



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
- WhatsApp
- IVR
- SMS
- 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, eMail...etc

Many more ..



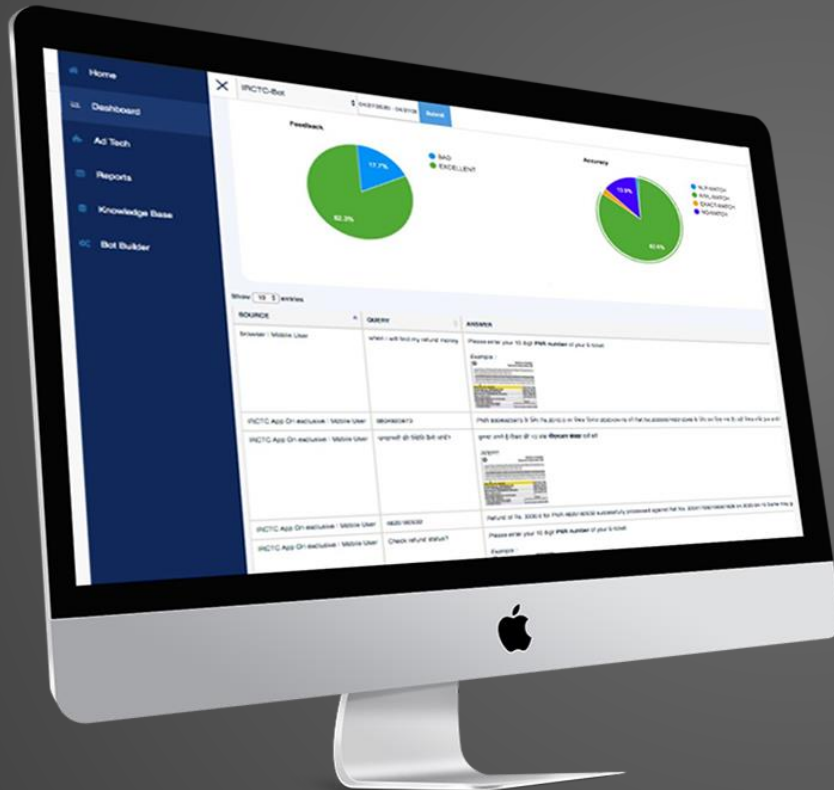
100



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?

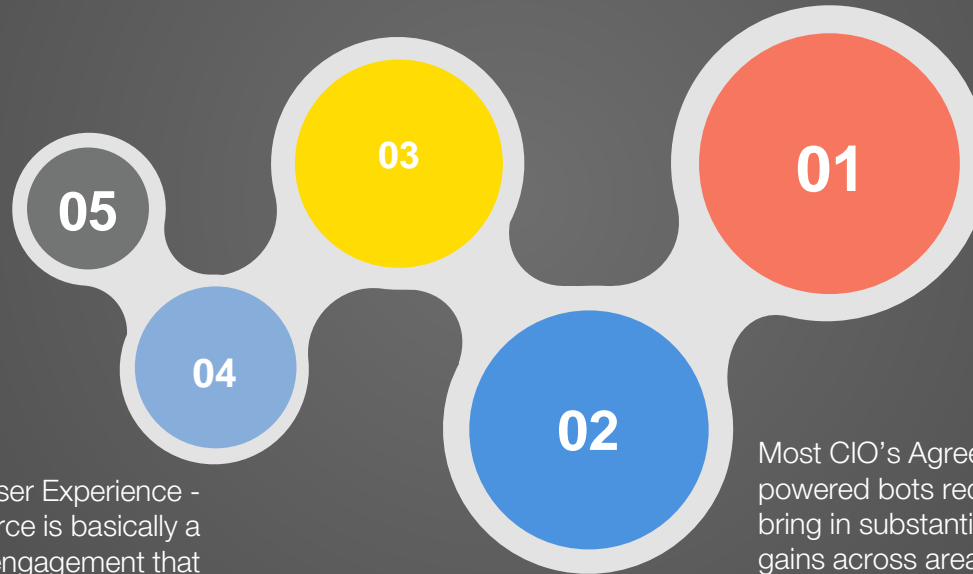
Omni-Channel – Gartner Says that, the key aspect of conversational commerce, is that it allows users to converse in their platform of choice, and therefore takes channel transparency to the next level

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.

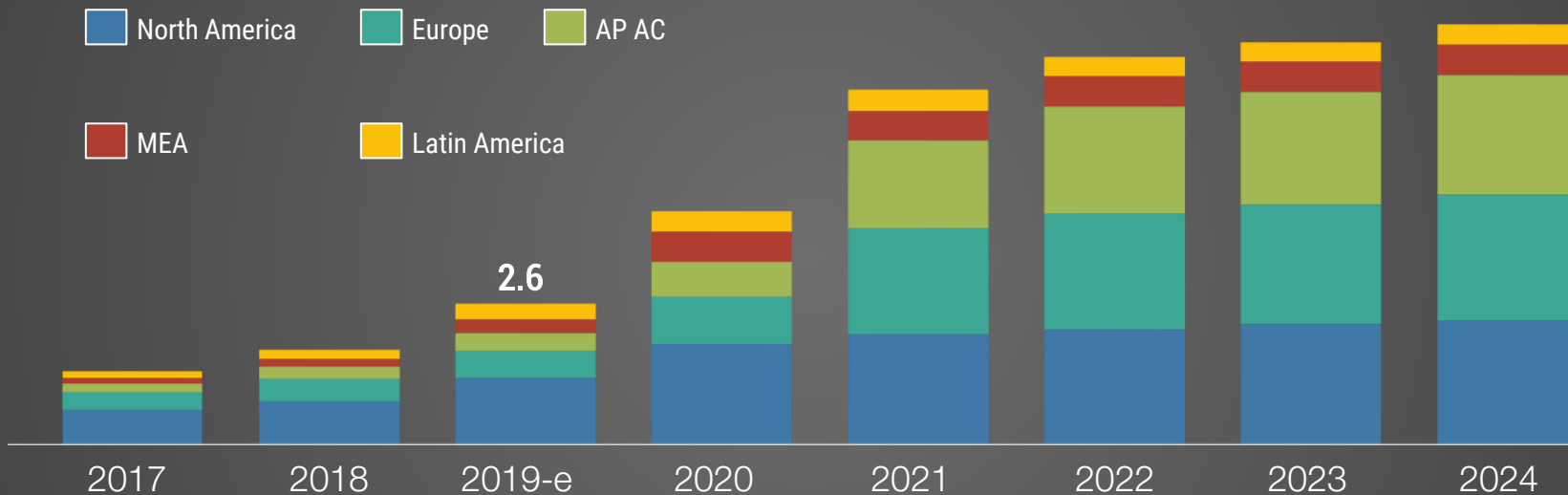


\$3.5 Billion

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



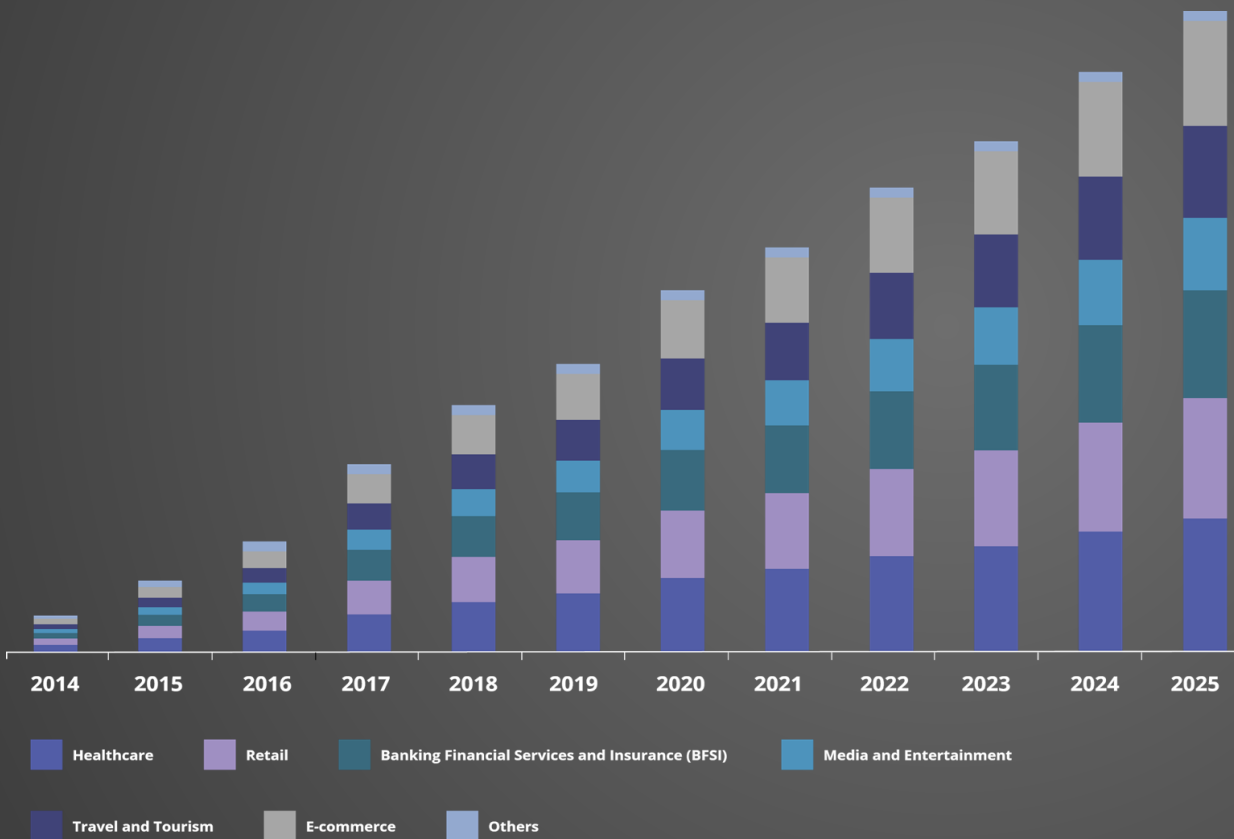
Chatbot Market by Industries

Across Functions

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

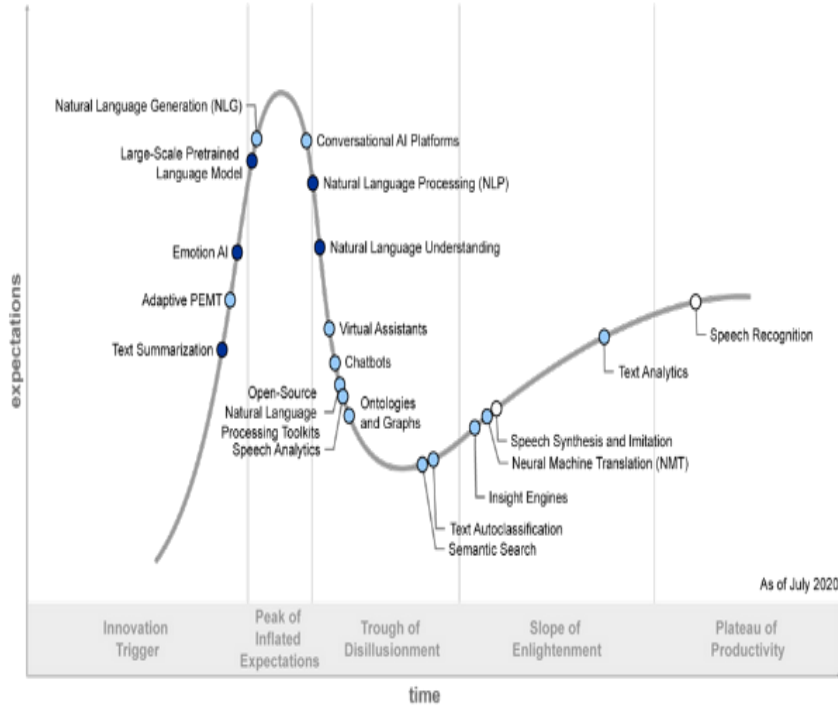
Various Use Cases

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 **178 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%.



VISION: 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



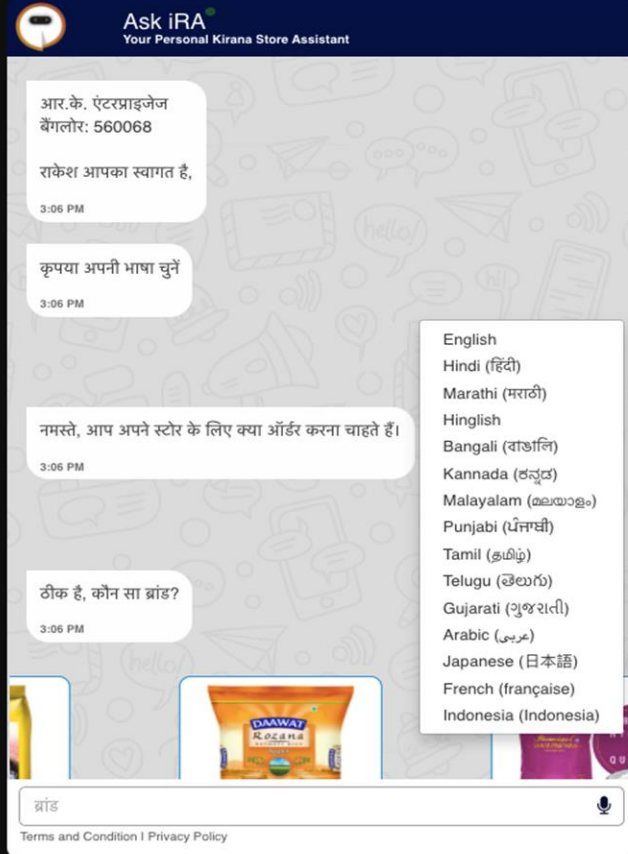
Entertainment



Education

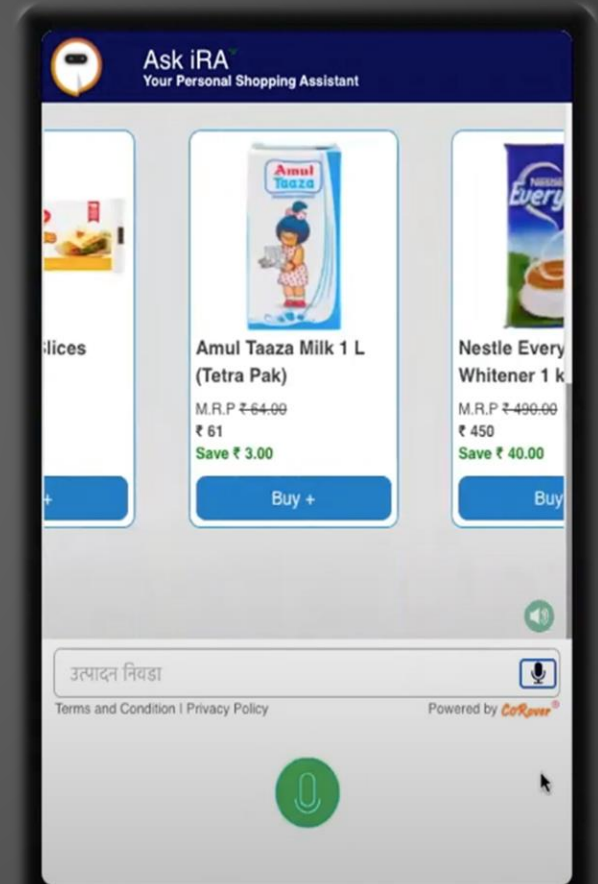


Demo: Voice Enabled, Multi-Lingual, Shopping Assistant (End to End)



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, 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



Features: Conversational, Contextual, Multi-Lingual (Vernacular & Foreign), Omni-Channel, 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.



Chatbot Adoption in India



E-commerce/Retail: IRCTC, ATC/ITC, Cashkaro



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

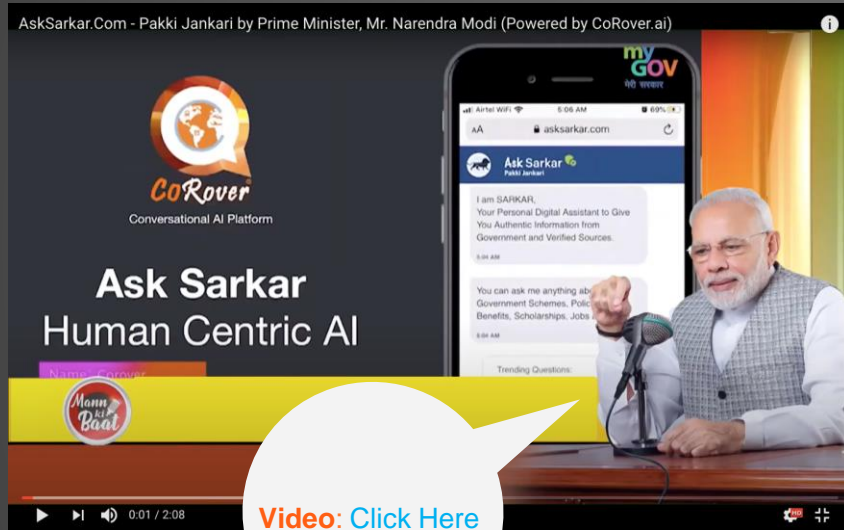


Travel & Tourism: Indian Railways, IRCTC Tourism, and more



Testimonials

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



Video: [Click Here](#)



More Testimonials: [Click Here](#)

Demos: [Click Here](#)

National Award Winner



Thank You

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