

The background of the slide is a photograph of a person in a dark suit standing inside a cave, looking out through a large opening at a sprawling city skyline, likely New York City. The person is seen from behind, standing on a rocky ledge. The city is densely packed with skyscrapers, and the sky is a hazy blue. The cave's interior is dark and textured, with rough rock walls and a rocky floor.

# The World's First Human Centric AI

Conversational AI Platform | Chatbot as a Service (CaaS)®

300 Million+ Users | 20 Billion+ Interactions | 100+ Live Implementations

# Problem: Challenges As Exist Today



## No Instant Help

Need to get on a phone call, email, IVR - waiting even for minor queries



## Unauthenticated Information

Unverified information on Search Engines, Social Media, Contact Phone numbers are busy and not working at times



## Language (Text/Speech) Barrier

Cannot communicate problems and seek help in local languages

**Huge Cost for Organizations to maintain call centres**

# Problem: Deep Challenges in Enterprises



Enterprise functions like HR, Operations, BD, Customer service are swamped taking the same inputs again & again

Once organizations pass the Dunbar number, discovery of information is a challenge

Root cause is systems do not talk to each without deep workflows; some enterprises spend years planning such integrations

Resulting in diminishing returns on employee productivity

## Problem: Market Challenge



Every organization needs a chatbot, so simple bots are swamping the market that are deployed & forgotten

Because bots are deployed by specialists they cannot be maintained by people without programming skills

Resulting in the stale information or costly upkeep



## Solution: Platform & Products

**Conversational AI** Platform, with cognitive AI technology helps organization (across sectors & domain) **generate revenue, save cost, improve customer experience** and **operational efficiency**.



Self-Service Platform



Managed Product



Professional Services



Middleware

- **Contextual Chatbot**
- **Virtual Assistant**
- **RPA Bots**

# Conversational AI Platform: Versatility/Features



## Multi-Tech Platforms

- AI, ML, NLP
- RPA
- AR
- VR



## Multi-Format

- Video
- Voice
- Text
- Click



## Omni-Channel

- Web & App
- Voice IVR, SMS
- AI Kiosk
- Google Assistant, Alexa
- WhatsApp, Signal, Telegram, Facebook, Twitter...
- Various other Social Media & IM Bots



## Multi-Lingual

- Regional/Vernacular languages
- International languages



## Conversational AI Platform: Tech Edge/NFRs



Robust



Secure



Scalable Architecture

300 Million+ Users | 20 Billion+ Interactions | 100+ Live Implementations | 800,000 Concurrent Users

# Conversational AI Platform – Easy to Implement



## Easy to Create, Customize & Train

Supervised, Un-supervised and Re-enforced Learning





## Conversational AI Platform – Easy to Integrate



Easy to Integrate (Integrations in Minutes)

Web, Mobile App, Facebook, Slack, Twitter, WhatsApp, SMS, Google Assistant, Smart IVR, Alexa, Signal, Kiosk, e-mail...etc

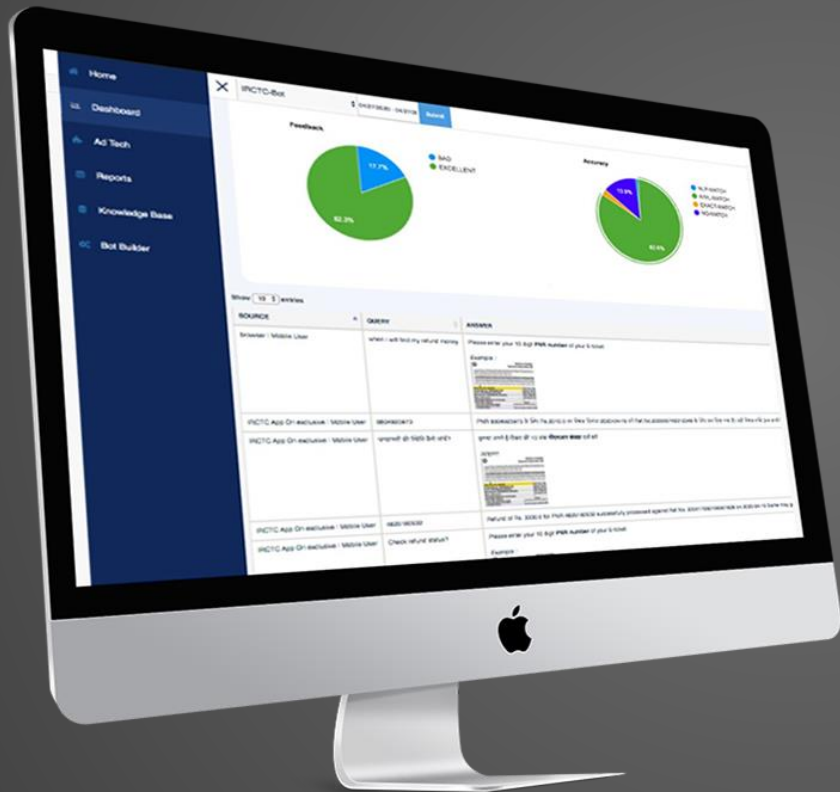
Many more ..



As easy and more accurate than using  
any Translators

12+ Indian languages and 100 International+ language

# Real Time Analytics



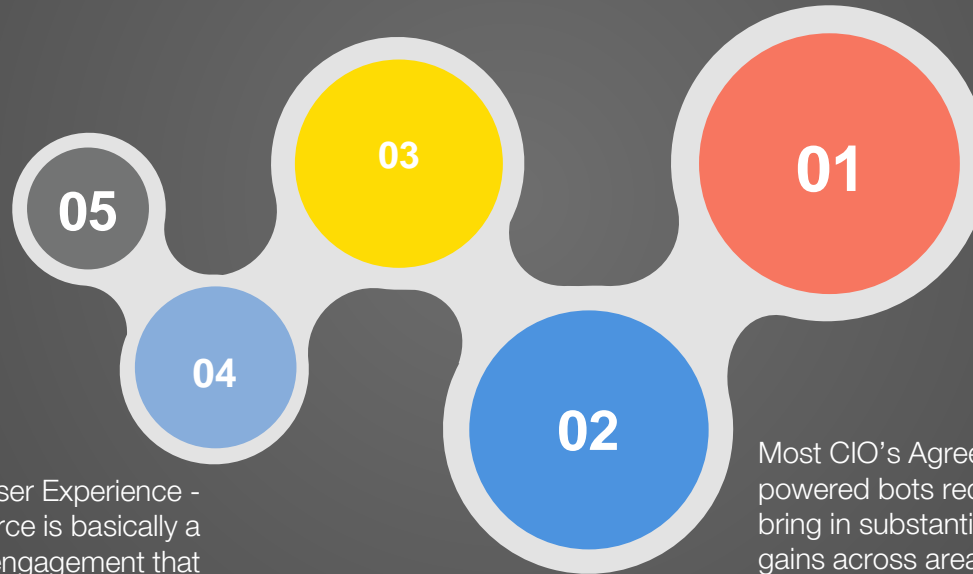
- Users
- Sessions
- Conversations
- Conversions
- Accuracy
- Sentiments
- Feedback
- Live-Chat
- Trending Topics
- Insights
- Recommendations
- Customizable & Downloadable Reports
- ..and more

# Conversational AI – Luxury or a Necessity?

Omni-Channel – Gartner Says that, the key aspect of conversational commerce, is that it allows users to converse in their platform of choice, and therefore takes channel transparency to the next level

Gartner Says - “25 Percent of Customer Service Operations will use Virtual Customer Assistants or ChatBot by 2021, from less than 2% currently, to improve sales, save cost (33%), reduce support activities (70%) and improve customer/employee engagement & satisfaction.”

2019 Gartner Survey says - CIOs identified chatbots as the main AI-based application used in their enterprises.



Personalization & User Experience - Conversational commerce is basically a human-to-machine (H2M) engagement that utilizes AI, ML and Natural Language Processing (NLP) interfaces like Chatbots, Messaging, IVR etc...

Most CIO's Agree that - AI-powered bots reduce friction and bring in substantial productivity gains across areas like IT Service Management (ITSM), Sales, Enterprise Resource Planning (ERP), HR, and customer service.

## Gartner Predicts 25 Percent of Digital Workers Will Use Virtual Employee Assistants Daily by 2021.



2-25%



By 2021, Gartner, Inc. predicts that 25 percent of digital workers will use a virtual employee assistant (VEA) on a daily basis. This will be up from less than 2 percent in 2019.



25% Voice Based

Gartner predicts that, by 2023, 25 percent of employee interactions with applications will be via voice, up from under 3 percent in 2019. Although most chatbots and VAs are still text-based, AI-enabled speech-to-text and text-to-speech hosted services are improving rapidly. As a result, deployment of voice-based solutions will grow.

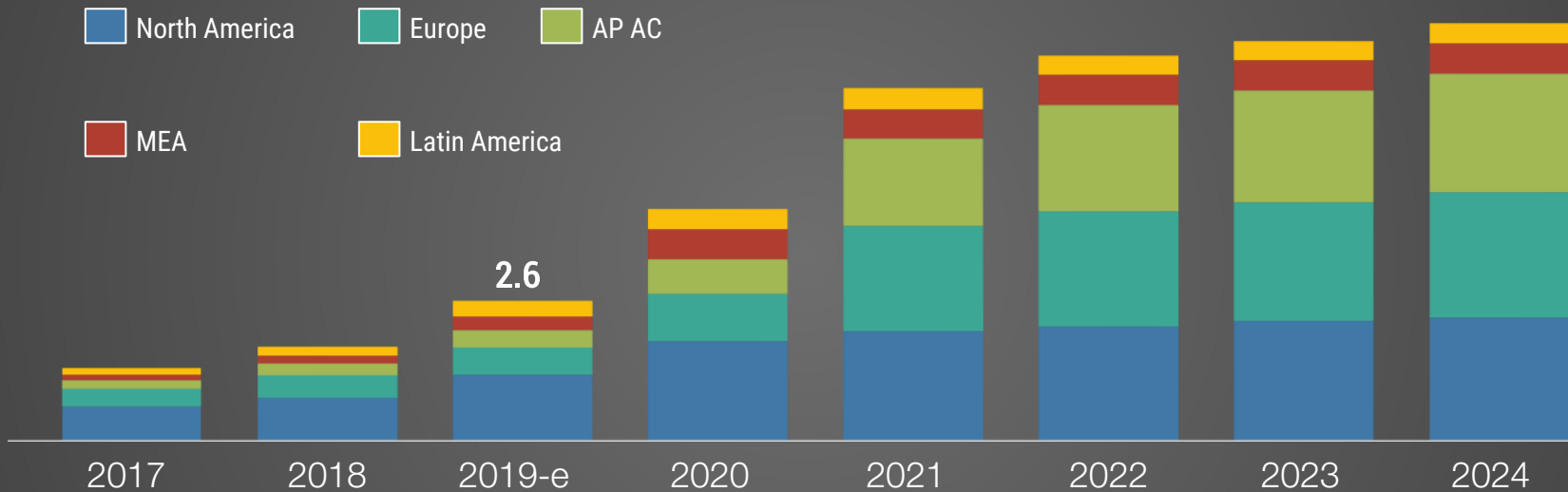


\$3.5 Billion

Gartner predicts that consumer and business spending on VPA speakers will top \$3.5 billion in 2021.



# Chatbot Market, By Region (USD Billion)



## Global Market

- Growth Chart (30B or more)
- Source growing at CAGR of 27-30% APAC has highest CAGR



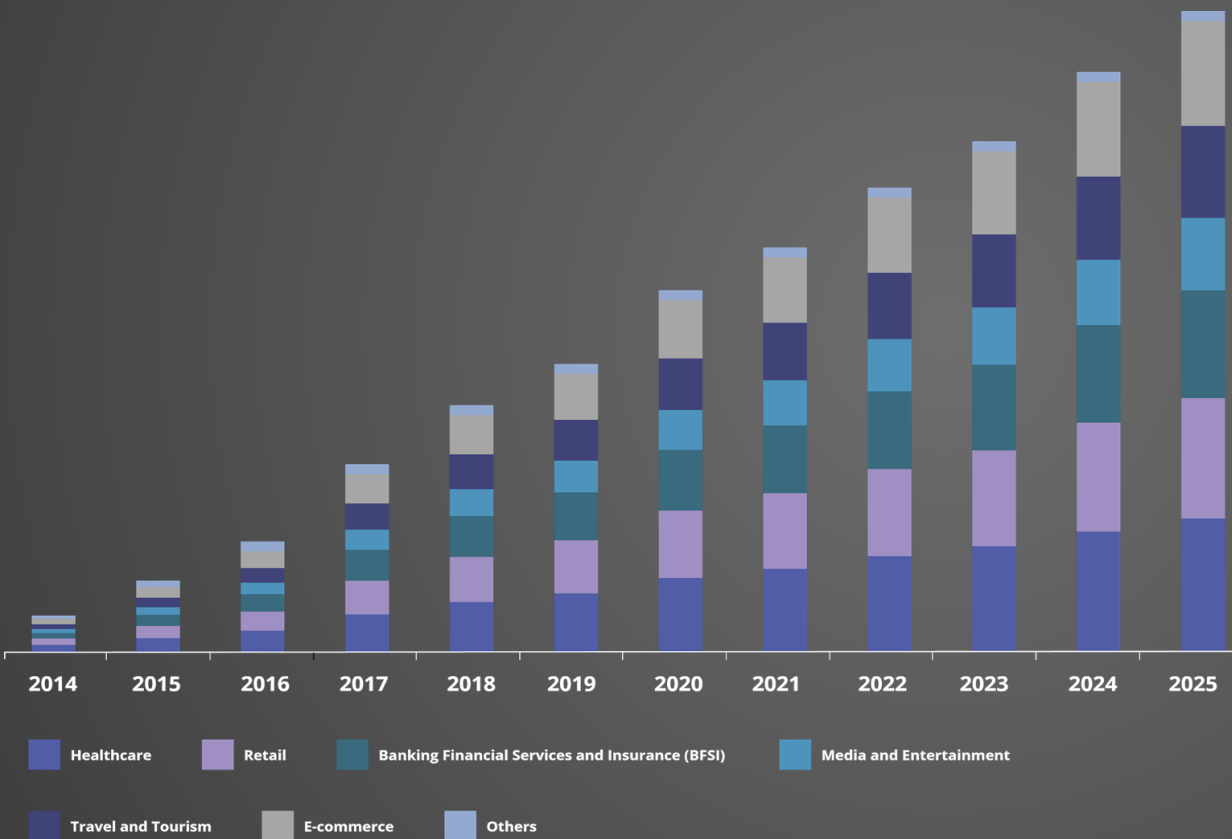
# Chatbot Market by Industries

## Across Functions

Sales & Marketing, PR,  
Customer Service, HR,  
Finance, Operations, Tech

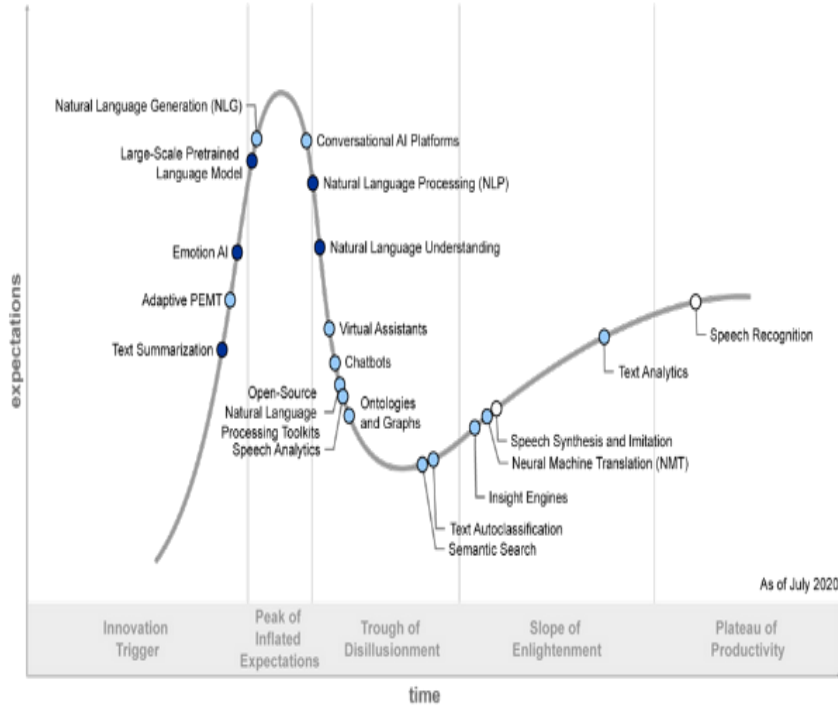
## Various Use Cases

Lead Generation,  
Appointment Booking, HR  
Automation, Industrial Bot,  
Customer Support &  
Engagement, Commerce,  
Banking & Insurance, and  
more



# Why Conversational AI, ML & NLP Solution?

## Hype Cycle for Natural Language Technologies, 2020



Plateau will be reached:

○ less than 2 years ● 2 to 5 years ● 5 to 10 years ▲ more than 10 years ⊗ obsolete before plateau

## Priority Matrix for Natural Language Technologies, 2020

benefit	years to mainstream adoption			
	less than two years	two to five years	five to 10 years	more than 10 years
transformational	Speech Recognition	Chatbots Conversational AI Platforms Neural Machine Translation (NMT) Open-Source Natural Language Processing Toolkits Virtual Assistants	Emotion AI Large-Scale Pretrained Language Model Natural Language Processing (NLP) Natural Language Understanding	
high		Insight Engines Natural Language Generation (NLG) Ontologies and Graphs		
moderate	Speech Synthesis and Imitation	Adaptive PEMT Semantic Search Speech Analytics Text Analytics Text Autoclassification	Text Summarization	
low				

As of July 2020





## Chatbot – Success Stories

### Alexa: the voice Chatbot that resulted in largest revenues

With 100+M units sold, Amazon's Alexa is by far the most financially successful chatbot. Alexa has Amazon, one of the world's most valuable companies, behind it.

Amazon's market capitalization of \$1.8 trillion in September/2020 and Amazon management's belief that voice will play a huge role in e-commerce.



**Ask DISHA: IRCTC's Chatbot powered by CoRover:** Within less than two years of its launch, more than **200 million users** have availed the services of AskDISHA. About 5 million users have asked refund specific queries since its introduction in the month of Apr, 2020. The overall response of the customers towards the services of AskDISHA has been very encouraging with 92% positive feedbacks while the accuracy of the chatbot in understanding and communicating with the customers has been a whopping 95%.

# Voice Commerce - Vernacular

AI Powered Human Centric Shopping Assistant with AR & VR



- Vernacular voice support – 12 Indian languages
- Data training in English, other languages plug-n-play
- API based integration
- Proprietary CoRover voice skill SDK
- Easy integration with POS & ERP systems

- Auto training of unlimited SKUs
- Subset dictionary for high accuracy – Store, Vendor, Ware House
- Pre-trained data of Indian languages dialects
- Multi device support – Smart Assistant, Mobile. Web and Kiosk





# Vocal for Local – India's Vernacular Smart Assistant

Complete shopping experience through voice based Smart Assistant supporting 12+ languages



Grocery



Generic Shopping



Food



Apparels



Recharge



Utilities & Bill Pay



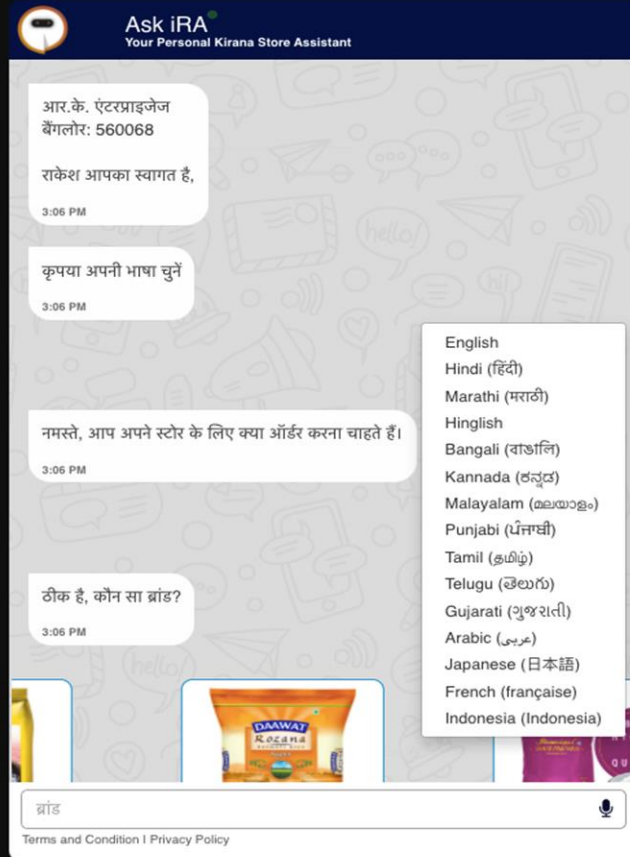
Entertainment



Education

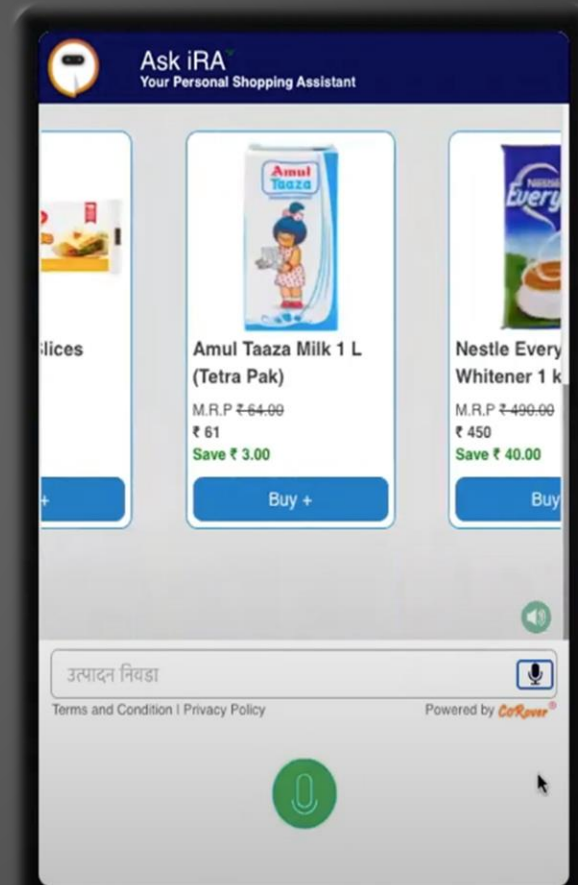


# Demo: Voice Enabled, Multi-Lingual, Shopping Assistant (End to End)



**CLICK TO PLAY**

<https://youtu.be/vGF7S71D3eQ>





# CoRover® Solution?

**Easy to Train: Driven by a proprietary & Patent Protected – Conversational AI Platform**

**Easy to Integrate (10 Mins integration): with Web, Mobile App, Facebook, Slack, Twitter, WhatsApp, Signal, Kiosk, SMS, Google Assistant, Smart IVR, eMail, etc.**

**Multi-format - video, voice, text**  
Multi-Lingual 12 Indian languages and 100+ major foreign languages

**Enables Easy integration with Legacy/Existing Systems like SAP, Salesforce, Google Sheets, etc.**

**300 Million+ Active Users**  
**20 Billion Interactions Handled**  
**800,000+ Concurrent Users**  
**4+ Million Daily Users**

## **Security:**

GDPR Compliant  
ISO 27001:2013 Certified (Information Security Management System)  
ISO 9001:2015 Certified (Process)  
Third party Security Test & Certification from CERT-In empanelled company  
PII data like name, email, phone (if any) are all stored with encryption  
Protected by DDOS attack shield



**ChatBot as a Service (CaaS)®**



**Omni Channel & Omni Platform**



**Multi Format & Multi-Lingual**



**API Integration**



**Secure, Light-weight, Reliable & Scalable**



## Benefits with CoRover

10x

Better Product (Features & Tech)

10x

Faster Turnaround Time

100x

Data (Trained ML Models for better Accuracy)



## Traction - CoRover User Statistics

300 M+

Unique Users

15 M+

Pageviews in a day

4 M+

Daily active users

## Ask Maitri – IGL



**INDRAPRASTHA GAS LIMITED**

*an ISO 9001, ISO 14001 & OHSAS 18001 certified company*

- **Making customer support fully automated** - reported gas leakage, outstanding bill, generate ticket, and more
- **AI chatbot** in website, Mobile Apps (iOS & Android) and Social Media Bot (Facebook Messenger Bot)





# CoRover: Multi Lingual | Multi Channel | Multi Format

## Case Studies



National Payments  
Corporation of India Limited

- All employees could talk to the CEO any time using CoRover's Video Bot
- Digital Payment Literacy Pan India



ITC/ATC

- All workers can talk to machine in their native language
- Bot gives the exact solution to problem so that engineers can fix immediately to reduce down time



# CoRover: Multi Lingual | Multi Channel | Multi Format

## Case Studies



AskDoc.ai

World's first AI Doctor VideoBot



KSRTC

25% Reduction in customer support calls



SRS

75% Reduction in customer support calls



HIL (Birla)

WhatsApp Bot for Sales Officers



# CoRover's revolutionary VideoBots



AskDoc.ai: World's First AI Doctor VideoBot



Demo: <https://youtu.be/xLSyFisXEpg>



Yukimi Bot – AI VideoBot to find restaurants in Japan



Demo: [https://youtu.be/Aqs\\_gOwaQBw](https://youtu.be/Aqs_gOwaQBw)



**Features:** Conversational, Contextual, Multi-Lingual (Vernacular & Foreign), Omni-Channel, Multi-Tech (AI, ML, NLP, AR, VR, RPA enabled) Sentiment Analysis, Multi-Intent simplification, Typo Handling, Auto-Suggestions, Greetings, Small Talks, Cuss Word Handling, Pre Trained Workflows/Industry Models, Feedback, Integrated Live Chat, Live Analytics/Dashboard and more.

## Key Co-Sell / Re-Sell Partners



accenture



Microsoft



amazon



UiPath™



**BOSCH**  
Technik fürs Leben



**AGC**  
Accelerating Business




AUTOMATION  
ANYWHERE



birlasoft  
CK BIRLA GROUP

# Key Ad Monetization Partners



## Key Affiliate Partners

The Amazon logo, consisting of the word "amazon" in a black, lowercase, sans-serif font, with a curved orange arrow underneath it pointing from the letter 'a' to the letter 'z'.The Flipkart logo, featuring the word "Flipkart" in a blue, sans-serif font, followed by a yellow shopping bag icon with a blue 'f' inside.The Hungama logo, featuring a colorful play button icon followed by the word "hungama" in a blue, sans-serif font.The CashKaro logo, featuring the word "CASHKARO" in a bold, sans-serif font, with "CASH" in orange and "KARO" in blue, followed by ".COM" in a smaller blue font.



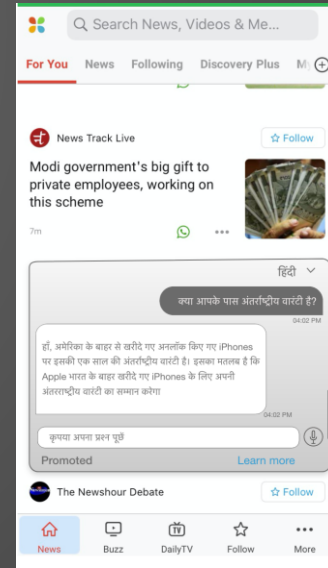
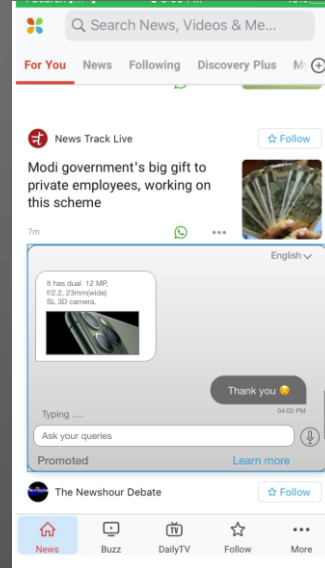
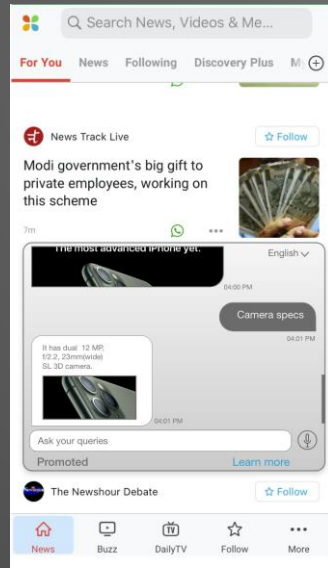
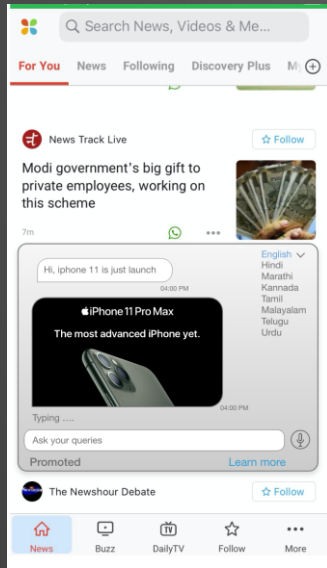
# CoRover AdTech – Conversational AI Ads

## Interactive Ads with Real-time Bidding (Header Bidding):

- Users will be able to ask any questions about the advertiser and/or its products
- Answers will be provided quickly and automatically (Information on demand & accurate insights)
- Multi-lingual: 100+ Languages
- Multi-format: Video, Voice, Text & Click based Chatbot
- Domain Agnostic
- Targeting & Personalization
- Analytics Dashboard

## Benefits of newly introduced Conversational Ads:

- More engagement
- Better User Experience
- More Revenue
- Users don't need to click and go out of the app/website/chatbot, users can interact with the company/advertiser via bot while being on the same app/website.
- Voice, Vernacular & Video enabled – Easy for user to interact in his/her own language in any form
- CoRover has many partners to source programmatic and non-programmatic ads



# Chatbot Adoption



**E-commerce/Retail:** IRCTC, ATC/ITC, Cashkaro, Malahide.Shopping



**Bus/Cargo:** KSRTC, SRS, Orange



**Government:** MyGov, Digital India, AskSarkar (NGeD)



**Healthcare:** Covid Bot, Fortis Doctor, CloudNine (POC): AskDoc.ai



**Education:** AIM, Padasalai, Mannamweb



**Utility/Energy:** IGL



**BFSI:** NPCI, RuPay, UPI, 70+ Banks/FinTechs



**Media & Entertainment:**  
Kallakal, Nakheeran, Gamerji, Nazara and more



**Travel & Tourism:** Indian Railways, IRCTC Tourism, and more



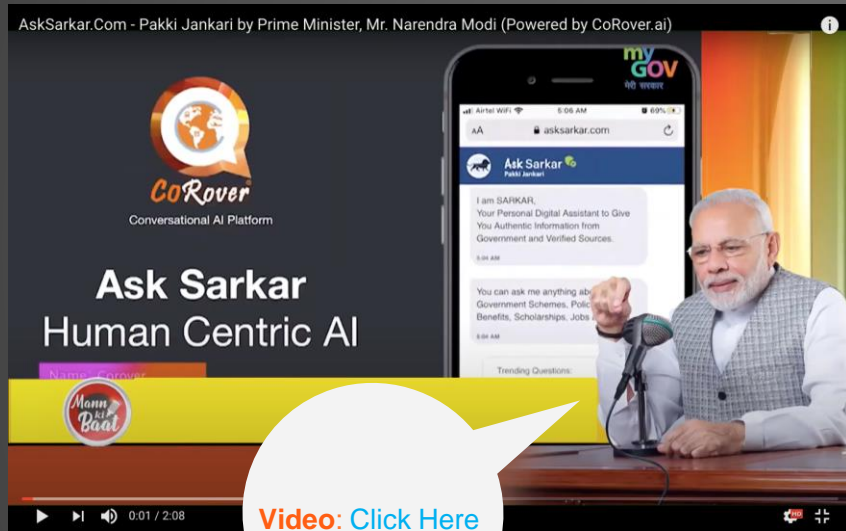
Mahindra, Carandbike





# Testimonials

CoRover AI is endorsed by Prime Minister of India and Microsoft CEO



Video: [Click Here](#)



CoRover is a conversational AI platform as a service company

More Testimonials: [Click Here](#)

Demos: [Click Here](#)

National Award Winner



# Thank You

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