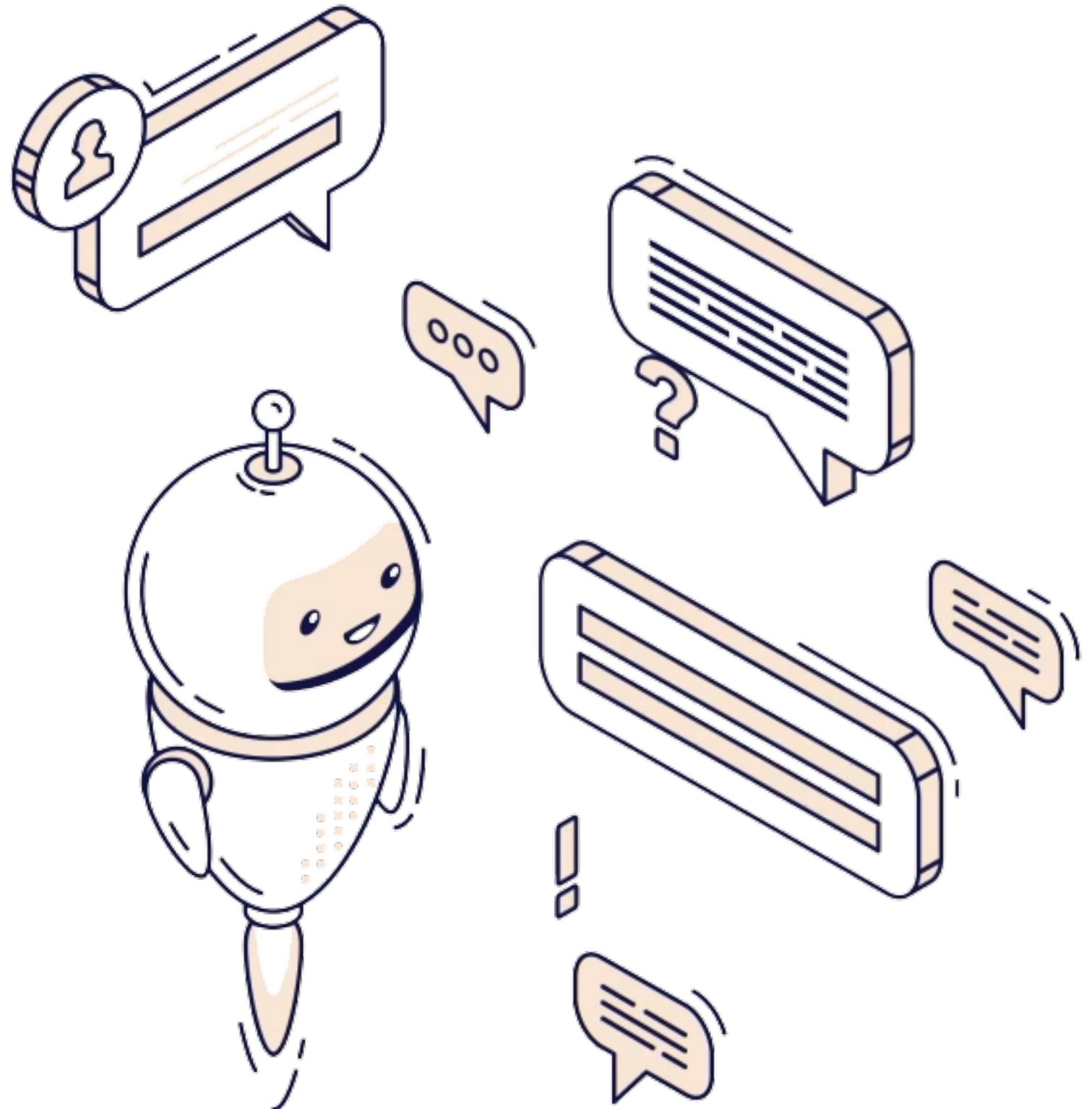
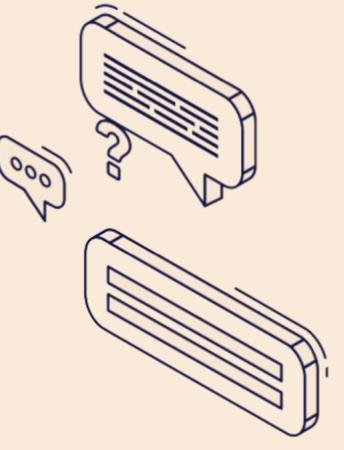


CoRover®

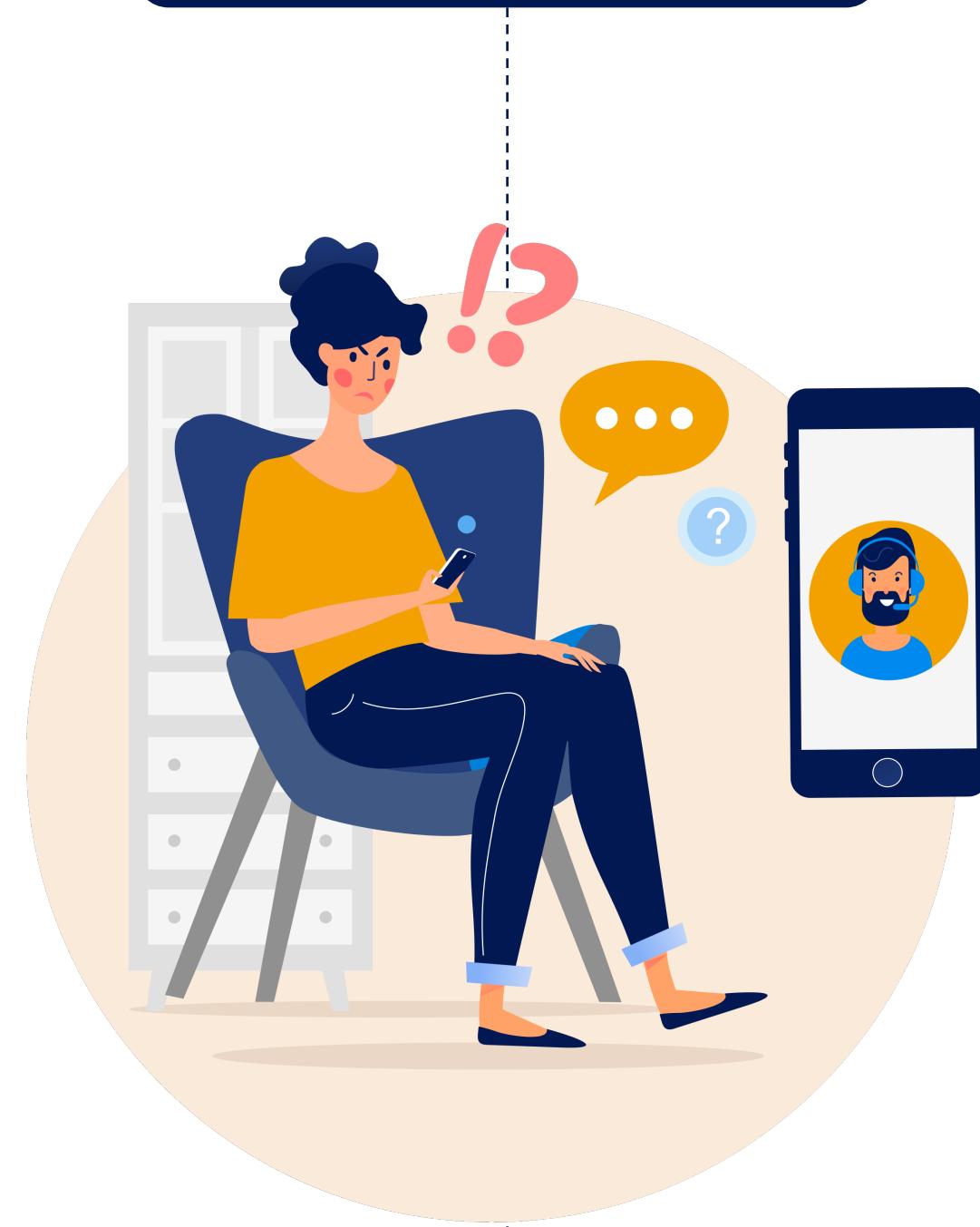
Human Centric
Conversational AI Platform



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



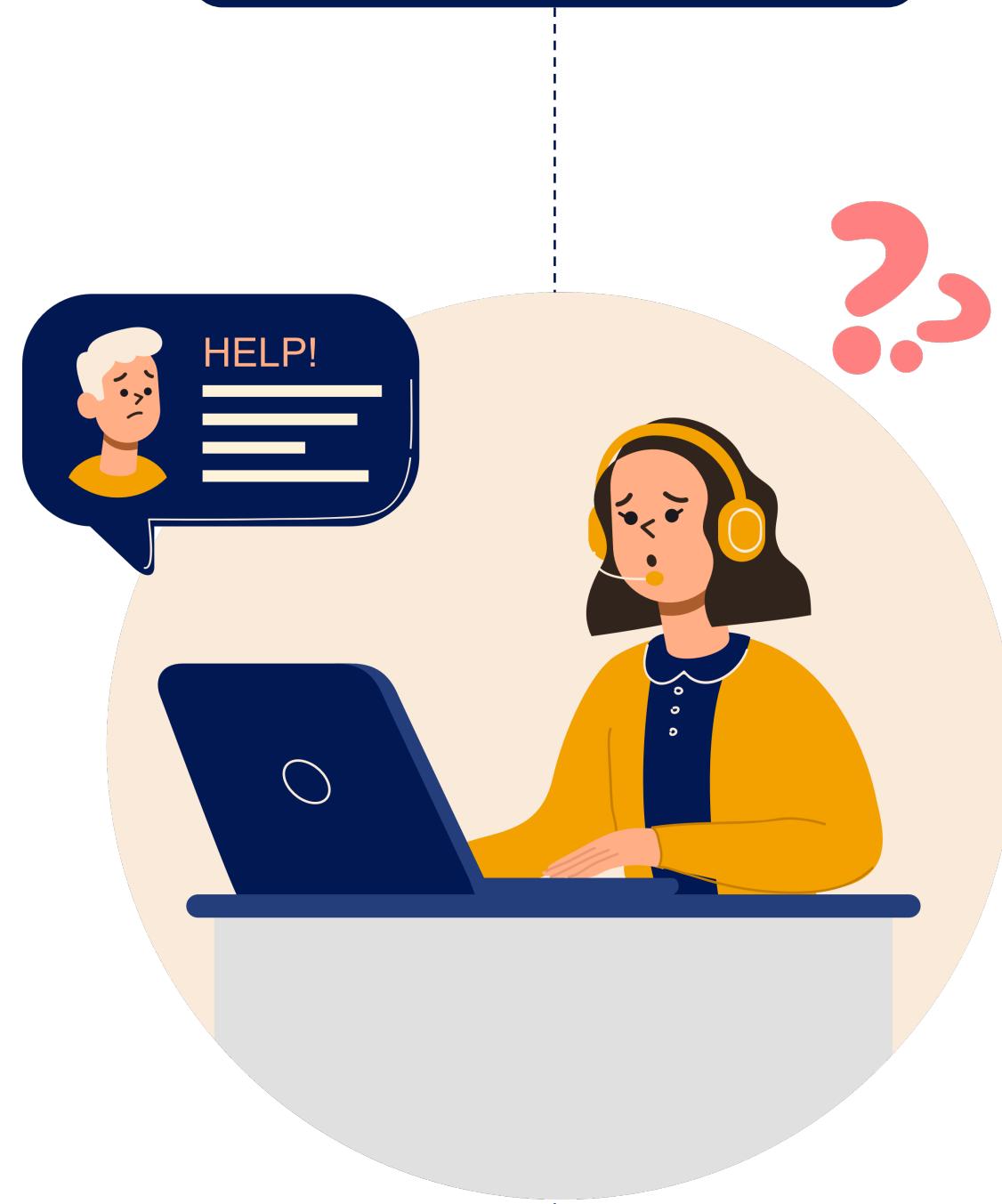
**Hours long waiting
in customer care**



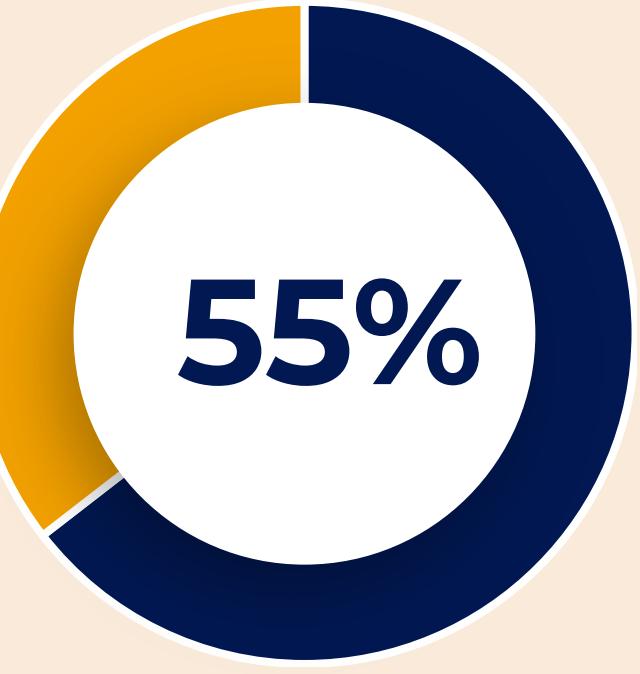
"Your call is vital to us. Please hold while we connect you"

Customers hate automated messages.

**Vague Inauthentic
Information**



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**.

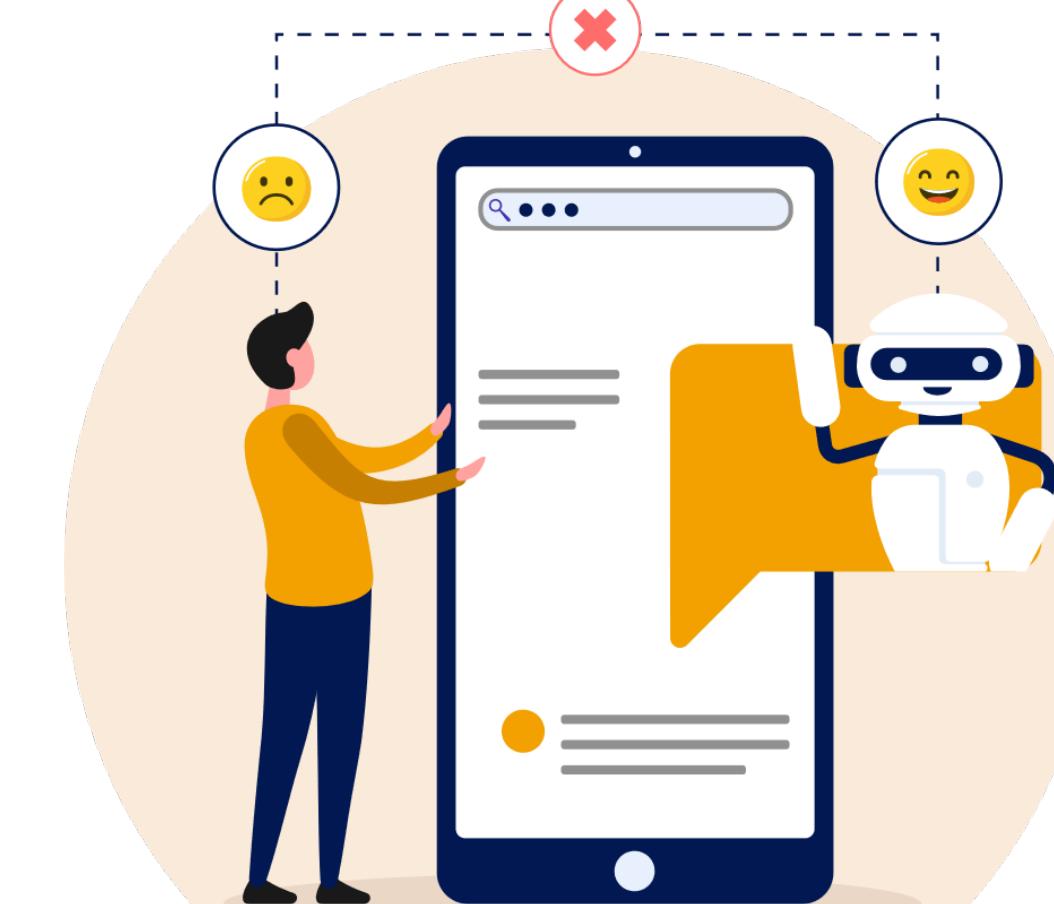
...AND MOST AI BOTS DON'T OFFER RICH, HUMAN LIKE CONVERSATIONS NEEDED TO ENGAGE USERS

Lack of Training Data



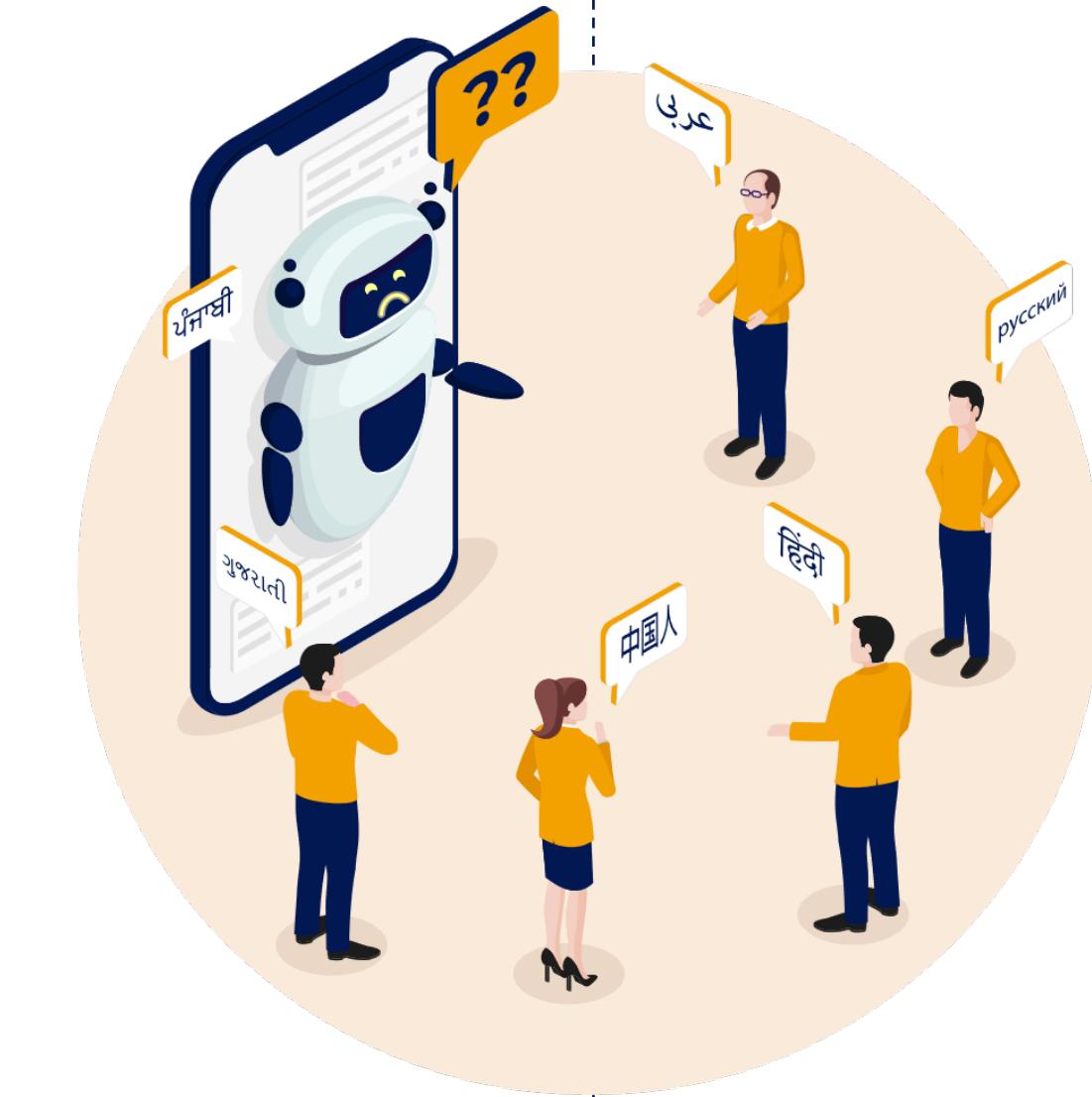
Misinterprets the requests and gives inaccurate response

No Hybrid Chat



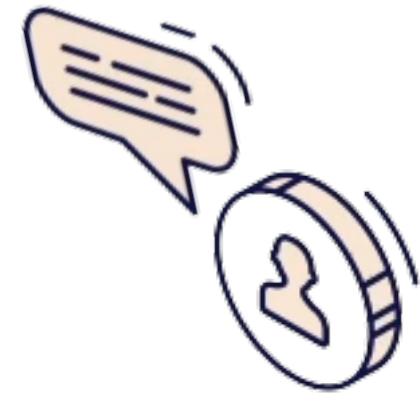
Most AI bots are incapable of sentimental analysis and providing service in format of user's choice

Language Barriers & NLP

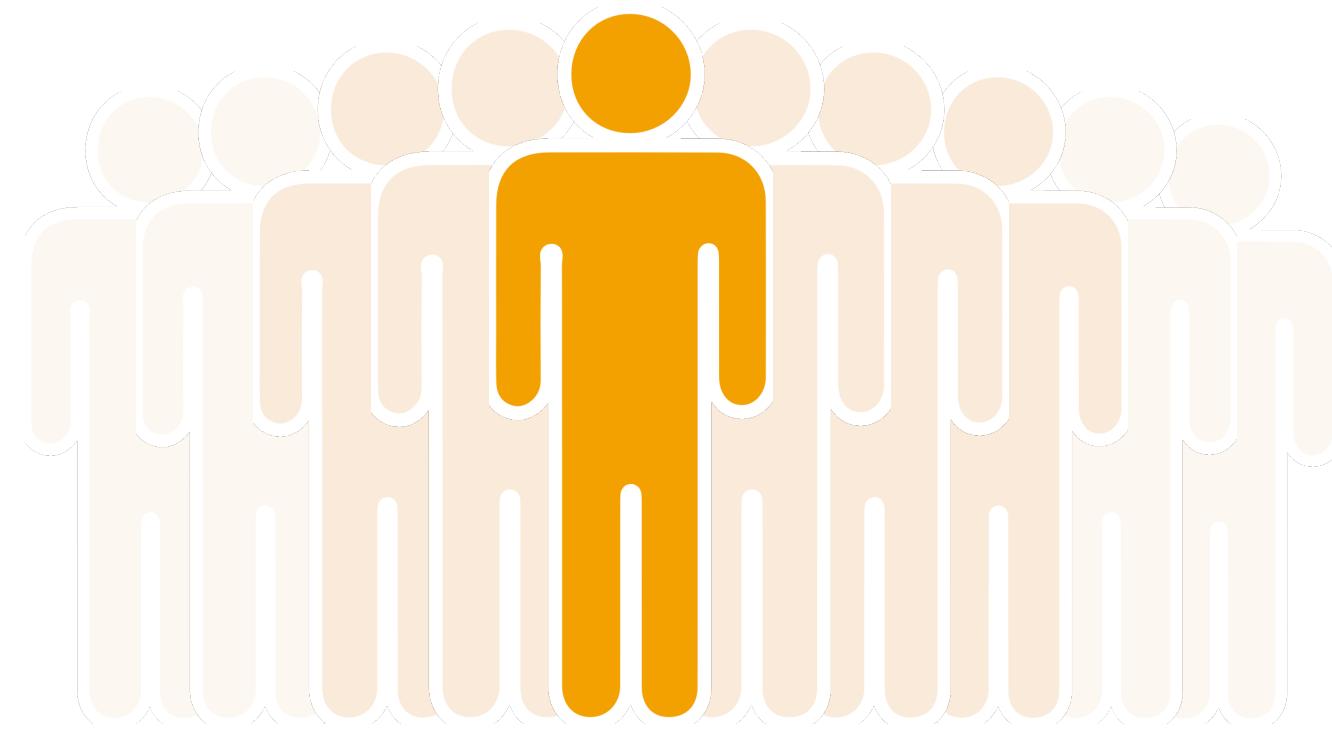


Cannot communicate problems and seek help in local languages

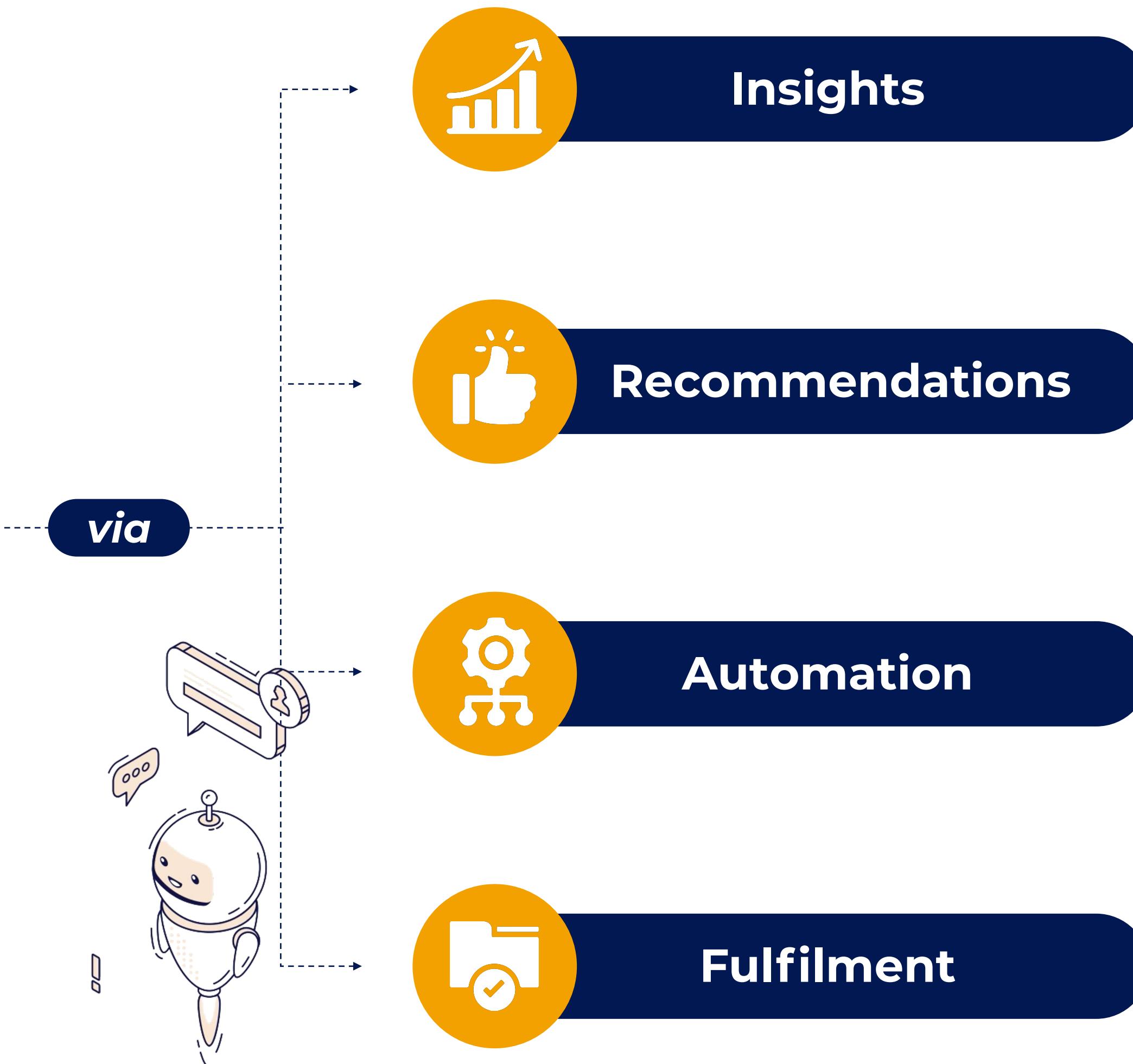
COROVER'S VISION TO MAKE AI AS “HUMAN-LIKE” AS POSSIBLE



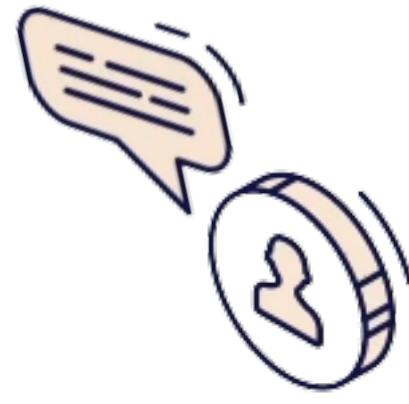
Augmenting the personal
and professional lives of



1/10th
of Humans

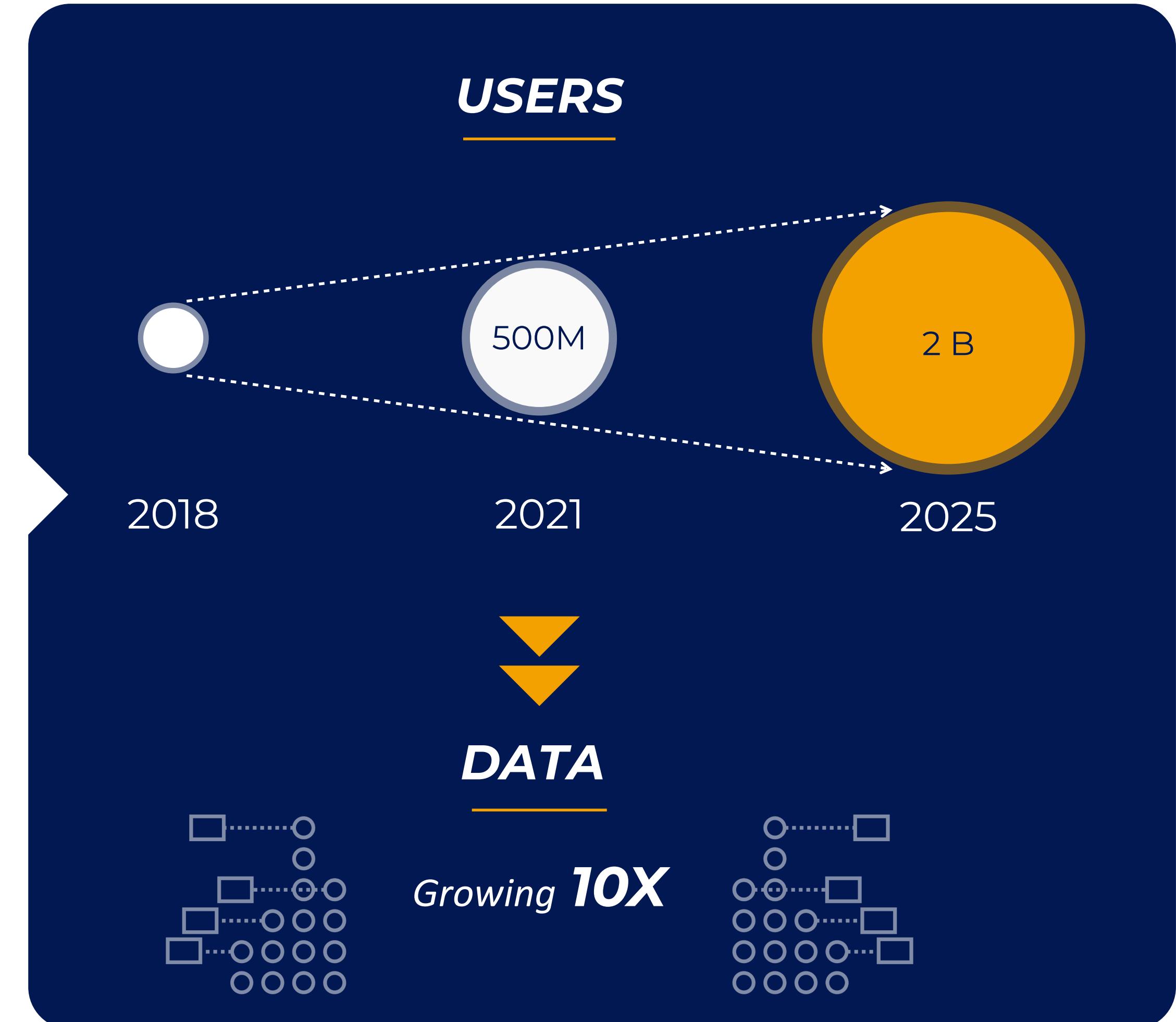
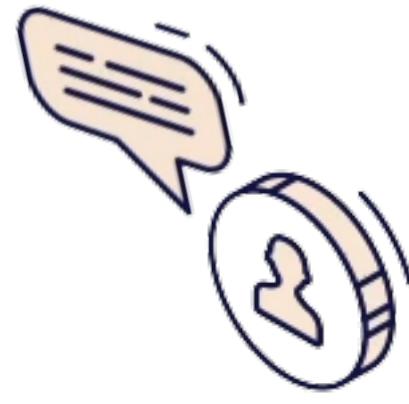


AIM TO LEAD ENTERPRISES TO THEIR AI-DRIVEN FUTURE



POWERING THE DATA FLYWHEEL

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



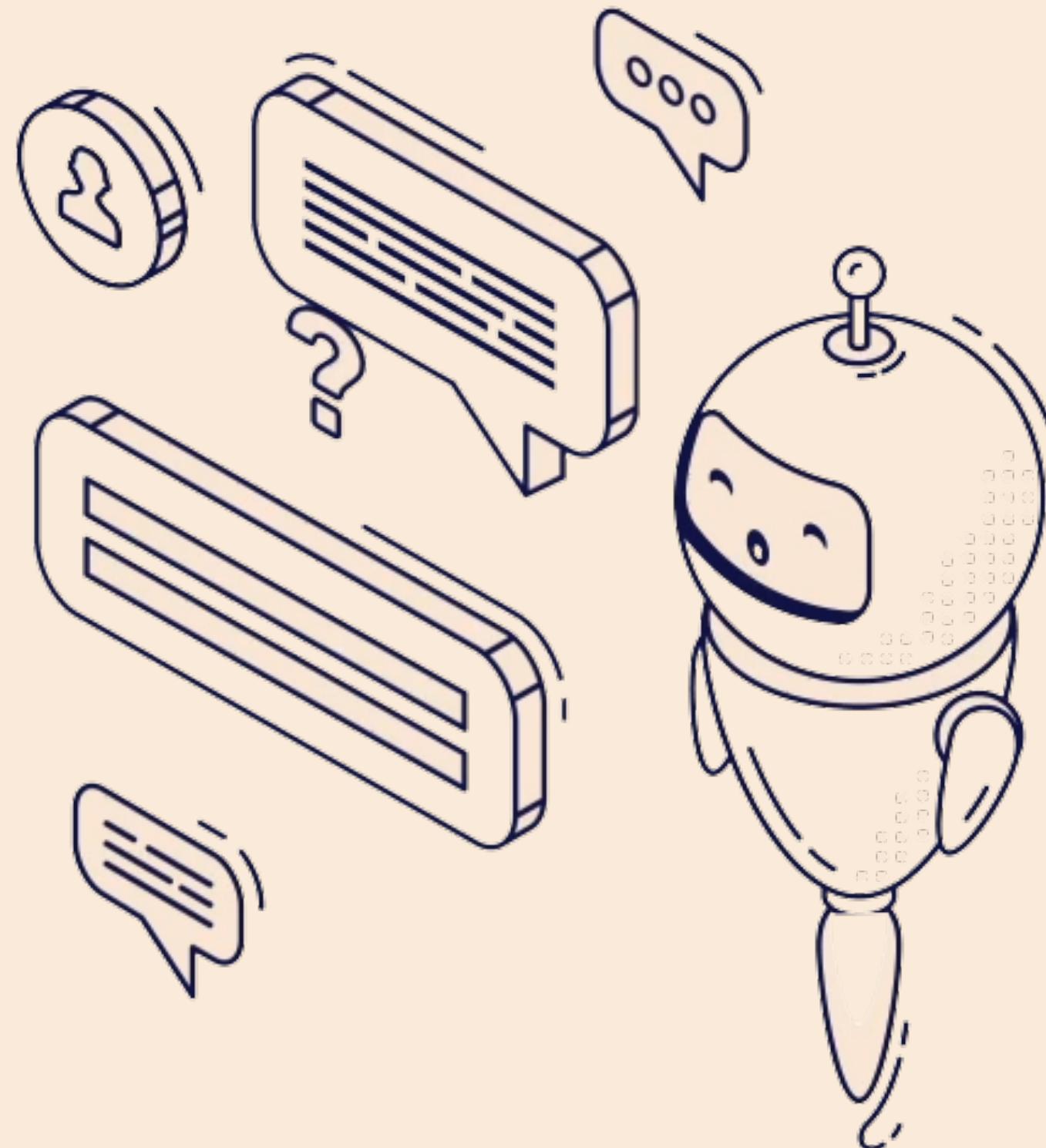


OMNICHANNEL HUMAN-CENTRIC CONVERSATIONAL AI (SAAS, LICENSING)

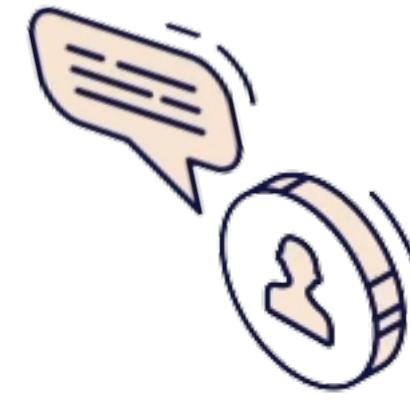


Proprietary Tech	AI	ML	NLP	AR	VR	RPA	IOT
Interfaces	Web	Mobile App	WhatsApp	Kiosk	SMS	Voice IVR	Telegram
Formats	VideoBot		VoiceBot		ChatBot	(Text, Touch, Click)	
USP	Multi-lingual (112 Languages Supported)	Omni-channel	10x Quicker to Deploy	Versatility (Video, Voice, Text, Click, Touch)	Tech Edge (secure,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

COMPANY OVERVIEW



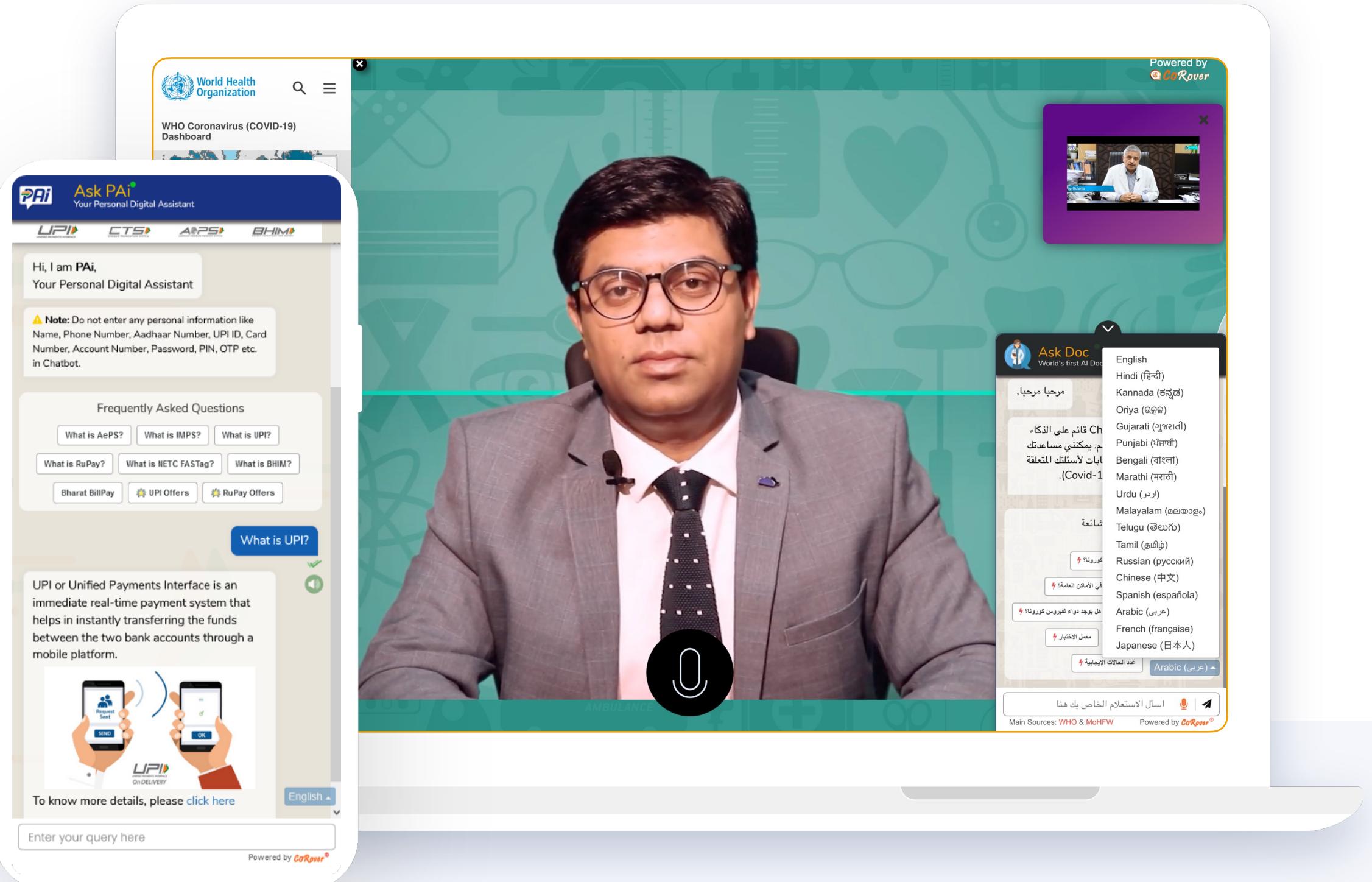
ACQUIRED 500M+ USERS WITH 20B+ INTERACTIONS



500M+
Users



20M+
Monthly
Active Users

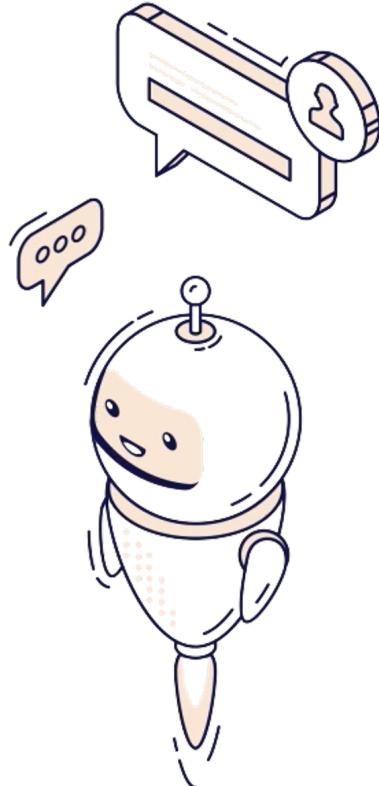


100+
Enterprises



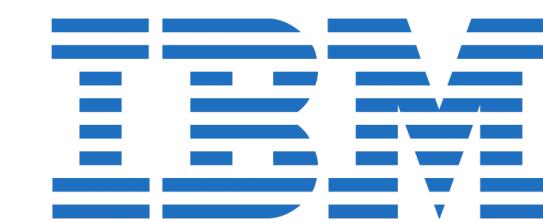
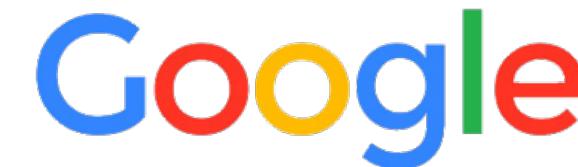
20B+
Interactions

SERVING CLIENTS ACROSS VARIOUS VERTICALS



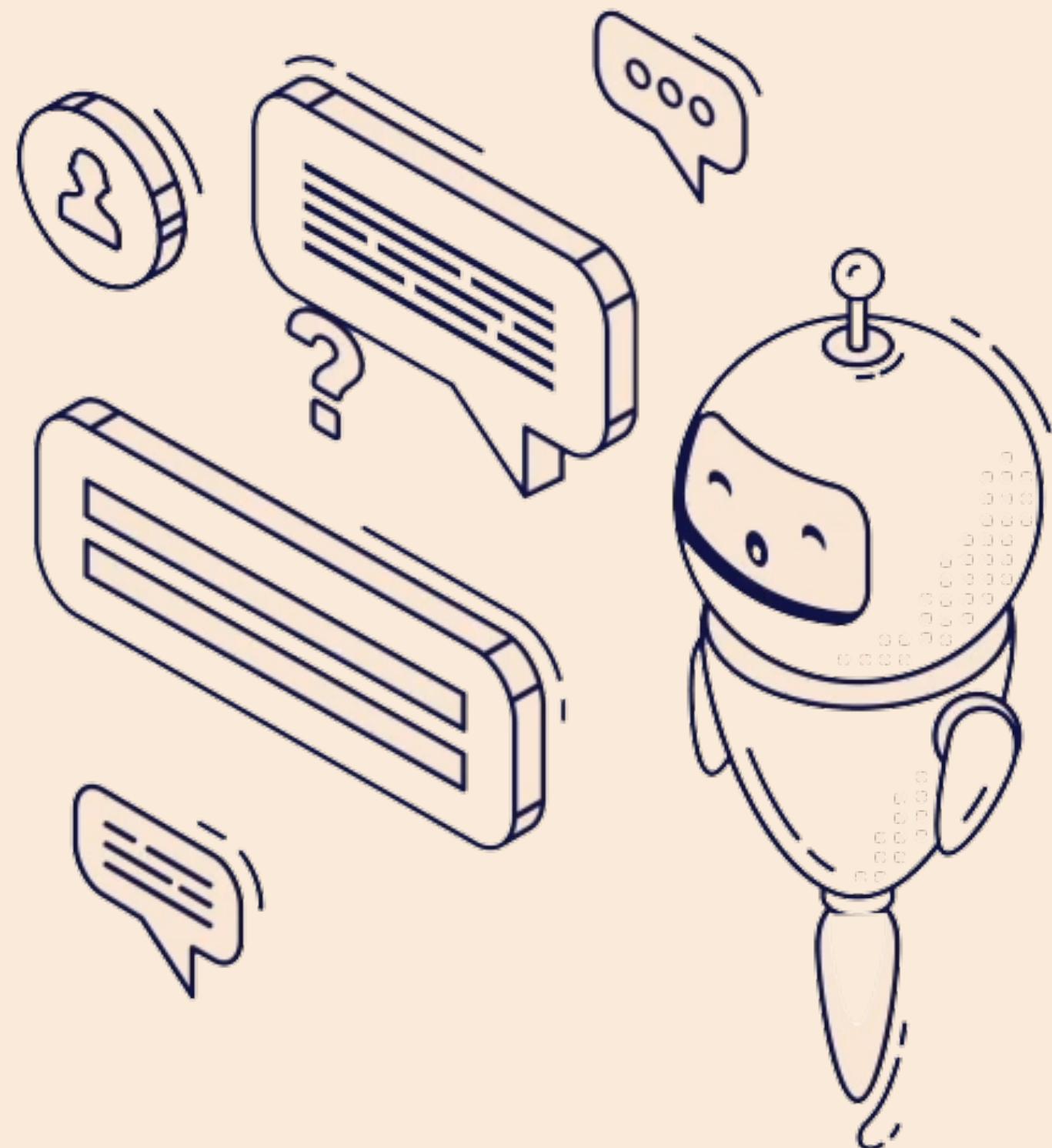
& more....

KEY STRATEGIC PARTNERSHIPS



& more....

WHY COROVER?



VERSATILE TECH

THAT GIVES MASSIVE REACH



500M⁺ users

Multi-format



VideoBot®



VoiceBot



ChatBot
(Text, Click, Touch)

Tech Edge



Robust



Secure



Scalable
(800K Concurrent Users)

Omni Channel



Web/Phone app



IVR



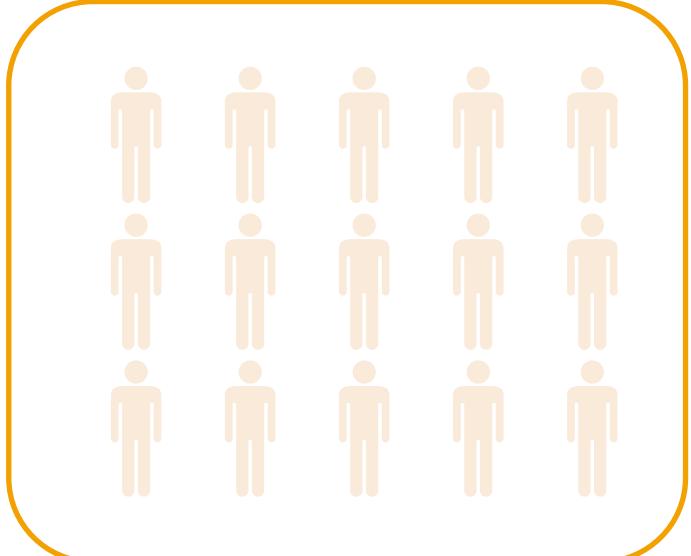
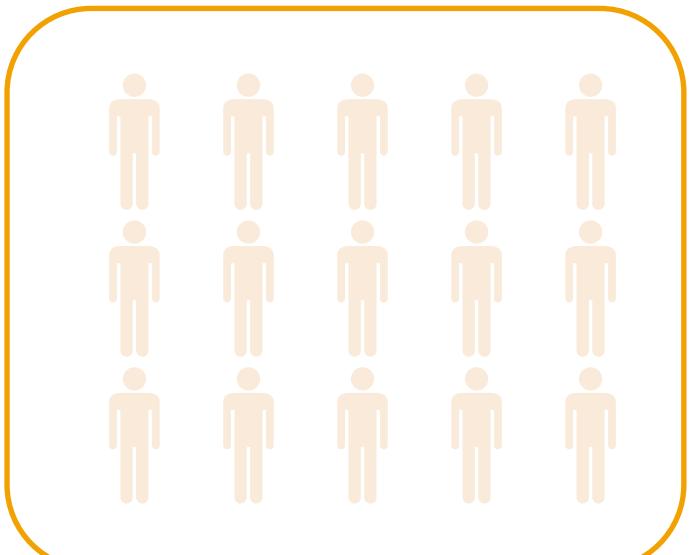
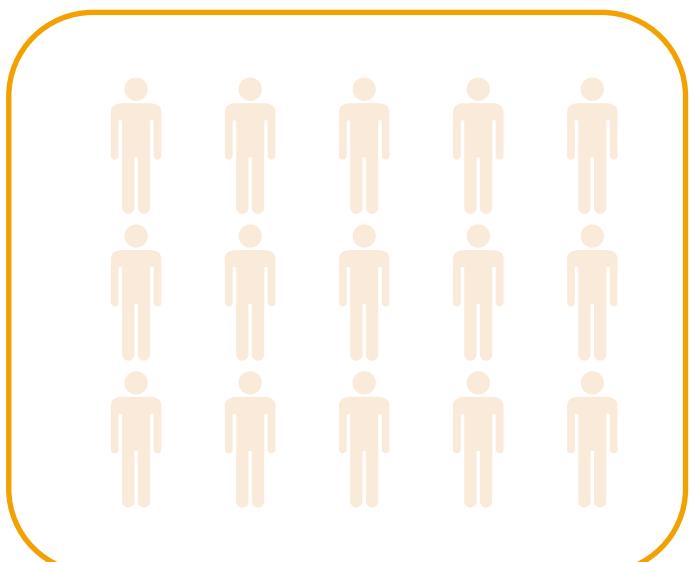
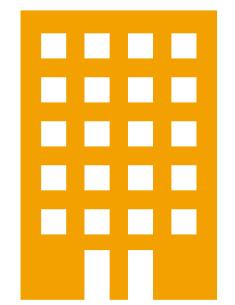
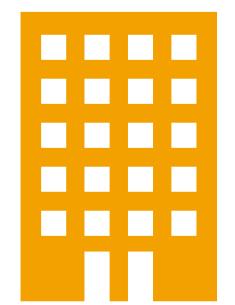
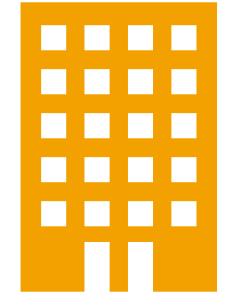
WhatsApp

& 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



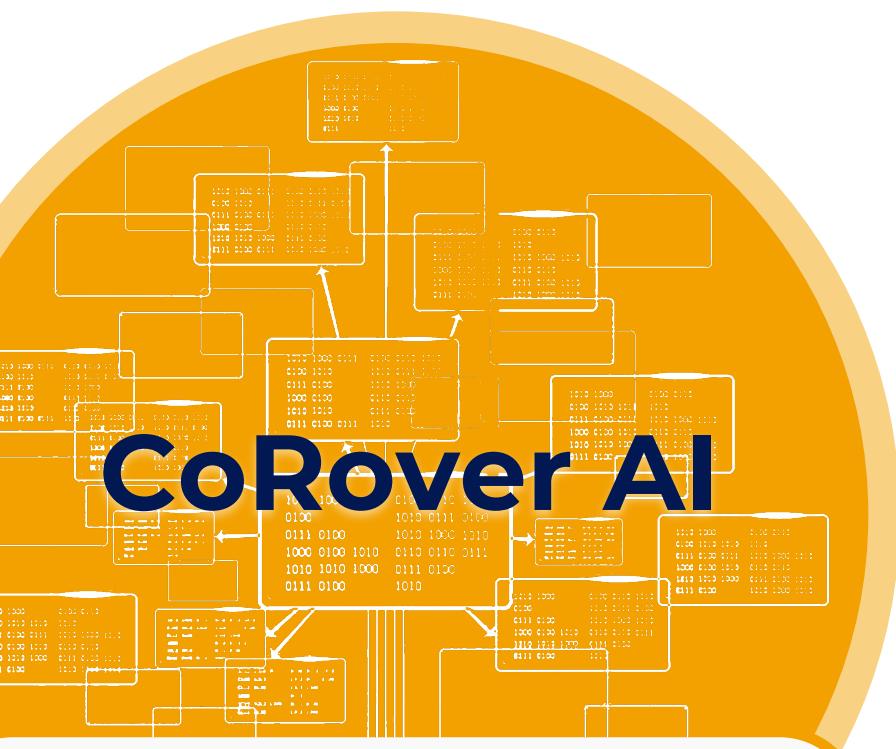
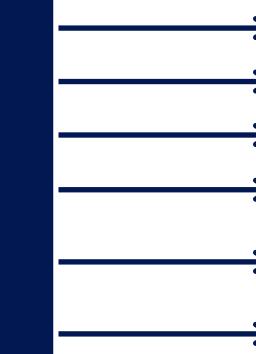
Sales



Engagement

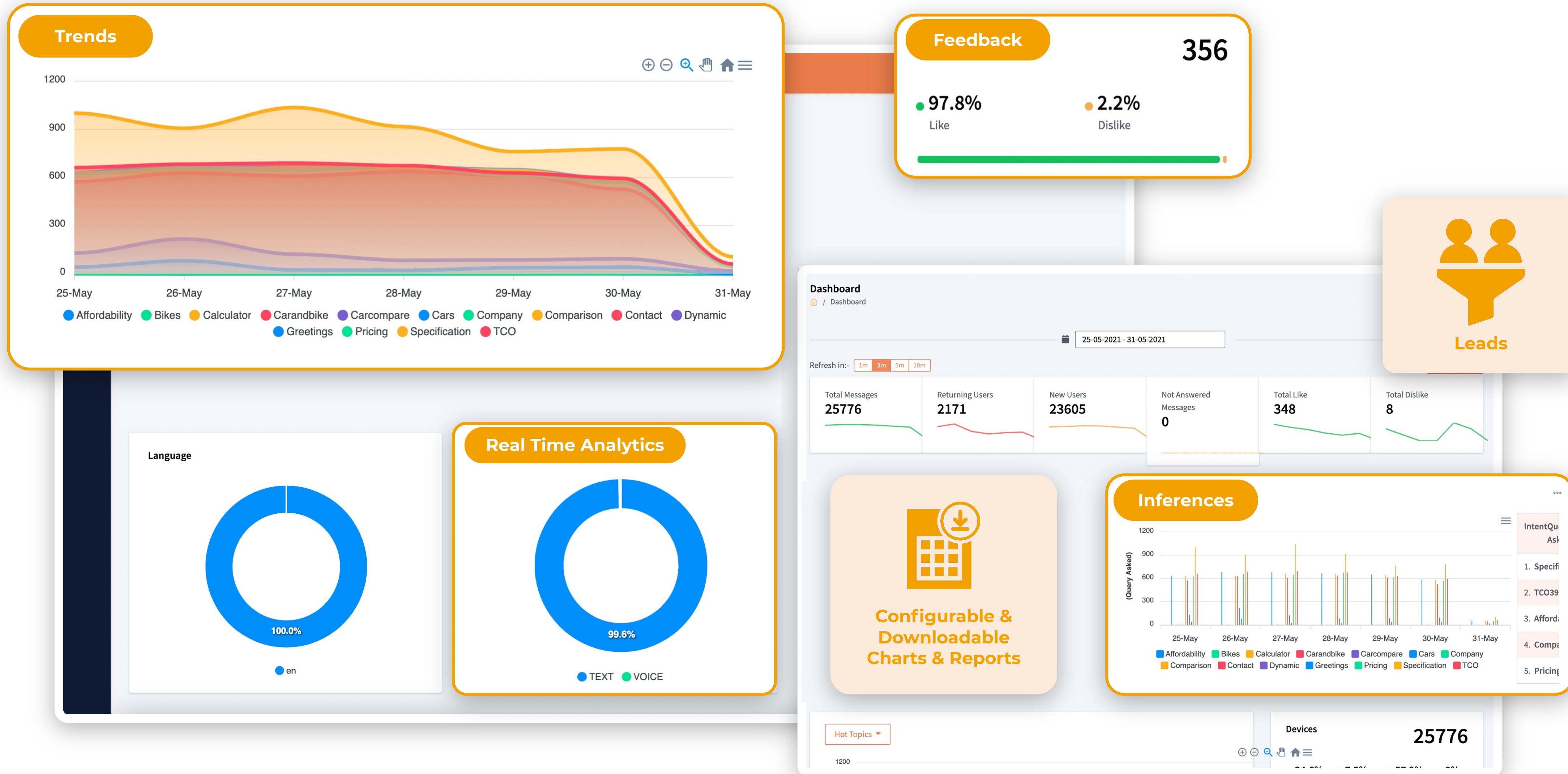


Support

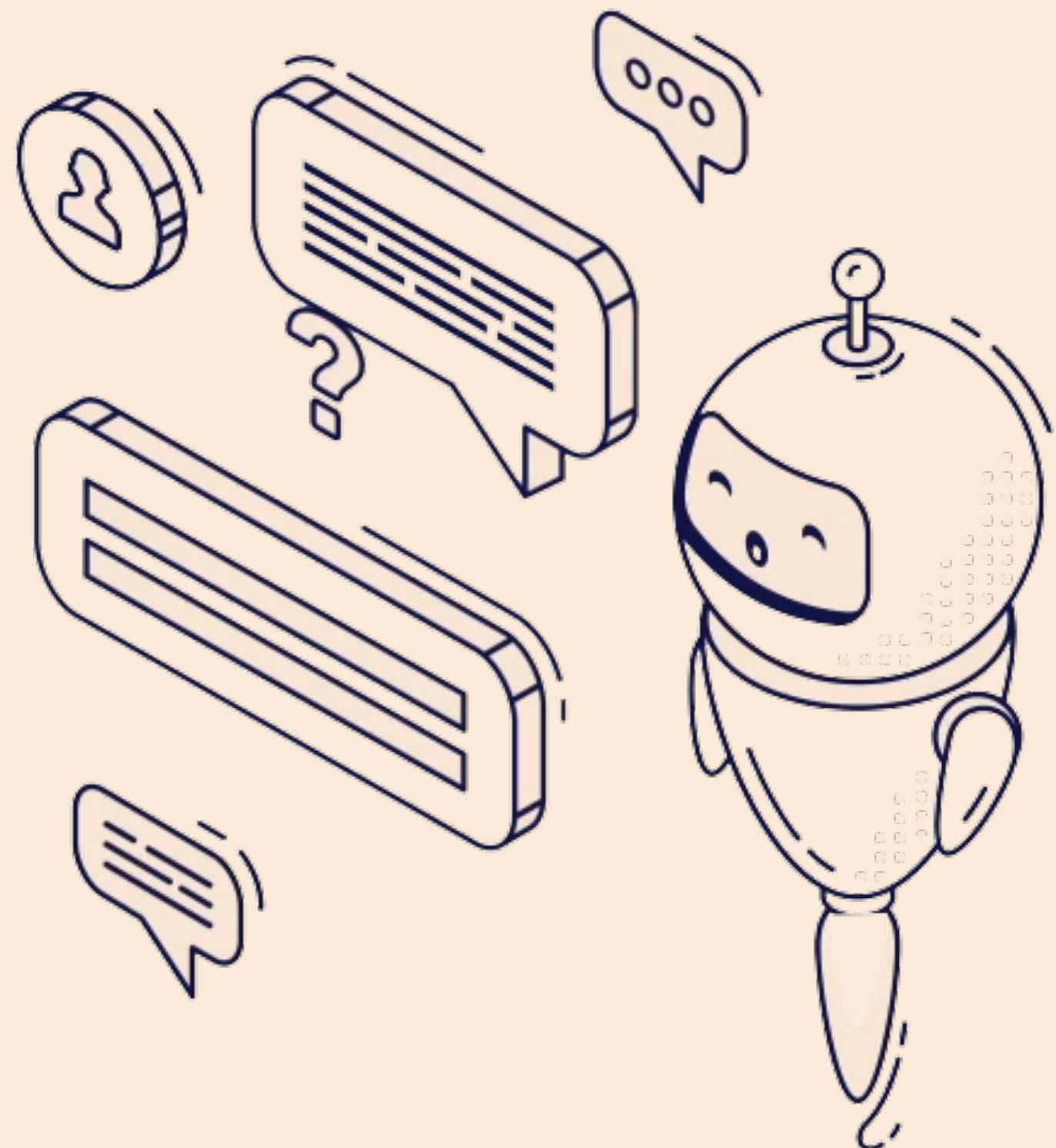


Decision Tree
Training

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

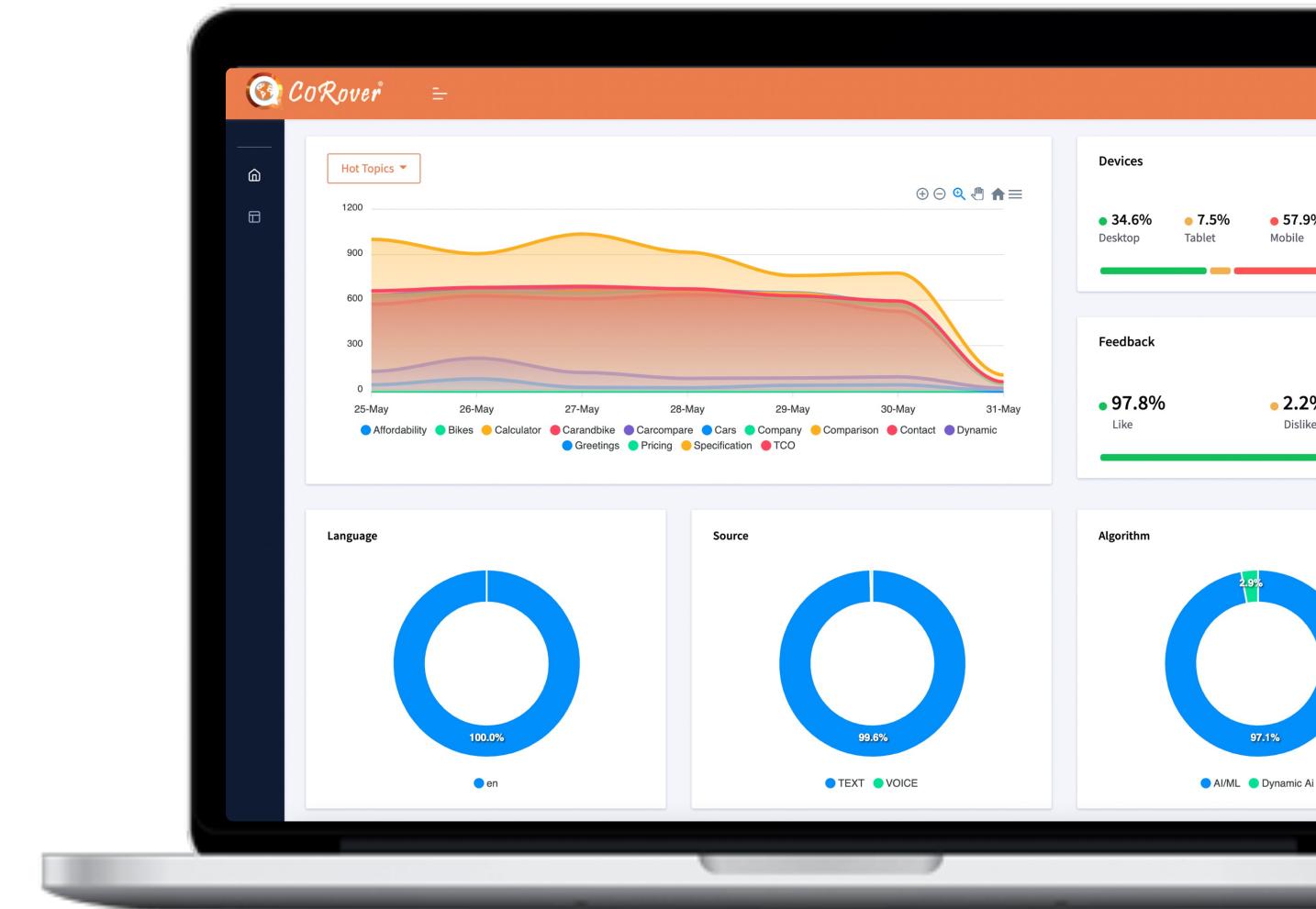


Quick & authentic information without being on hold or in a queue.

*Omni-Channel
Conversational AI Bot*



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

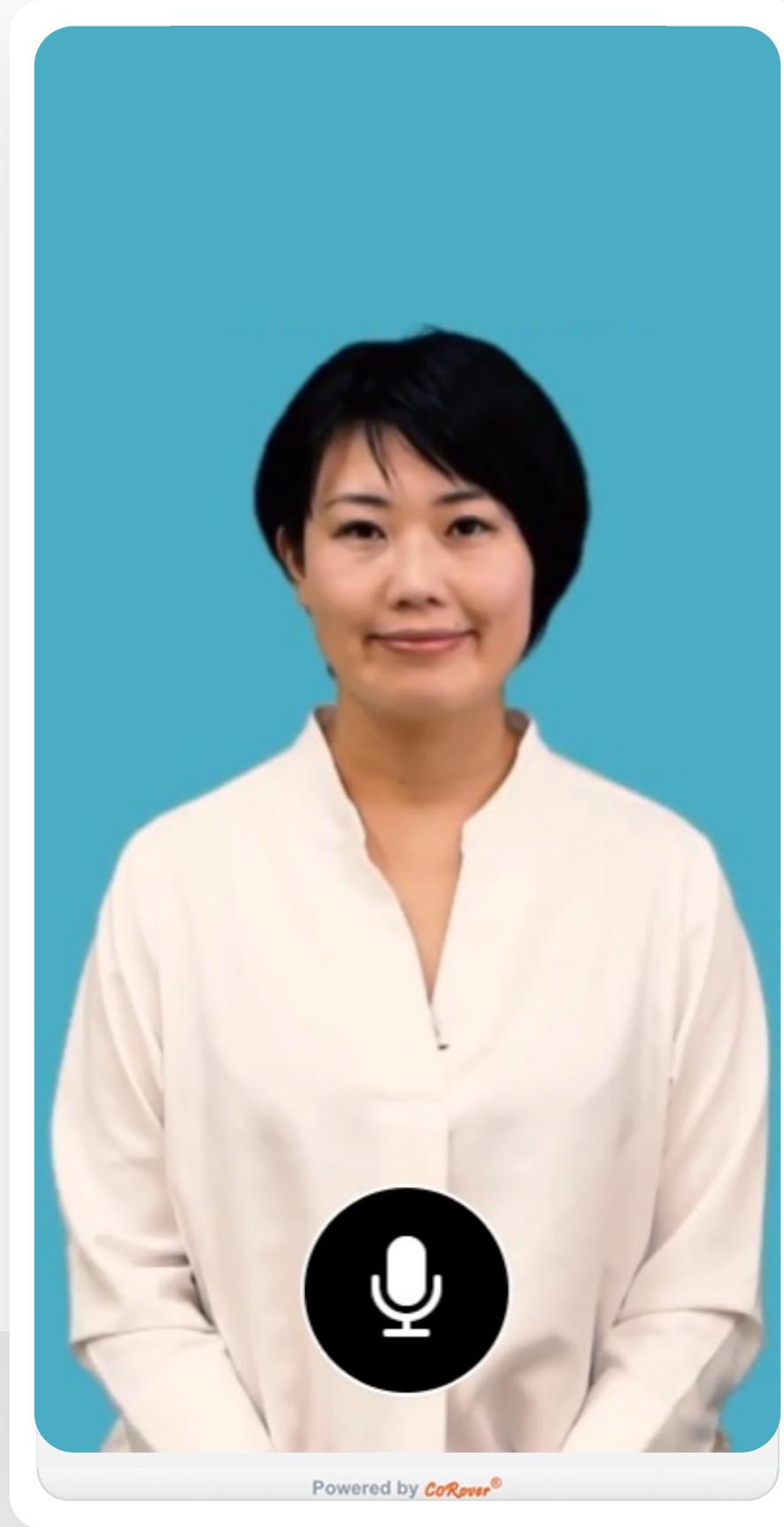


Customer Sentimental Analysis

Confidence Score

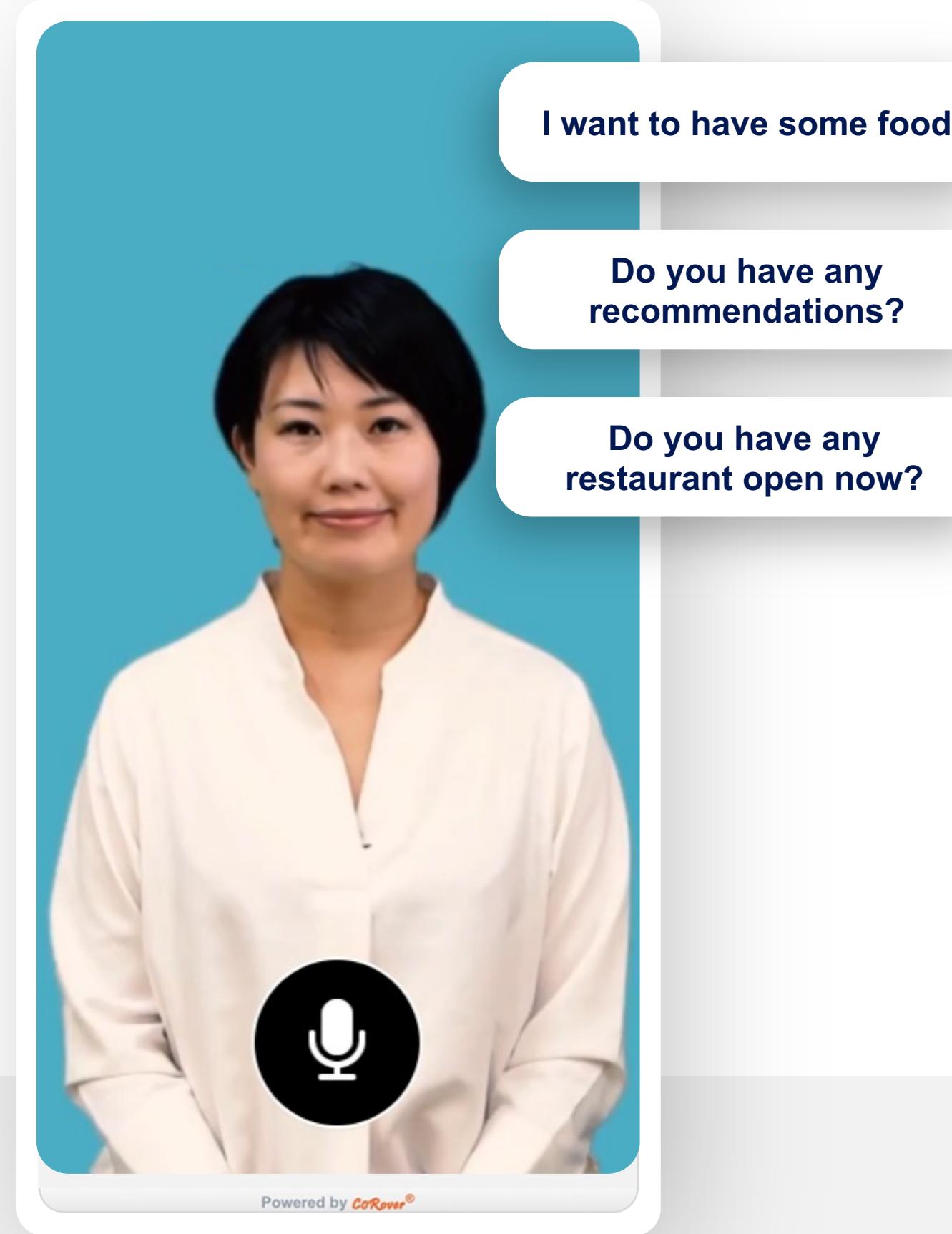
Real Time Feedback

WORLD'S FIRST AI BASED VIDEOBOT



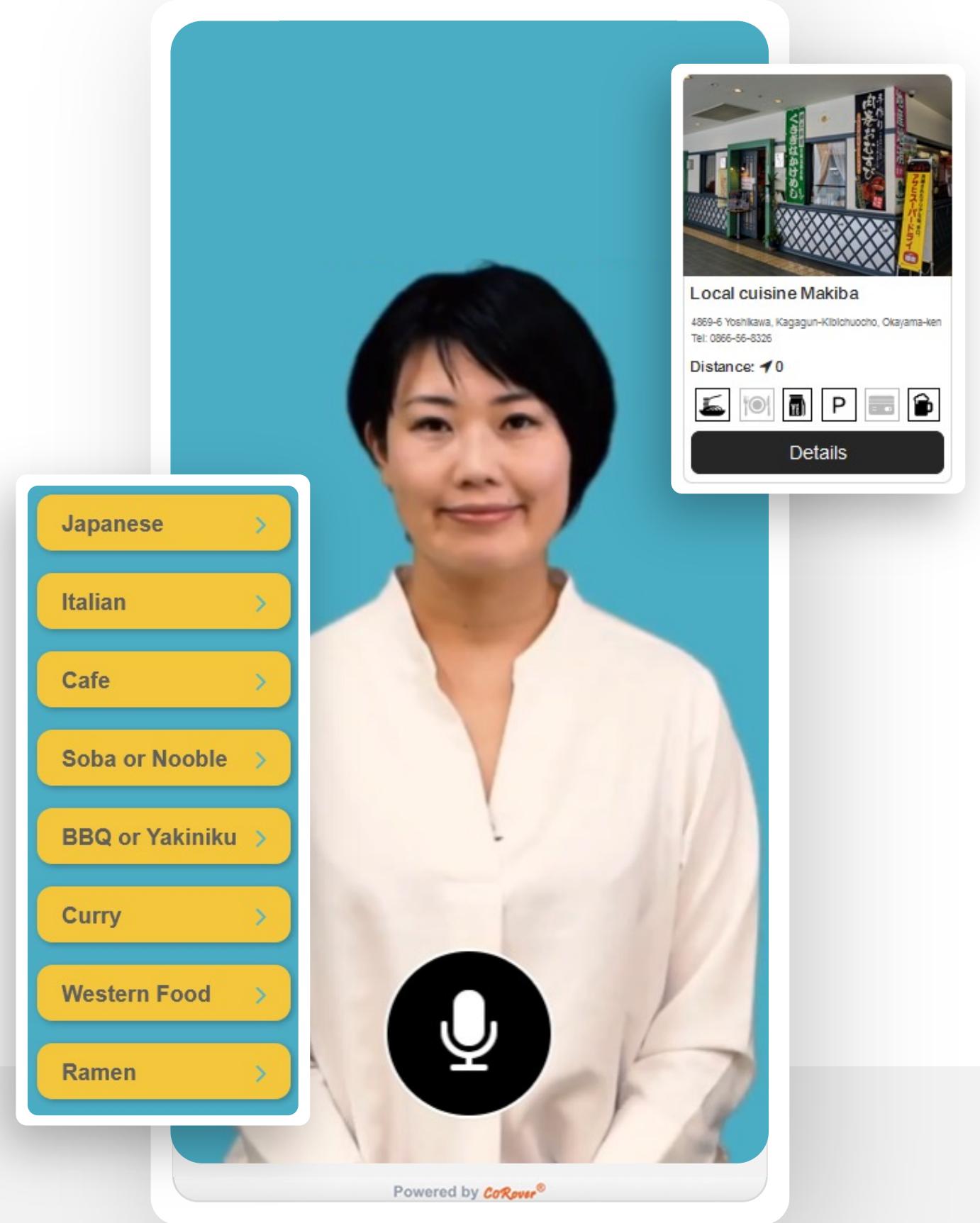
1

Choose video option to interact



2

Share your queries
with your human video bot

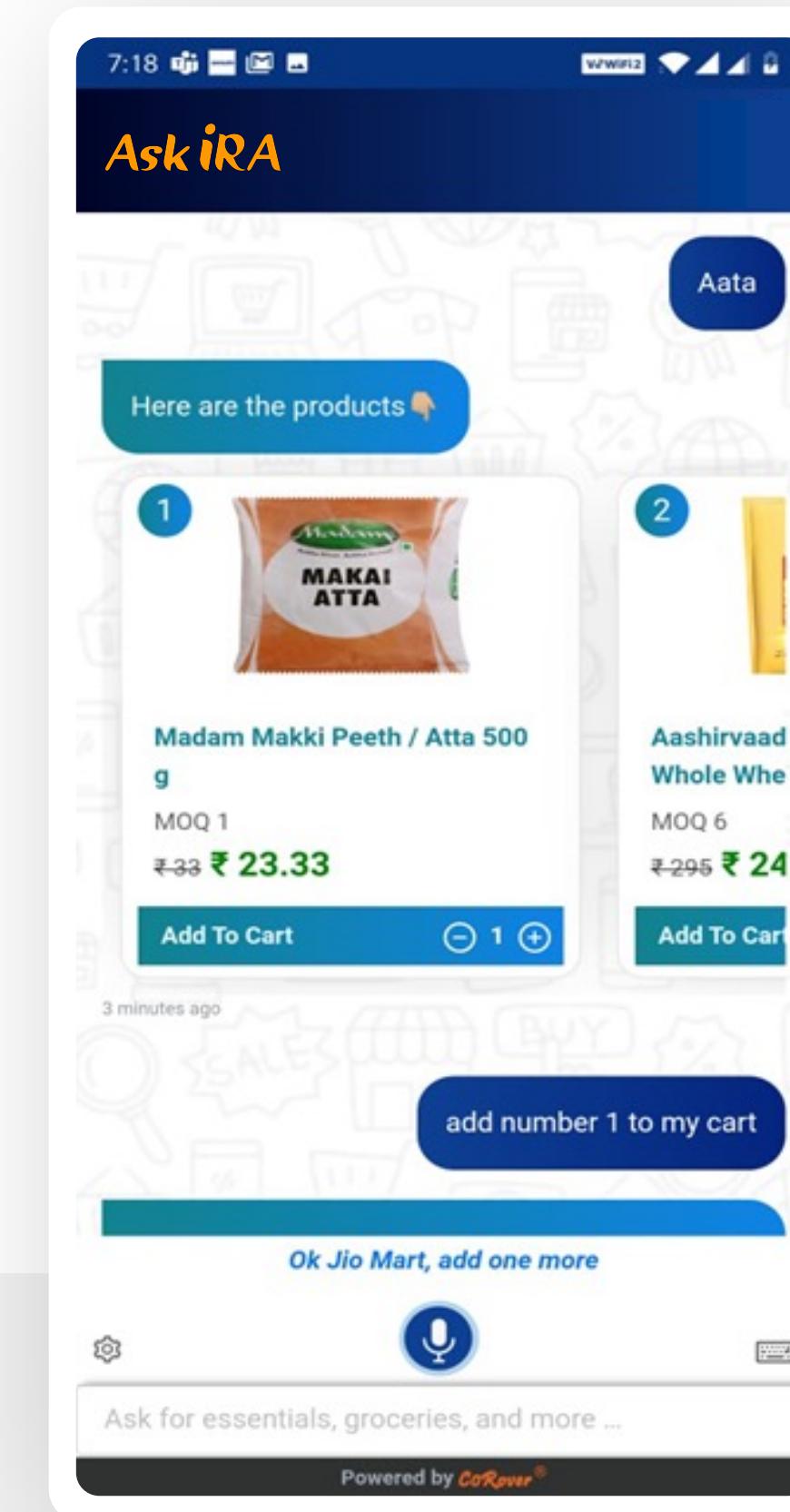


3

Get real time accurate
answers

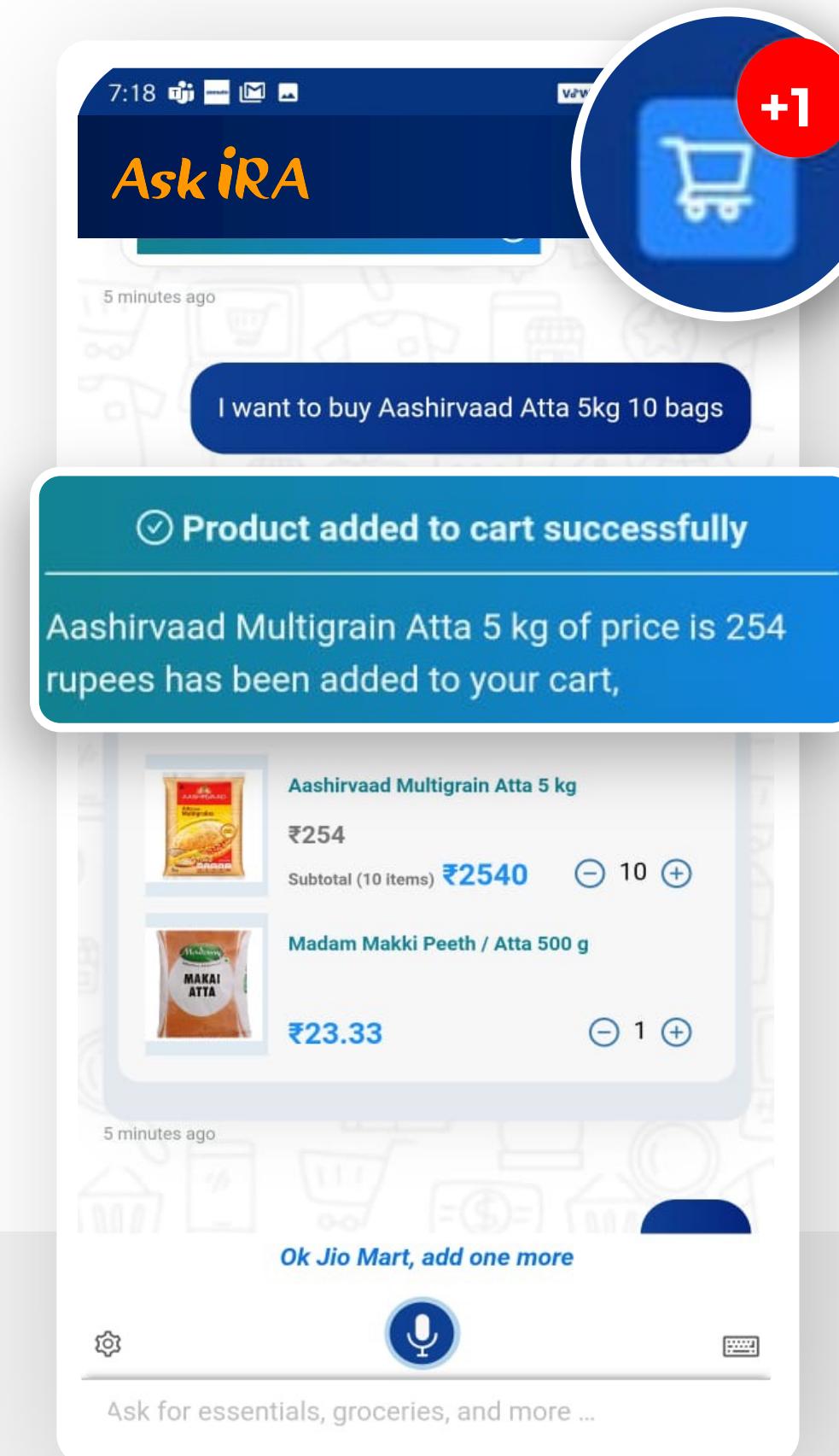
VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT

VOICE COMMERCE AND VIDEO COMMERCE



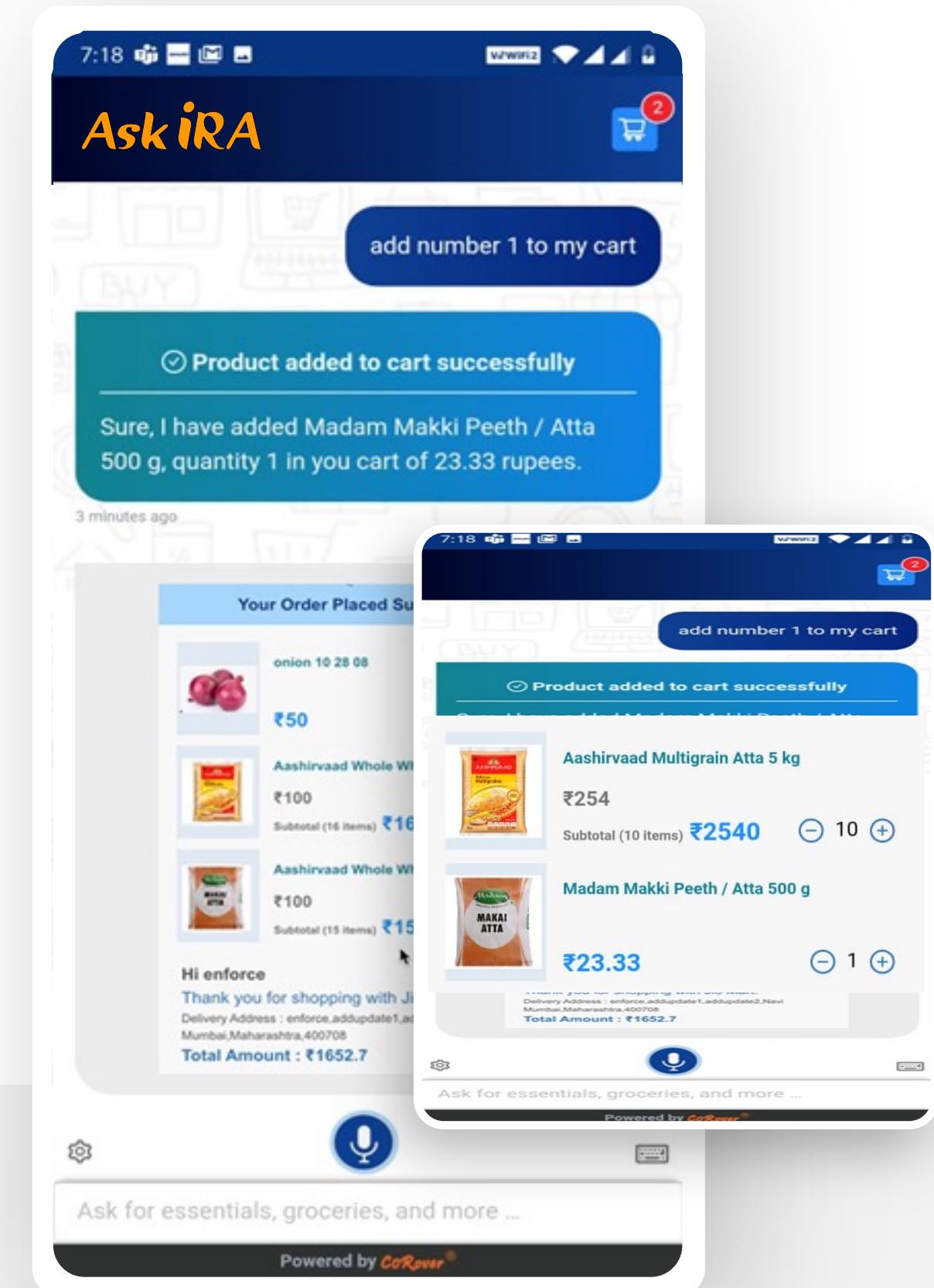
1

User/merchant speaks in the languages of choice to place the order



2

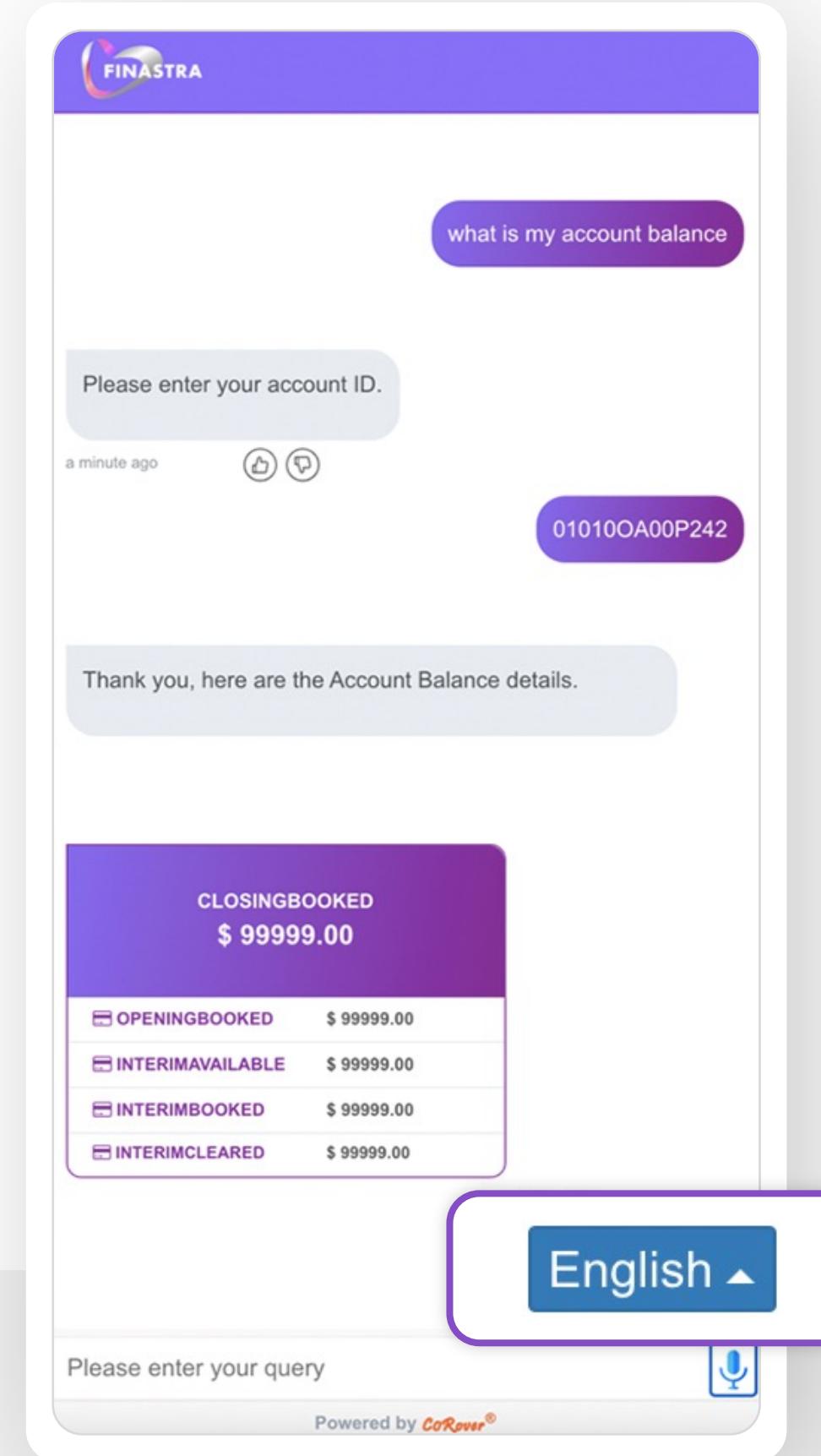
Voice based shopping assistant adds desired product to cart



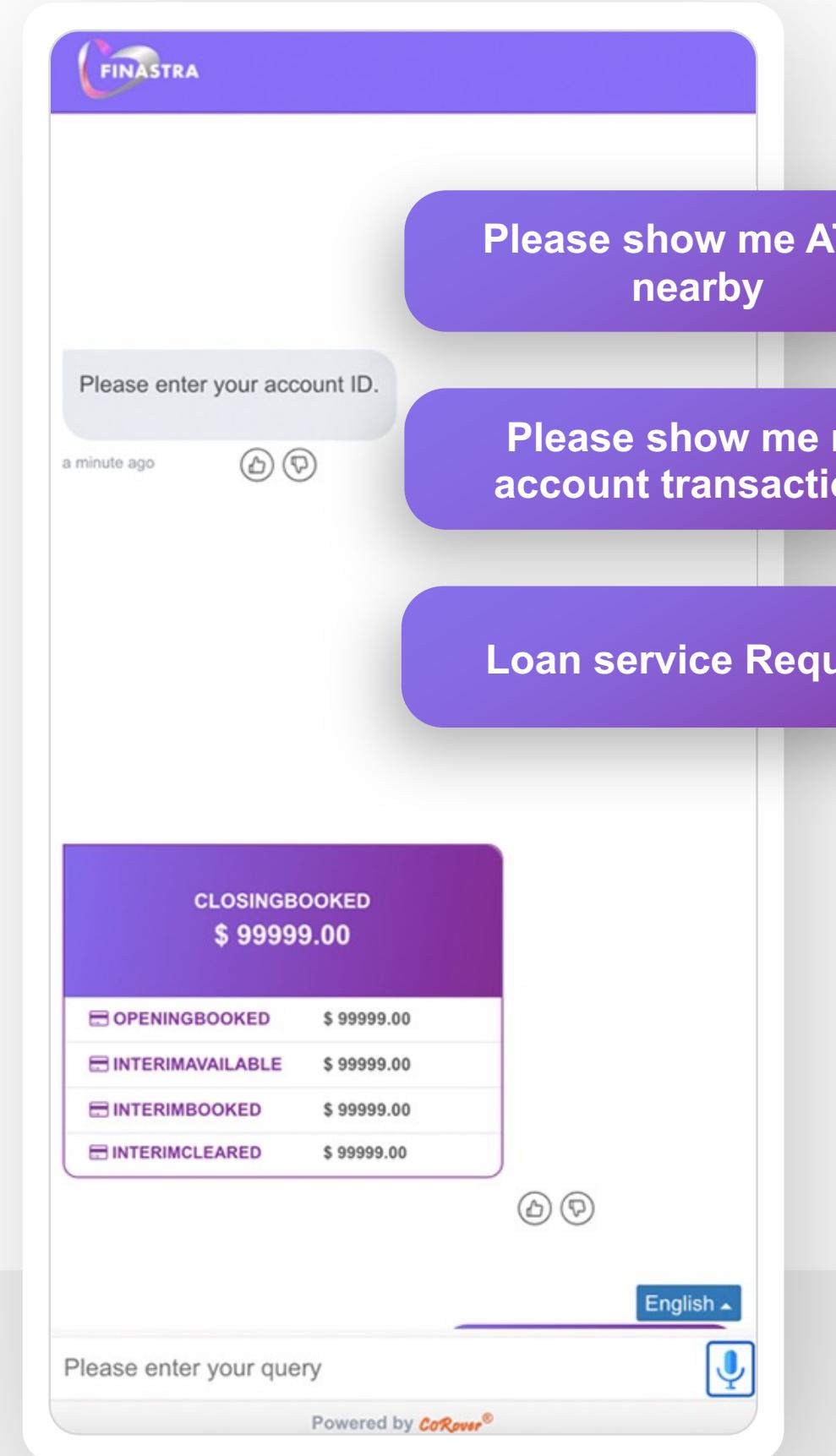
3

Order is placed successfully

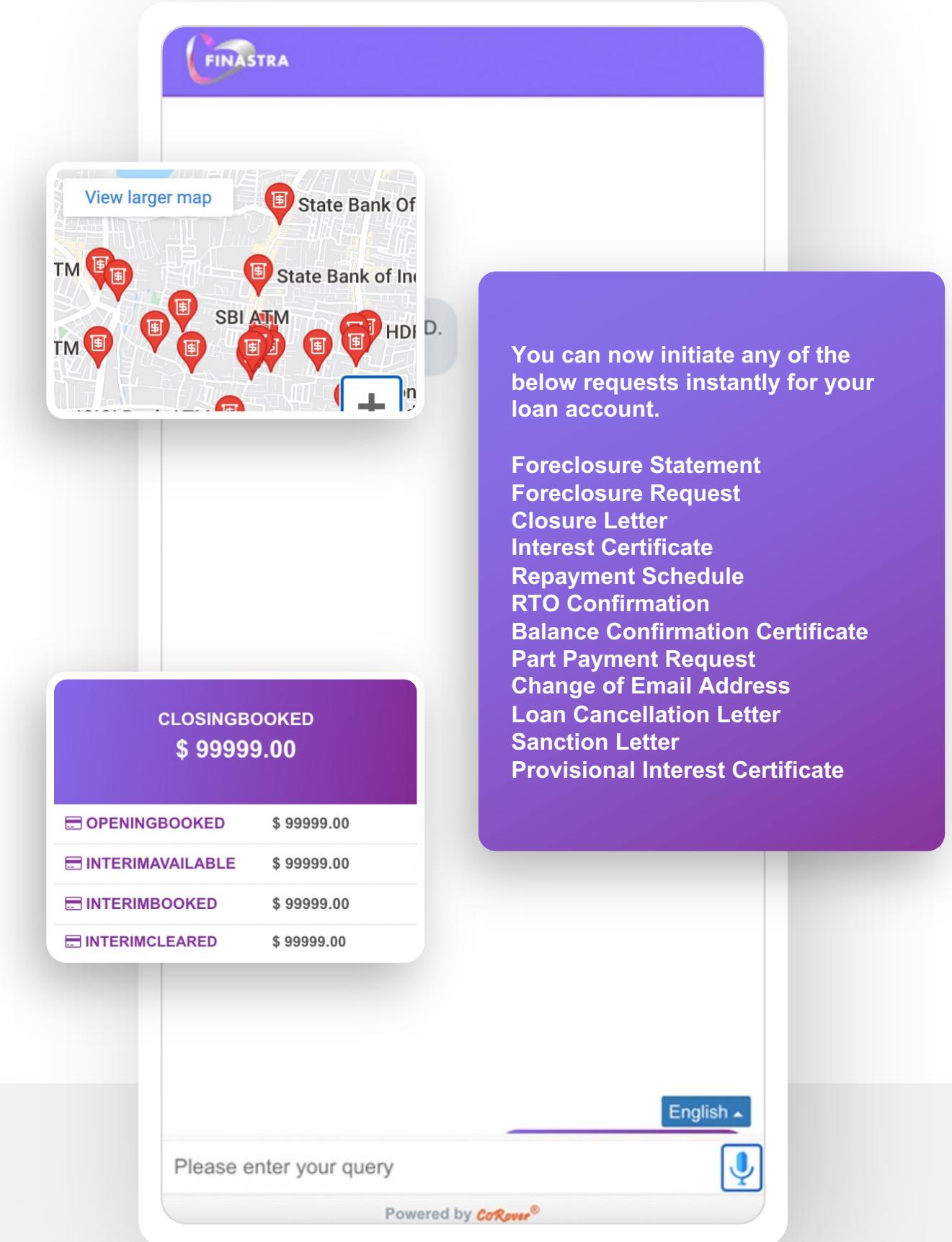
CONVERSATIONAL CHAT BOT



Choose the language,
format, channel

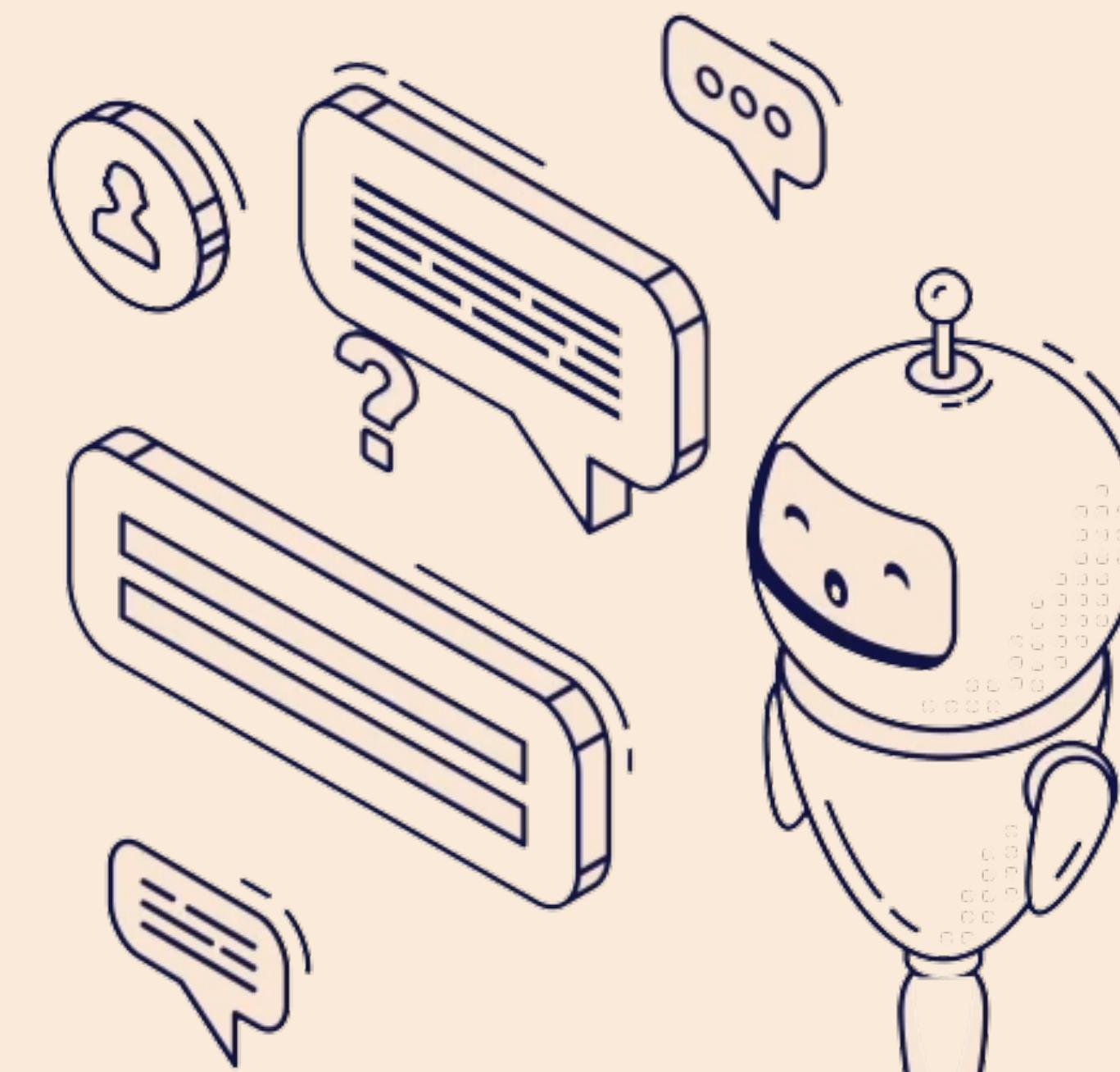


Do any banking transactions -
**check account balance, transfer
funds & more**



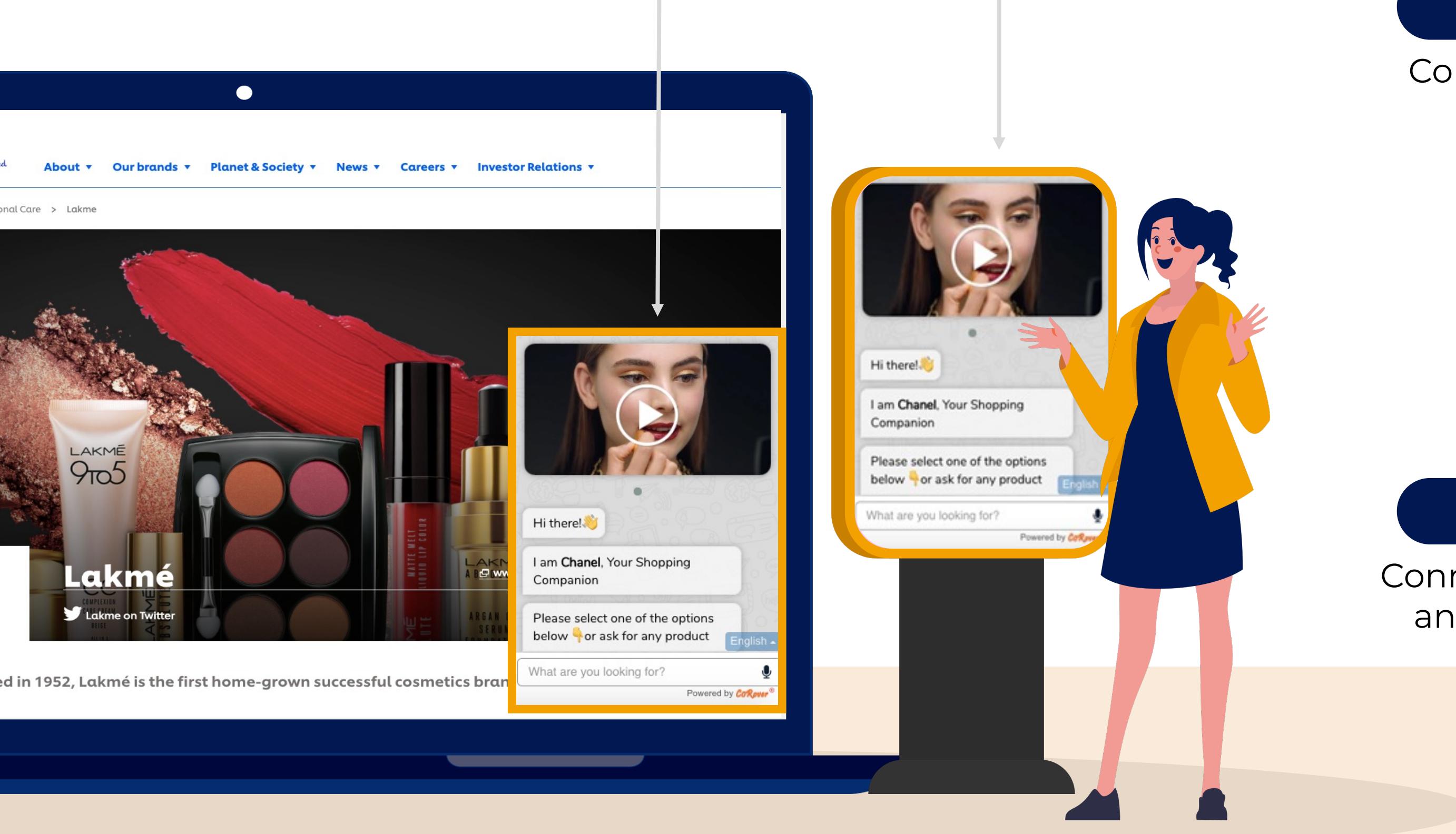
Get instant replies for all
your banking queries

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

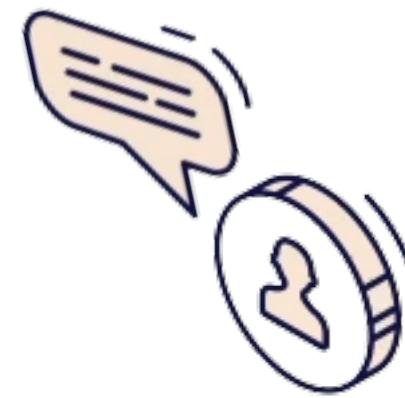


Apparels

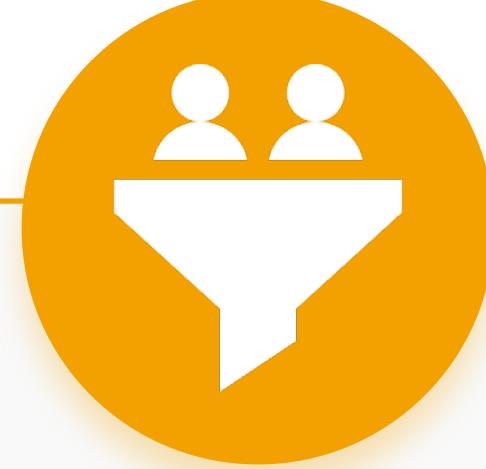
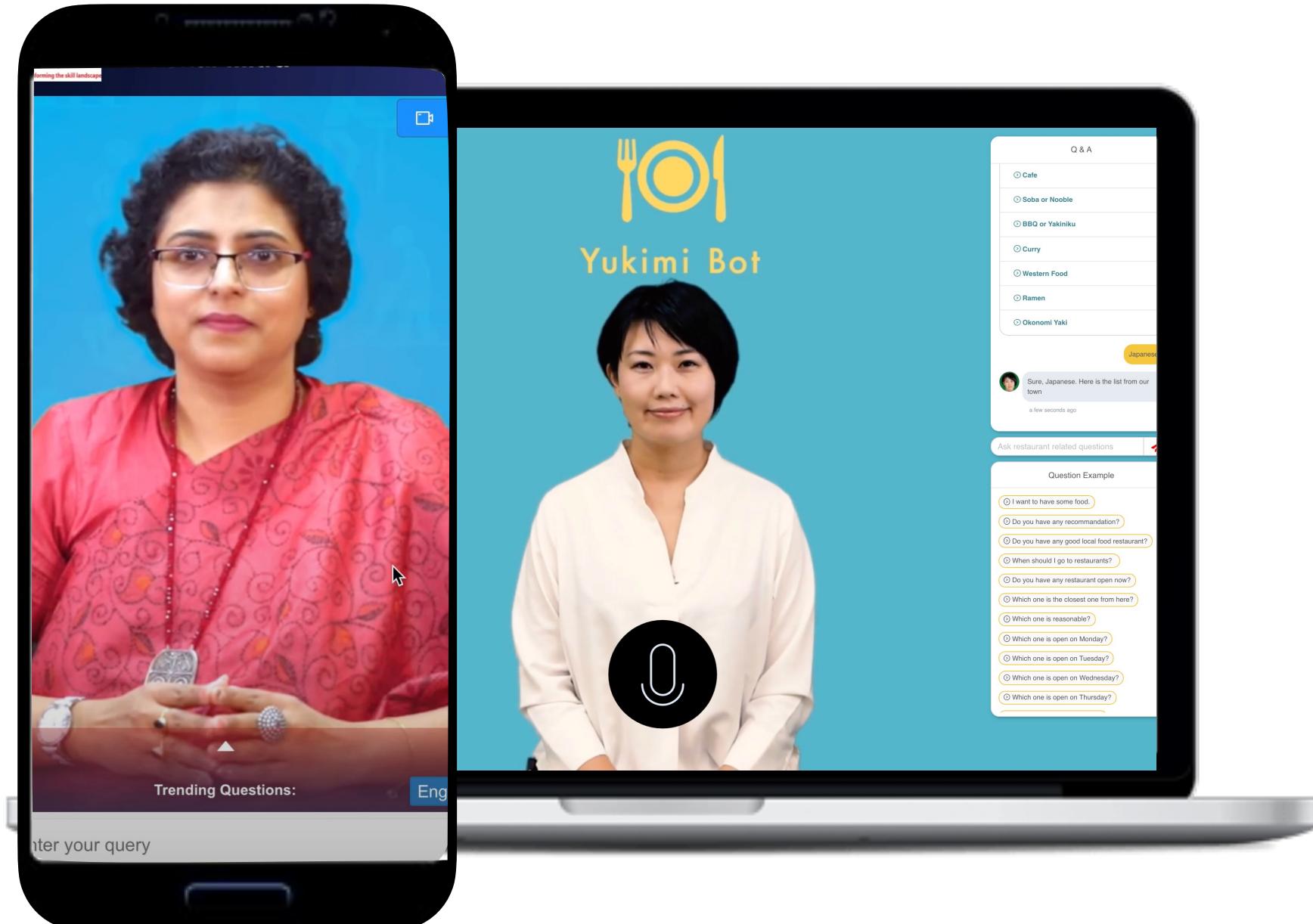


Utilities & Bill Pay

AI VIRTUAL ASSISTANT FOR ORGANISATIONS



Humanised Virtual Assistant



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



Improve bottom-line
via customer support
automation

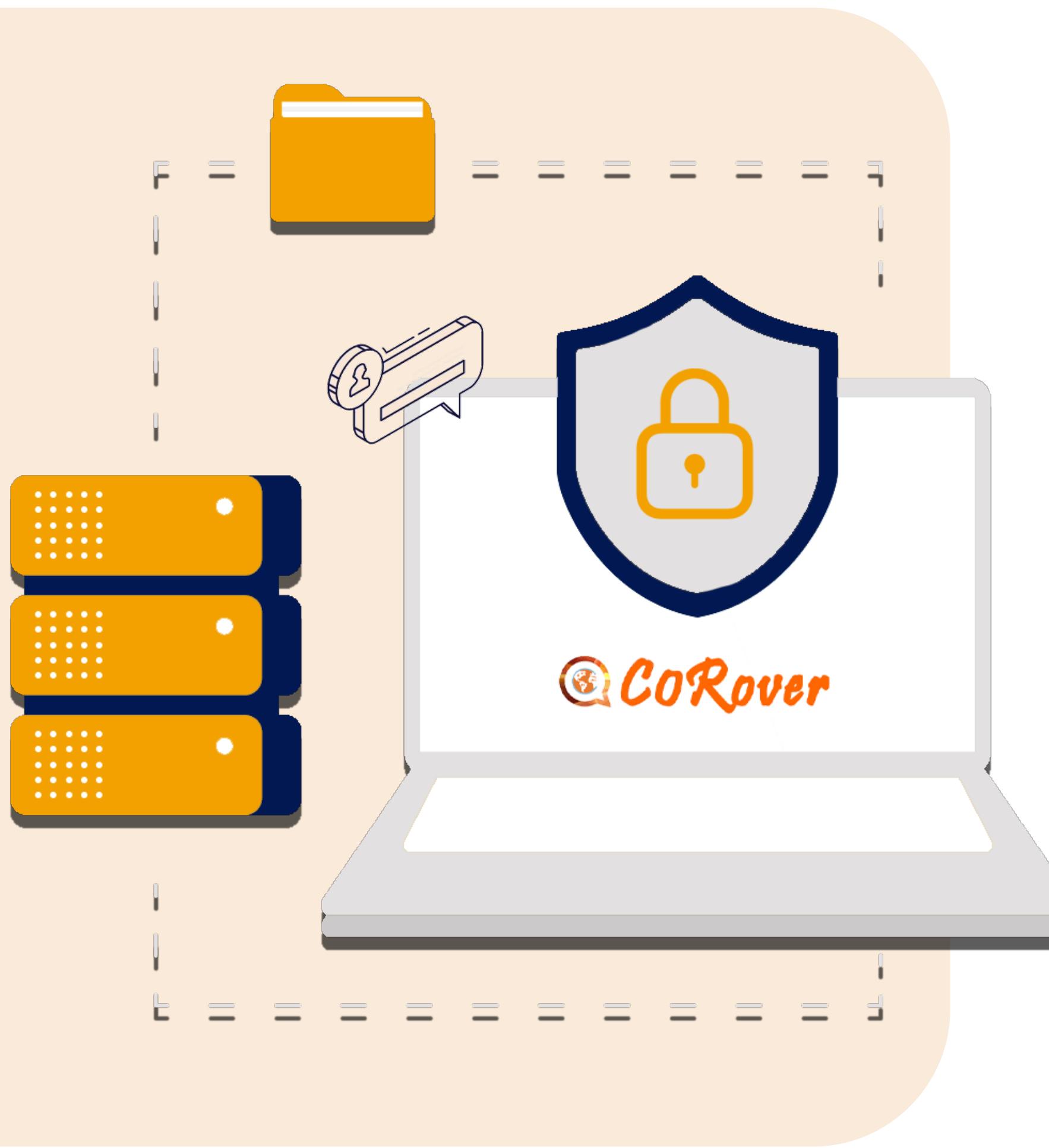


Personalised customer
experience **via human**
centric virtual
assistant



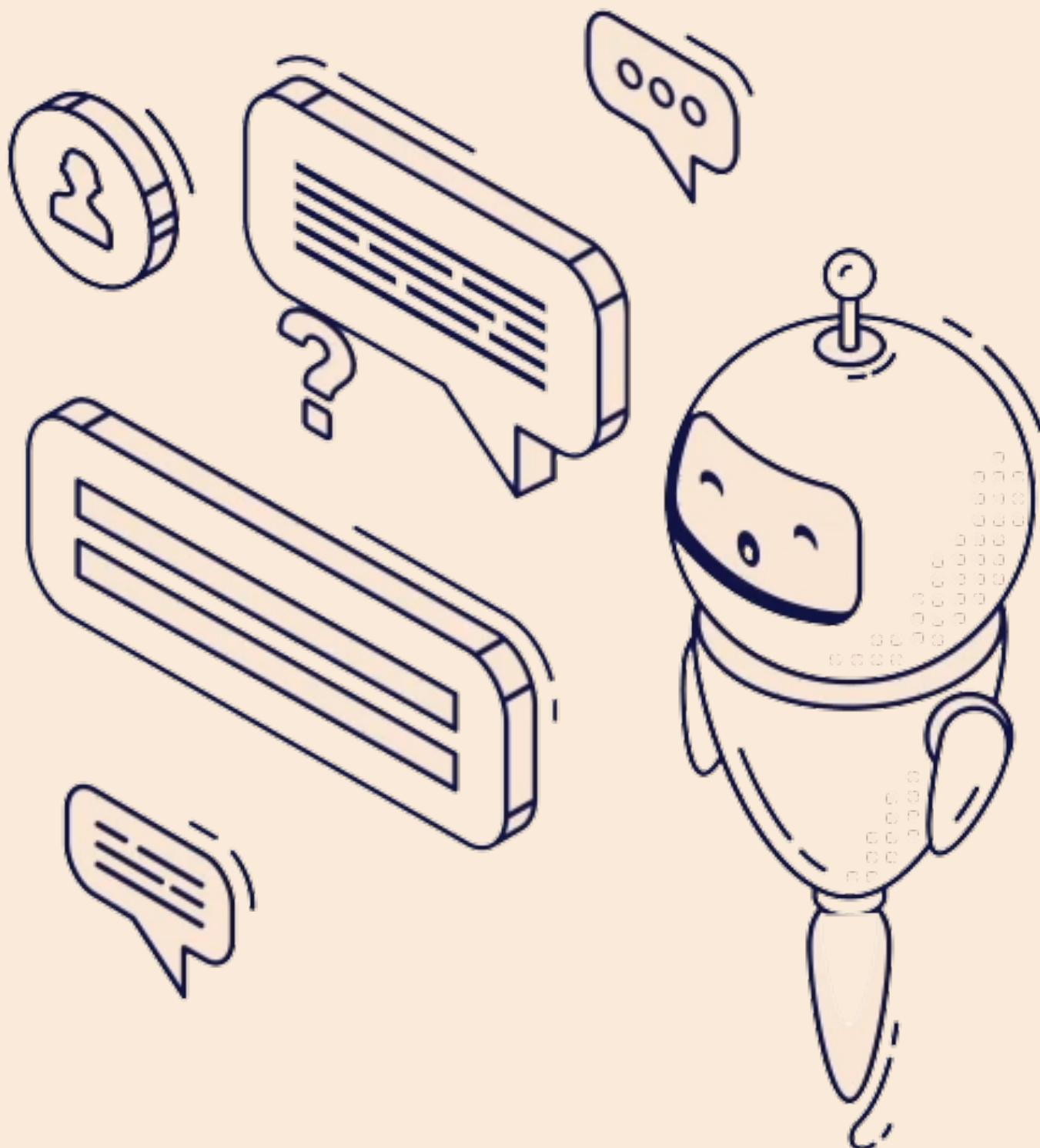
Operational
efficiency **via 24X7**
virtual assistant

INFORMATION SECURED WITH MULTIPLE LAYERS OF SECURITY



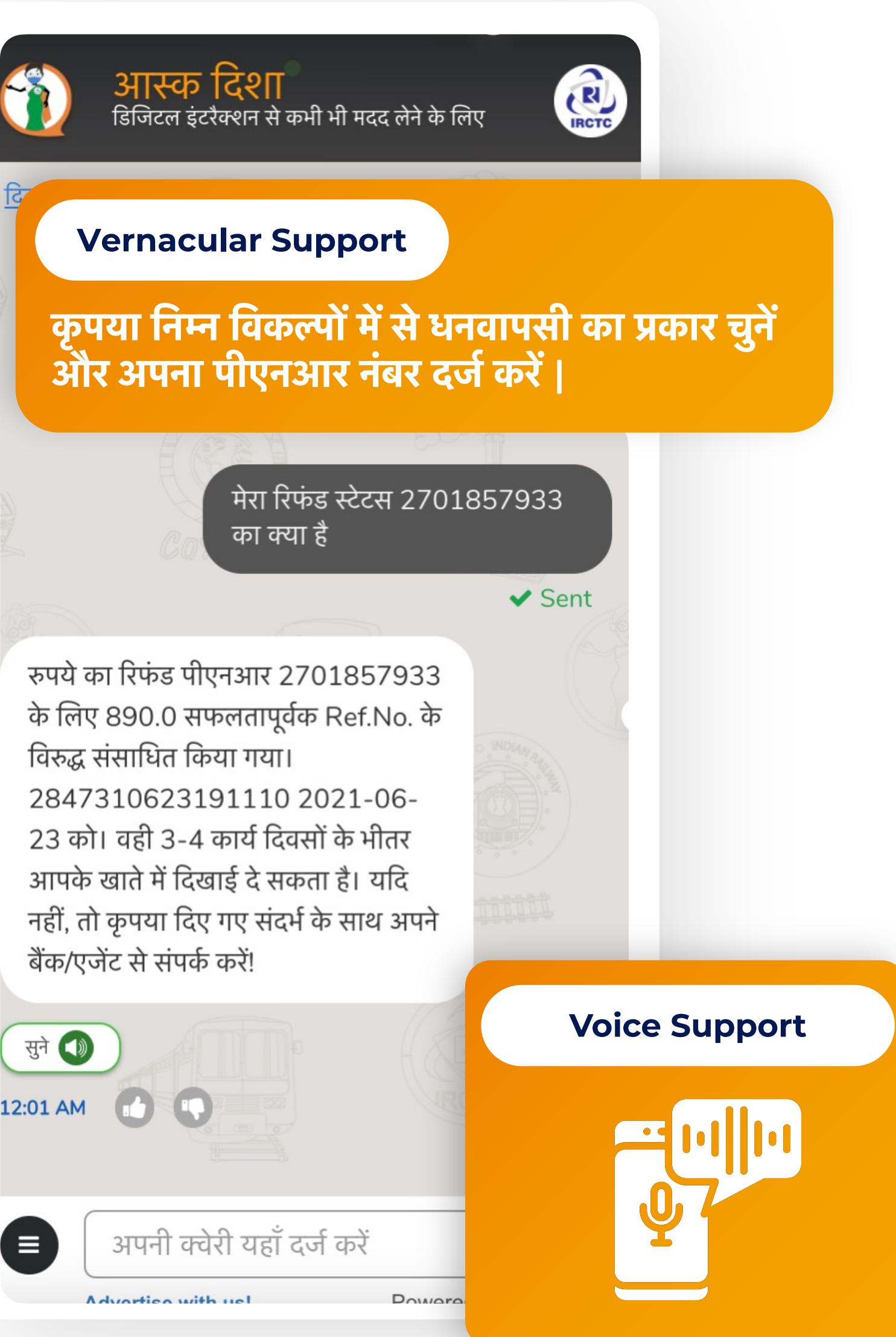
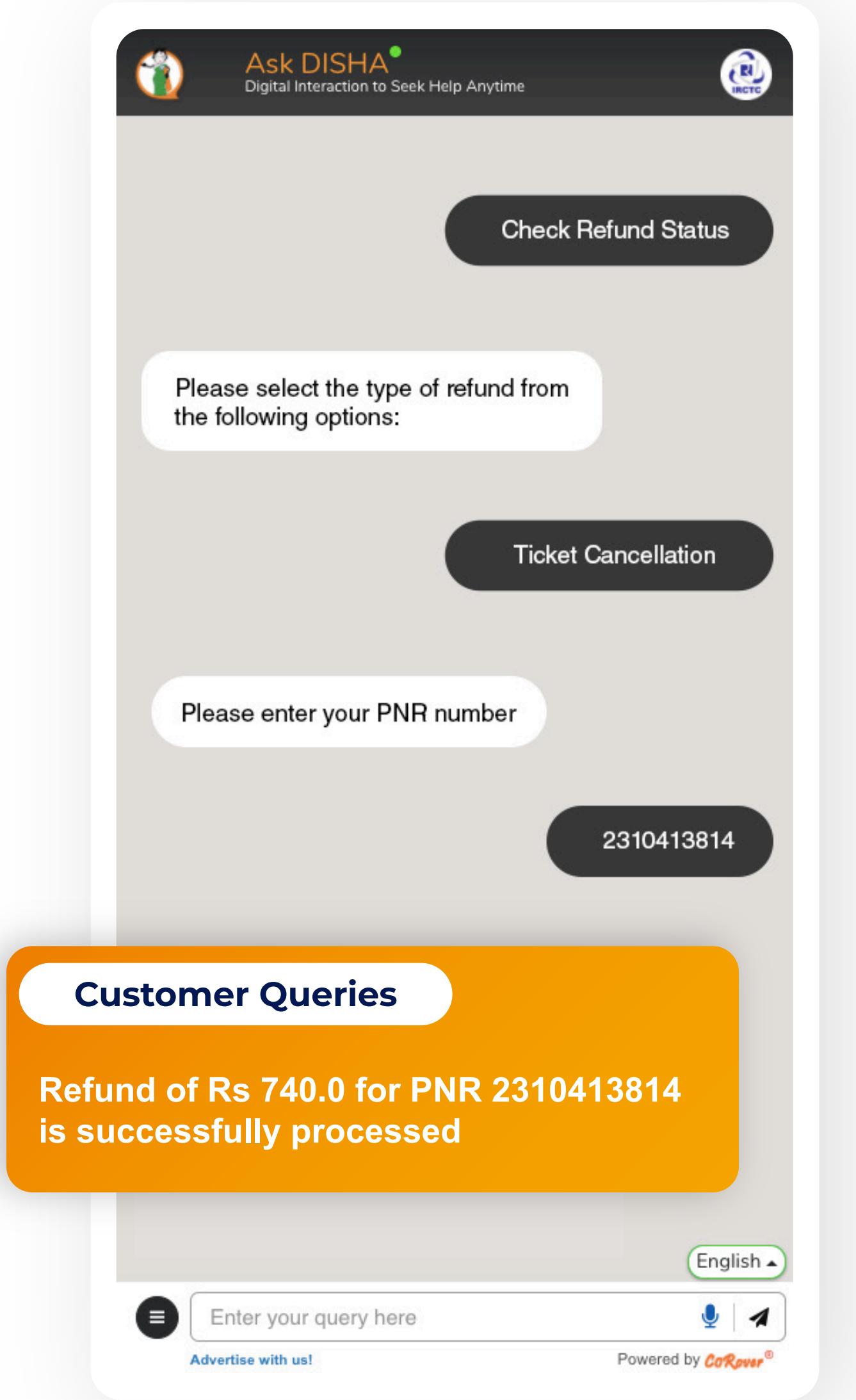
- **ISO 27001:2013 Certified** (Information Security Management System)
- **CMMI Maturity Level 5** and **ISO 9001:2015 Certified** (Process)
- Third party Security Test & **Certification from CERT-In empanelled company**
- **GDPR Compliant** and **Compliant to India's Data Protection Bill**
- PII data 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
- **High Availability (99.99% Uptime)** - 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



150K Daily Passenger Queries

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

70% Reduction in queries over other channels

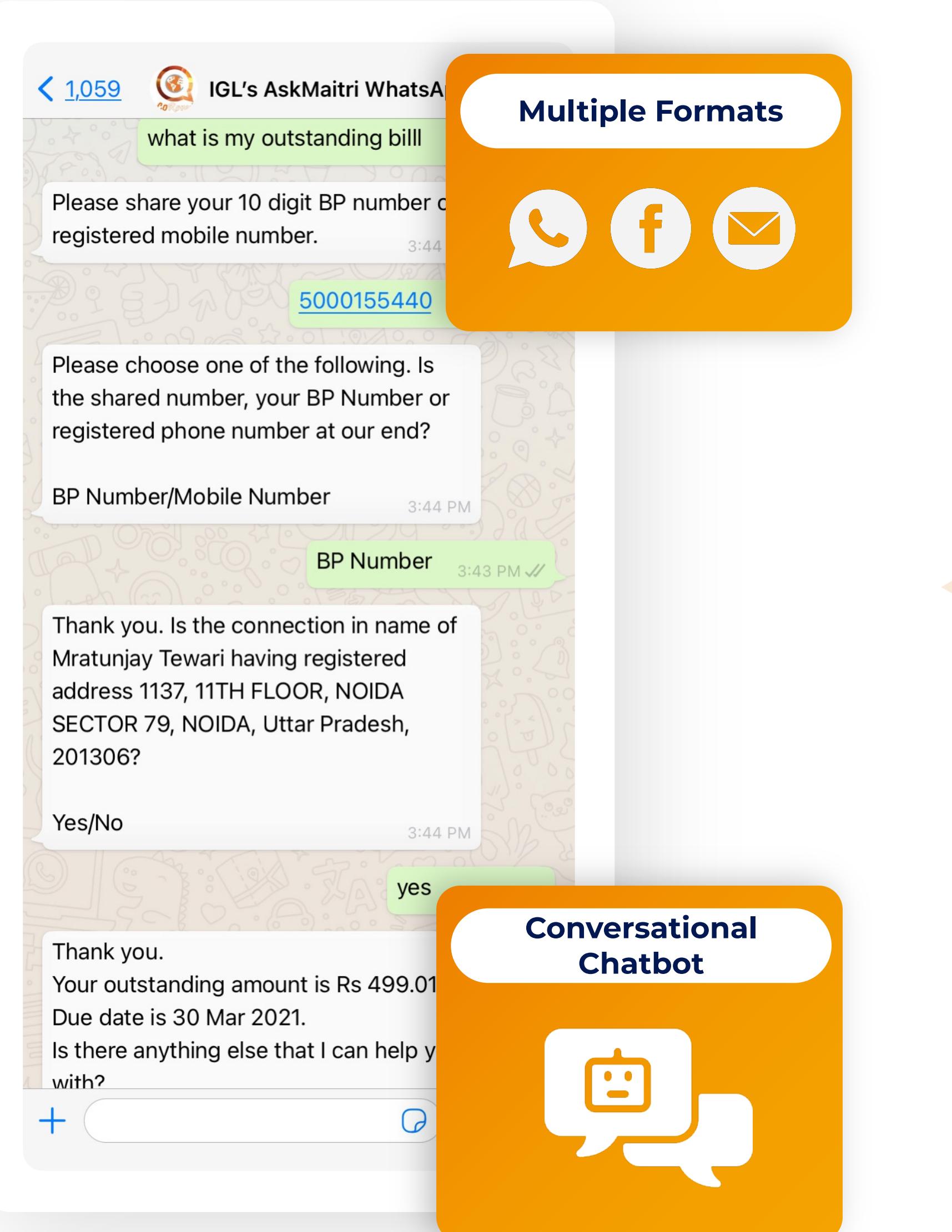
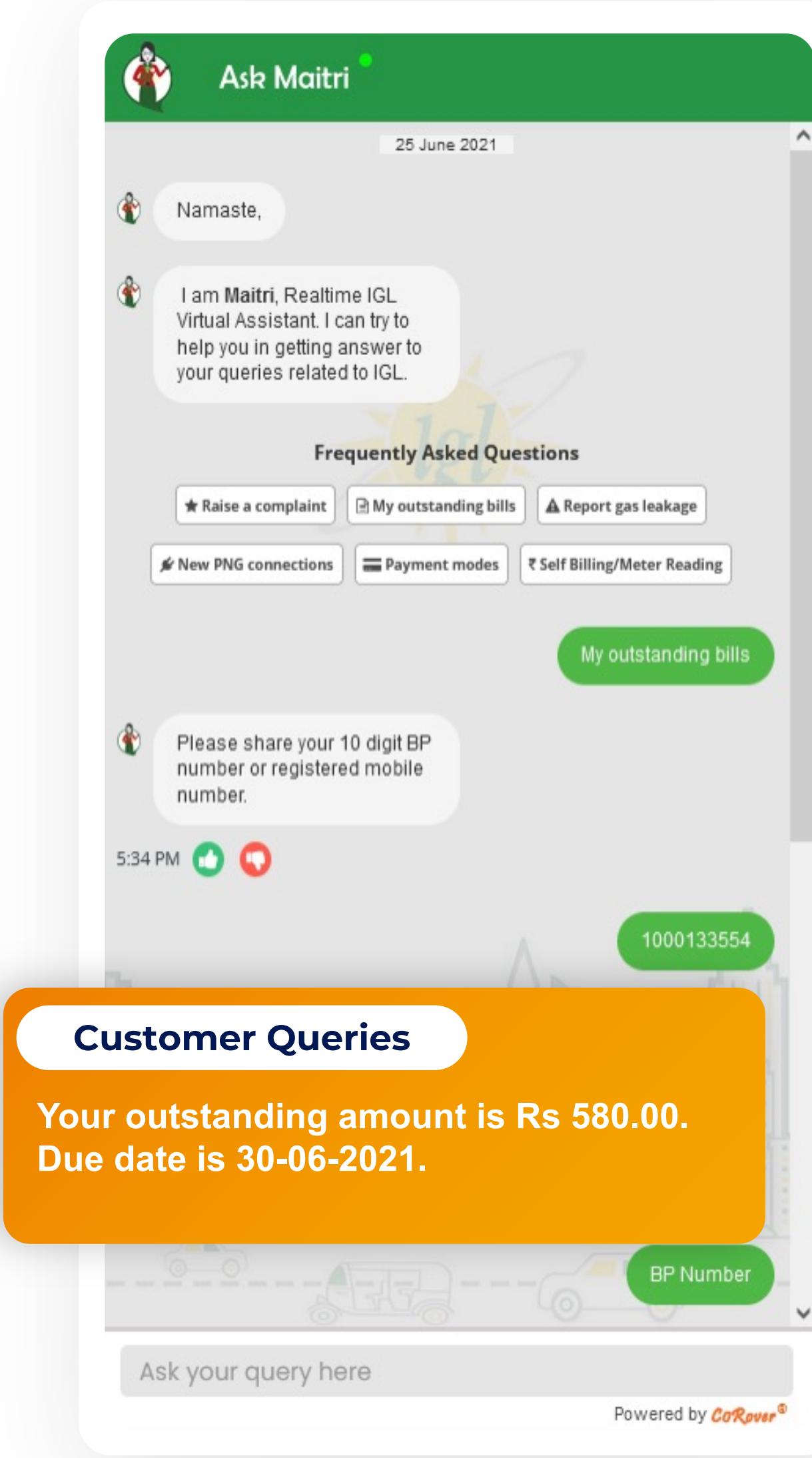
85% Positive Feedback Of IRCTC's customers

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 dark blue header with the PAi logo and "Ask PAi" text. A large orange callout box on the right side contains the text "Vernacular Support" and "मैं हूँ PAi, आपका व्यक्तिगत डिजिटल सहायक।" (I am PAi, your personal digital assistant). Below this, there's a question "UPI क्या है?" (What is UPI?) and a detailed answer in Hindi explaining what UPI is. To the left, there's a "Customer Queries" section with a sub-section about UPI and a "Conversational Chatbot" icon. At the bottom, there's a search bar with the placeholder "Enter your query here" and a note "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 *Car Rover*®

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.

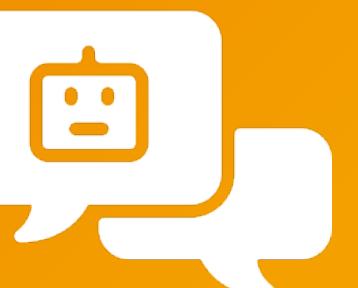
[View Discontinued Price](#)

4 minutes ago

Please enter your query

Powered by *Car Rover*®

Conversational Chatbot



Outcome

99.8% Accuracy

97.3% Excellent Feedback



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

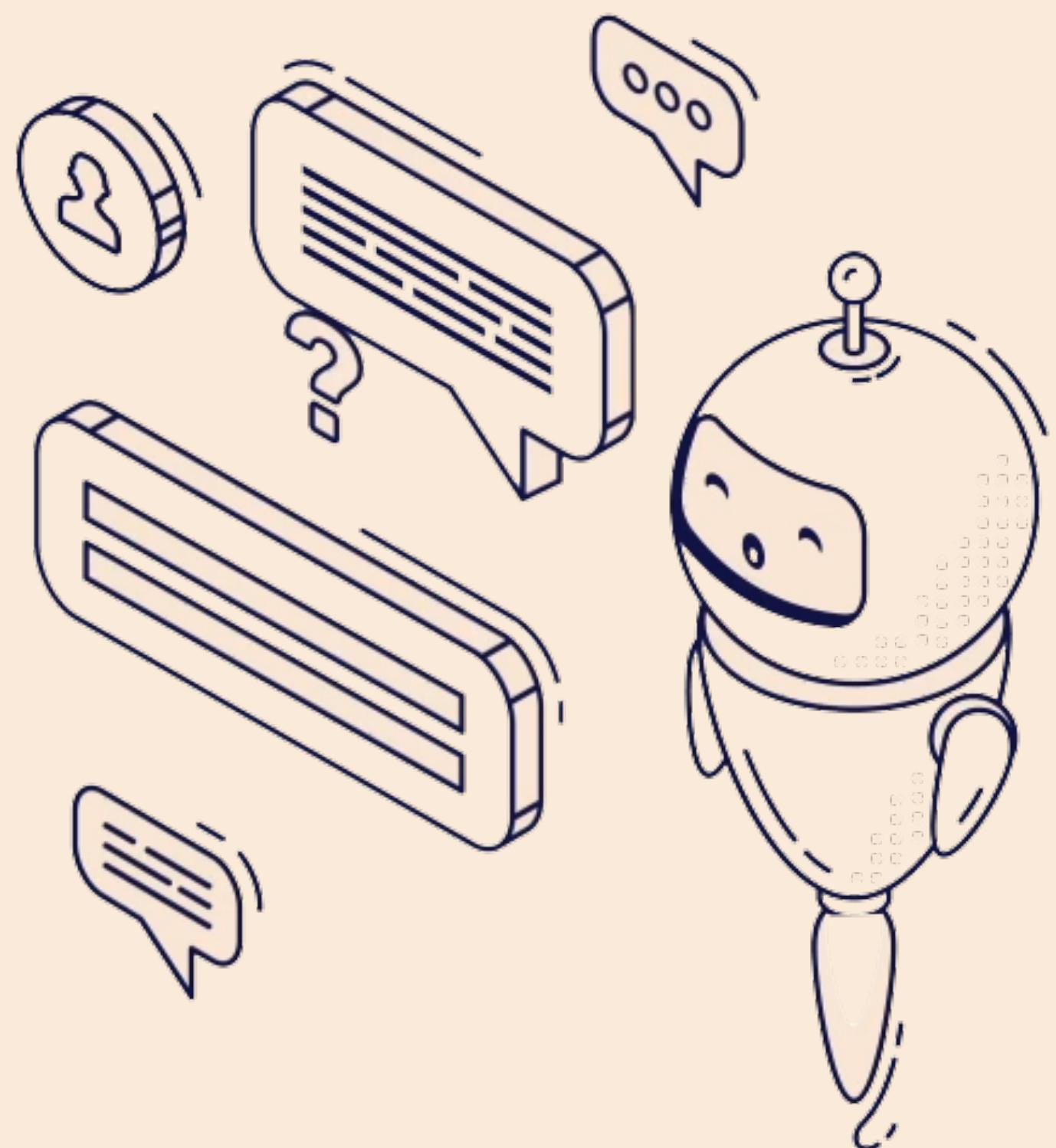
4,32,000



Number of queries in a month:

1,00,000+

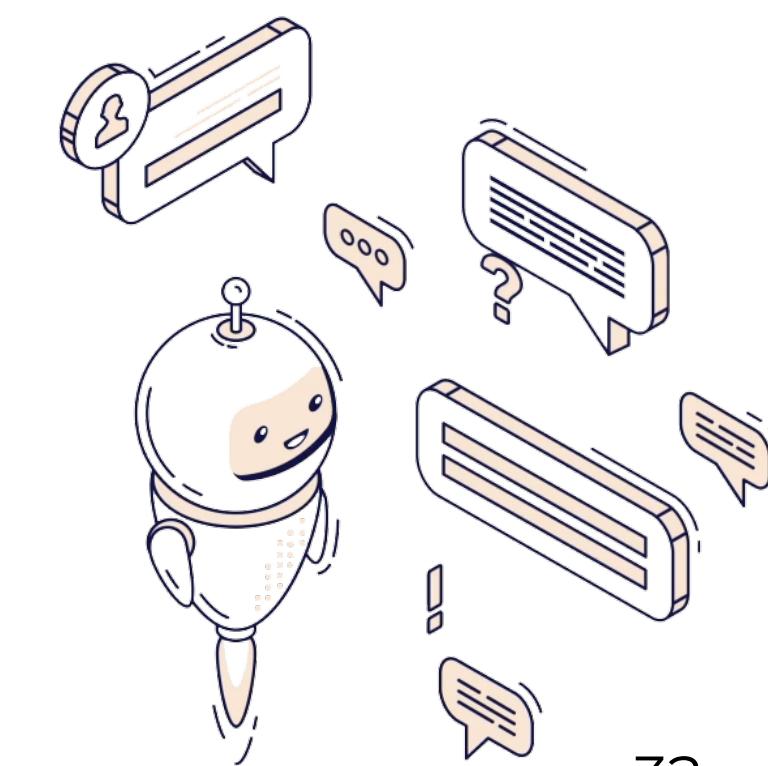
APPENDIX



ACHIEVEMENTS



- Raised funding from Canbank VC
- Selected in TOP 10 ASSOCHAM 4th ICT Awards for 2020.
- CoRover's [AskDoc.ai](#) is a winner in Combat Covid-19 Challenge
- Winner of National Award (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.
- CMMI Maturity Level 5 | ISO 27001:2013 | ISO 9001:2015



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

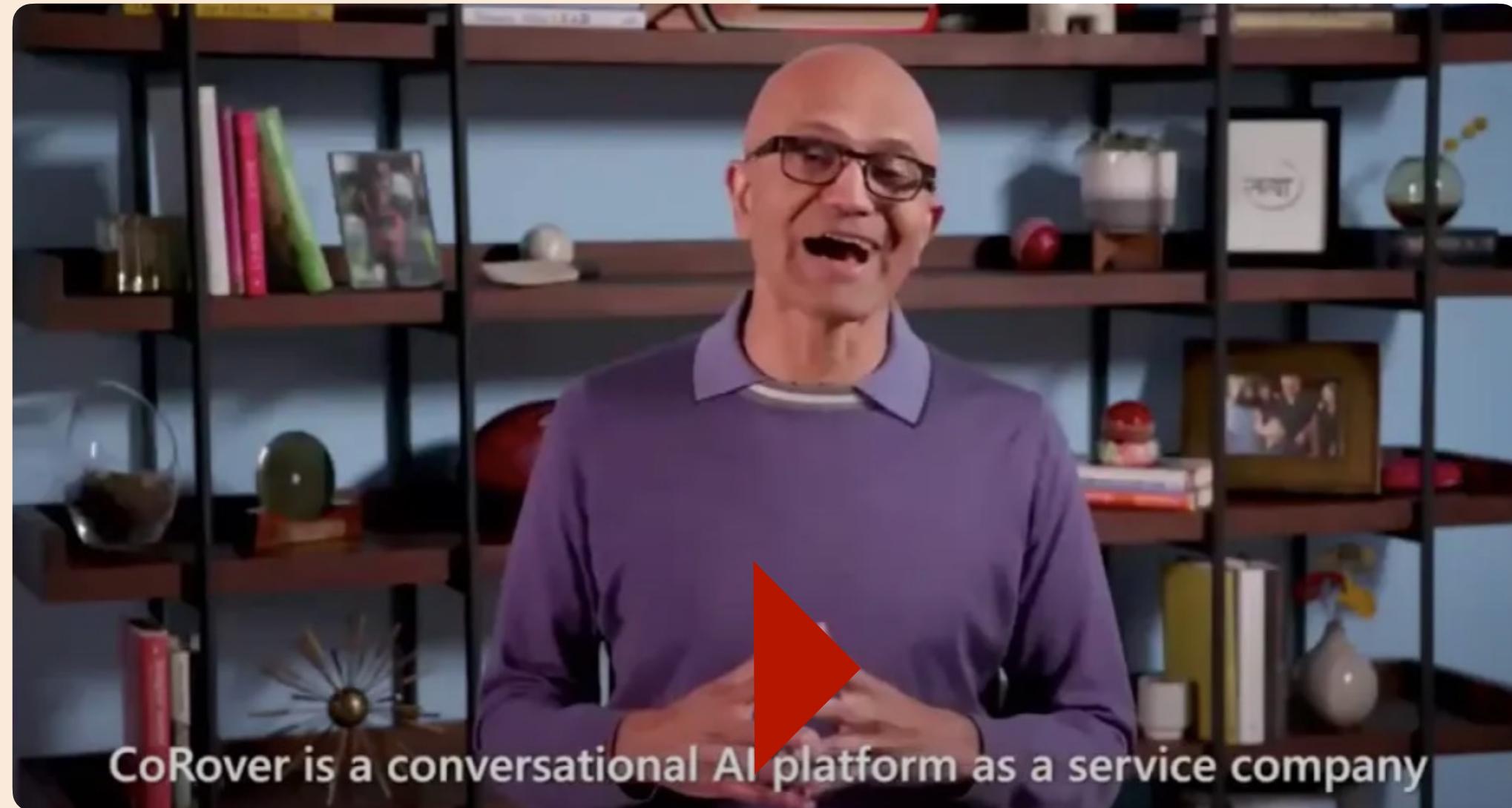
“AskYukimi a VideoBot created using CoRover’s Human Centric Conversational AI platform, has been a huge success in Japan. We have been fortunate to work with CoRover as a client and also as their co-sell partner”

Hajime Suzuki
CEO of Innovation Hills Inc.

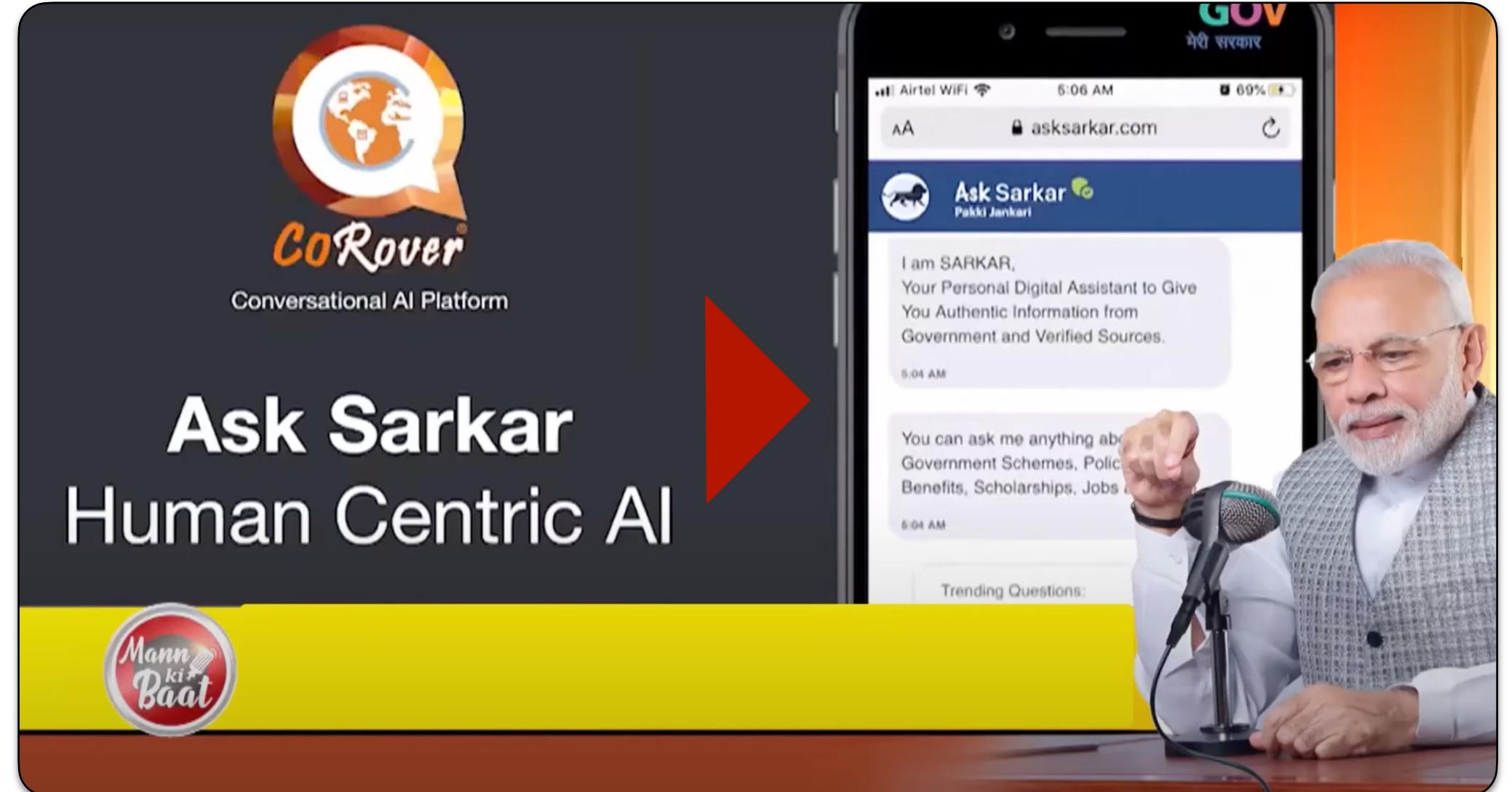
Chatbot, named Ask Disha, has **great accuracy of 90% along with the approx. 85% positive feedback** from IRCTC users and has improved customer and employee engagement.

Sandip Trivedi
GGM, IRCTC

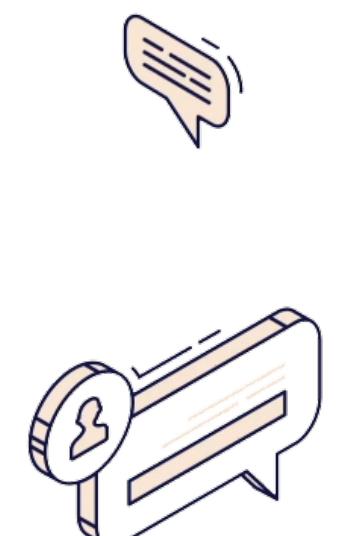
& more

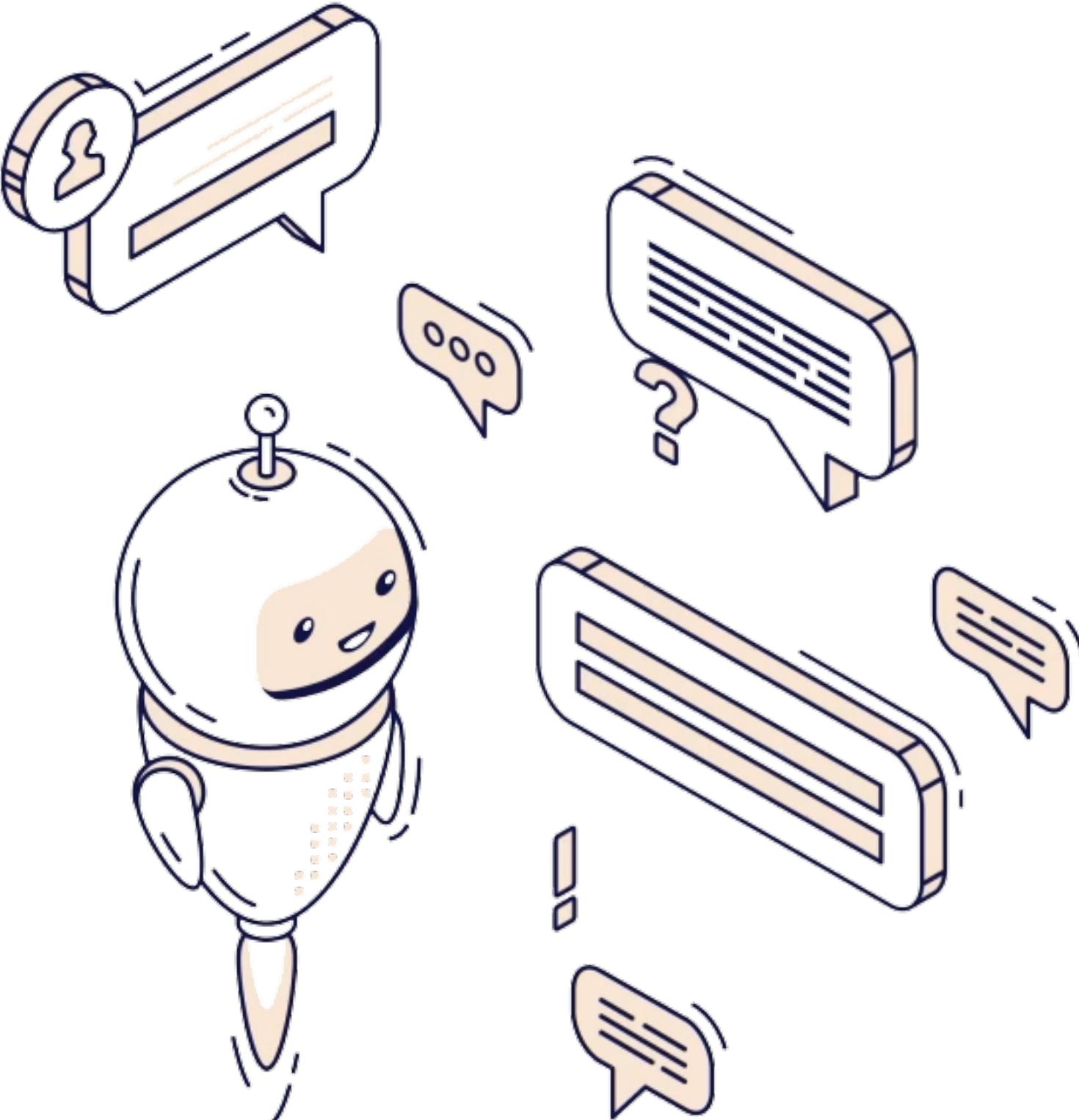


CoRover is a conversational AI platform as a service company



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

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