



The World's First
Human Centric AI

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

350 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

Highest ROI Delivering Virtual Assistants to enable users talk to systems the way they talk to an intelligent person!



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

350 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 ..



Conversational AI Platform – Accurate across languages



As easy and more accurate than using
any Translators

12+ Indian languages and 100 International+ language



Real Time Analytics

SOURCE	QUERY	ANSWER
IRCTC-BOT - Mobile User	when will my refund money	Please enter your 10 digit ITRN number of your ticket.
IRCTC App On-device - Mobile User	when will my refund money	Please acknowledge & sign the terms & conditions of that has been mentioned above & click on the Yes button to proceed.
IRCTC App On-device - Mobile User	when will my refund money	generally it takes 10-15 days to receive your refund.
IRCTC App On-device - Mobile User	Refund status?	Refund of Rs. 3000 for PNR 1234567890 successfully processed against ticket 1234567890 issued on 2020-01-20 to Sankar.
IRCTC App On-device - Mobile User	Check refund status?	Please enter your 10 digit ITRN number of your ticket.

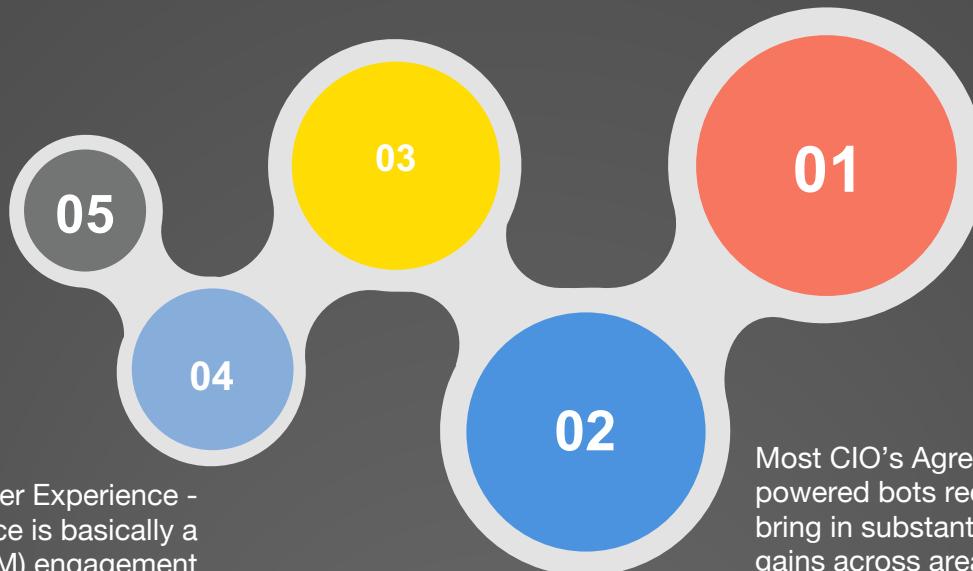
- Users
- Sessions
- Conversations
- Conversions
- Accuracy
- Sentiments
- Feedback
- Live-Chat
- Trending Topics
- Insights
- Recommendations
- Customizable & Downloadable Reports
- ..and more



Conversational AI – Luxury or a Necessity?

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

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



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 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.”



Gartner Predicts

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



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.

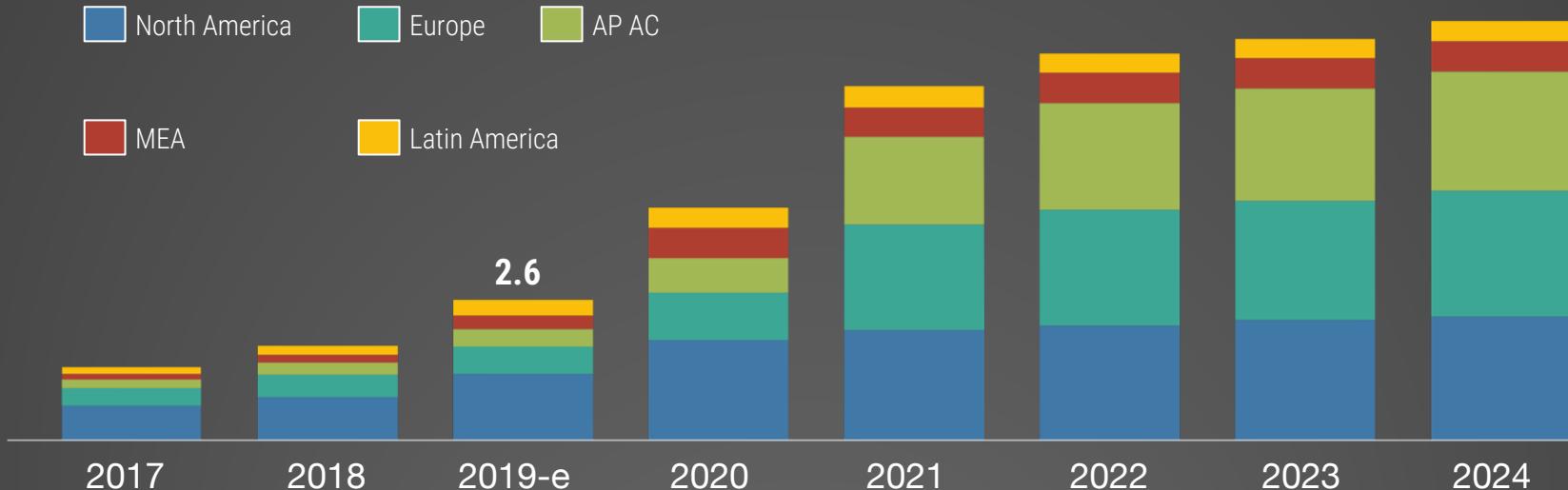


\$3.5 Billion

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



Chatbot Market, By Region (USD Billion)

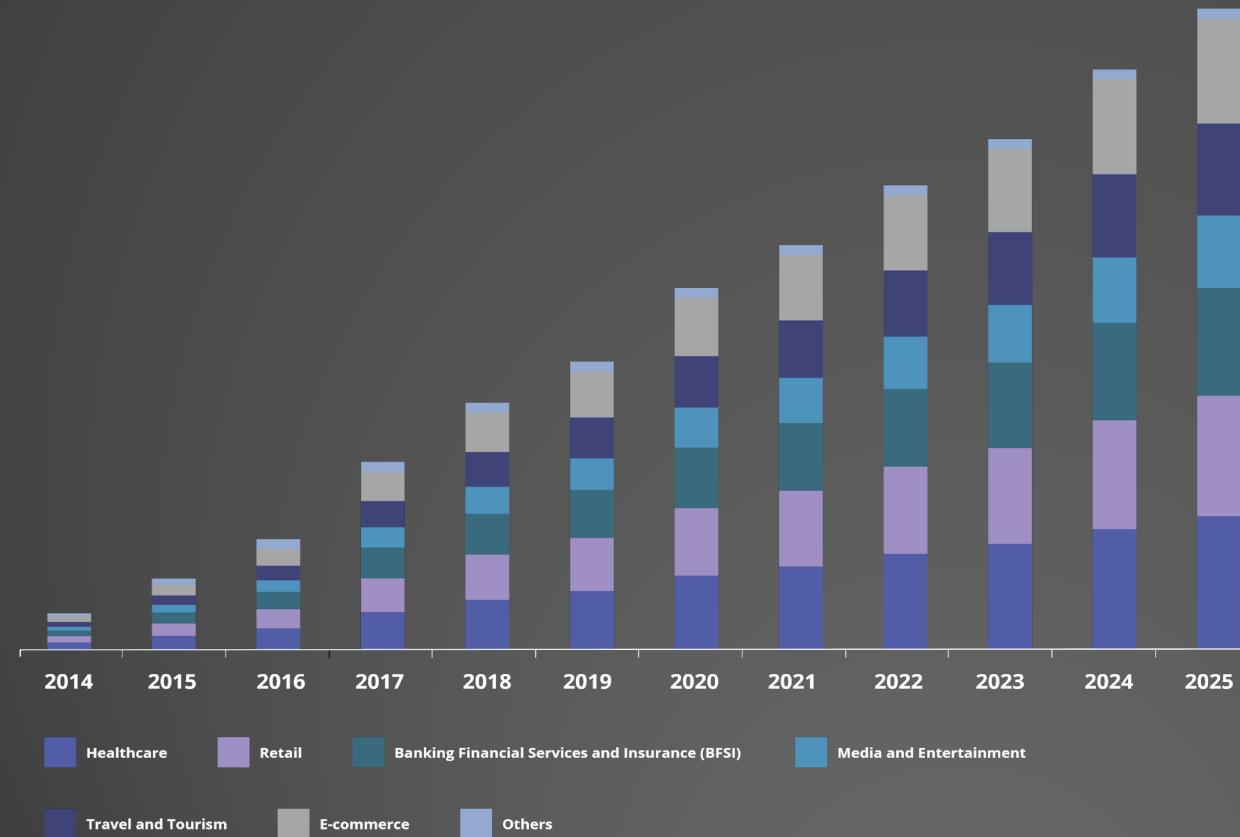


Global Market

- 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

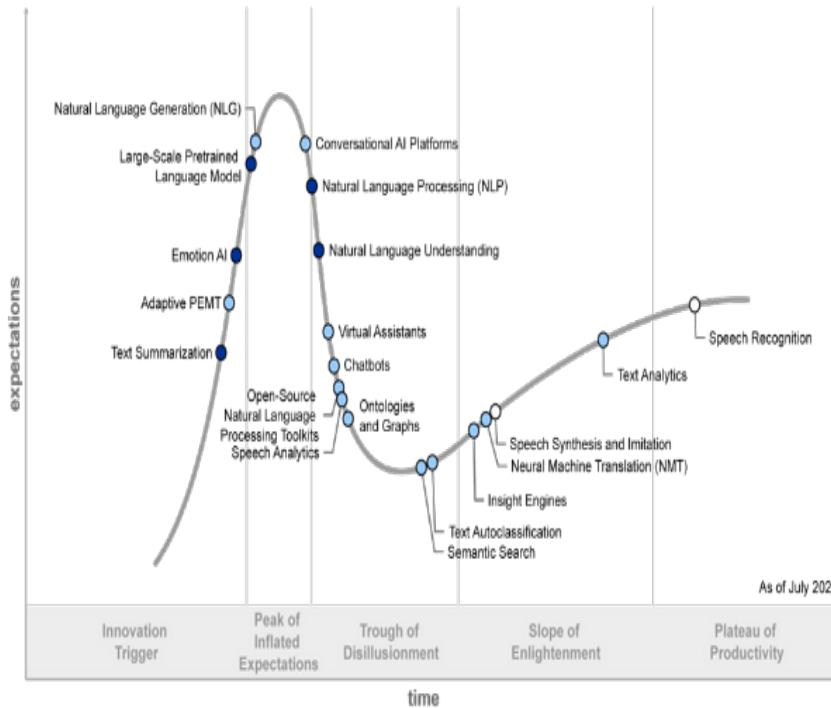
Various Use Cases

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

Source: Gartner
ID: 467879

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

Source: Gartner
ID: 467879



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 whooping 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



Utilities & Bill Pay



Education



Entertainment



Recharge



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

Ask iRA
Your Personal Kirana Store Assistant

आर.के. एंटरप्राइजेज
बैंगलोर: 560068

राकेश आपका स्वागत है,
3:06 PM

कृपया अपनी भाषा चुनें
3:06 PM

नमस्ते, आप अपने स्टोर के लिए क्या ऑर्डर करना चाहते हैं?
3:06 PM

ठीक है, कौन सा ब्रॉड?

3:06 PM

Items shown: DAWAT Biscuits and a small purple sachet.

Microphone icon at the bottom right.

Language Selection:

- English
- Hindi (हिन्दी)
- Marathi (मराठी)
- Hinglish
- Bangali (বাঙালি)
- Kannada (ಕನ್ನಡ)
- Malayalam (മലയാളം)
- Punjabi (ਪੰਜਾਬੀ)
- Tamil (தமிழ்)
- Telugu (తెలుగు)
- Gujarati (ગુજરાતી)
- Arabic (عربى)
- Japanese (日本語)
- French (française)
- Indonesia (Indonesia)

Terms and Condition | Privacy Policy



<https://youtu.be/vGF7S71D3eQ>

Ask iRA
Your Personal Shopping Assistant

Slices

Amul Taaza Milk 1 L (Tetra Pak)
M.R.P ₹ 64.00
₹ 61
Save ₹ 3.00

Buy +

Nestle Every Whitener 1 k
M.R.P ₹ 490.00
₹ 450
Save ₹ 40.00

Buy

उत्पादन नियंत्रण

Terms and Condition | Privacy Policy

Powered by CoRover

Microphone icon at the bottom right.



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.

350 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)

Improve the top line via lead-gen and engagement

Improve the bottom line via customer support automation

Improve user experience via personalization and human centric Chatbot

Reduce human error via AI Virtual Assistant which provides quick and verified information



Traction - CoRover User Statistics

350 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



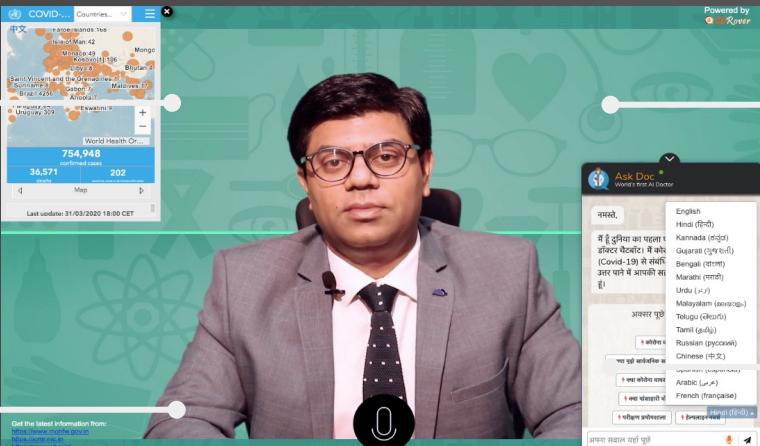
HIL (Birla)

WhatsApp Bot for Sales Officers



CoRover's revolutionary VideoBots

AskDoc.ai: World's First AI Doctor VideoBot



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



Yukimi Bot – AI VideoBot to find restaurants in Japan



Demo: https://youtu.be/Aqs_gOwaQBw



Features: Conversational, Contextual, Multi Format (VideoBot, VoiceBot, Chatbot), 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





Key Ad Monetization Partners

The Google logo, consisting of the word "Google" in its signature blue, red, yellow, and green colors.The Inmobi logo, which includes the word "inmobi" in a lowercase sans-serif font with a blue-to-white gradient.The Streamlyn logo, featuring a stylized blue and white graphic element followed by the word "Streamlyn" in a white sans-serif font.The automatad logo, which consists of the word "automatad" in a white sans-serif font on a dark purple background, with the tagline "Your Full stack Programmatic Monetization Platform" in smaller white text below it.The readwhere logo, featuring a small yellow owl icon followed by the word "readwhere" in a black sans-serif font.The adpushup logo, which includes a red circular icon with a white dot and the word "adpushup" in a red sans-serif font.The mobi hunter logo, featuring a stylized map of Africa in red and blue dots, followed by the words "mobi" in red and "hunter" in blue.The davp logo, which consists of the letters "davp" in a bold, black, sans-serif font, with a stylized "d" that has a vertical bar extending downwards.The CyberMedia SERVICES logo, featuring a green flame-like icon followed by the words "CyberMedia" in a green sans-serif font and "SERVICES" in a smaller green sans-serif font below it.



Key Affiliate Partners



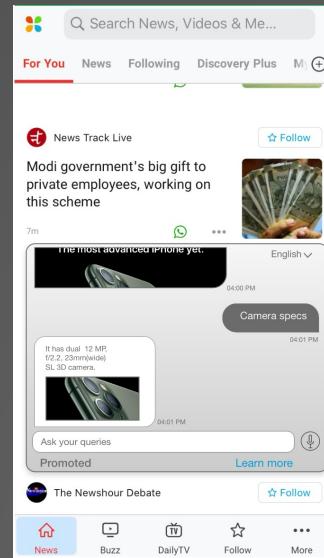
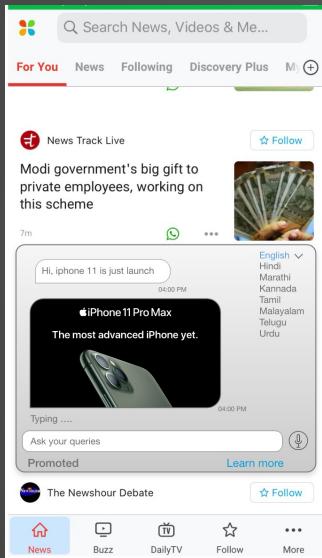
CASHKARO
.COM



CoRover AdTech – Conversational AI Ads

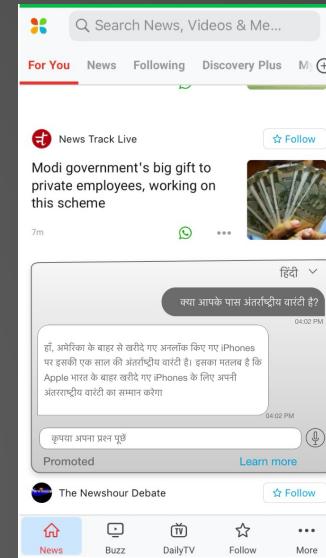
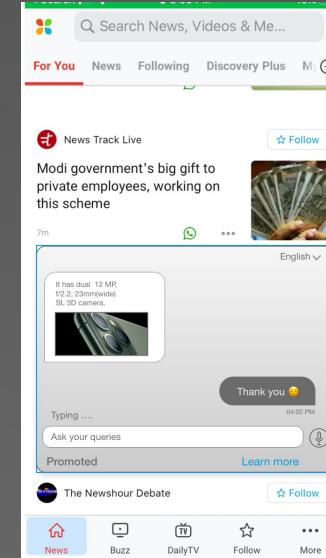
Interactive Ads with Real-time Bidding (Header Bidding):

- 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)



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



Automotive: Mahindra, Carandbike



Testimonials

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

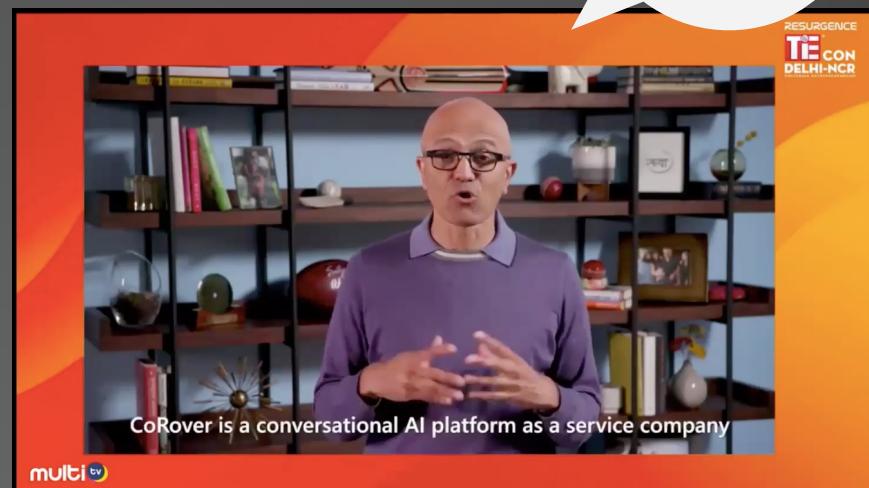
AskSarkar.Com - Pakki Jankari by Prime Minister, Mr. Narendra Modi (Powered by CoRover.ai)

Ask Sarkar
Human Centric AI

Mann ki Baat

Video: Click Here

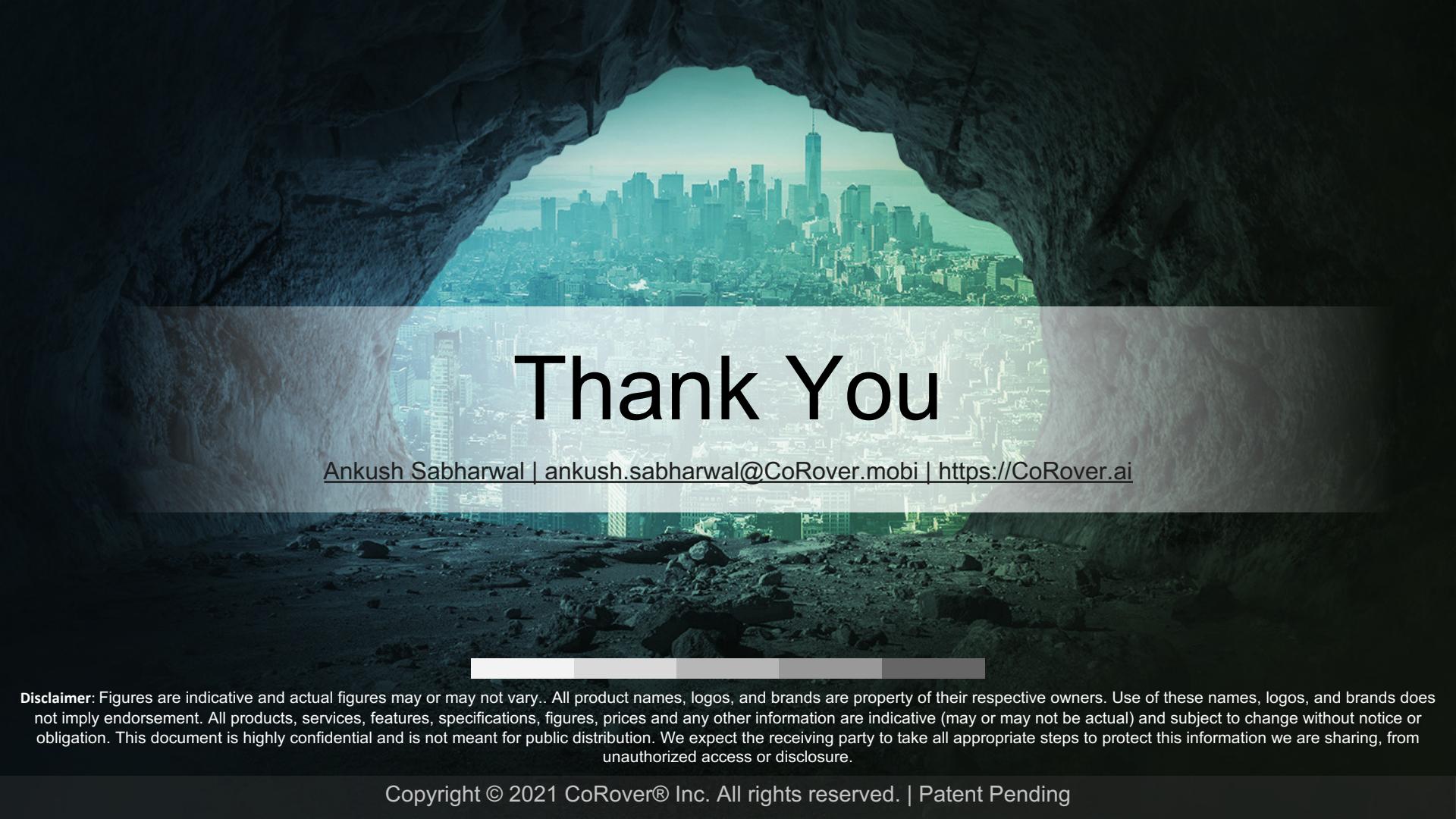
Video: [Click Here](#)



More Testimonials: [Click Here](#)

Demos: [Click Here](#)

Winner of Various National & International Awards



Thank You

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