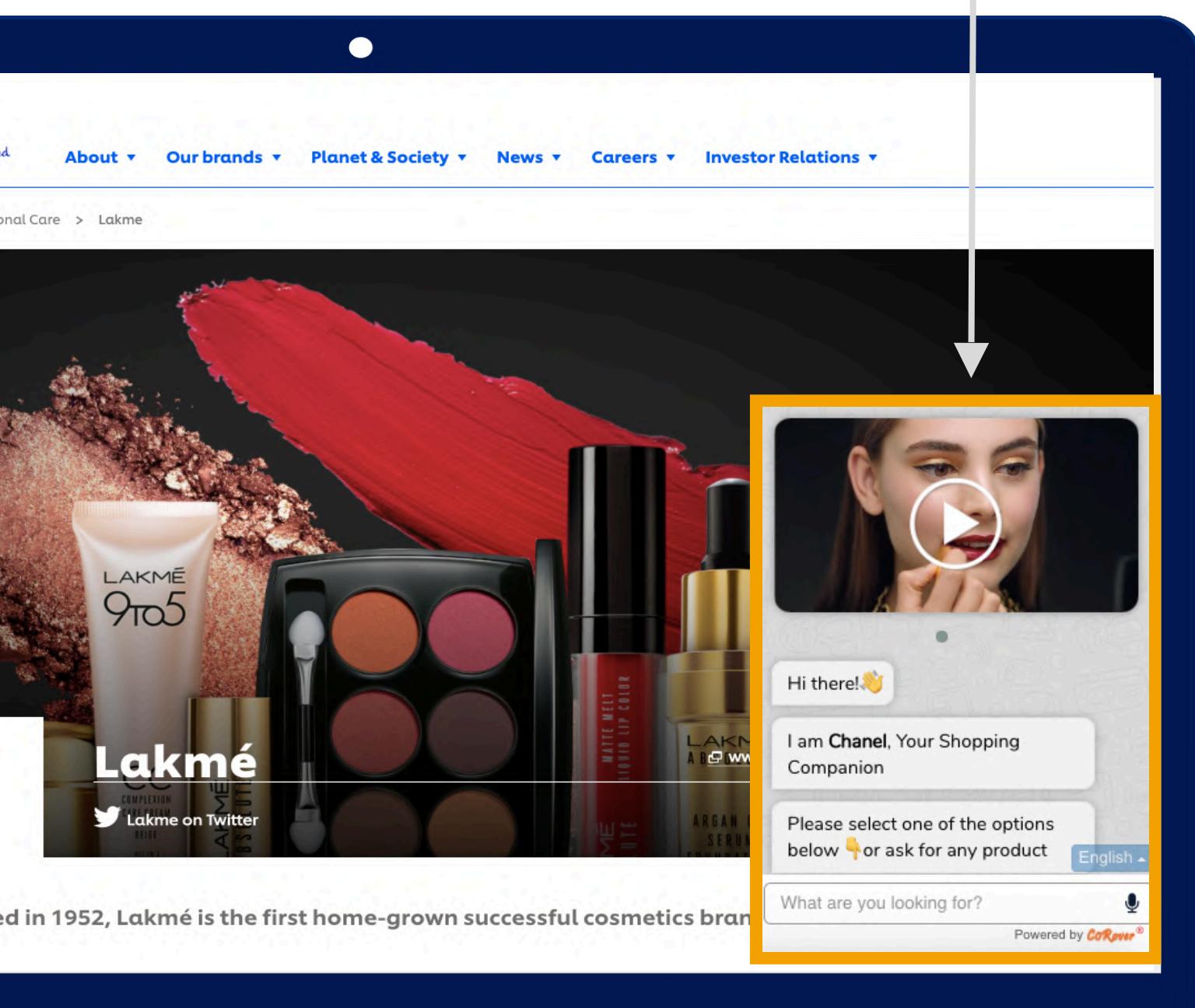
# ***SERVICE OFFERINGS FOR VARIOUS INDUSTRY VERTICALS***

---



# AI VIRTUAL ASSISTANT FOR B2C, B2B AND D2C

## Easy Product Discovery & Customer Support Automation



### Customer Acquisition

Connect with consumers virtually and increase conversion



### Customer Retention

Connect with consumers in real time and improve company credibility



### Personalized Experience

Delight customers with Enhanced User Experience



### Cross-Sell & Up-Sell

Increase revenue by providing a seamless experience

# HUMAN-CENTRIC SHOPPING ASSISTANT WITH AR & VR

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

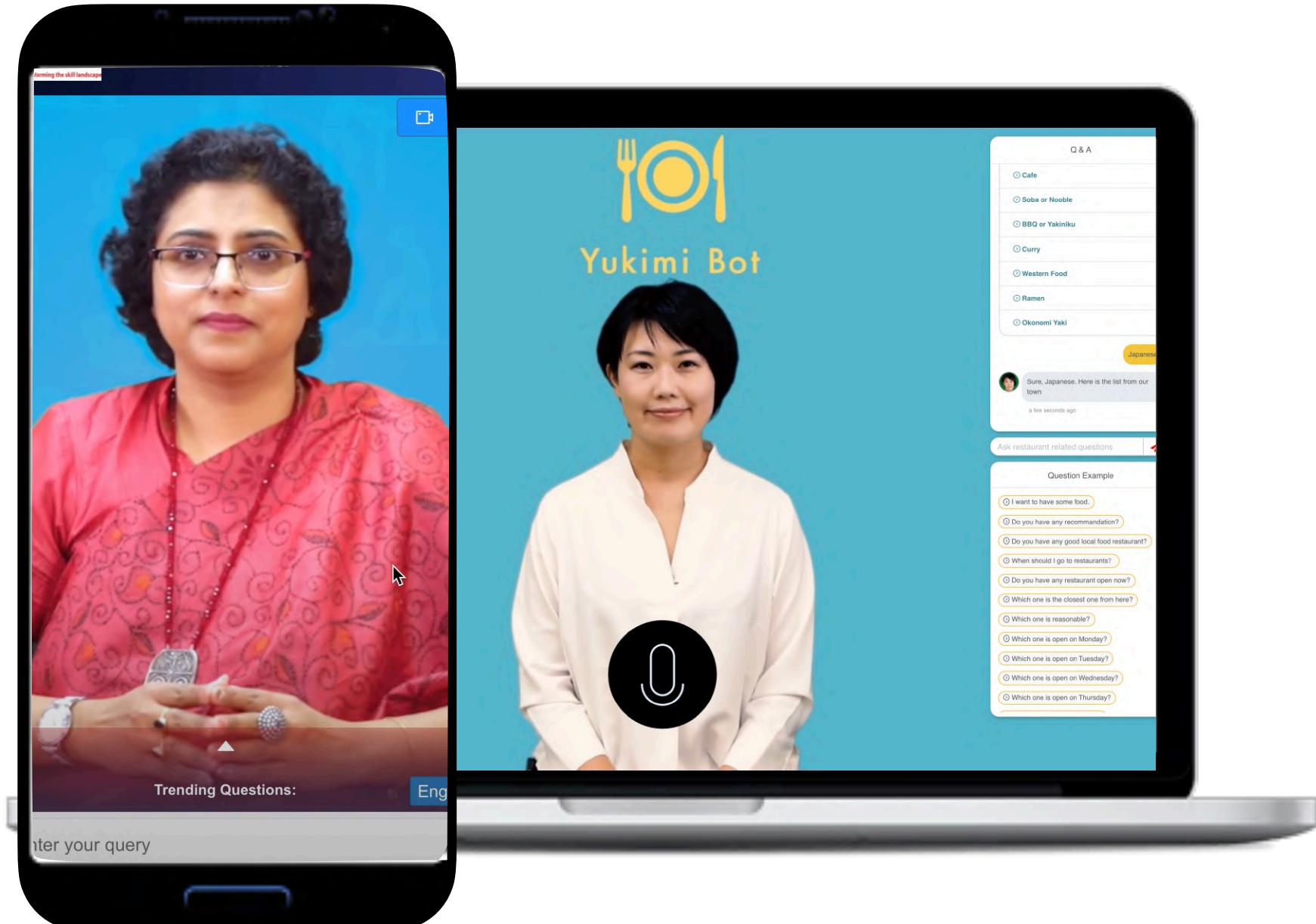


Utilities & Bill Pay

# AI VIRTUAL ASSISTANT FOR ORGANISATIONS



## Humanised Virtual Assistant



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



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

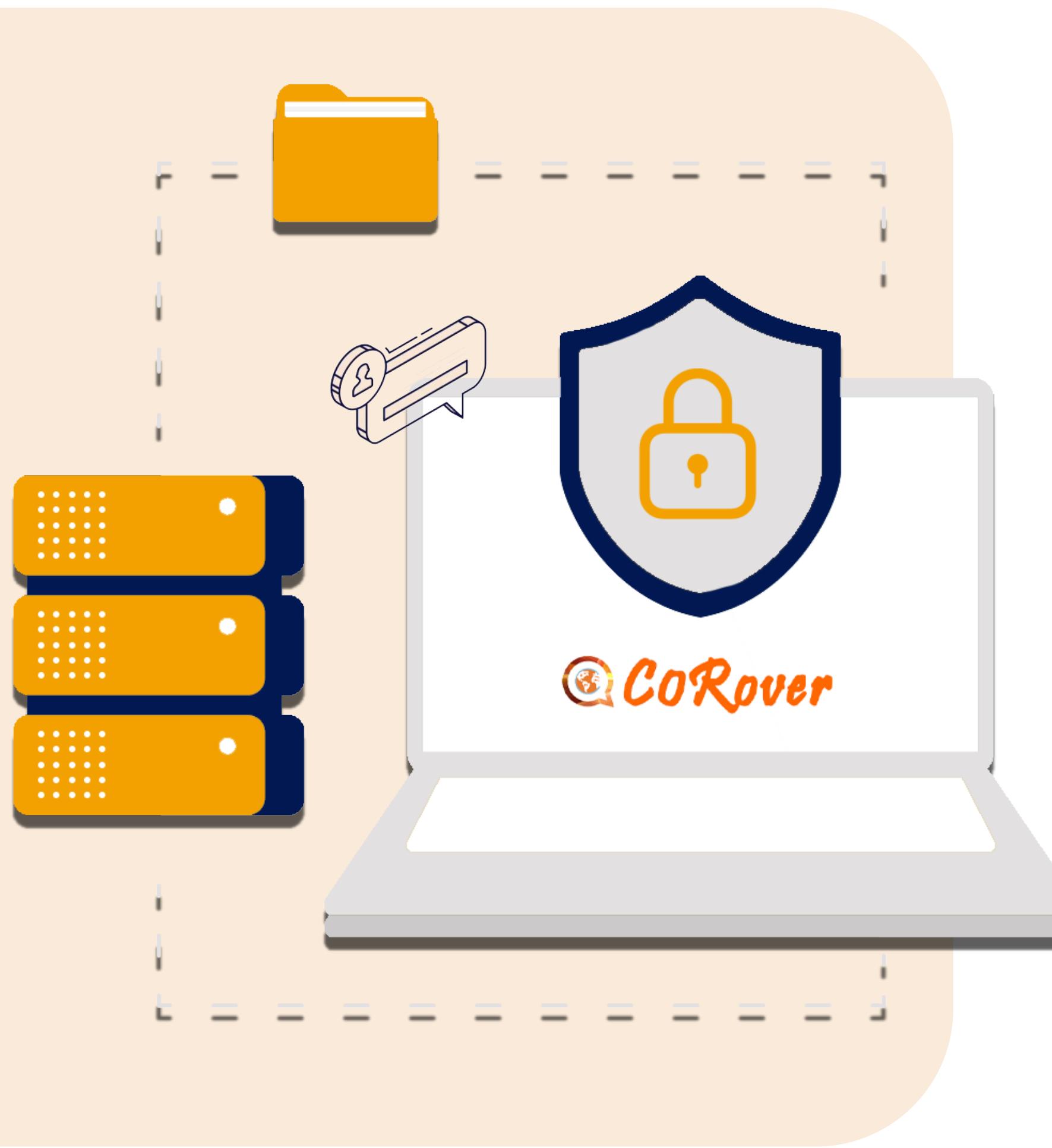


Personalised customer  
experience **via human**  
**centric virtual**  
**assistant**



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

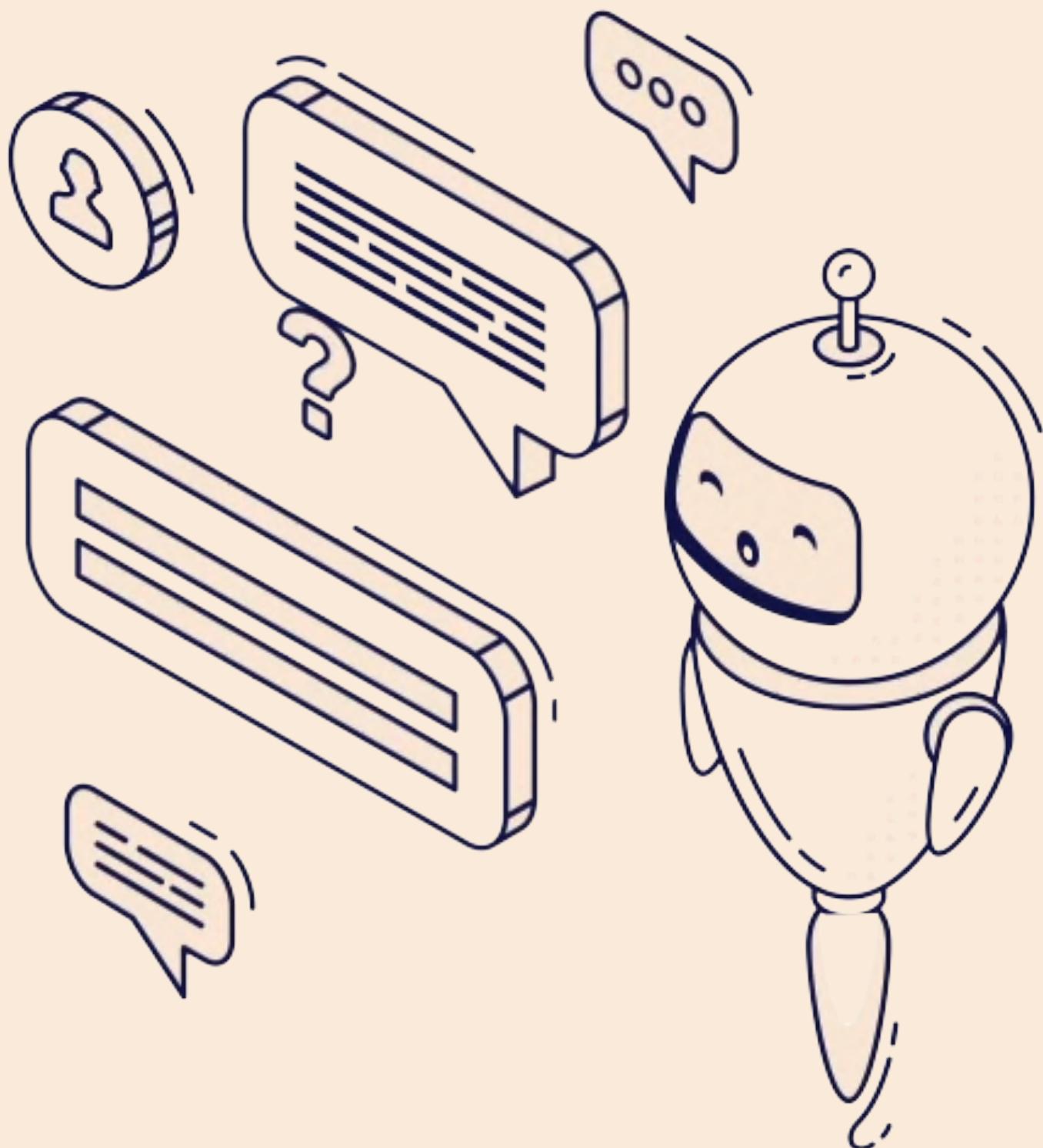
# INFORMATION SECURED WITH MULTIPLE LAYERS OF SECURITY



- 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 CorReviver®

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।

सुने

12:01 AM

Like | Dislike

अपनी क्वेरी यहाँ दर्ज करें

Advertise with us!

Powered by CorReviver®

**150K** Daily Passenger Queries

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

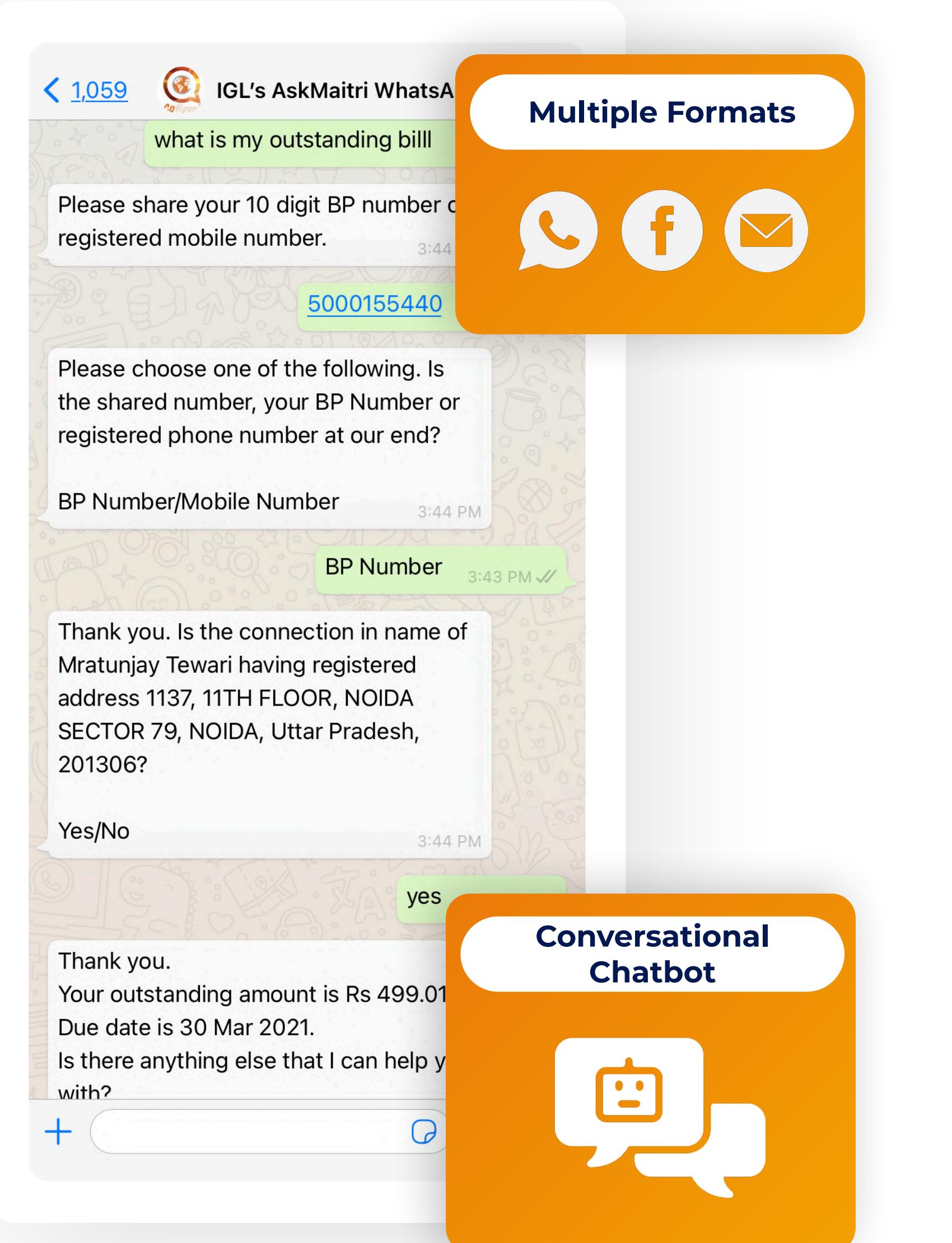
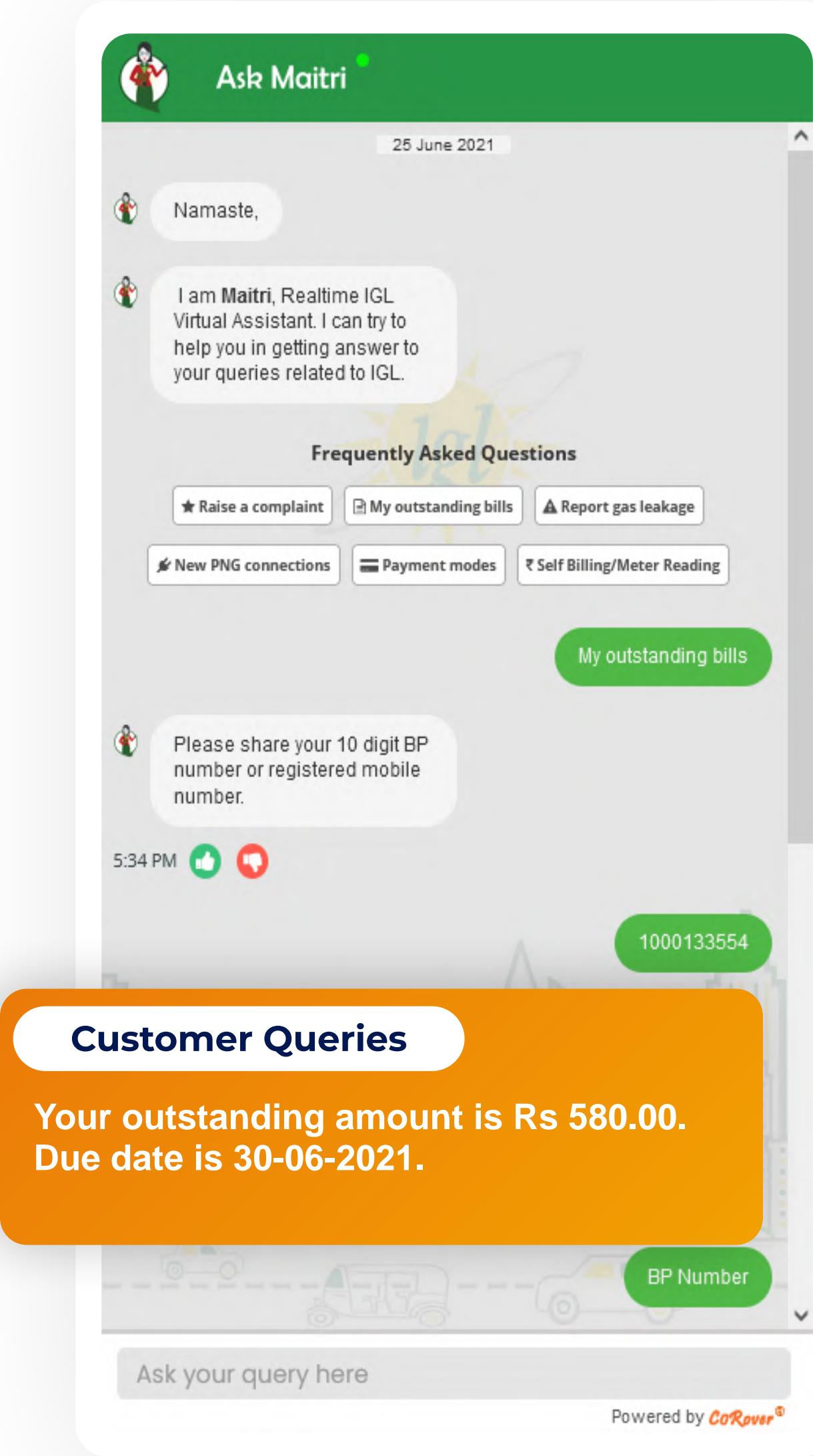
**70%** Reduction in queries over other channels

**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)

*Outcome in a Year*

The screenshot displays the Ask PAi mobile application interface. At the top, there's a header with the PAi logo and the text "Ask PAi Your Personal Digital Assistant". Below the header, there are logos for UPI, CTS, AePS, and BHIM. The main screen has a large orange callout box containing the text "Vernacular Support" and "मैं हूँ PAi, आपका व्यक्तिगत डिजिटल सहायक।" (I am PAi, your personal digital assistant). To the right of this, a blue button says "UPI क्या है?". Below this, there's a detailed explanation of UPI in Hindi. Further down, there's another orange callout box for "Conversational Chatbot" with a bot icon. On the left side, there's a "Customer Queries" section with a detailed explanation of UPI. At the bottom, there's an "Enter your query here" input field and a note saying "Powered by CorPower®".

**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 CorPower®

**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.

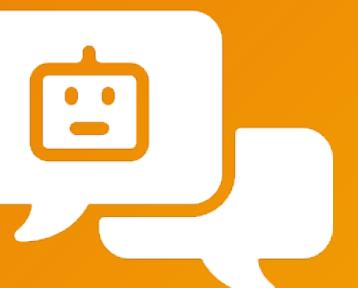
[View Discontinued Price](#)

4 minutes ago

Please enter your query

Powered by CorPower®

**Conversational Chatbot**



**Outcome**

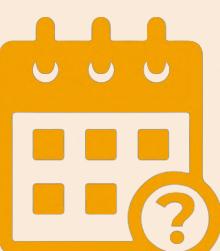
**99.8%** Accuracy

**97.3%** Excellent Feedback



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

**4,32,000**

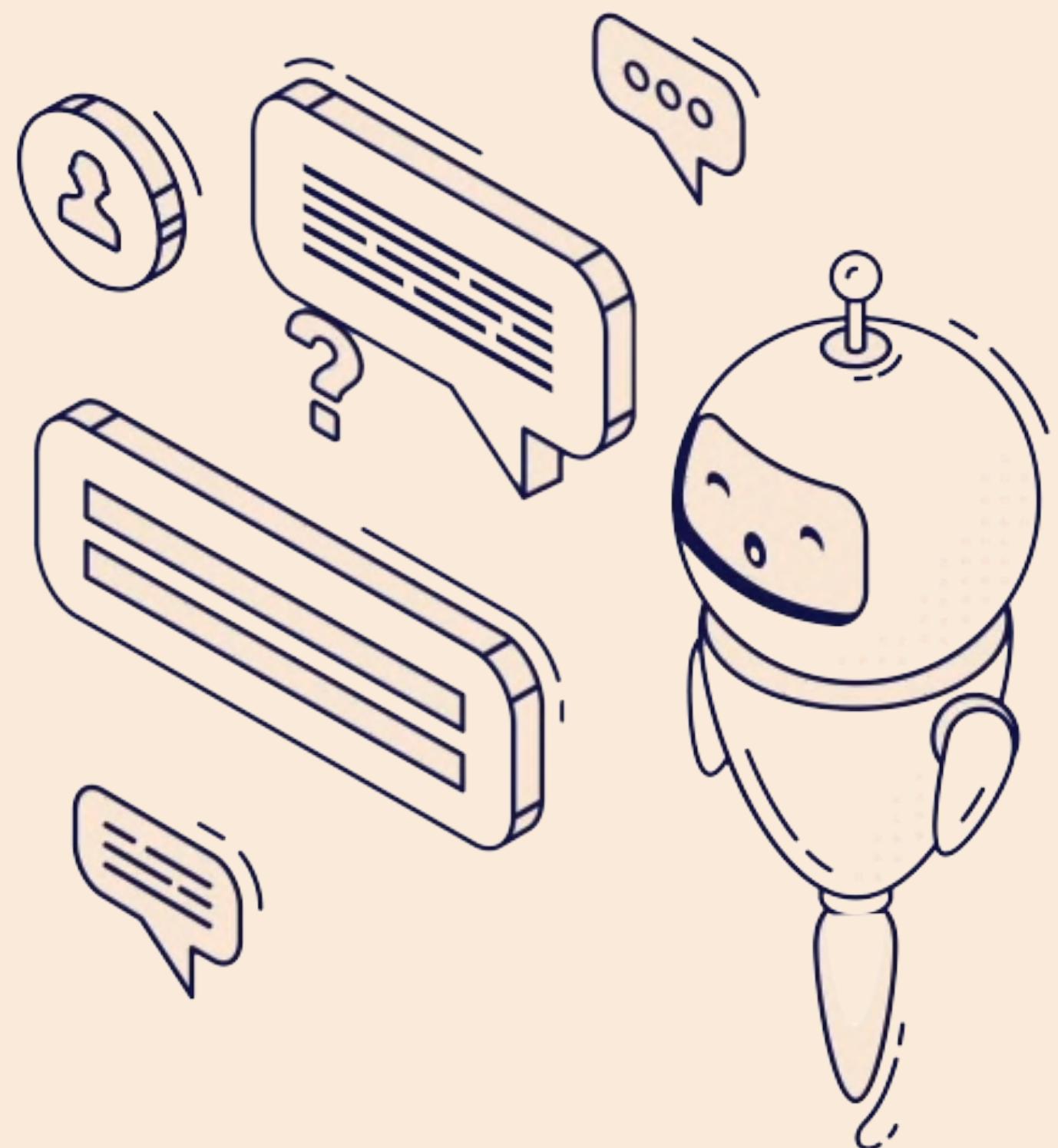


Number of queries in a month:

**1,00,000+**

# **APPENDIX**

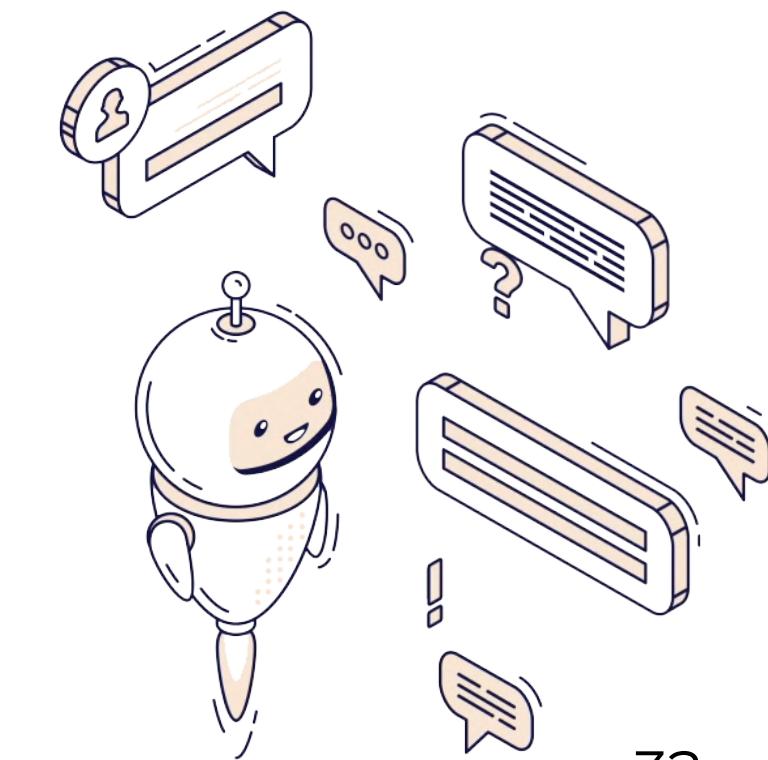
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# ACHIEVEMENTS



- 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**

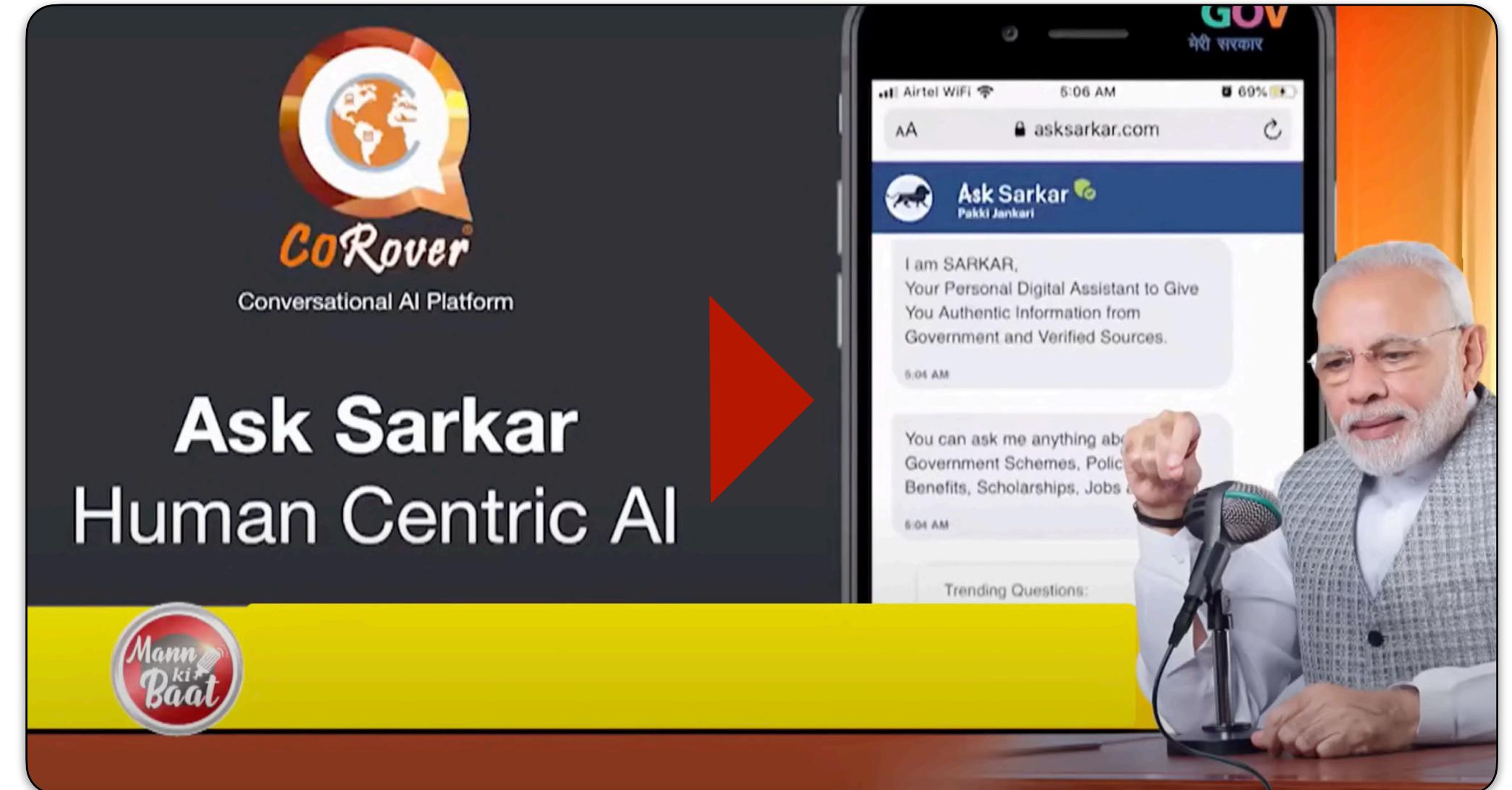
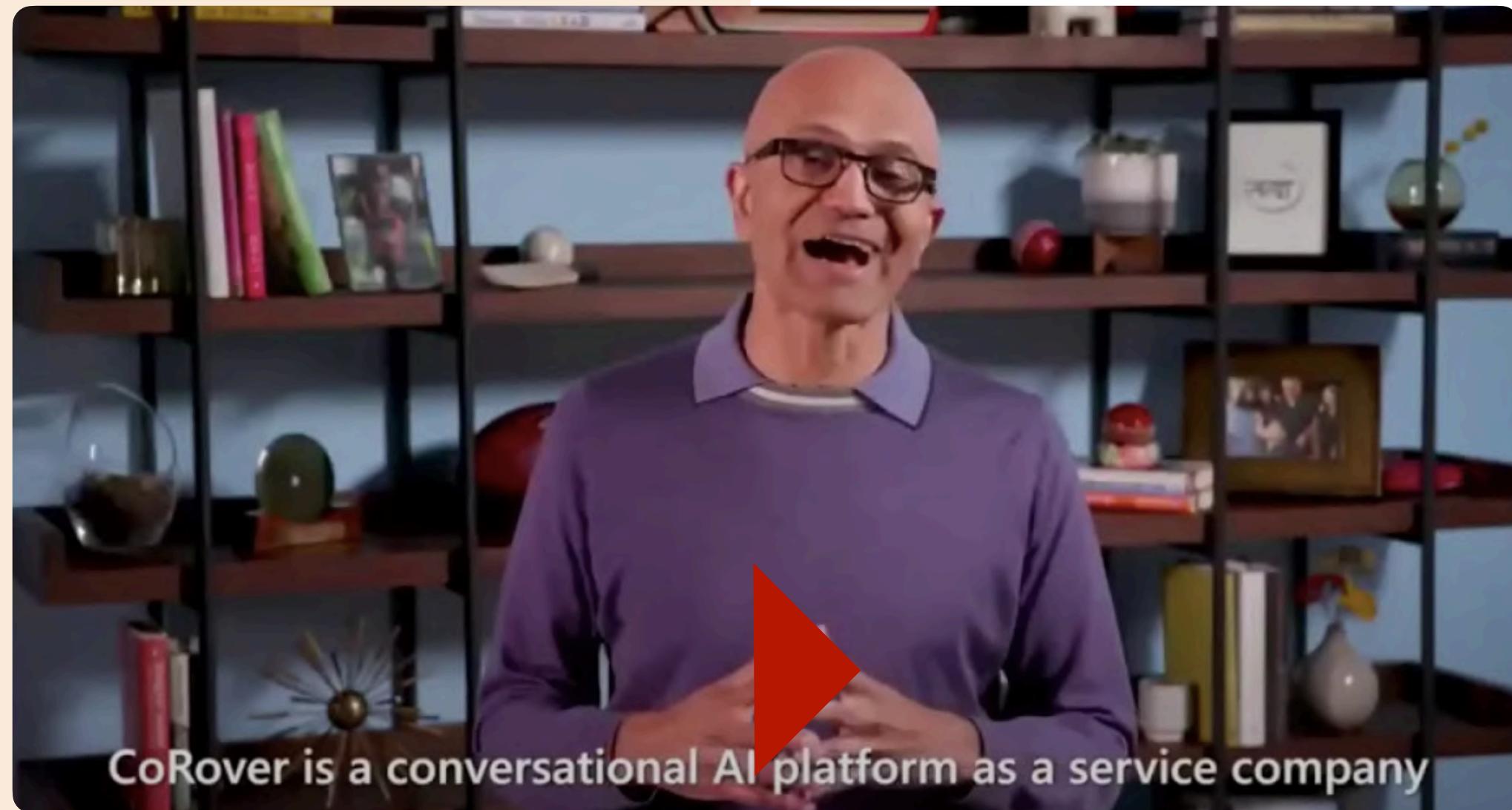
**“AskYukimi a VideoBot created using CoRover’s Human Centric Conversational AI platform, has been a huge success in Japan. We have been fortunate to work with CoRover as a client and also as their co-sell partner”**

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

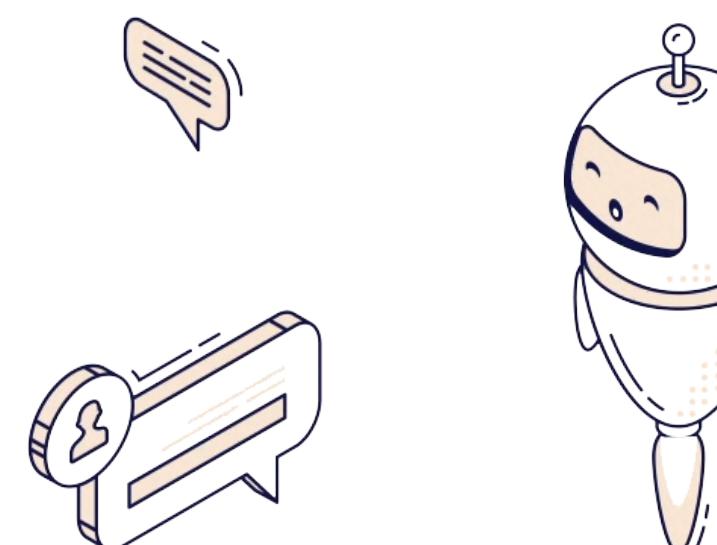
Chatbot, named Ask Disha, has **great accuracy of 90% along with the approx. 85% positive feedback** from IRCTC users and has improved customer and employee engagement.

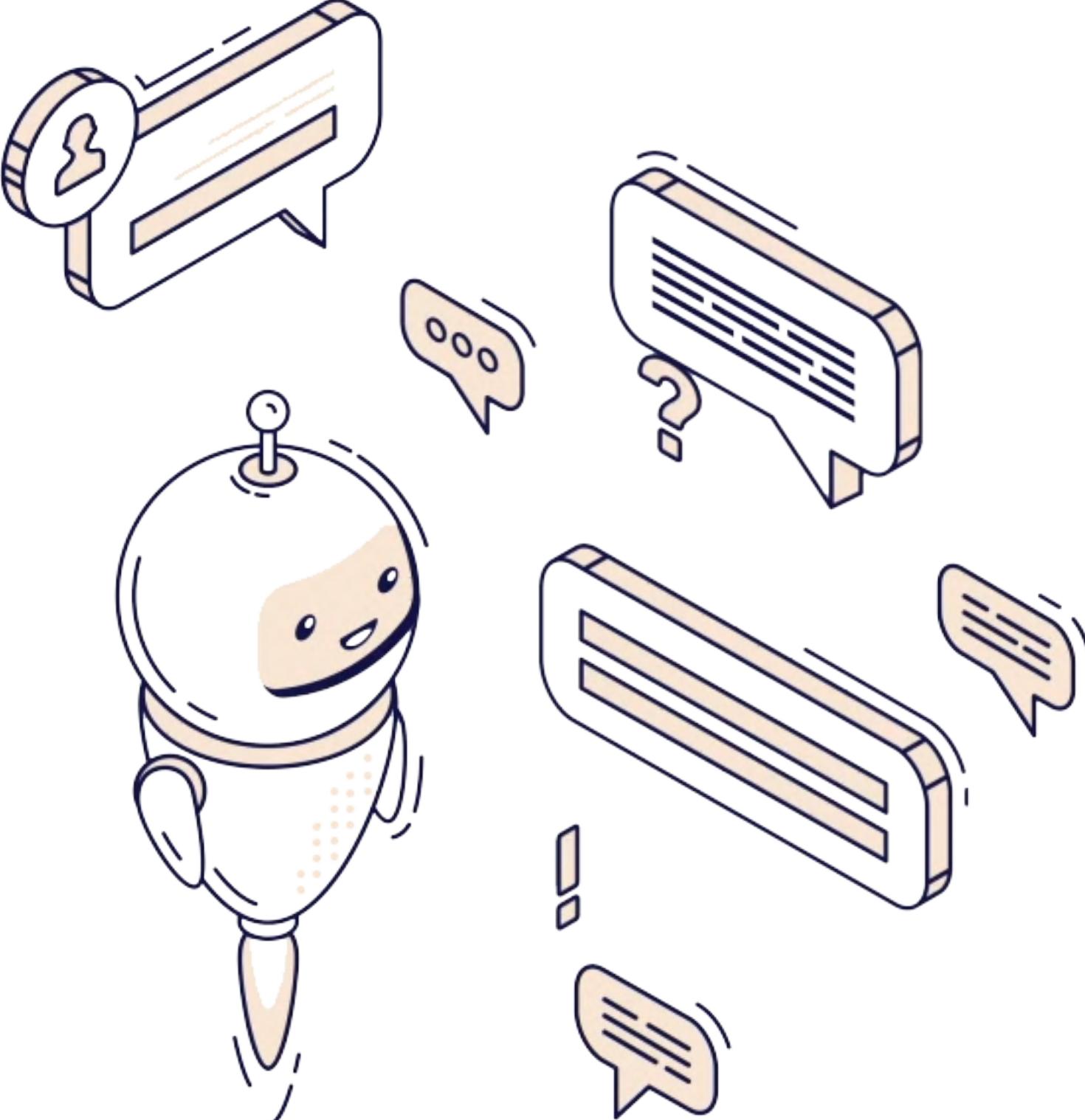
**Sandip Trivedi**  
**GGM, IRCTC**

**& 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**



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