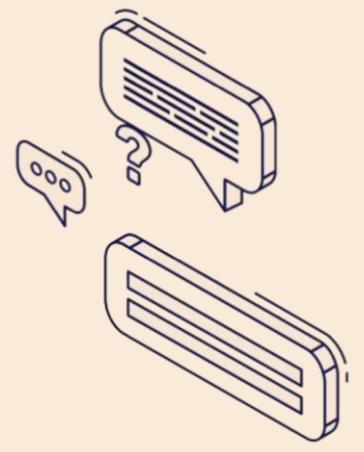


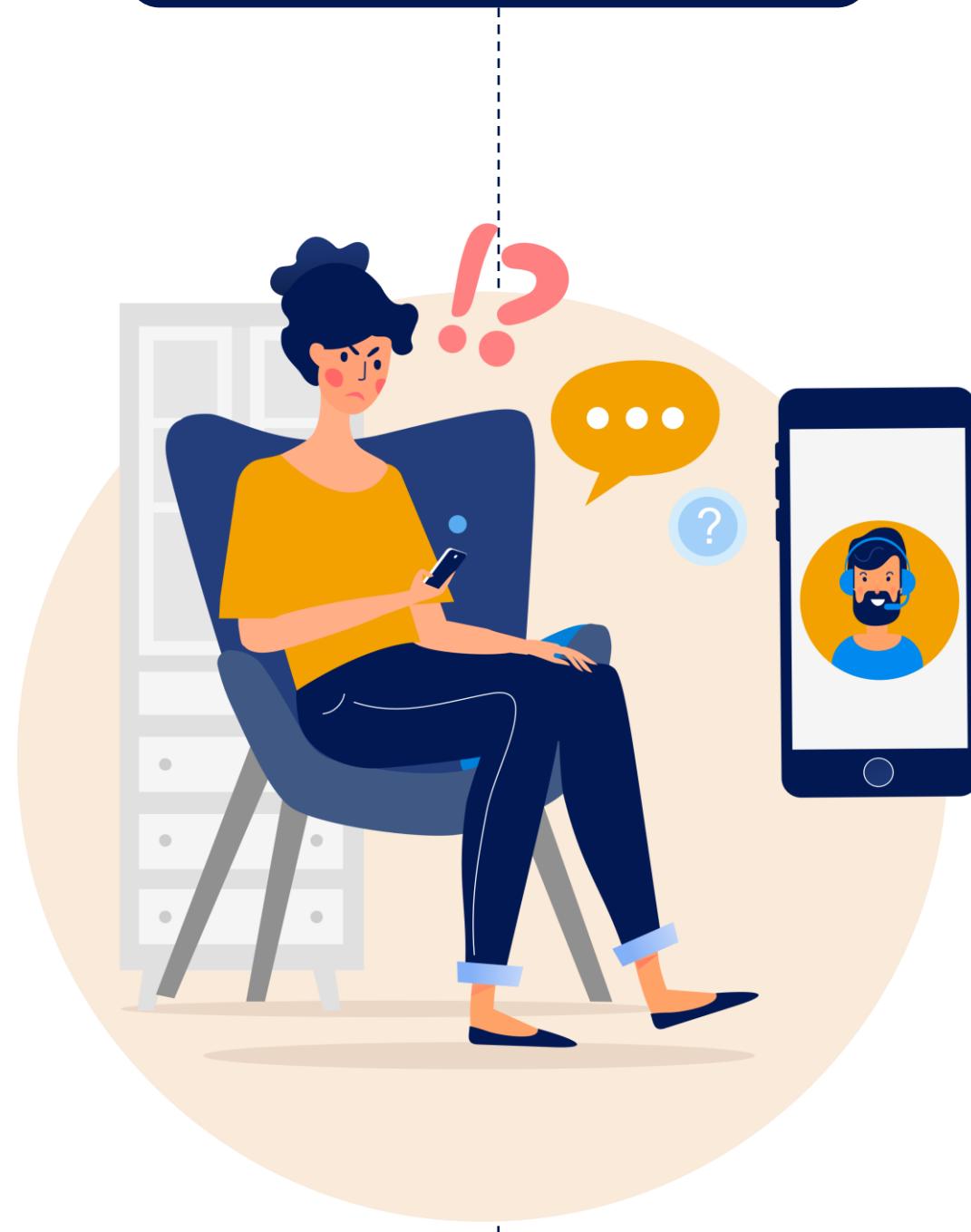
# CoRover<sup>®</sup>.ai

Human Centric Conversational AI  
Platform

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



*Hours long waiting in customer care*



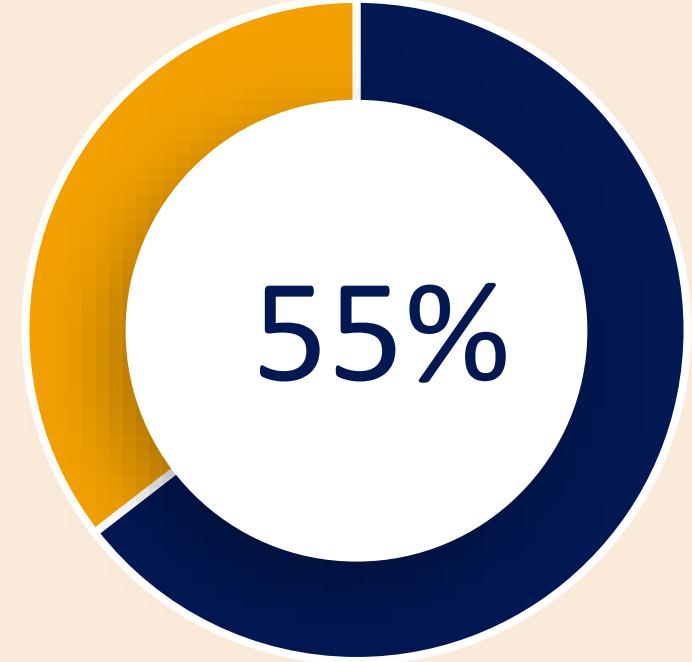
*"Your call is vital to us. Please hold while we connect you"*

Customers hate automated messages.

*Vague Inauthentic Information*



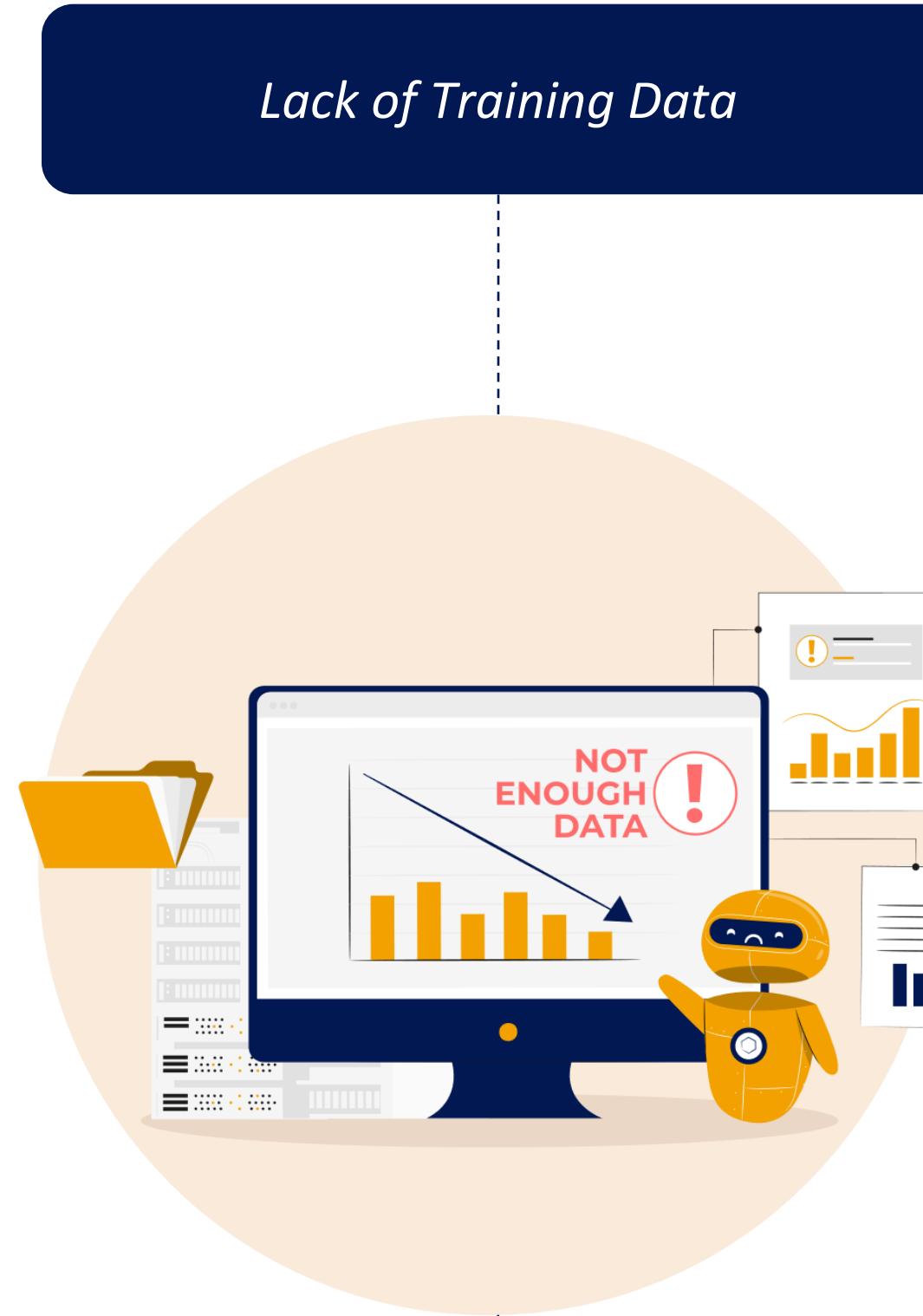
*60% customer service representatives don't have right data. Even search engine and social media have inauthentic information*



55%

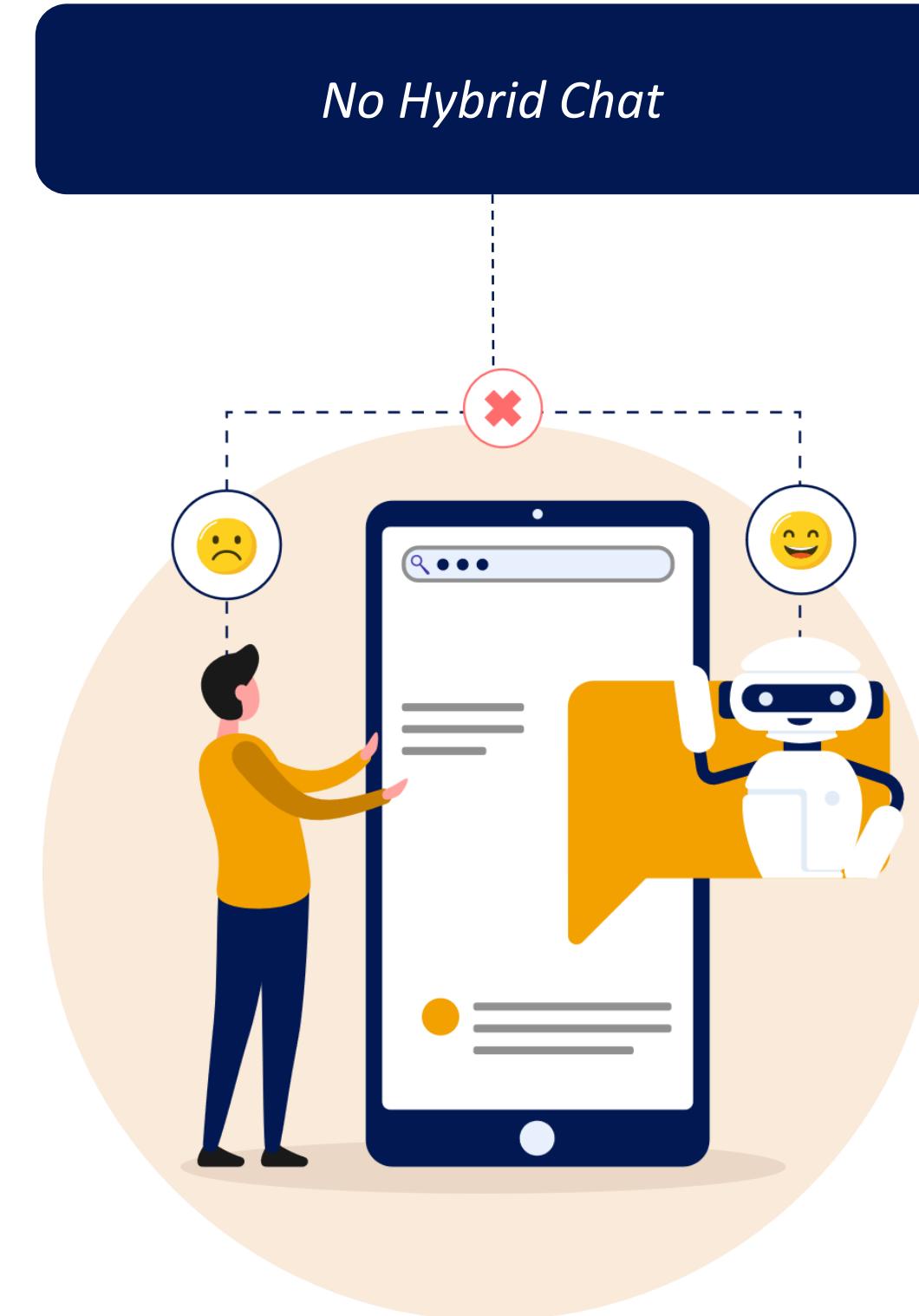
55% of consumers have intended to make a purchase, but backed out because of poor customer service.

# *...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*

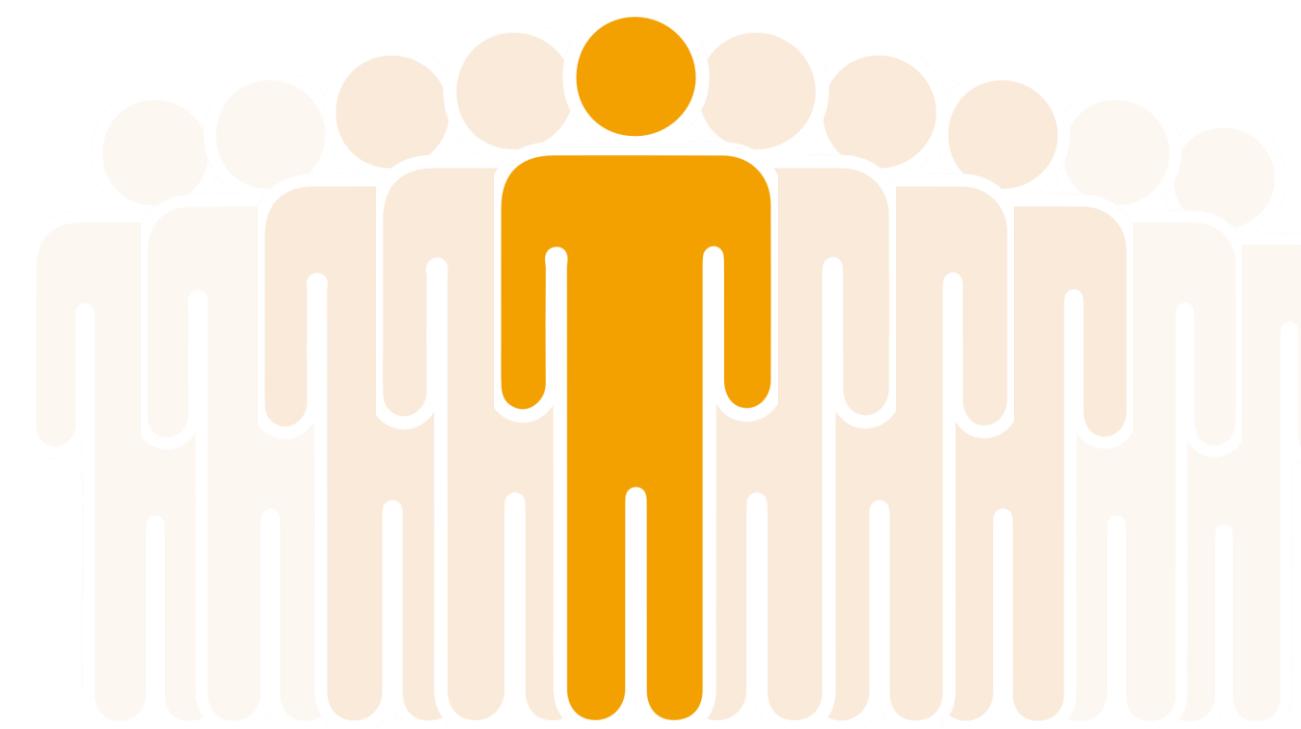
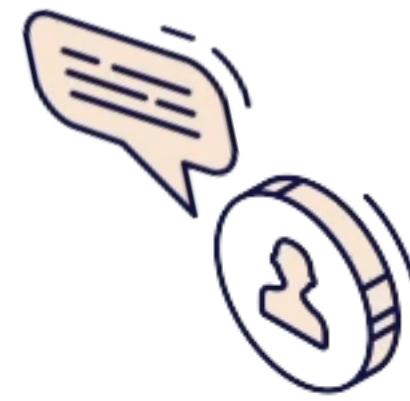
Most AI bots are incapable of sentimental analysis and providing service in format of user's choice



*Language Barriers & NLP*

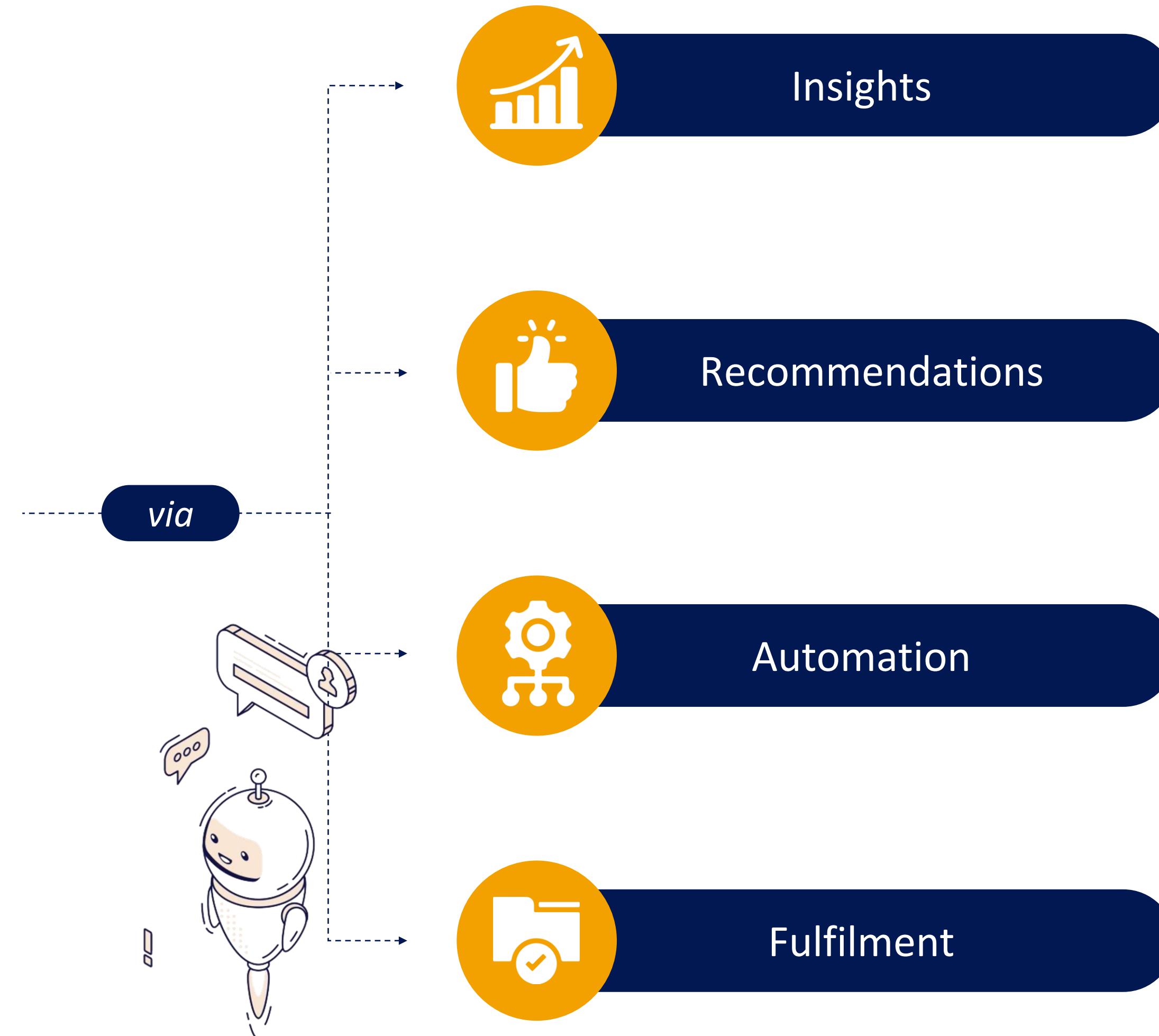
Cannot communicate problems and seek help in local languages

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

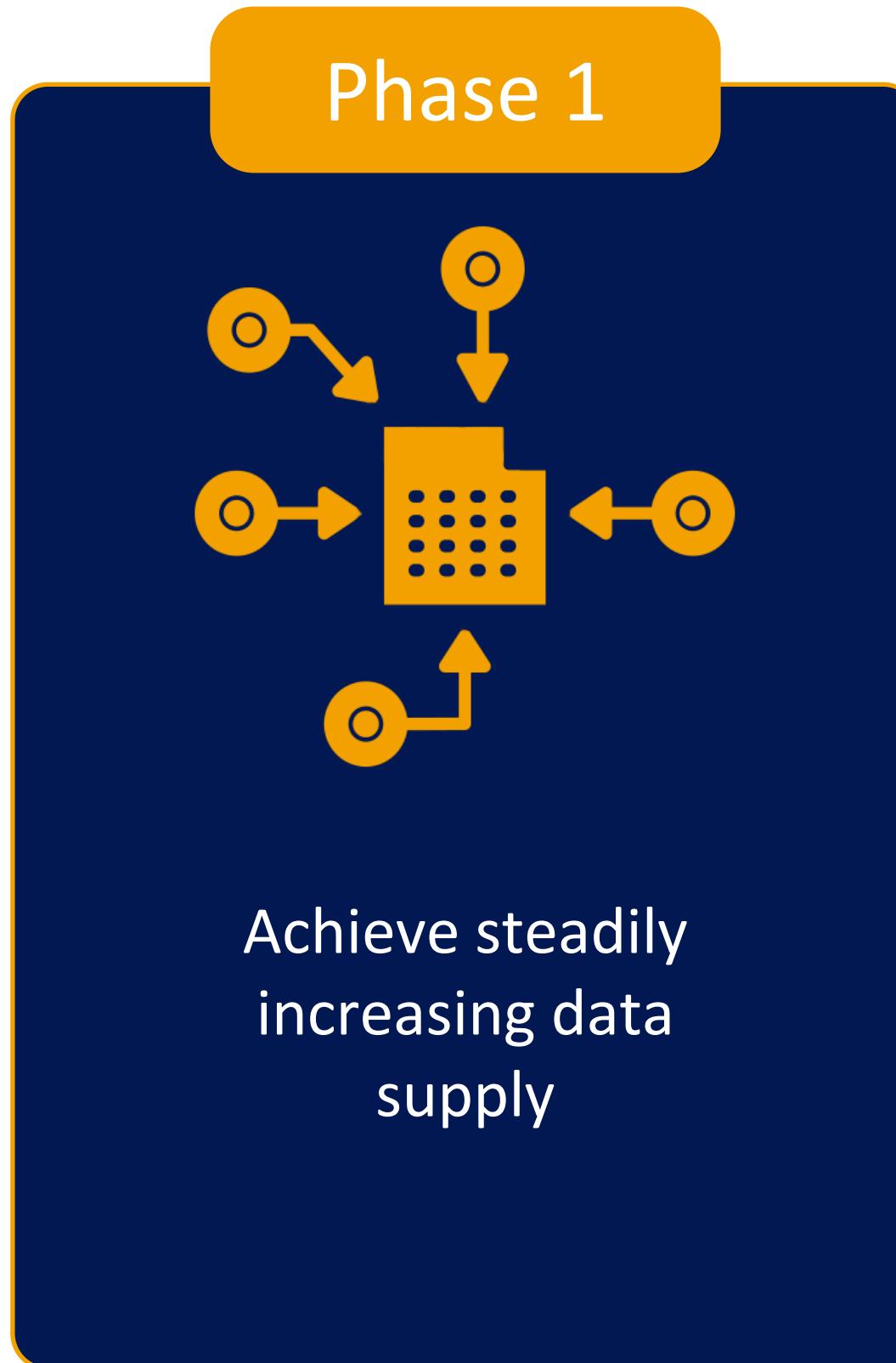
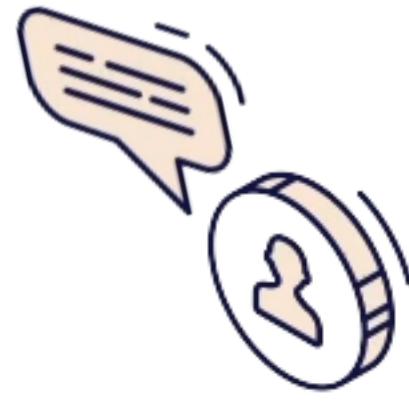


Augmenting the personal and professional lives of

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

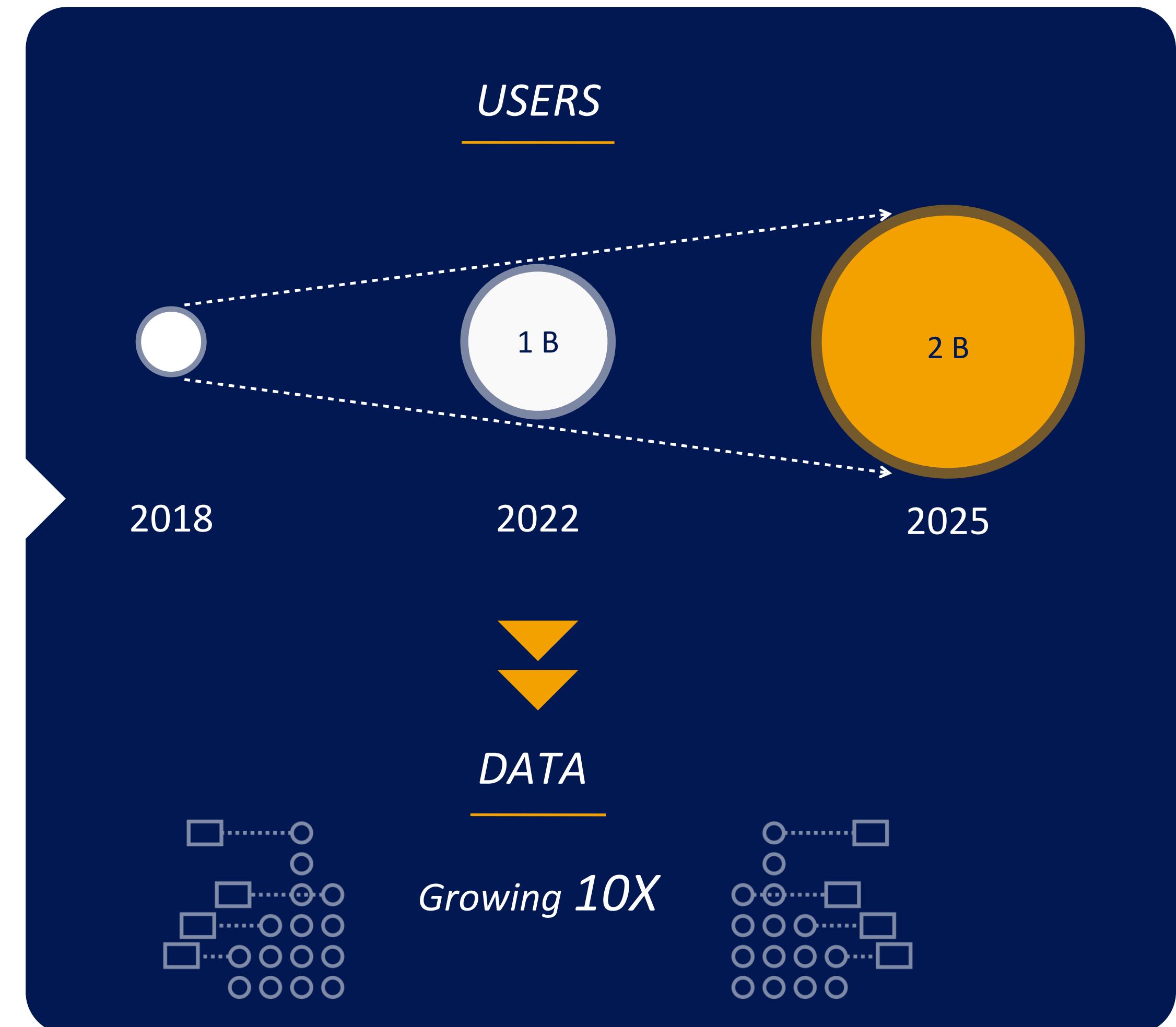
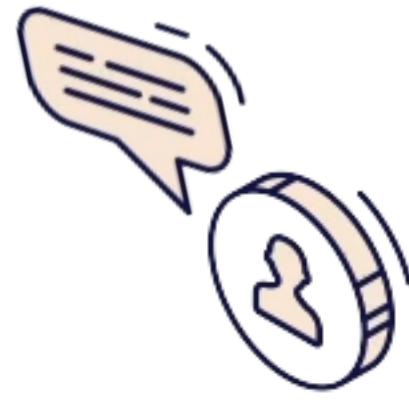


# AIM TO LEAD ENTERPRISES TO THEIR AI-DRIVEN FUTURE



# 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)

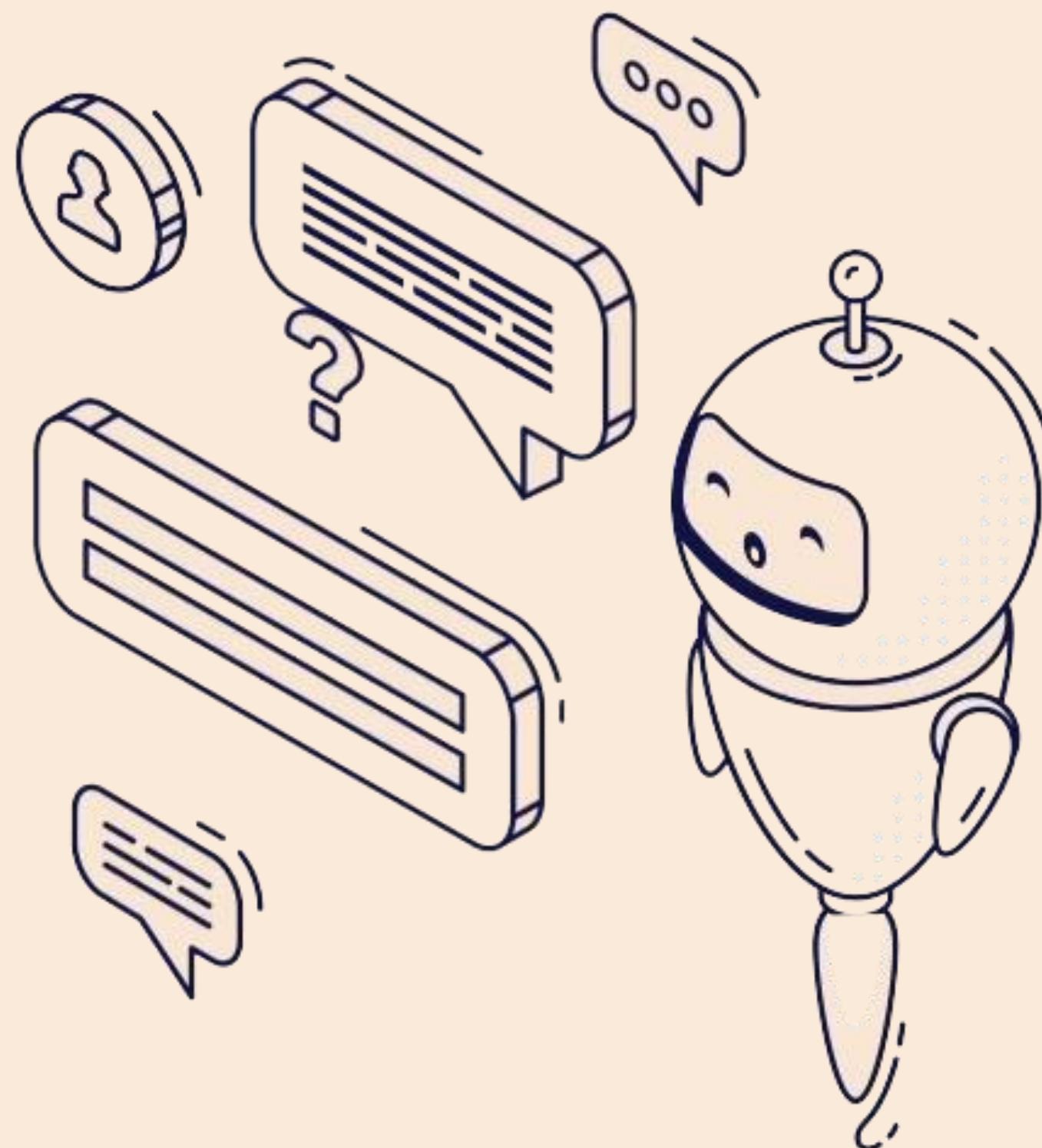


Award  
Winning  
Technology

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

# COMPANY OVERVIEW

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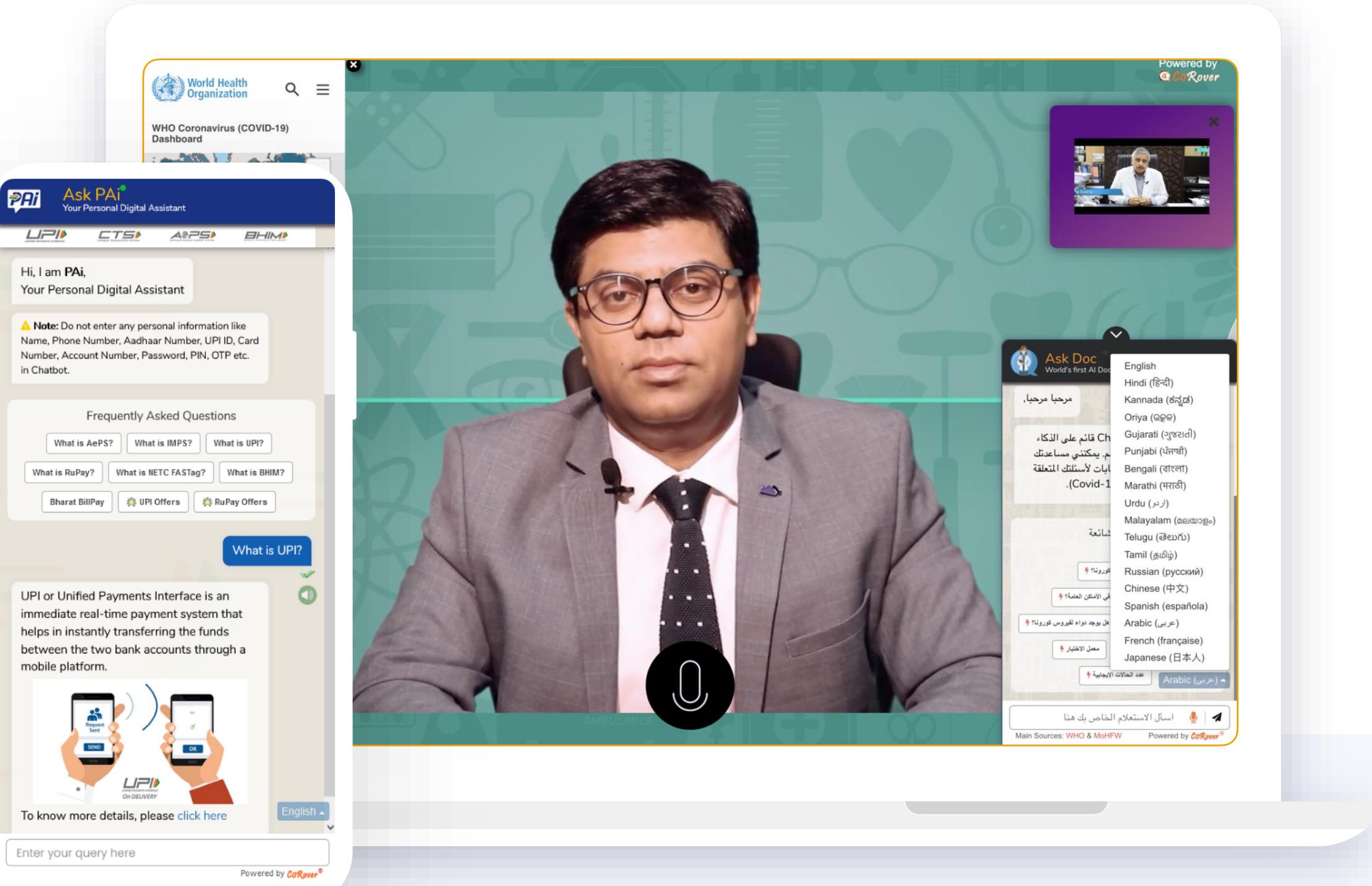
# ACQUIRED 1 BILLION+ USERS WITH 20B+ INTERACTIONS



1B+  
Users



20M+  
Monthly Active  
Users

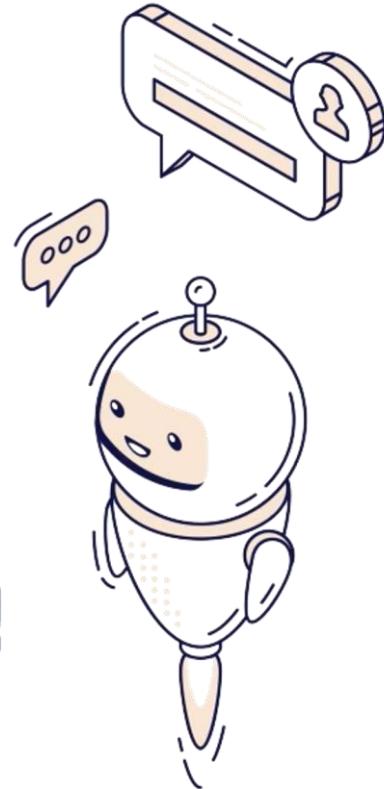


100+  
Enterprises



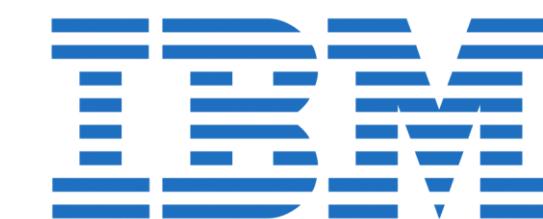
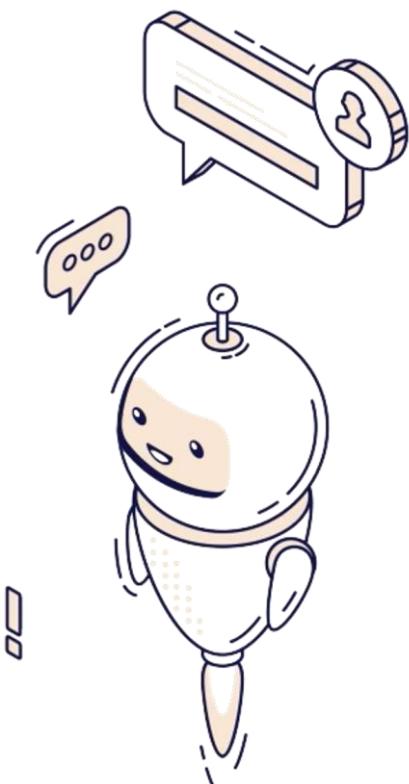
20B+  
Interactions

# SERVING CLIENTS ACROSS VARIOUS VERTICALS



& more....

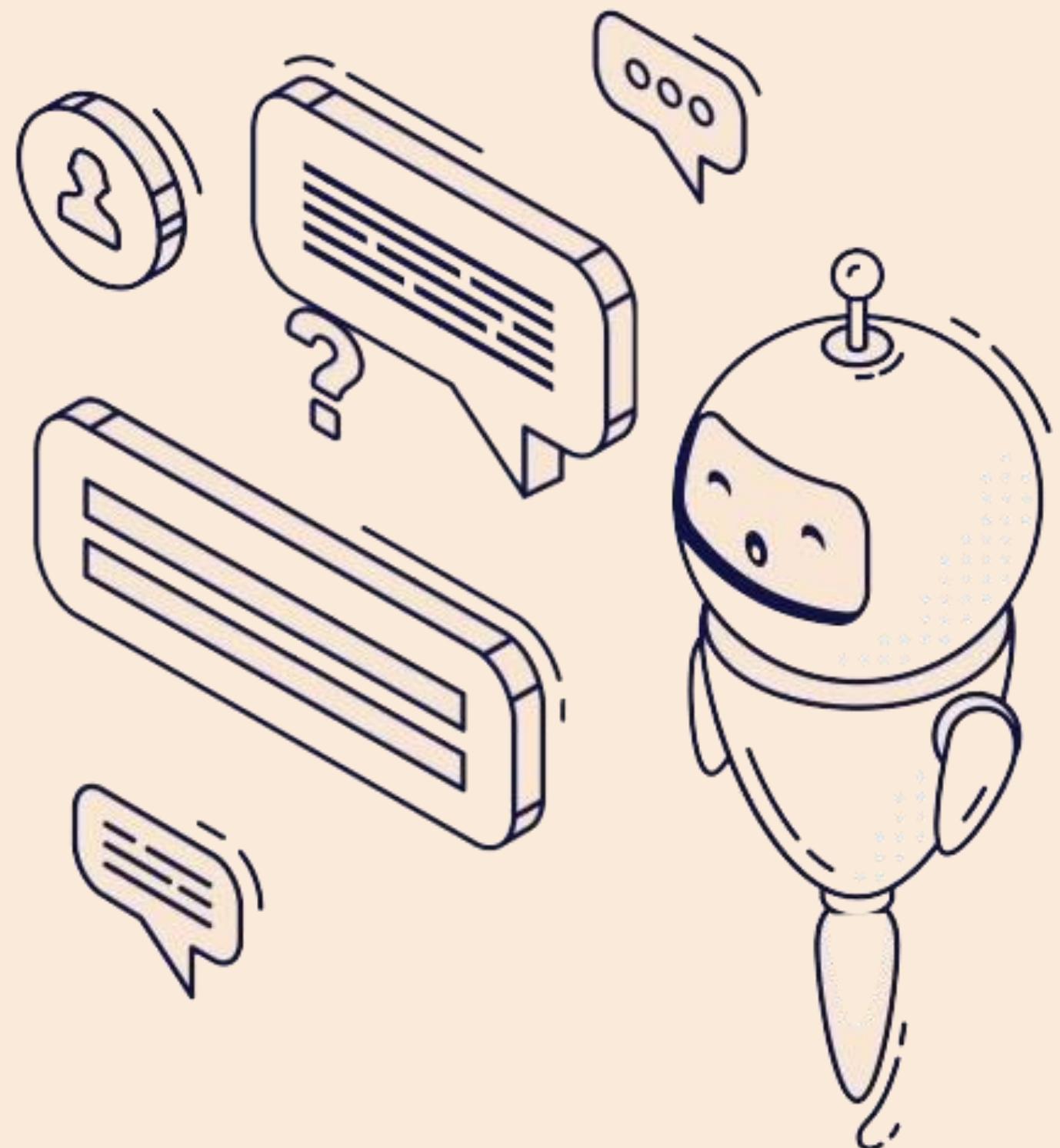
# KEY STRATEGIC PARTNERSHIPS



& more....

## WHY COROVER?

---



# VERSATILE TECH THAT GIVES MASSIVE REACH



1 Billion+ users

## Multi-format



VideoBot®



VoiceBot



ChatBot  
(Text, Click, Touch)

## Omni Channel



Web/Phone app



IVR



WhatsApp

& more

## Tech Edge



Robust



Secure

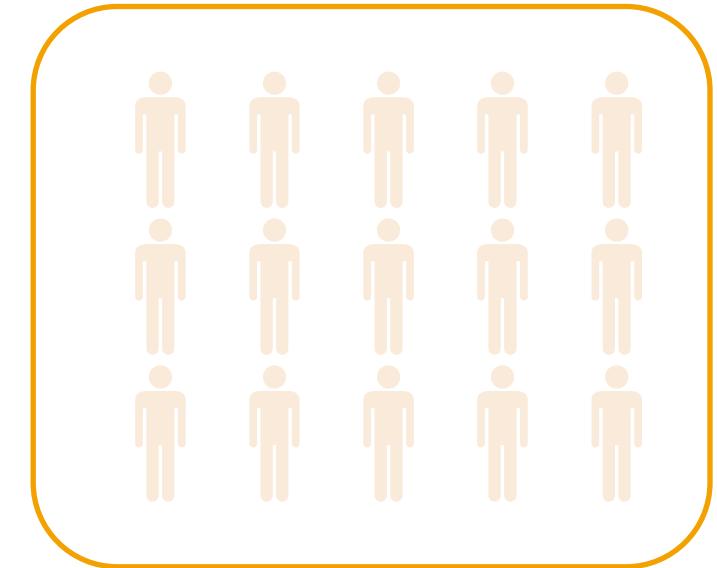
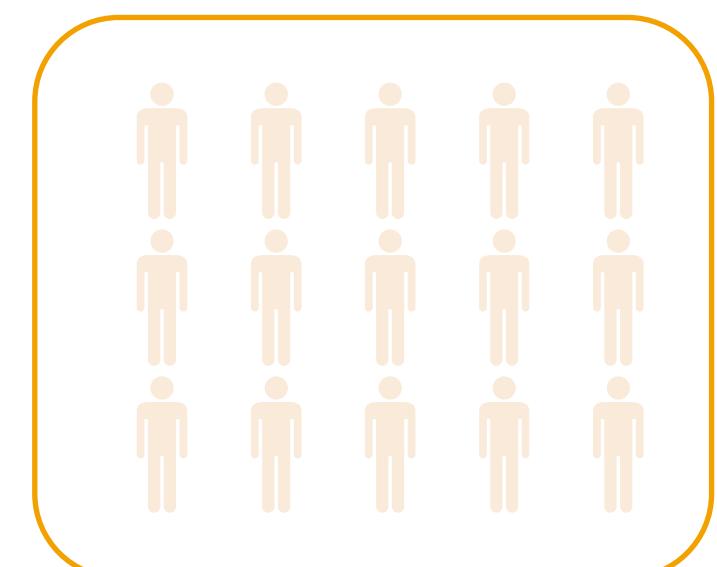
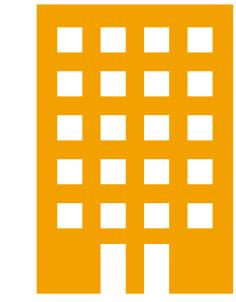
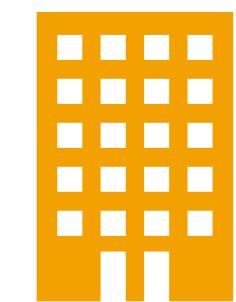
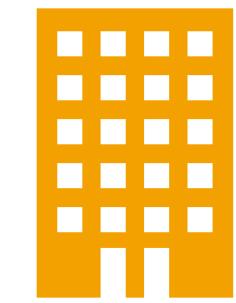


Scalable  
(800K Concurrent Users)

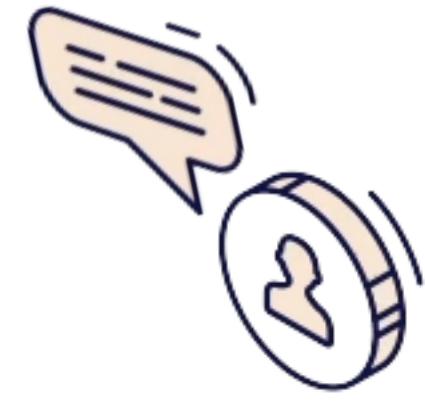
## Multi-lingual

100+ Foreign languages

12+ Indian languages



# ADOPTION ACROSS KEY INDUSTRIES AND HORIZONTALS



For Various Industry Verticals



Mobility



Retail



BFSI



Utilities

& more...

Across 3 Horizontals

X



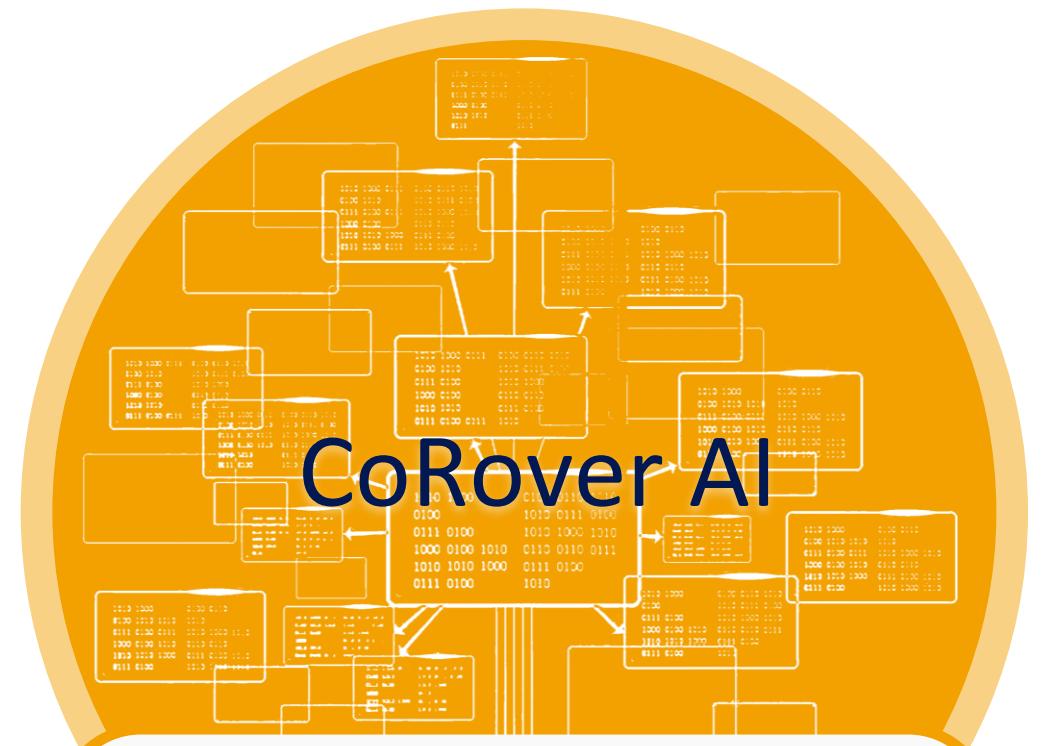
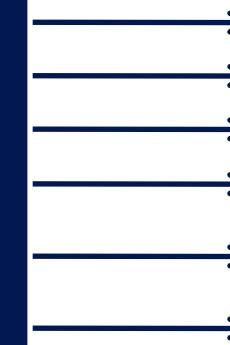
Sales



Engagement

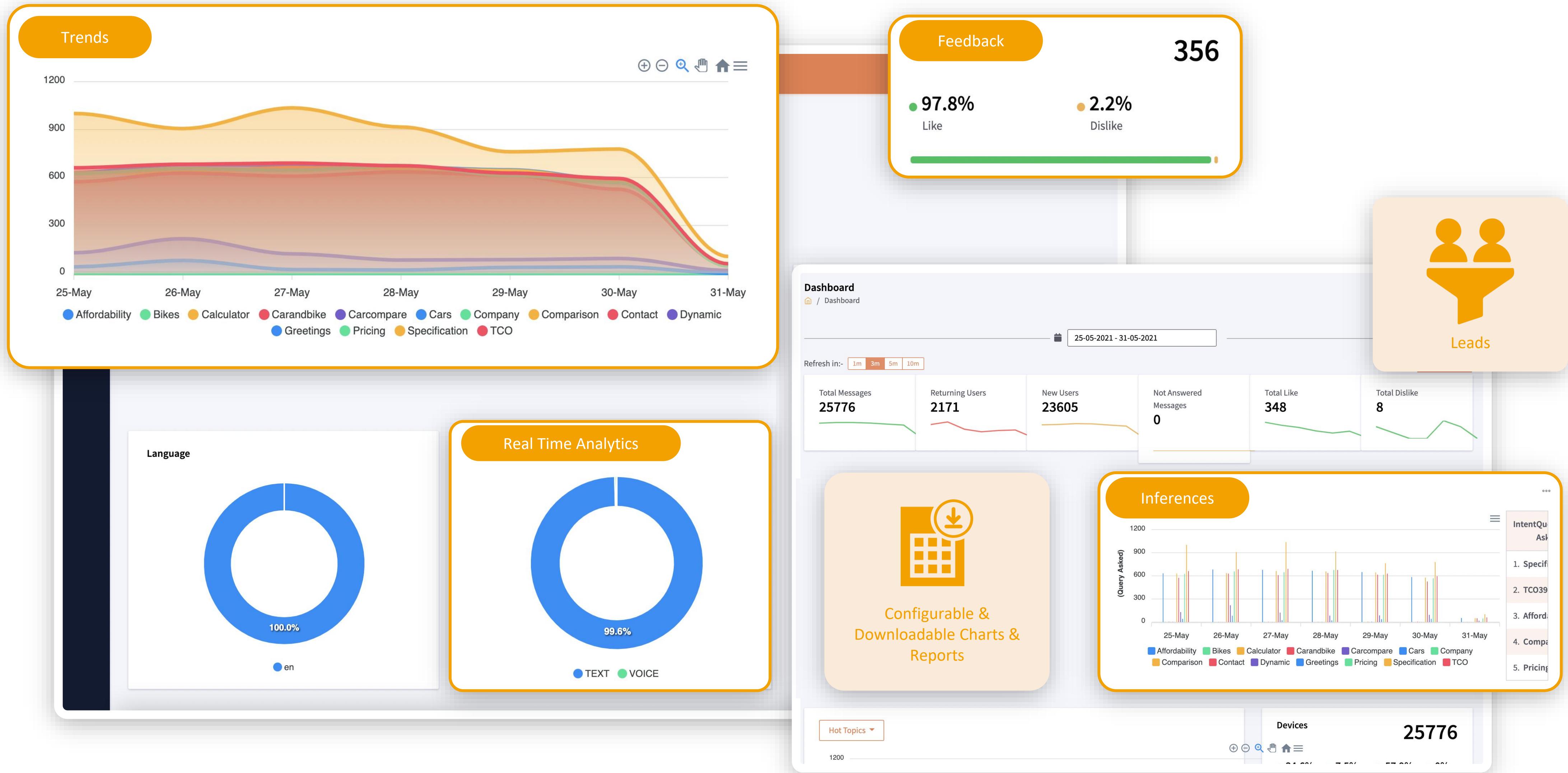


Support



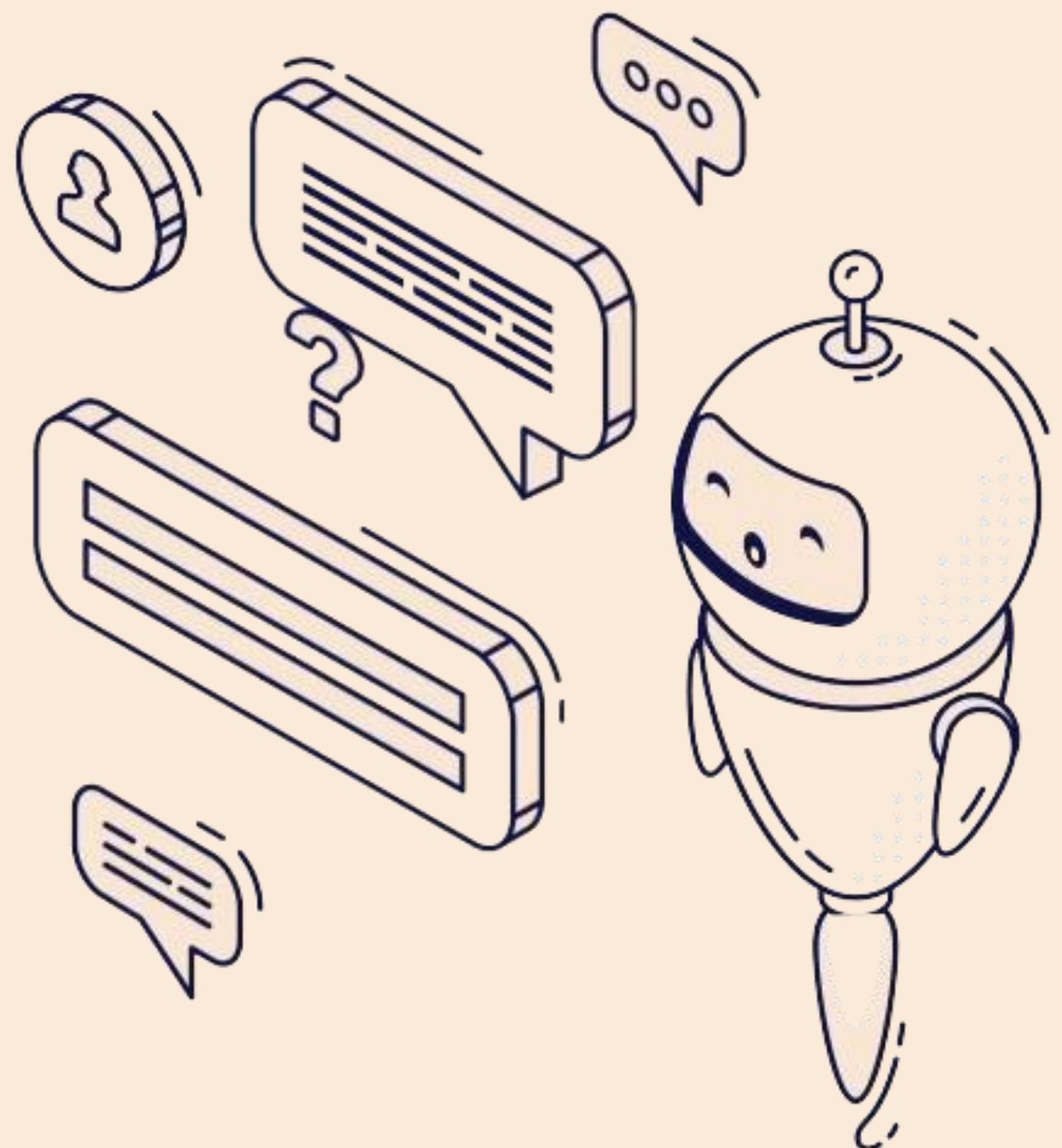
Decision Tree  
Training

# 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*

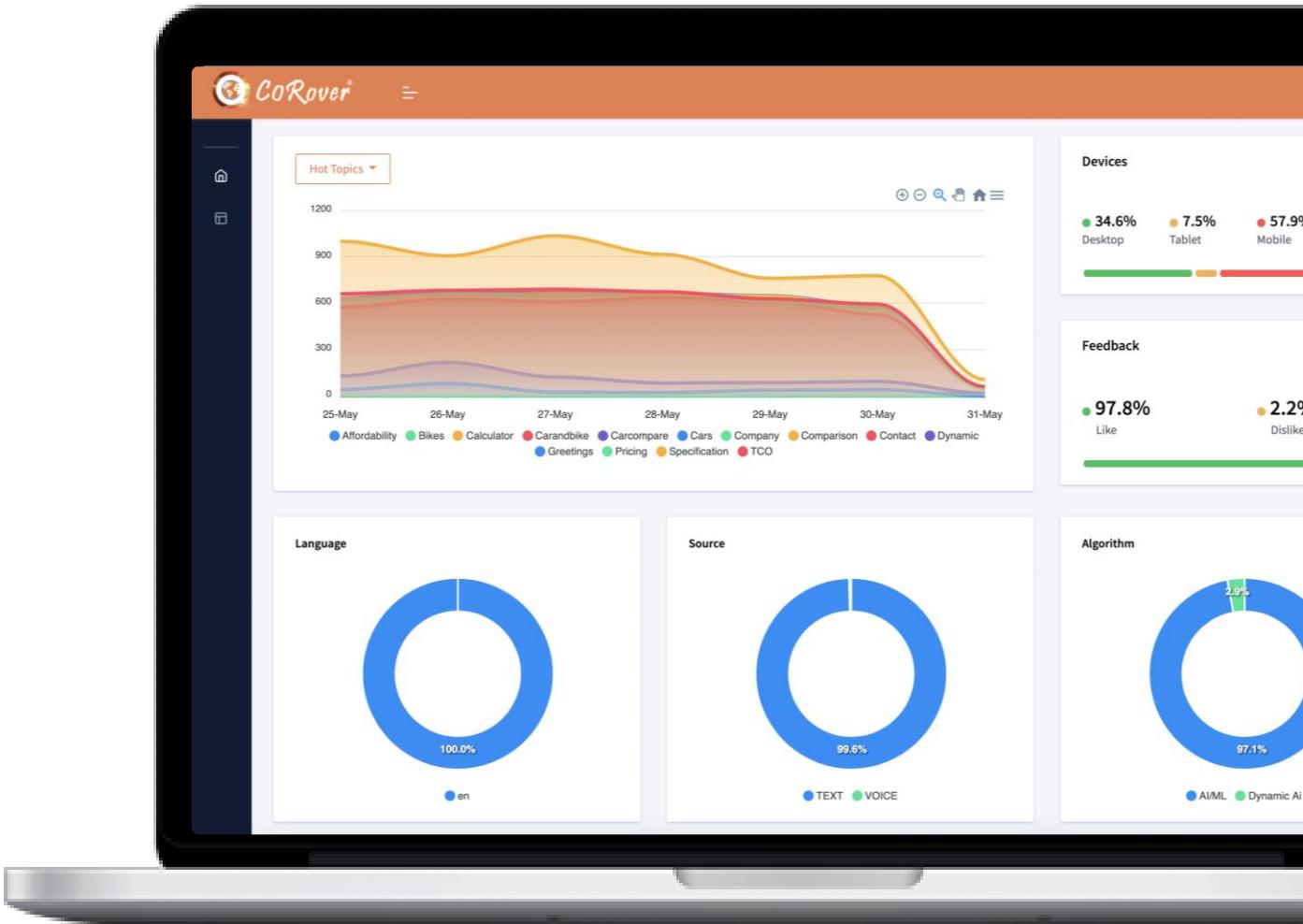


Quick & authentic information without being on hold or in a queue.

*Omni-Channel  
Conversational AI Bot*



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

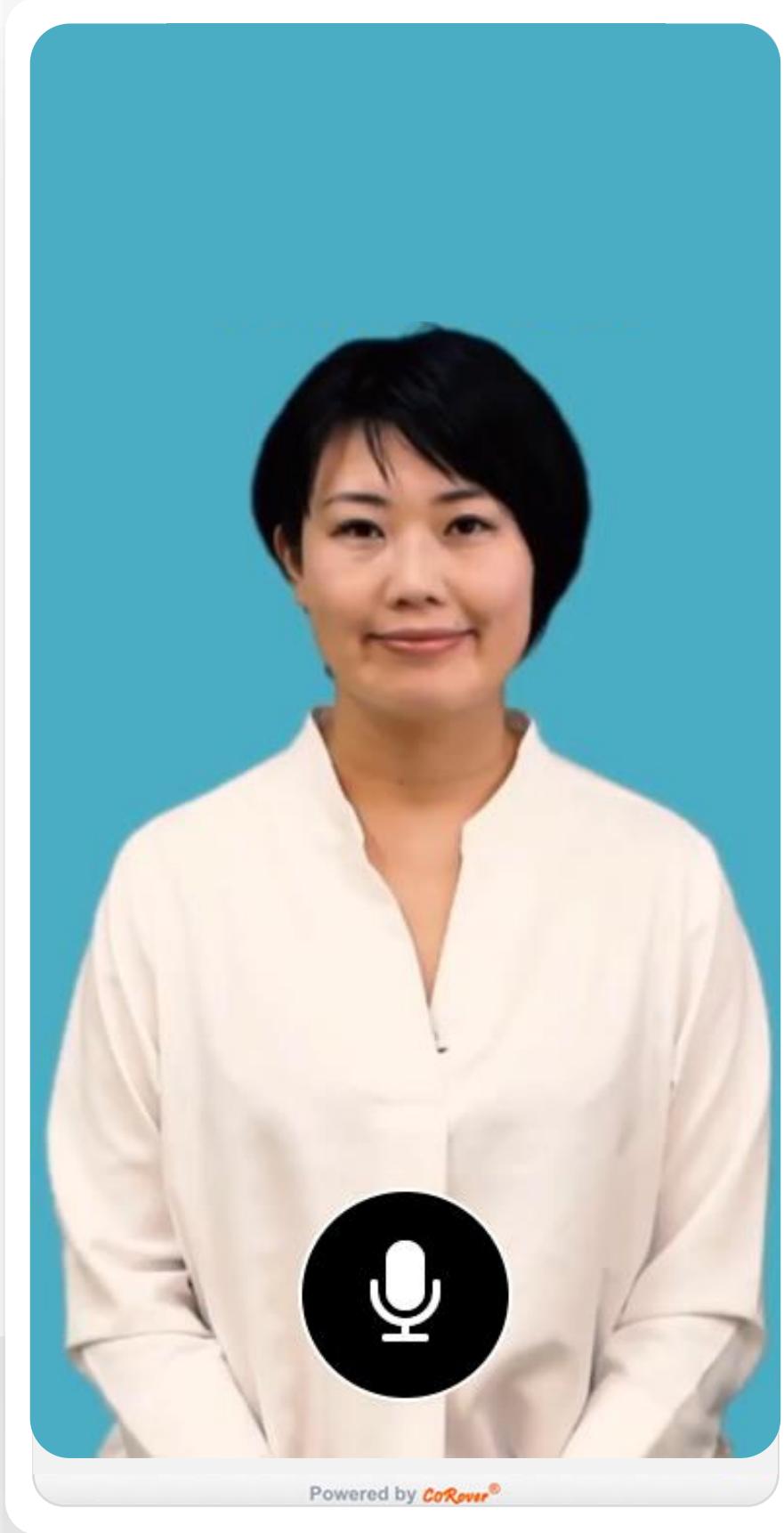


Customer Sentimental Analysis

Confidence Score

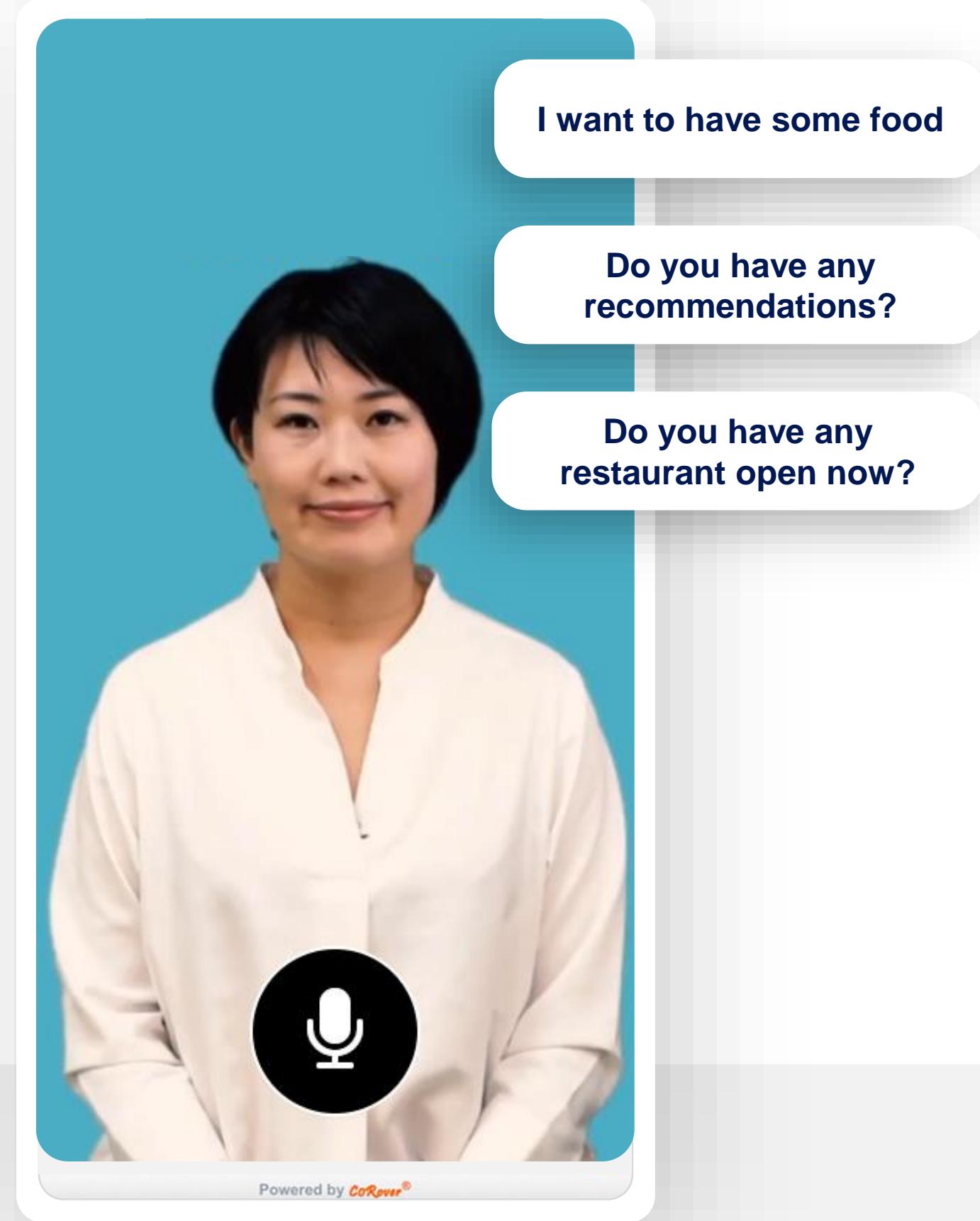
Real Time Feedback

# WORLD'S FIRST AI BASED VIDEOBOT



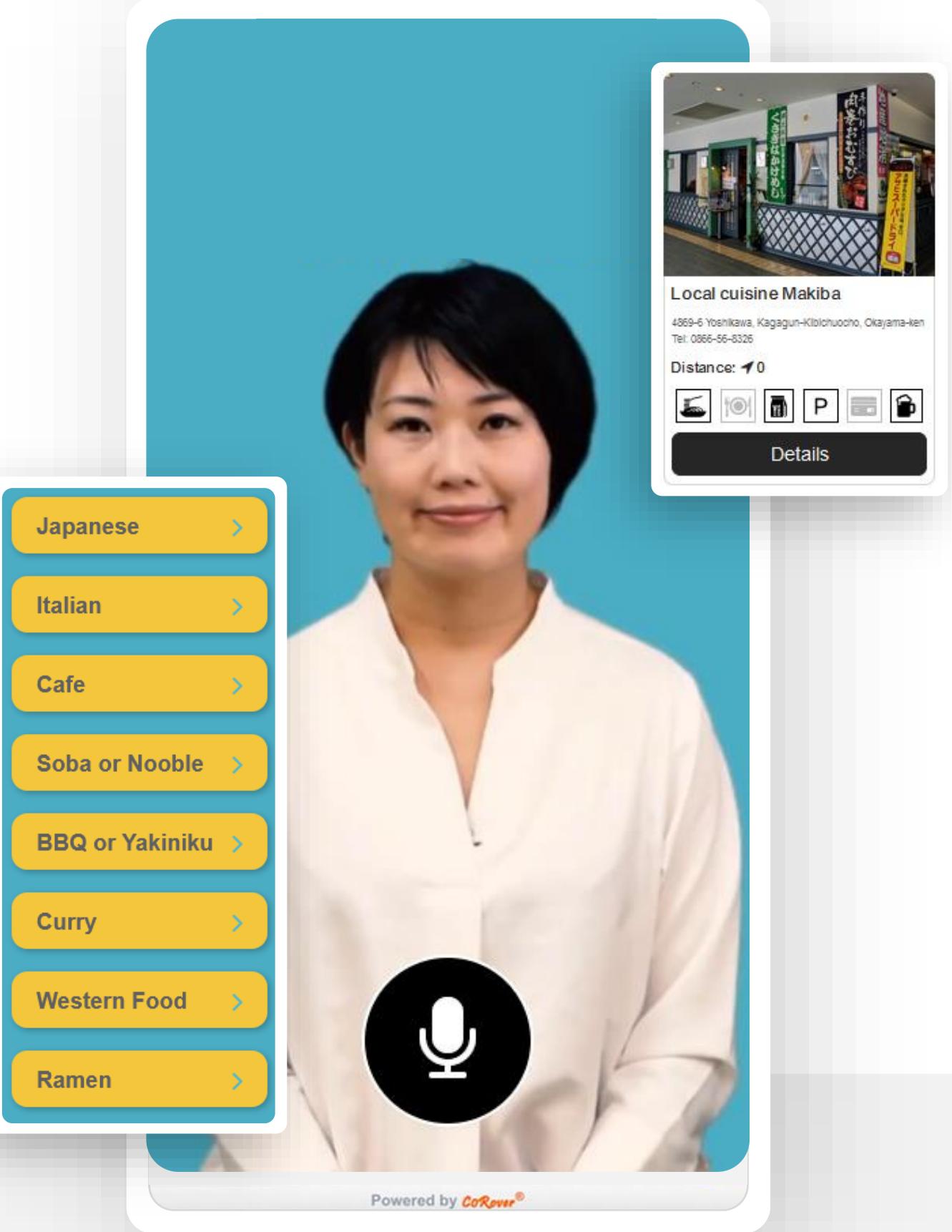
1

Choose video option to interact



2

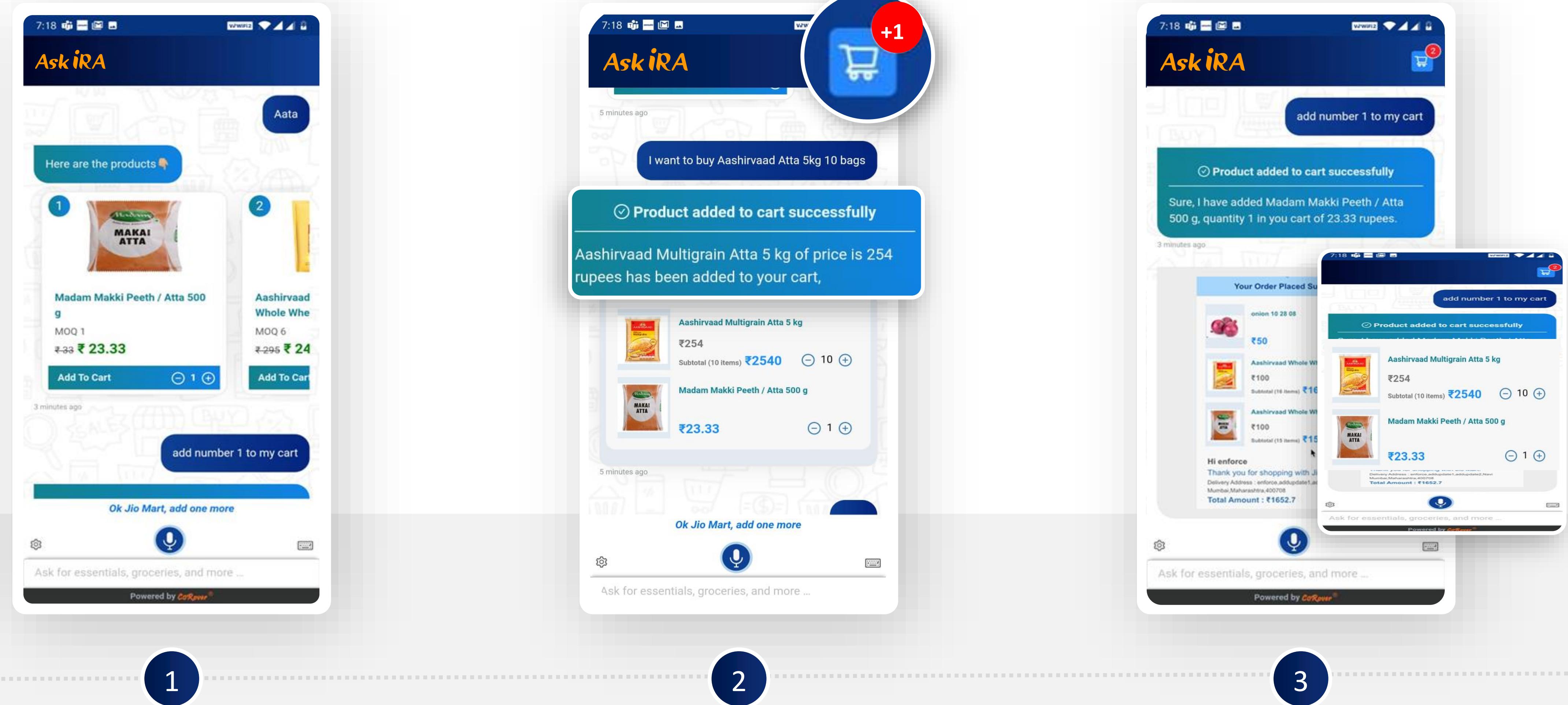
Share your queries  
with your human video bot



3

Get real time accurate answers

# VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT VOICE COMMERCE AND VIDEO COMMERCE

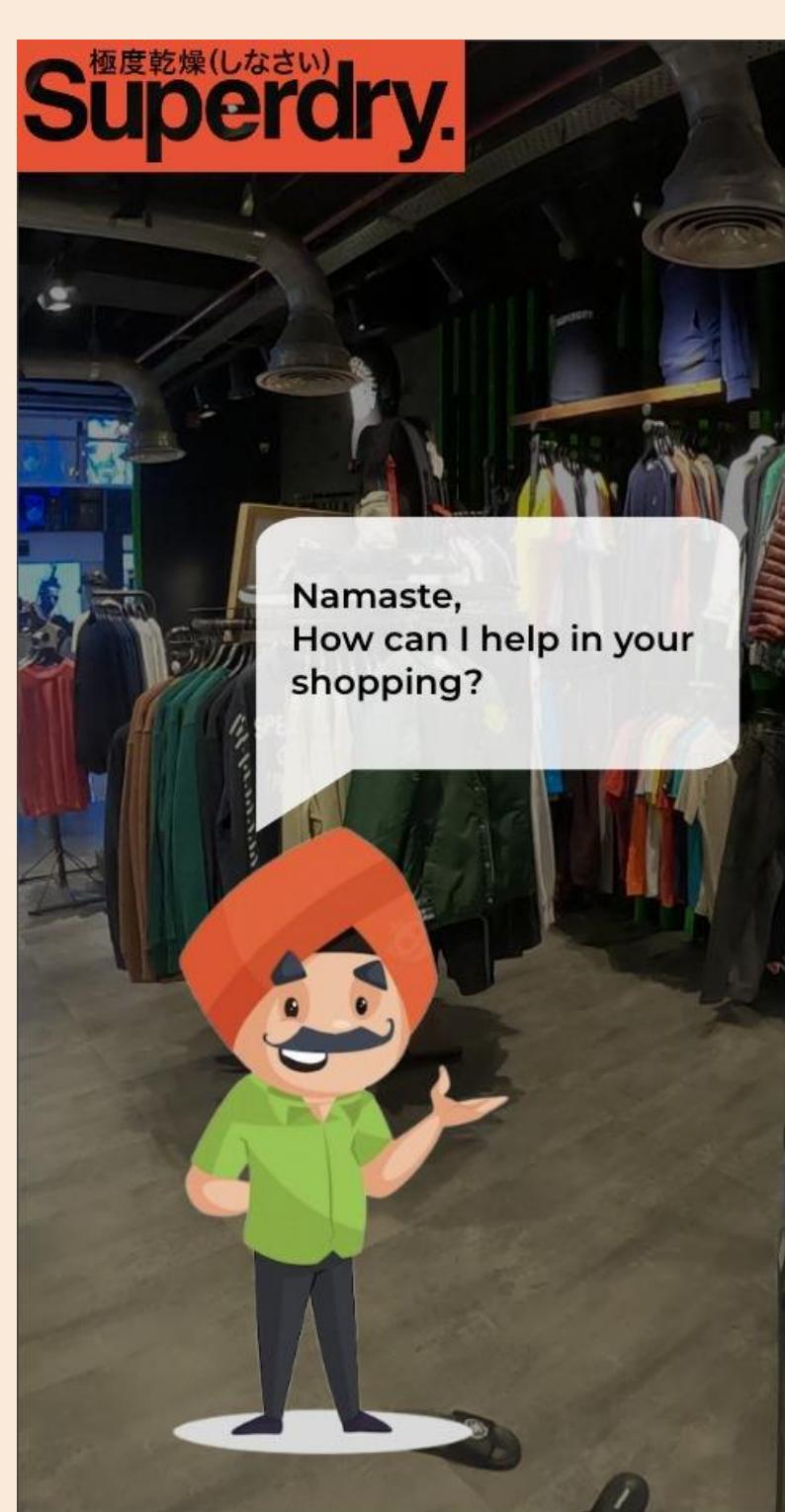


User/merchant speaks in the languages of choice to place the order

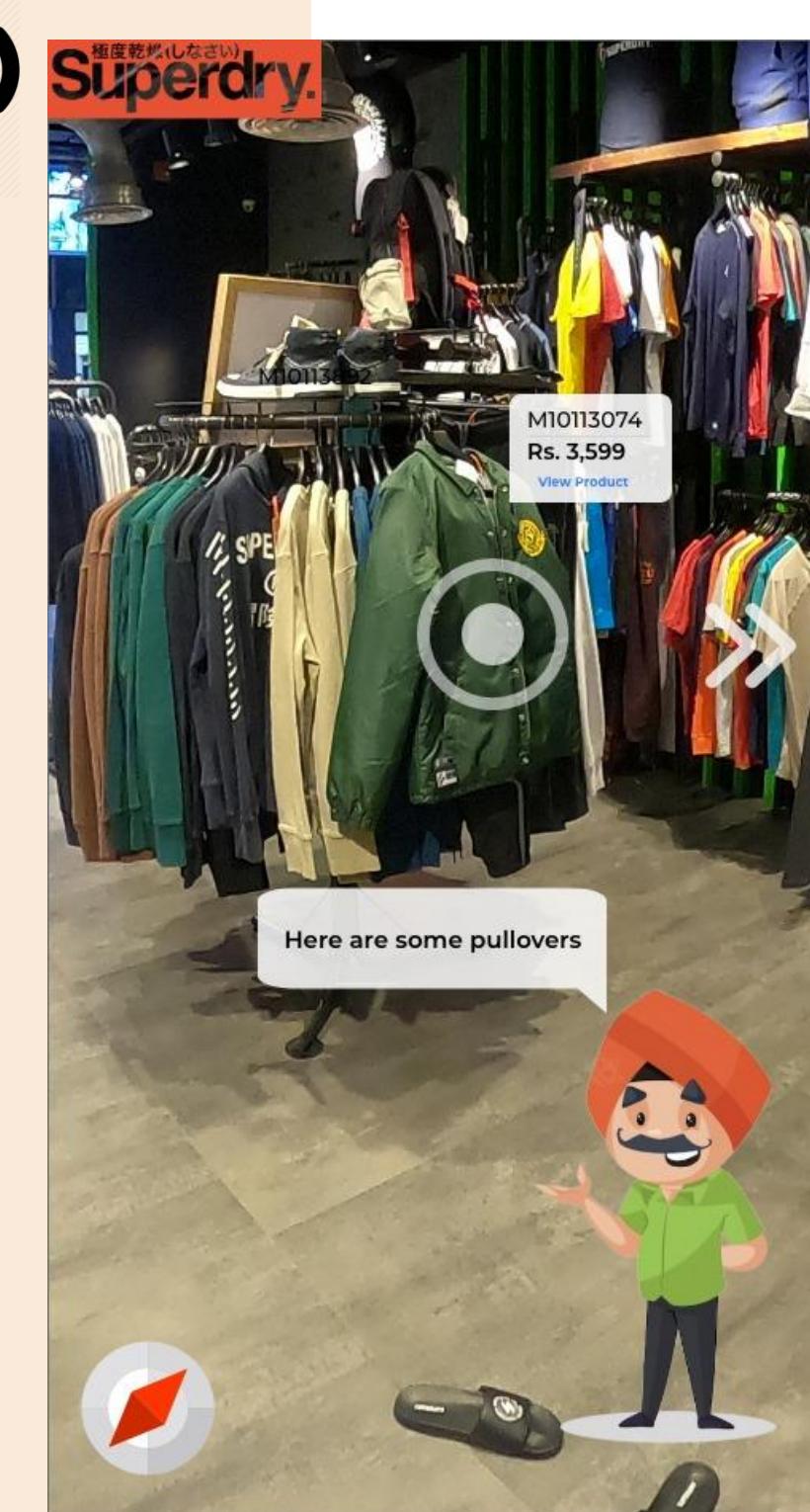
Voice based shopping assistant adds desired product to cart

Order is placed successfully

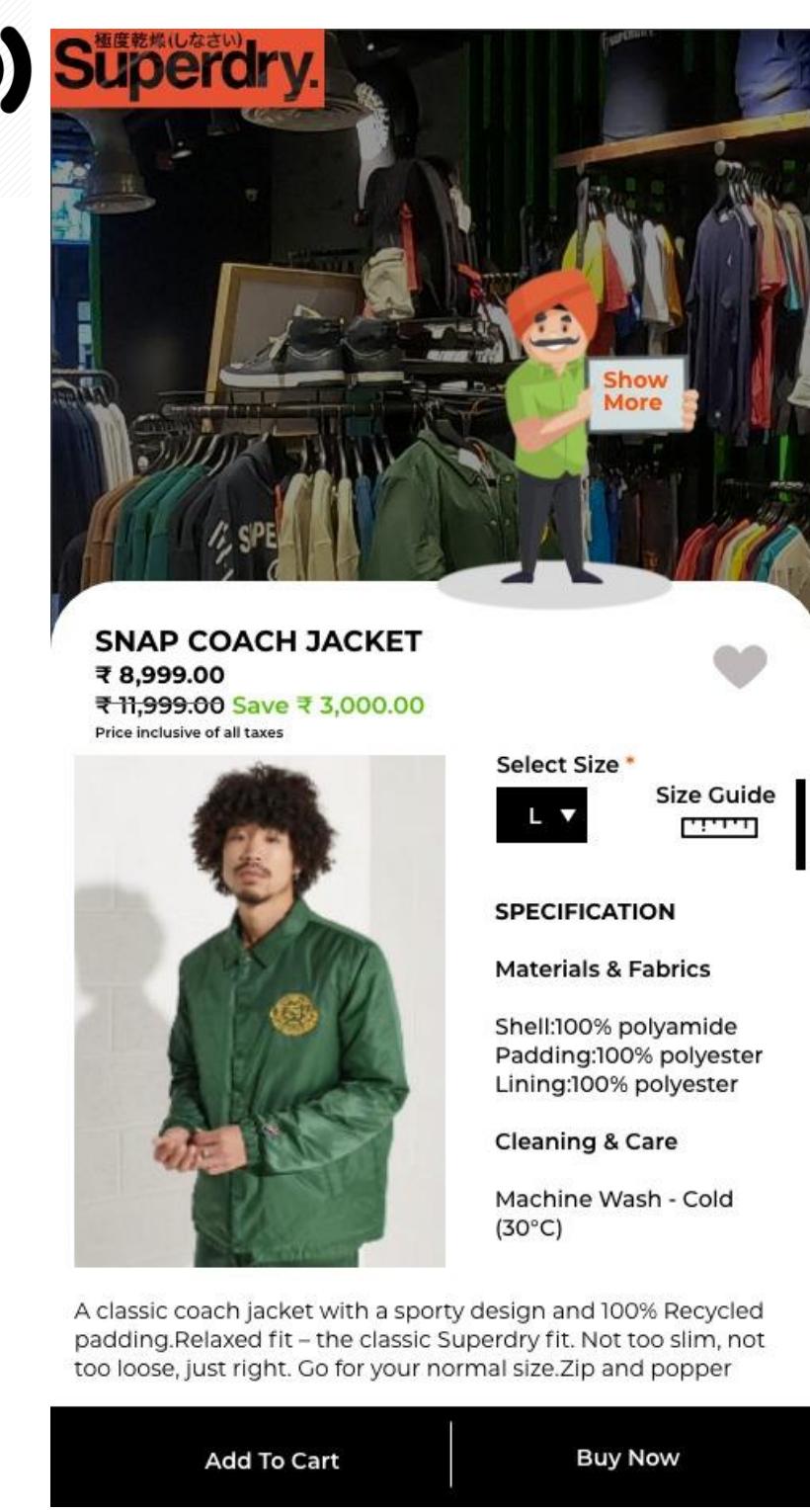
# SNEAK PEAK – VOICE COMMERCE & VIDEO COMMERCE



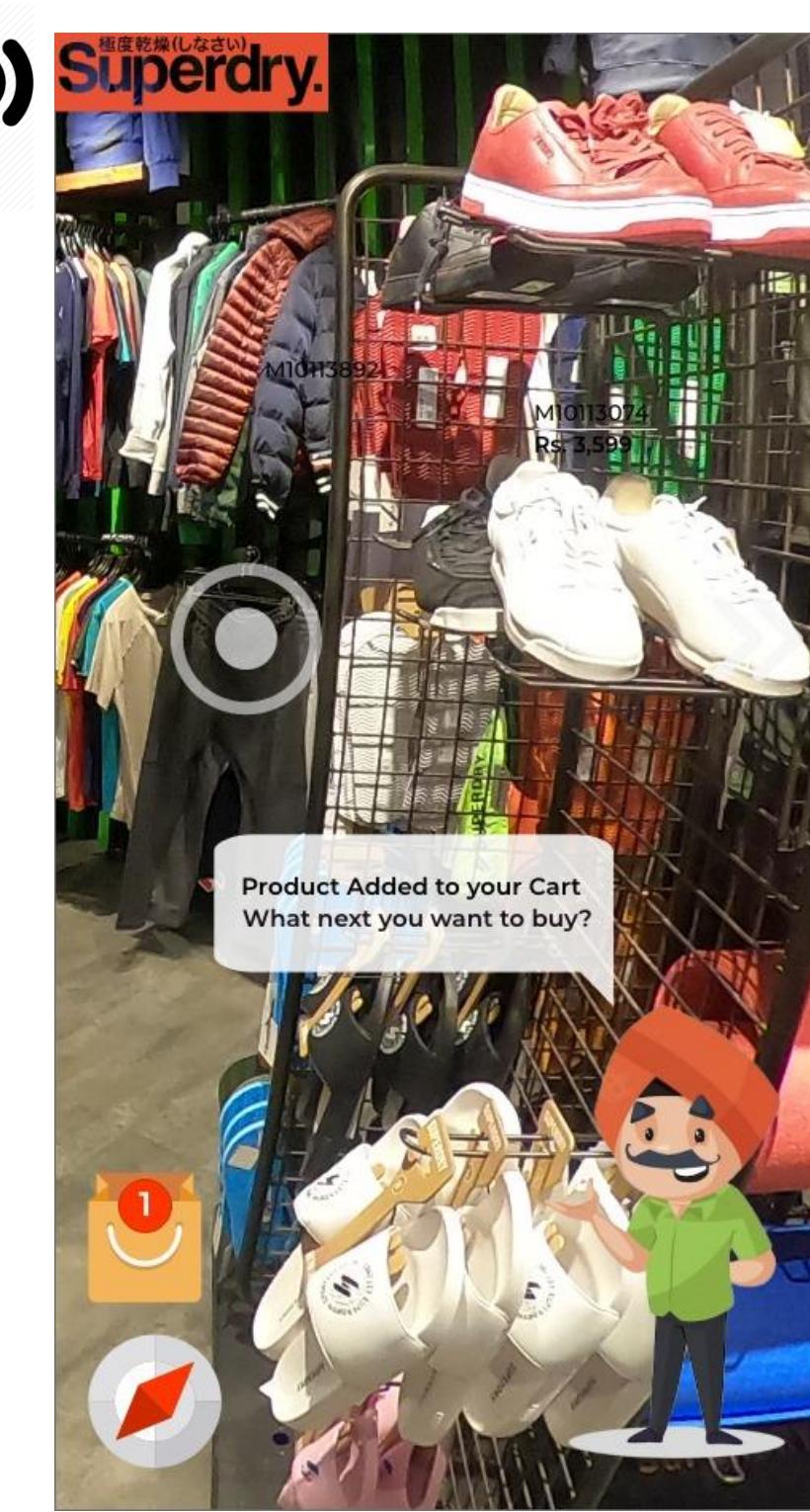
मुझे जैकेट्स  
दिखाना  
Show me  
jackets



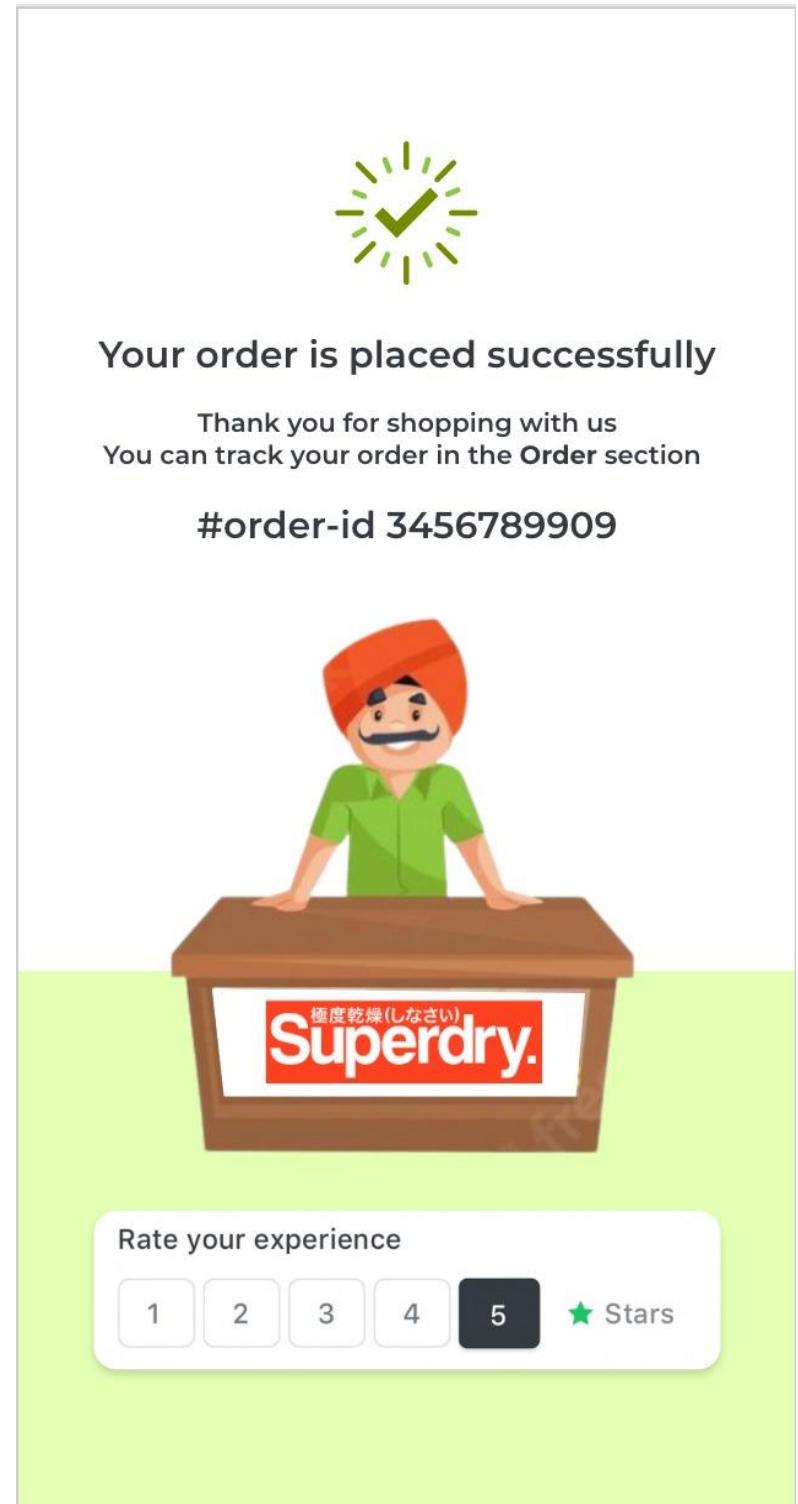
यह ब्राउन जैकेट  
कितने की है?  
How much is this  
brown jacket for?



इस जैकेट को  
मेरे समान में  
डाल दो  
Add to Cart

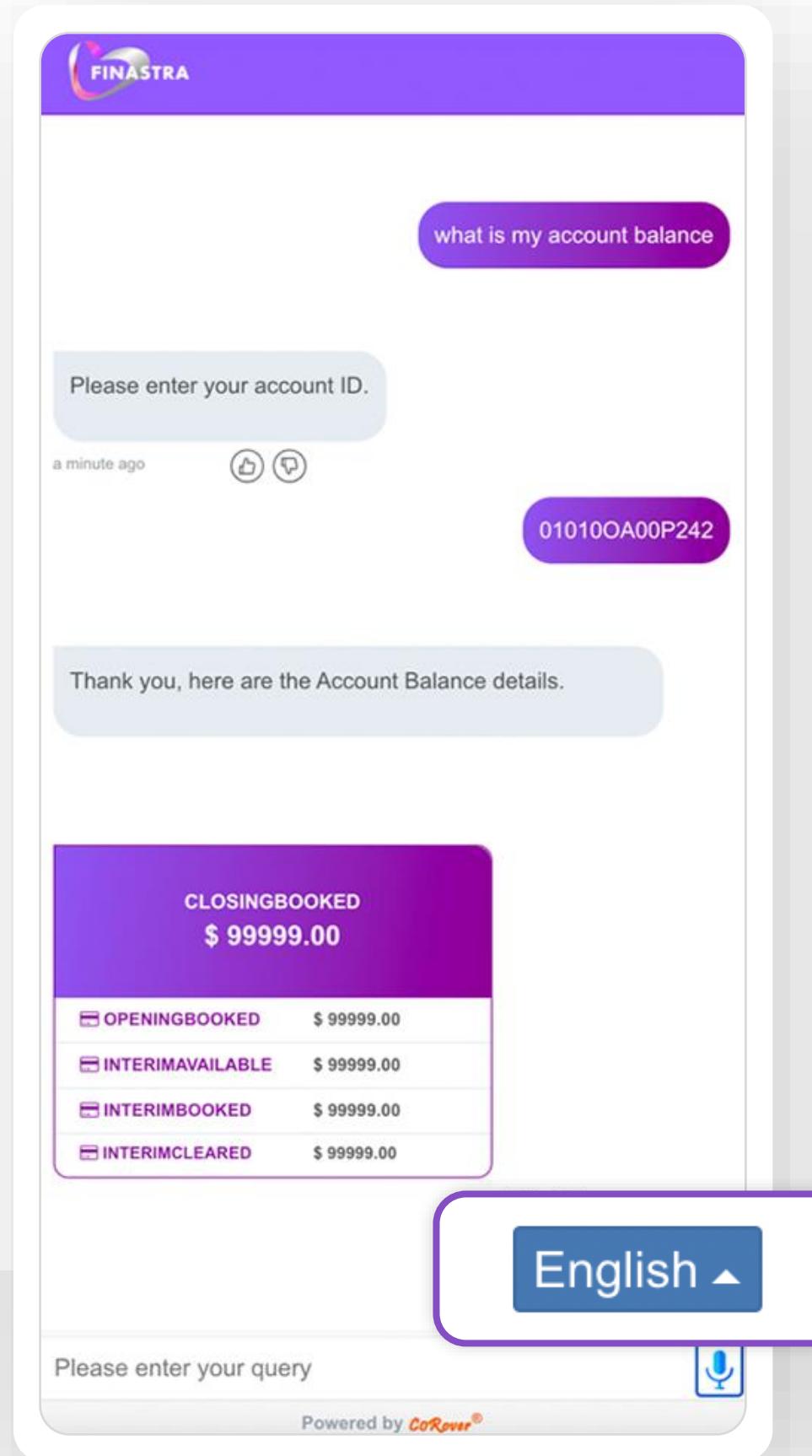


आर्डर कर दो  
Place the  
order



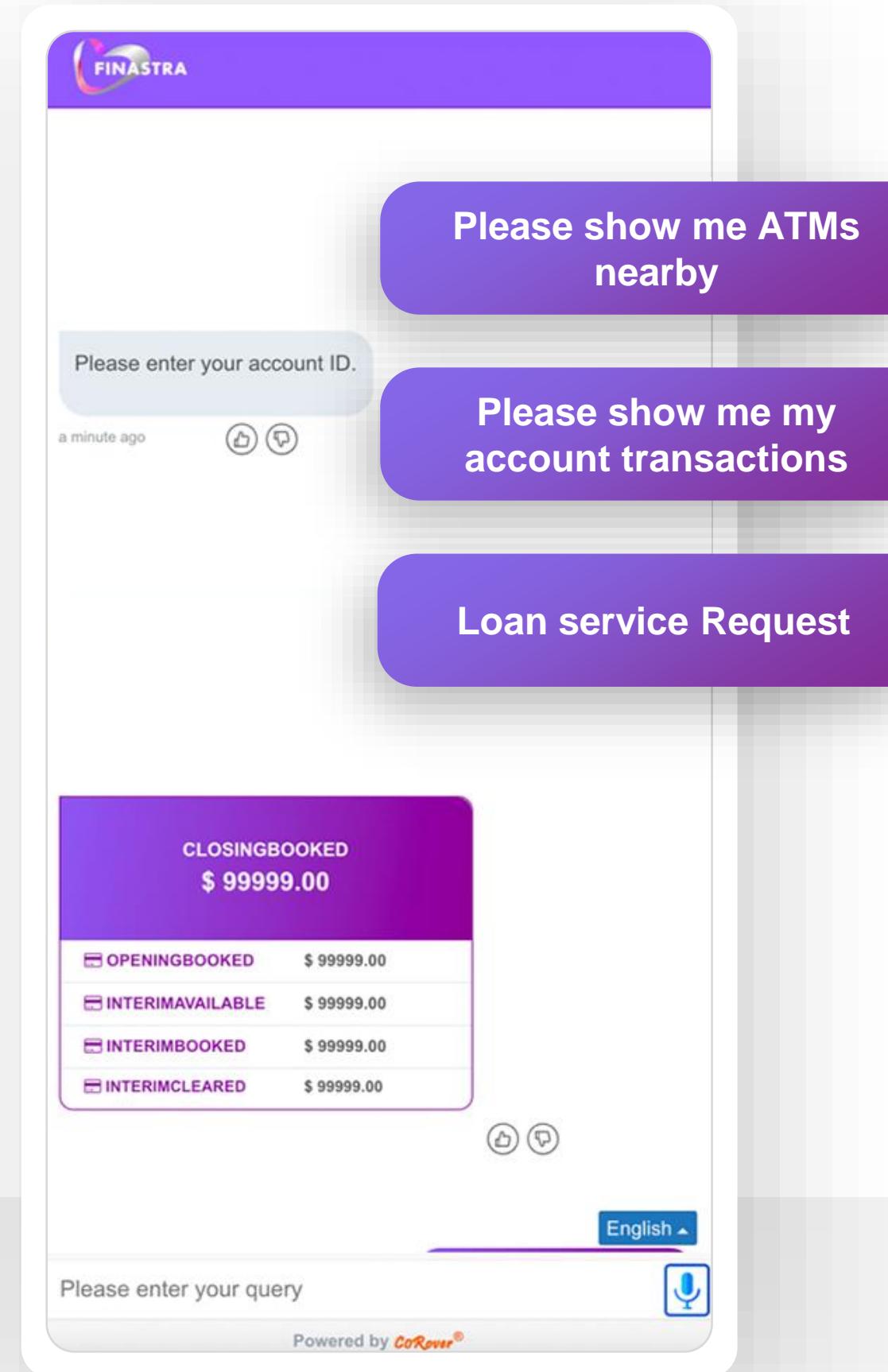
INTEGRATED VIDEO & VOICE COMMERCE WITH AI VIRTUAL ASSISTANT  
POWERED BY COROVER.AI

# CONVERSATIONAL CHAT BOT



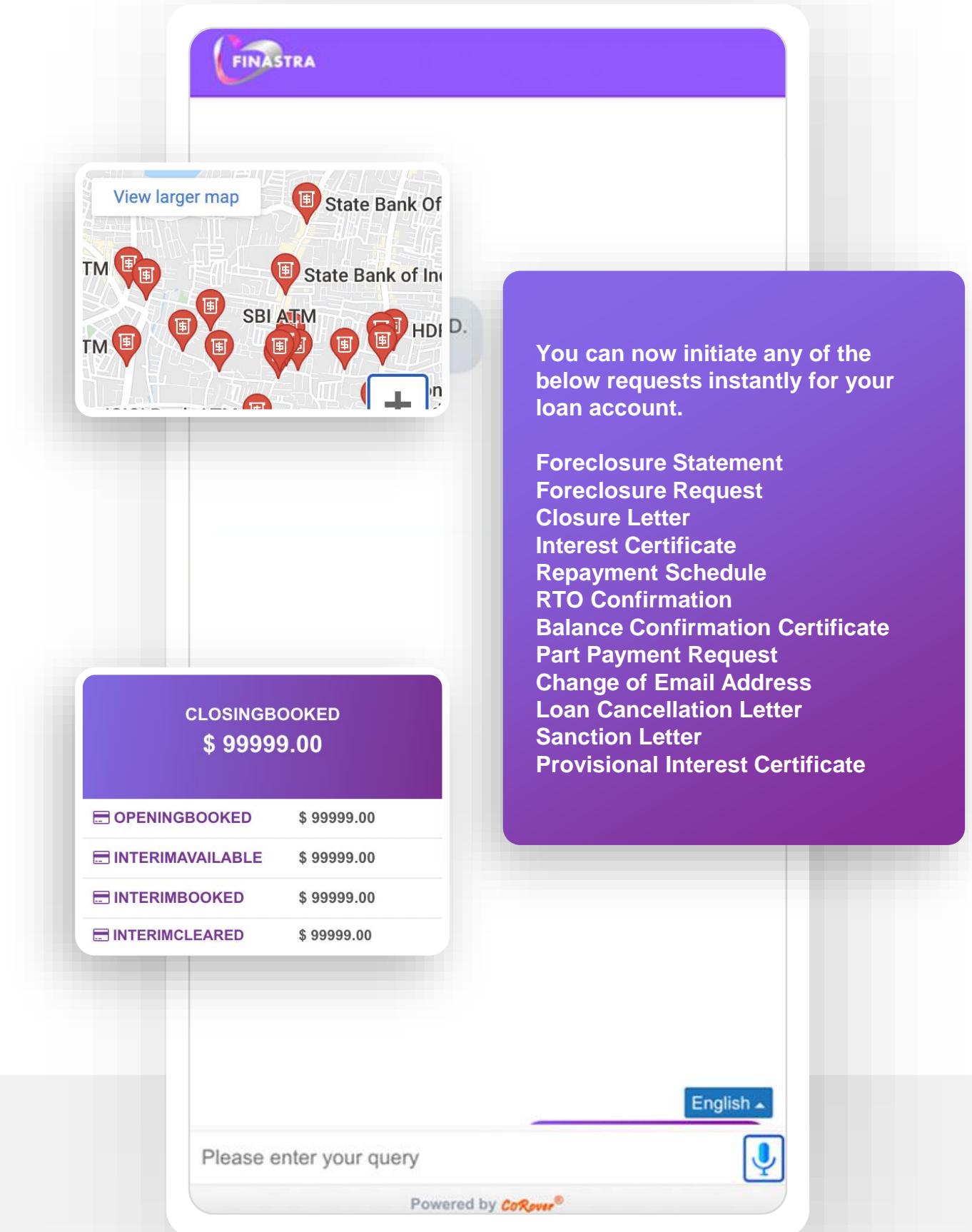
1

Choose the language,  
format, channel



2

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

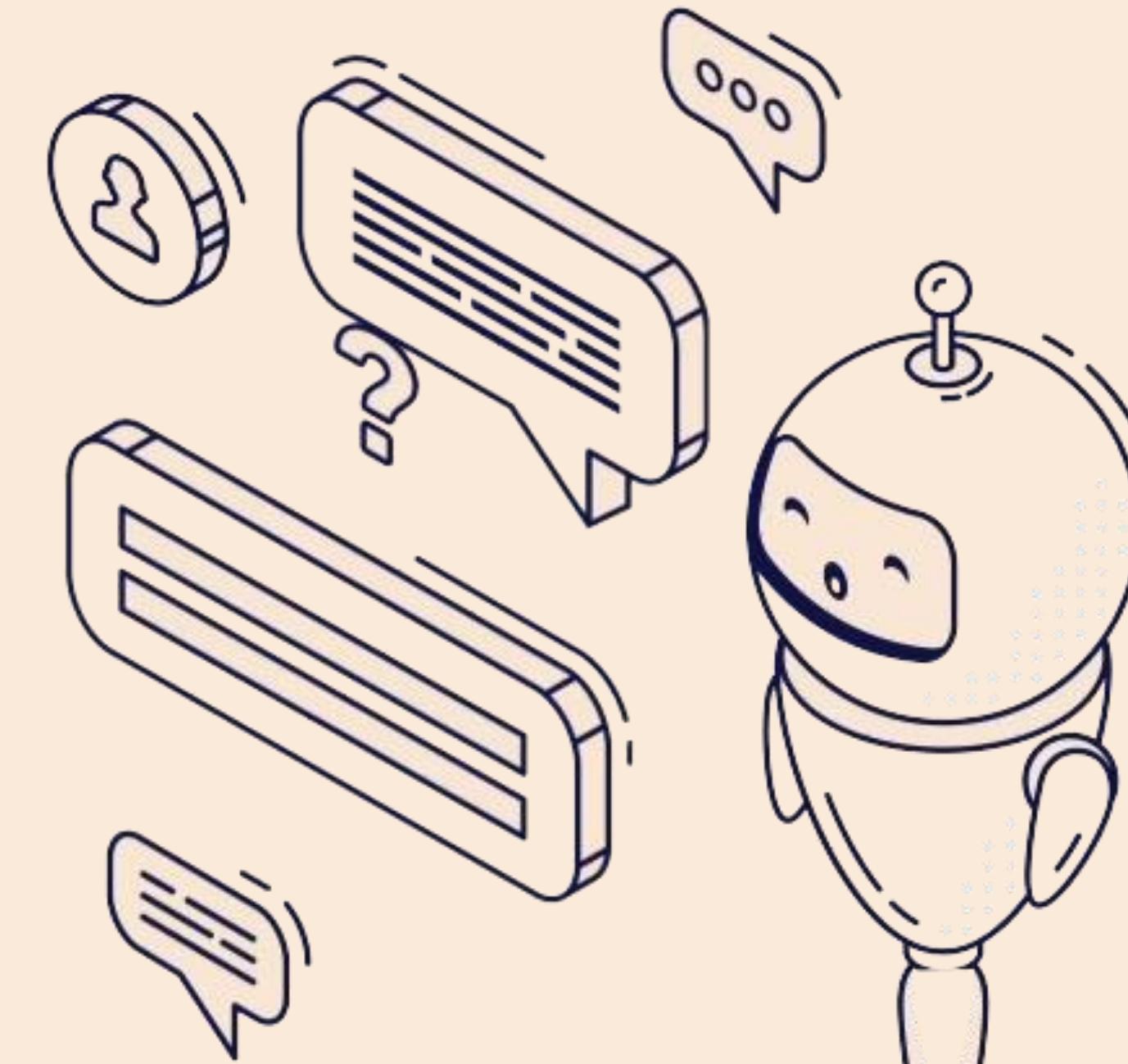


3

Get instant replies for all your  
banking queries

## *SERVICE OFFERINGS FOR VARIOUS INDUSTRY VERTICALS*

---



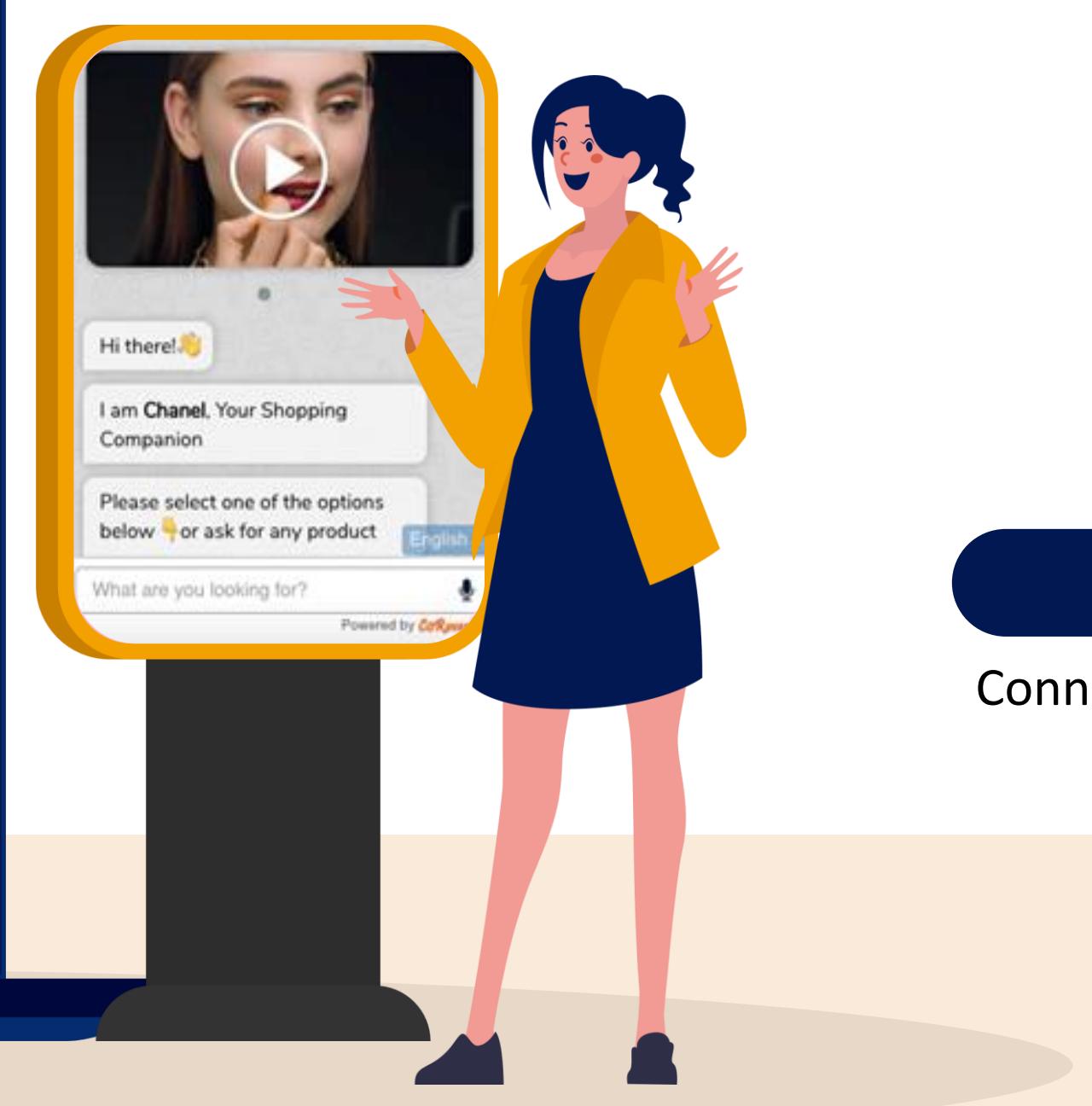
# AI VIRTUAL ASSISTANT FOR B2C, B2B AND D2C

Easy Product Discovery & Customer Support Automation

The screenshot shows a mobile device displaying the Lakmé website. The top navigation bar includes links for About, Our brands, Planet & Society, News, Careers, and Investor Relations. Below the navigation, there's a banner for Lakmé makeup products. A large image of a woman's face is overlaid on the screen, with a play button icon indicating a video player. A text box contains a message from a virtual assistant named 'Chanel'.

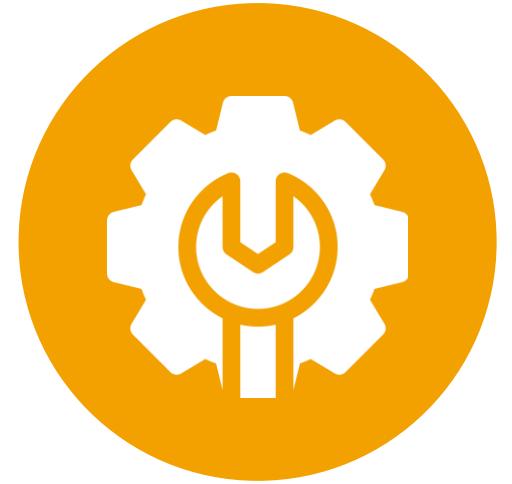
Lakmé

© 1952, Lakmé is the first home-grown successful cosmetics brand



## 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

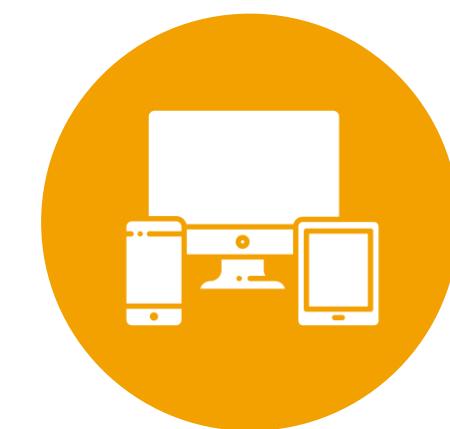
# HUMAN-CENTRIC SHOPPING ASSISTANT WITH VOICE AND VIDEO COMMERCE

Complete Shopping  
Experience



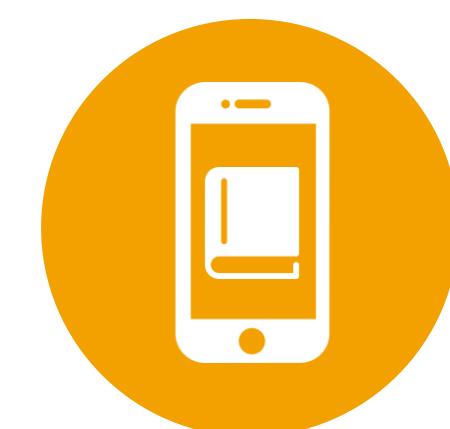
## *Vernacular Voice Support*

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

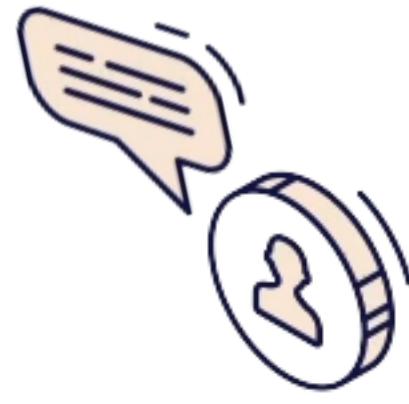


Apparels

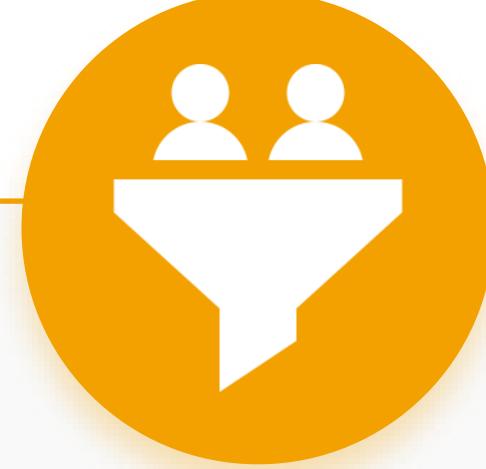
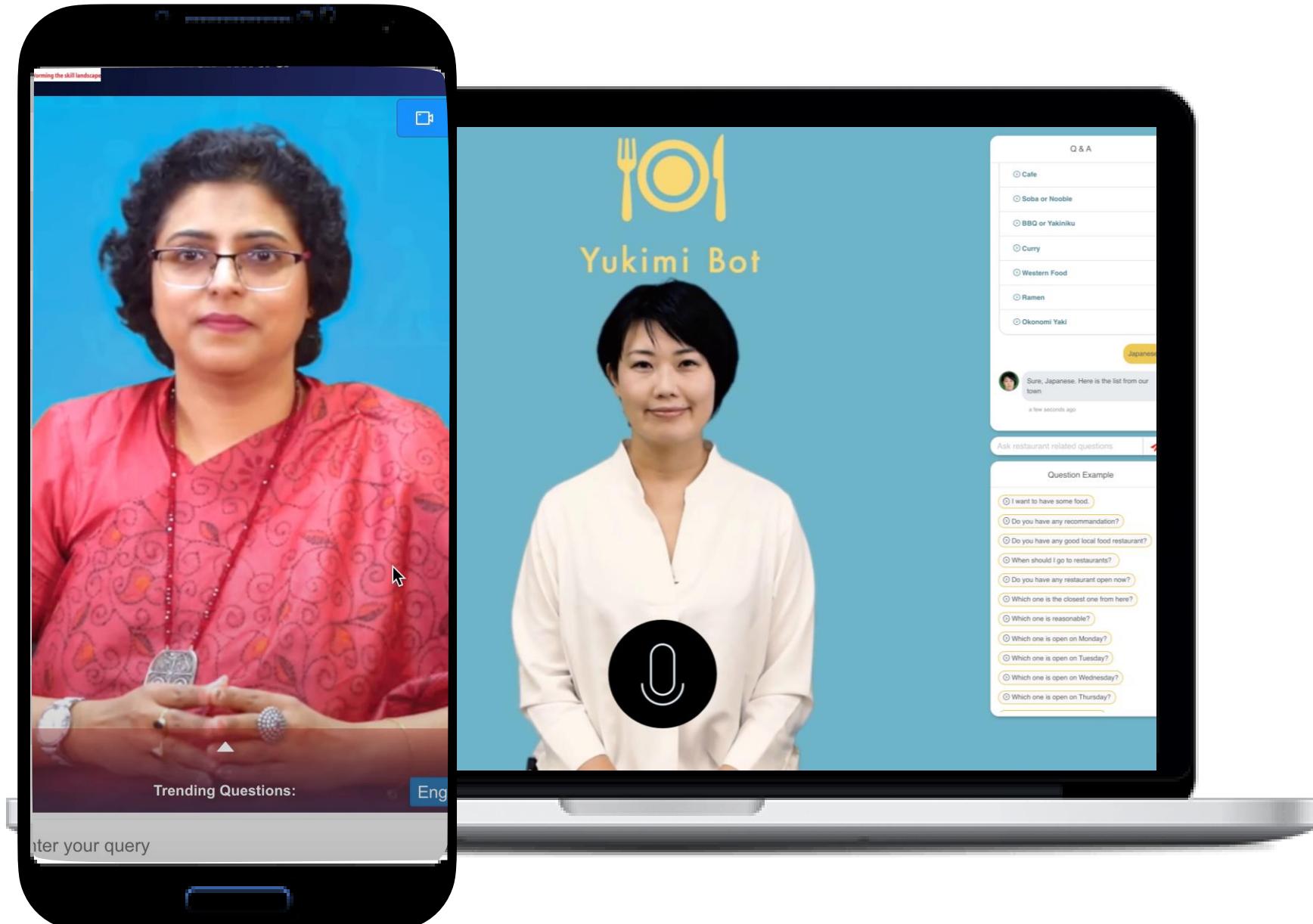


Utilities & Bill Pay

# AI VIRTUAL ASSISTANT FOR ORGANISATIONS



## Humanised Virtual Assistant



Improve top-line via lead gen and engagement



Improve bottom-line via customer support automation

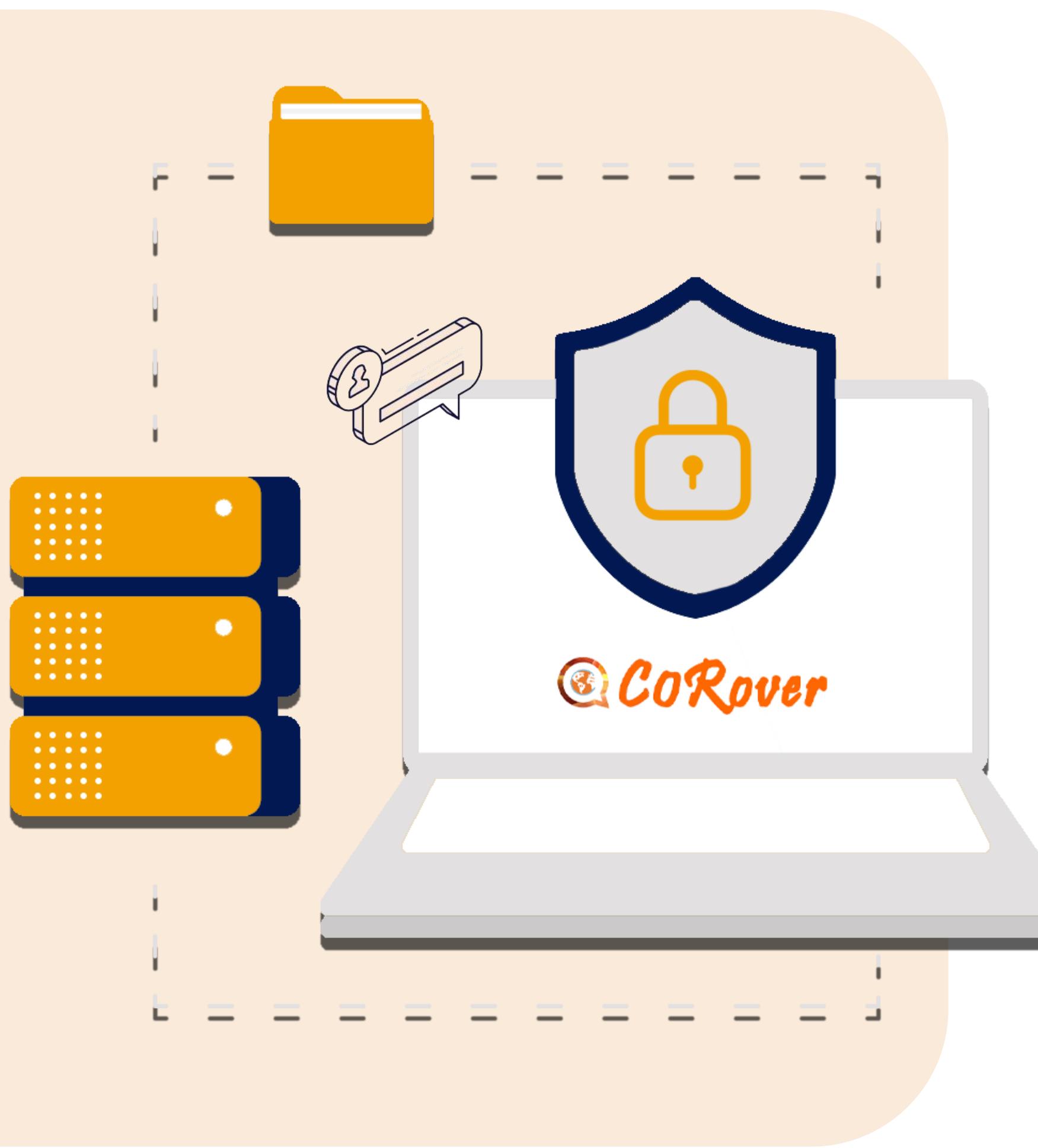


Personalised customer experience via human centric virtual assistant



Operational efficiency via 24X7 virtual assistant

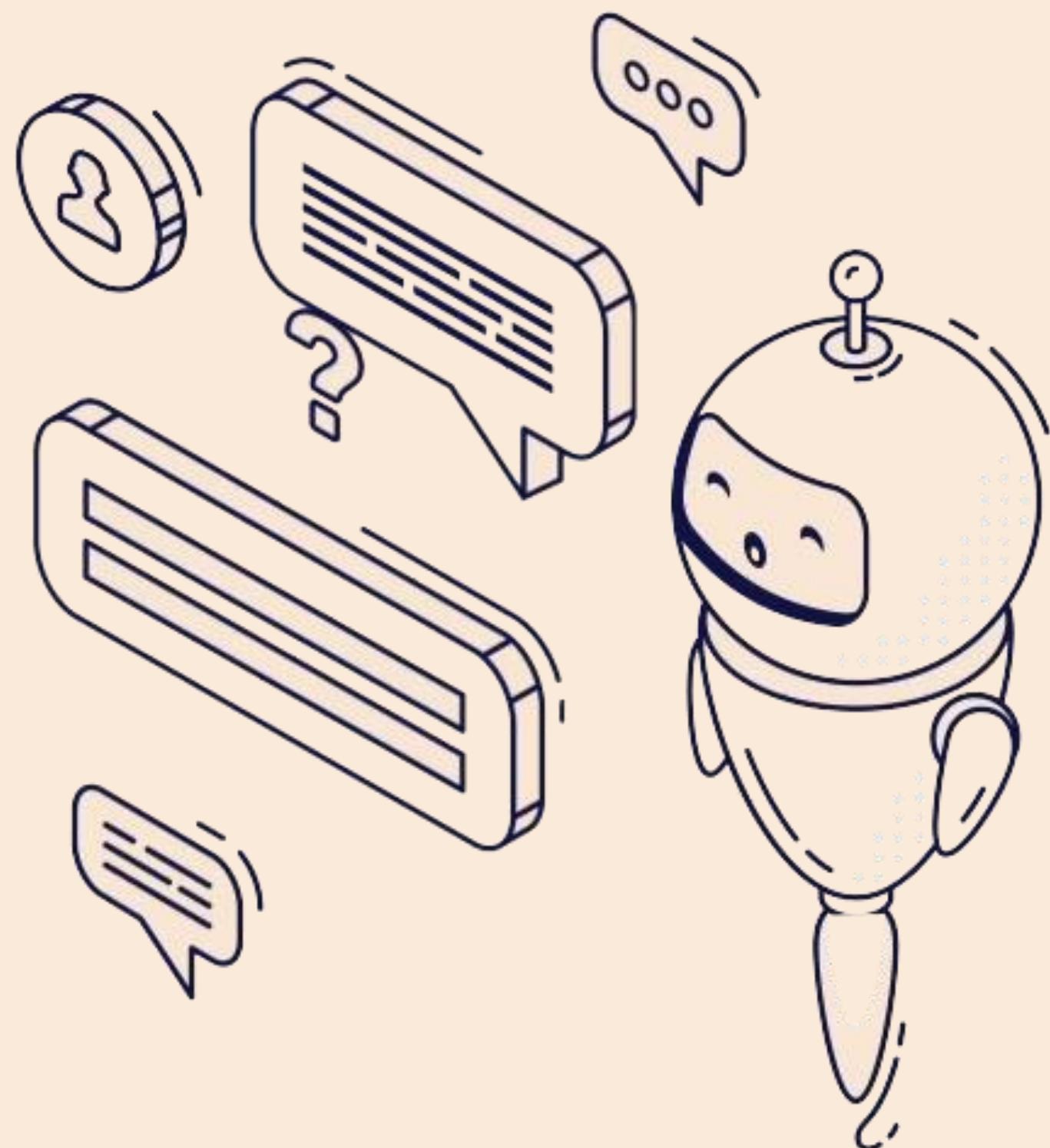
# INFORMATION SECURED WITH MULTIPLE LAYERS OF SECURITY



- 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

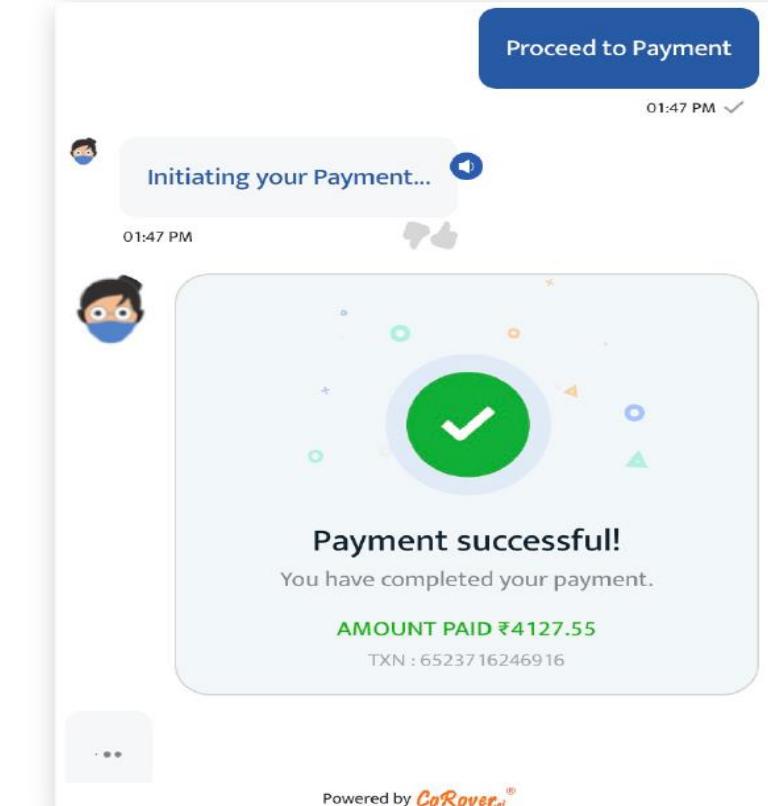
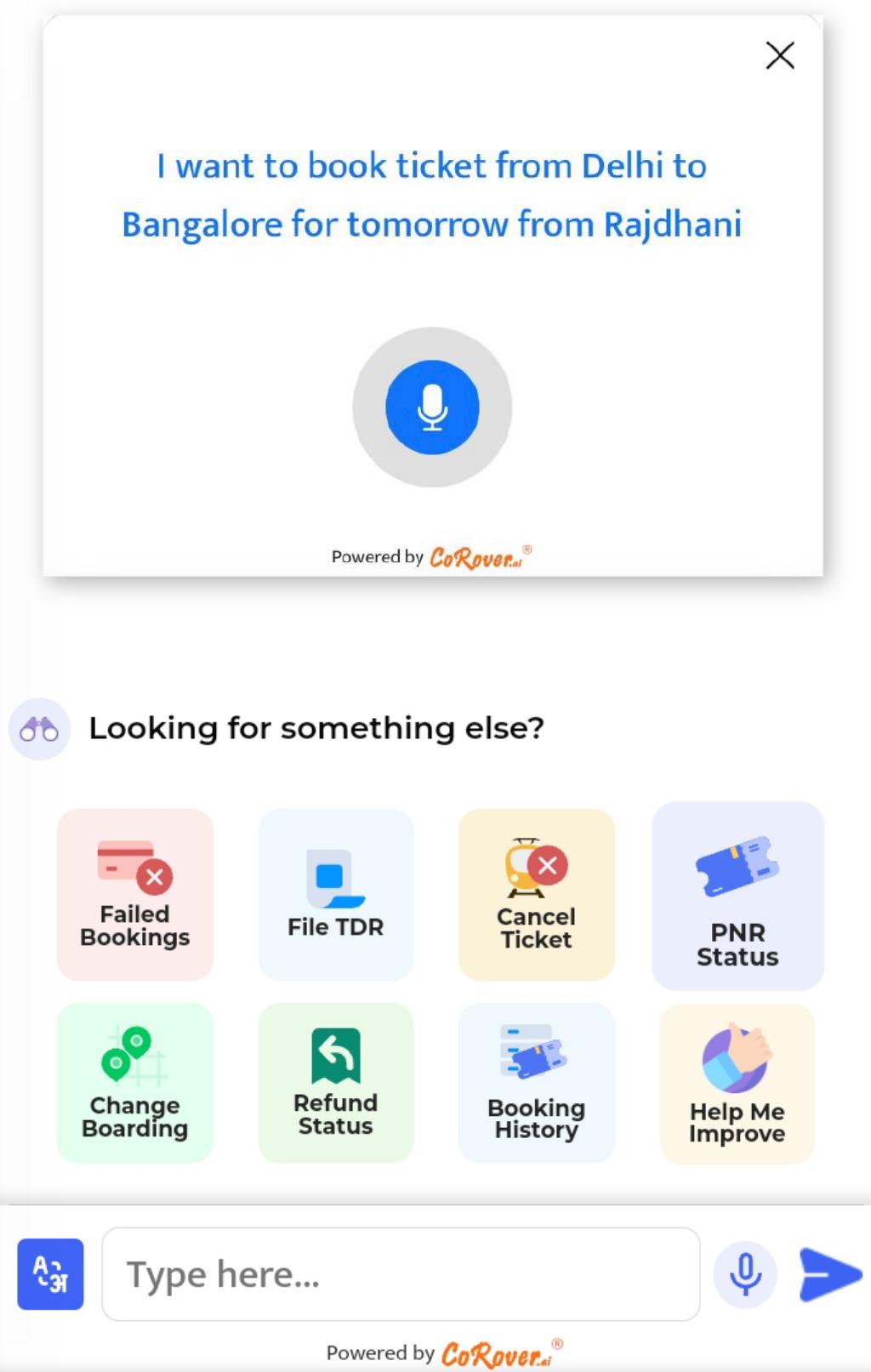
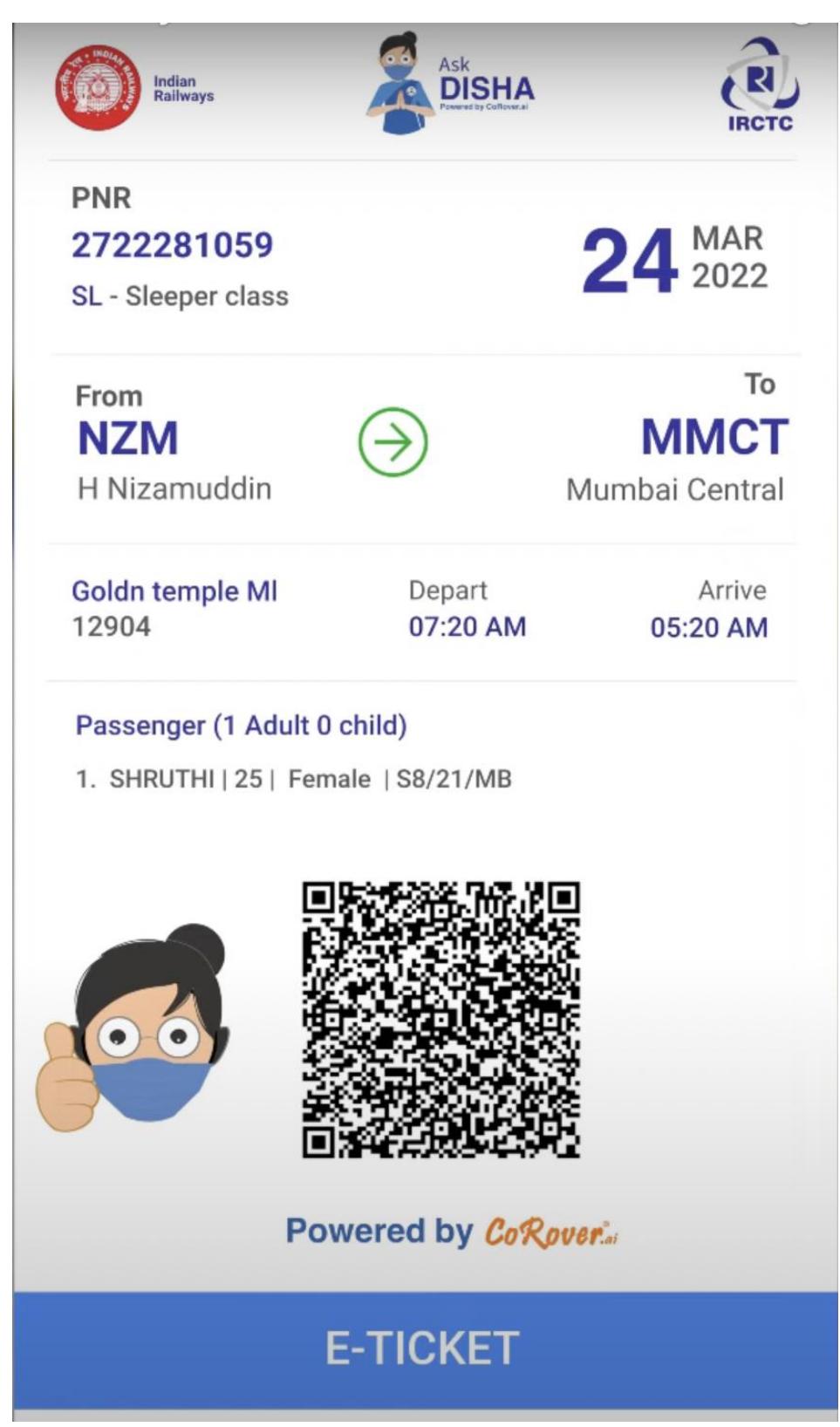
## CASE STUDIES

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# CASE STUDY – ‘AskDISHA 2.0’ by IRCTC (Travel)

Now book ticket by Chat & Voice in multiple languages, without IRCTC password



**\$1 Mn** Monthly Transaction Value

**700K** Daily Passenger Queries

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

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

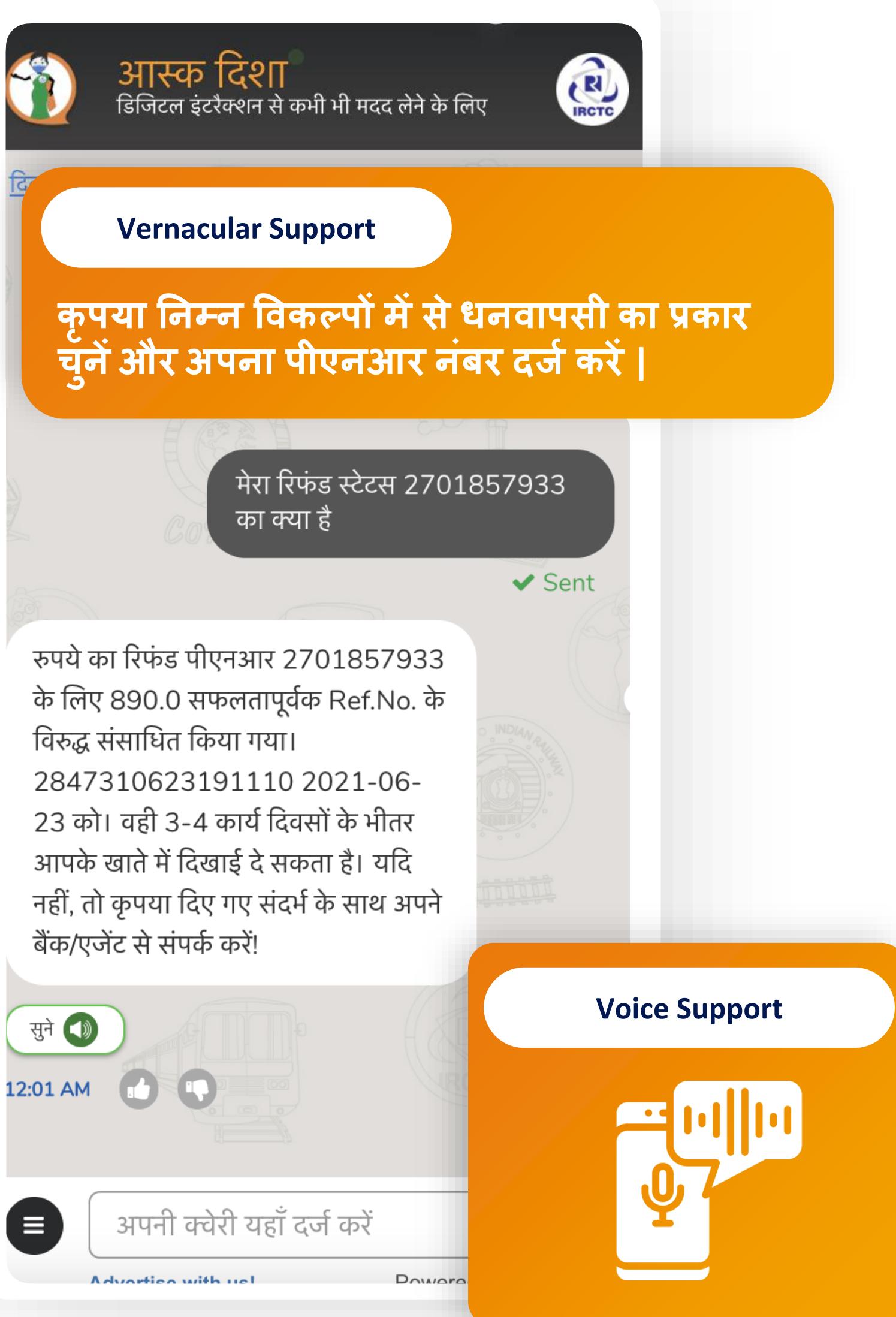
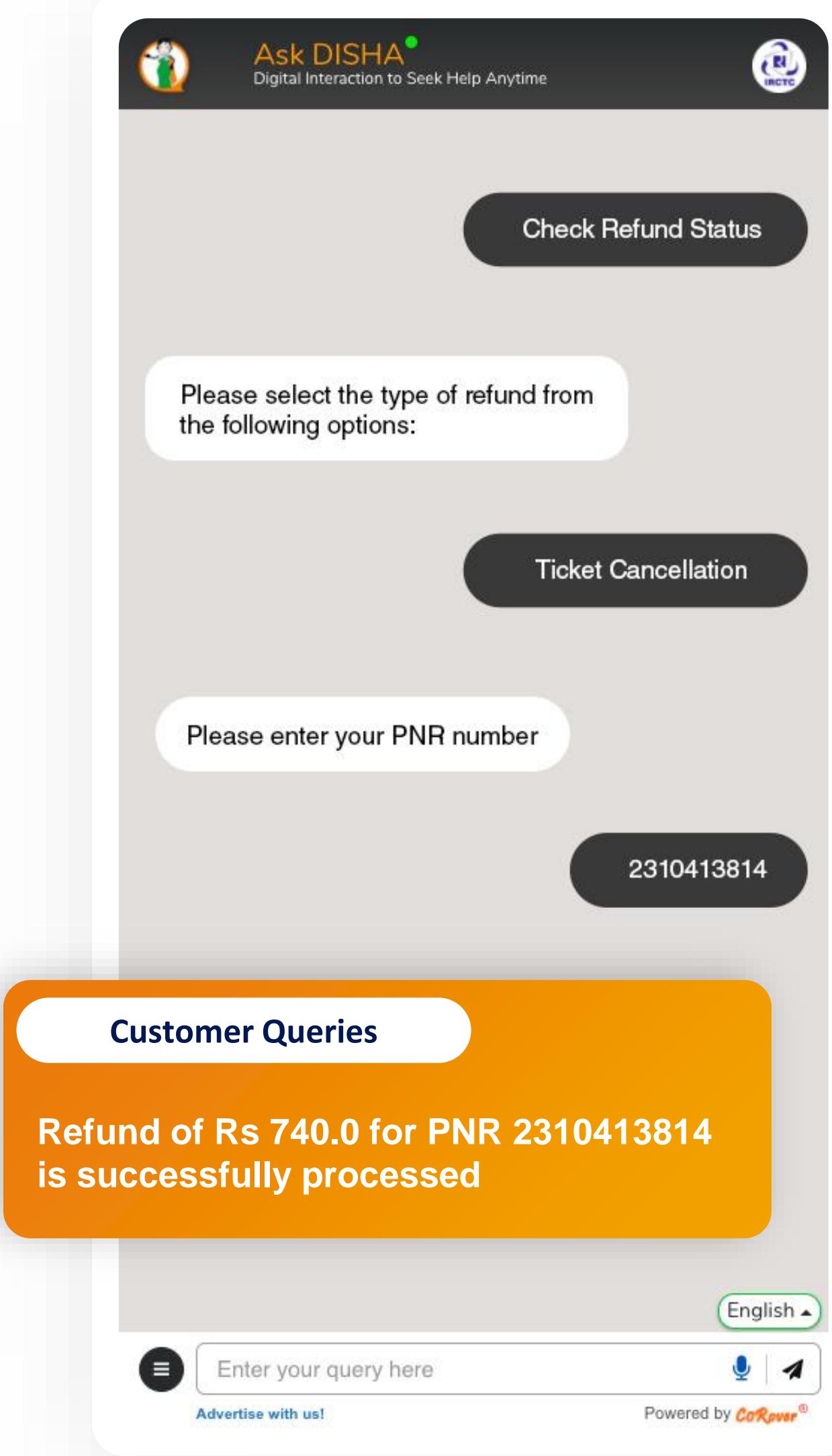
**90%** Positive Feedback Of IRCTC's customers

**90%** Accuracy



## Outcome

# CASE STUDY – ‘AskDisha’ by Indian Railways (Travel)



## Outcome

**800K** Concurrent Users

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

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

**85%** Positive Feedback

**90%** Accuracy



# CASE STUDY – ‘Ask Maitri’ by IGL (Energy/Utility)

*Outcome in a year*

The screenshot shows the 'Ask Maitri' app interface. At the top, there's a green header with the app logo and name. Below it, a message from the bot says 'Namaste,' followed by a detailed welcome message: 'I am Maitri, Realtime IGL Virtual Assistant. I can try to help you in getting answer to your queries related to IGL.' A 'Frequently Asked Questions' section is visible with links like 'Raise a complaint', 'My outstanding bills', 'Report gas leakage', 'New PNG connections', 'Payment modes', and 'Self Billing/Meter Reading'. A large orange box at the bottom displays a customer query: 'Your outstanding amount is Rs 580.00. Due date is 30-06-2021.' Below this, there's a 'Customer Queries' section with a placeholder 'Ask your query here' and a 'BP Number' button. The footer indicates the app is 'Powered by CorPover®'.

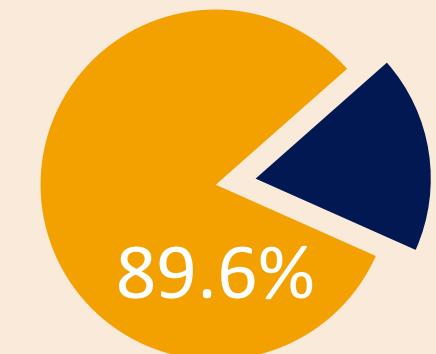
This screenshot shows a WhatsApp conversation with 'IGL's AskMaitri WhatsApp'. The user asks 'what is my outstanding bill'. The bot responds with a message asking for a 10-digit BP number or registered mobile number. It then provides three communication options: 'Multiple Formats' (phone, Facebook, email). The user replies with the number '5000155440'. The bot asks if the shared number is the BP Number or registered phone number. The user replies with 'BP Number'. The bot then asks if the connection is in the name of Mratunjay Tewari, with the address 1137, 11TH FLOOR, NOIDA SECTOR 79, NOIDA, Uttar Pradesh, 201306. The user replies 'yes'. Finally, the bot thanks the user and provides the outstanding amount and due date again.

**840K** Users

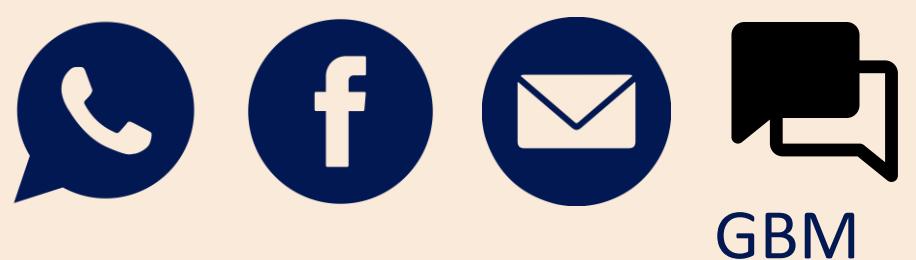
**81.9%** Excellent Feedback

Total Answered Queries:  
**14,599,30**

Total Asked Queries:  
**16,295,80**



integrated with:



*Outcome in a year*

# CASE STUDY – ‘Ask PAi’ by NPCI (Banking/Finance)

Hi, I am PAi,  
Your Personal Digital Assistant

**Note:** Do not enter any personal information like Name, Phone Number, Aadhaar Number, UPI ID, Card Number, Account Number, Password, PIN, OTP etc. in Chatbot.

Frequently Asked Questions

- What is AePS?
- What is IMPS?
- What is UPI?
- What is RuPay?
- What is NETC FASTag?
- What is BHIM?
- Bharat BillPay
- UPI Offers
- RuPay Offers

What is UPI?

Customer Queries

UPI or Unified Payments Interface is an immediate real-time payment system that helps in instantly transferring the funds between the two bank accounts through a mobile platform.

Enter your query here

Powered by CorPower®

Vernacular Support

मैं हूँ PAi,  
आपका व्यक्तिगत डिजिटल सहायक।

UPI क्या है?

UPI या यूनिफाइड पेमेंट्स इंटरफेस एक तत्काल रीयल-टाइम भुगतान प्रणाली है जो मोबाइल प्लेटफॉर्म के माध्यम से दो बैंक खातों के बीच धनराशि को तुरंतस्थानांतरित करने में मदद करता है।

अधिक विवरण जानने के लिए, कृपया यहां क्लिक करें

12:09 AM      

Conversational Chatbot

Also try

UPI 2.0 क्या है?    UPI Chalega क्या है?    U

540K  
Users

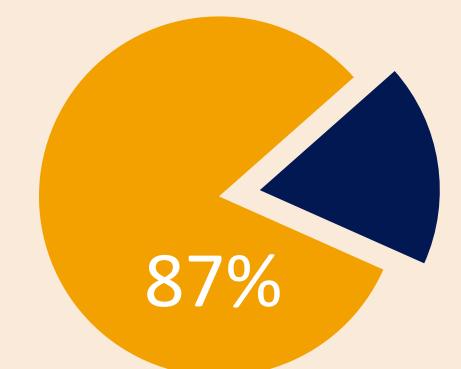
87%  
Excellent  
Feedback

0.5 sec  
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 **CarRover®**

**CNB Assistant**

- ⌚ What is the price of Honda City?

Vernacular Support

हॉंडा सिटी का माइलेज कितना है? दिल्ली में हॉंडा सिटी की कीमत कितनी है?

what is the price of Bajaj Pulsar RS400



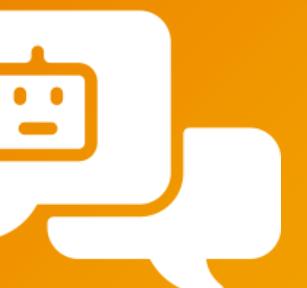
Discontinued

Bajaj has discontinued the Pulsar RS400 and the car is out of prod

[View Discontinued Price](#)

4 minutes ago

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**

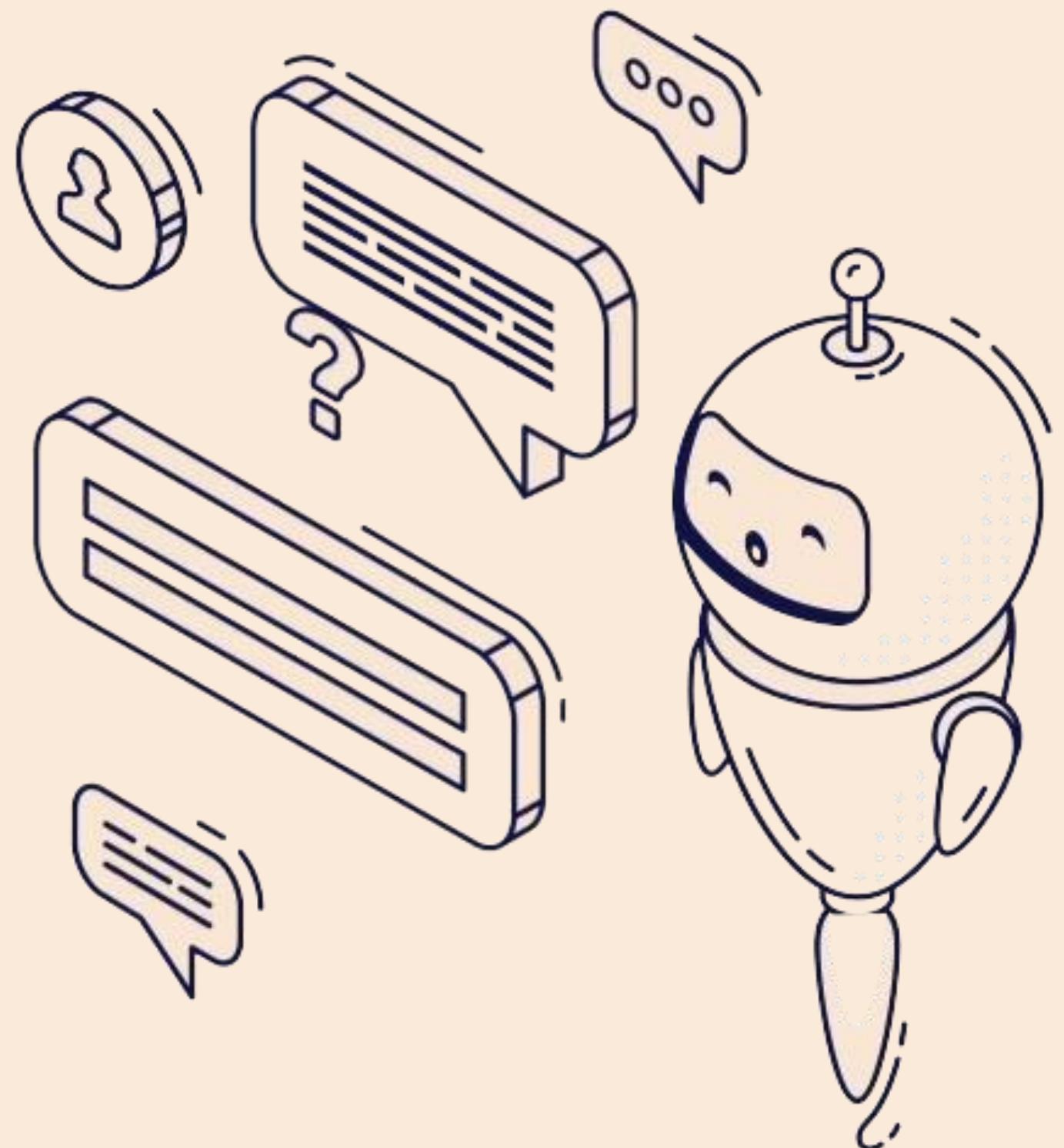


Number of queries in a month:

**1,00,000+**

# APPENDIX

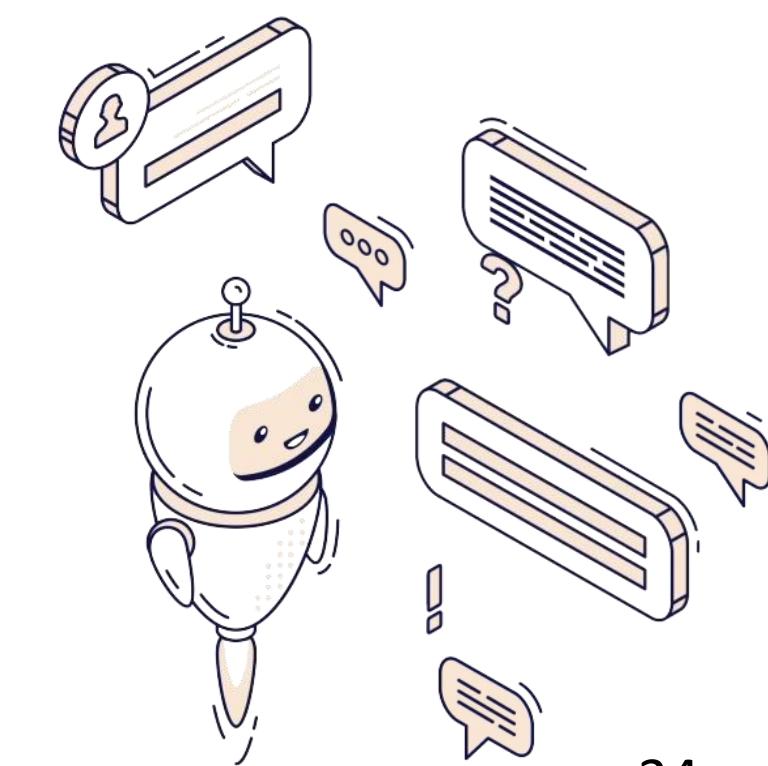
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# ACHIEVEMENTS



- Raised funding from Canbank VC
- Selected in TOP 10 AI Companies
- 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
- Awarded as Company of the year, 2019
- 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*

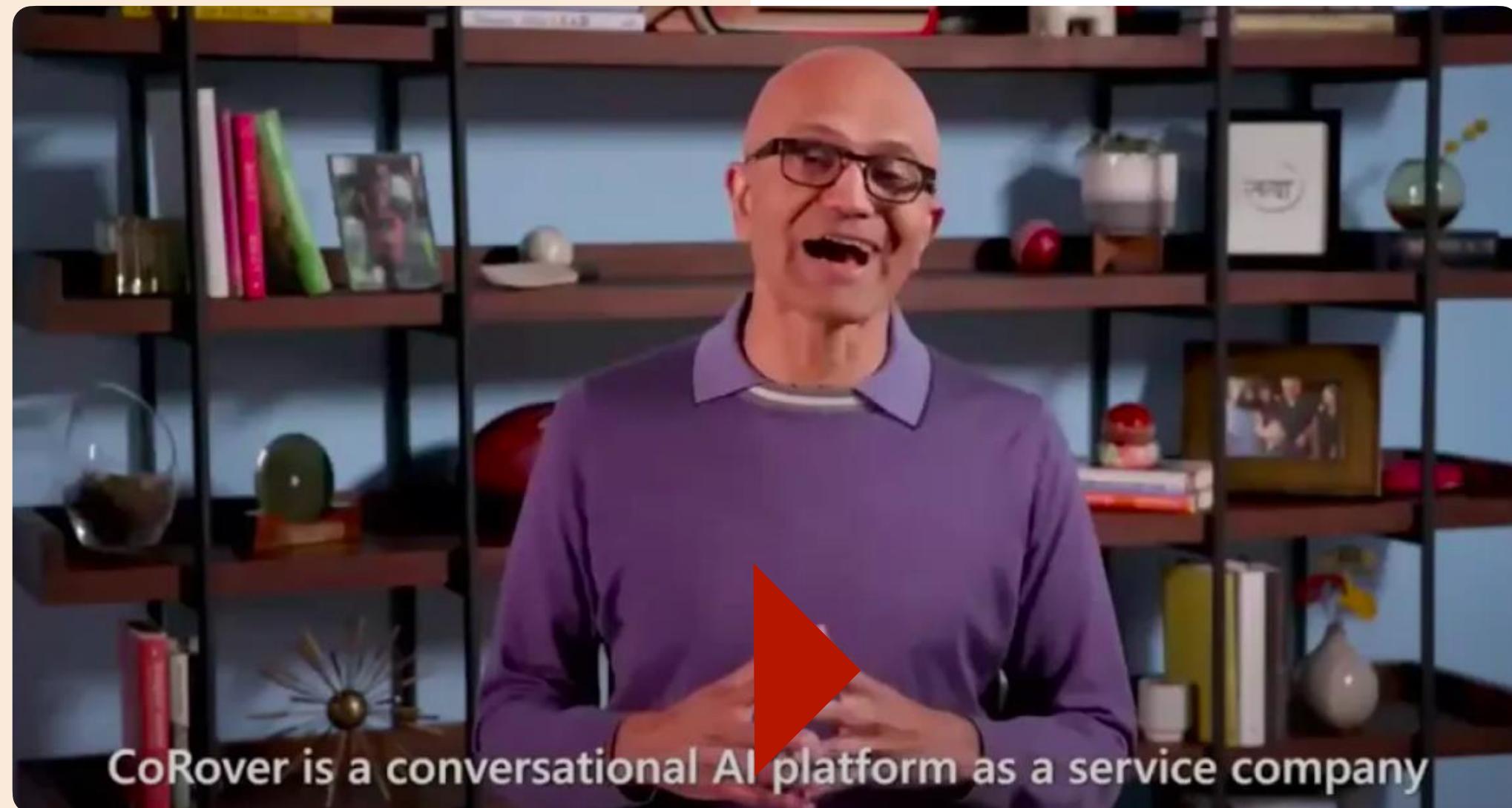
“AskYukimi a VideoBot created using CoRover’s Human Centric Conversational AI platform, has been a huge success in Japan. We have been fortunate to work with CoRover as a client and also as their co-sell partner”

*Hajime Suzuki  
CEO of Innovation Hills Inc.*

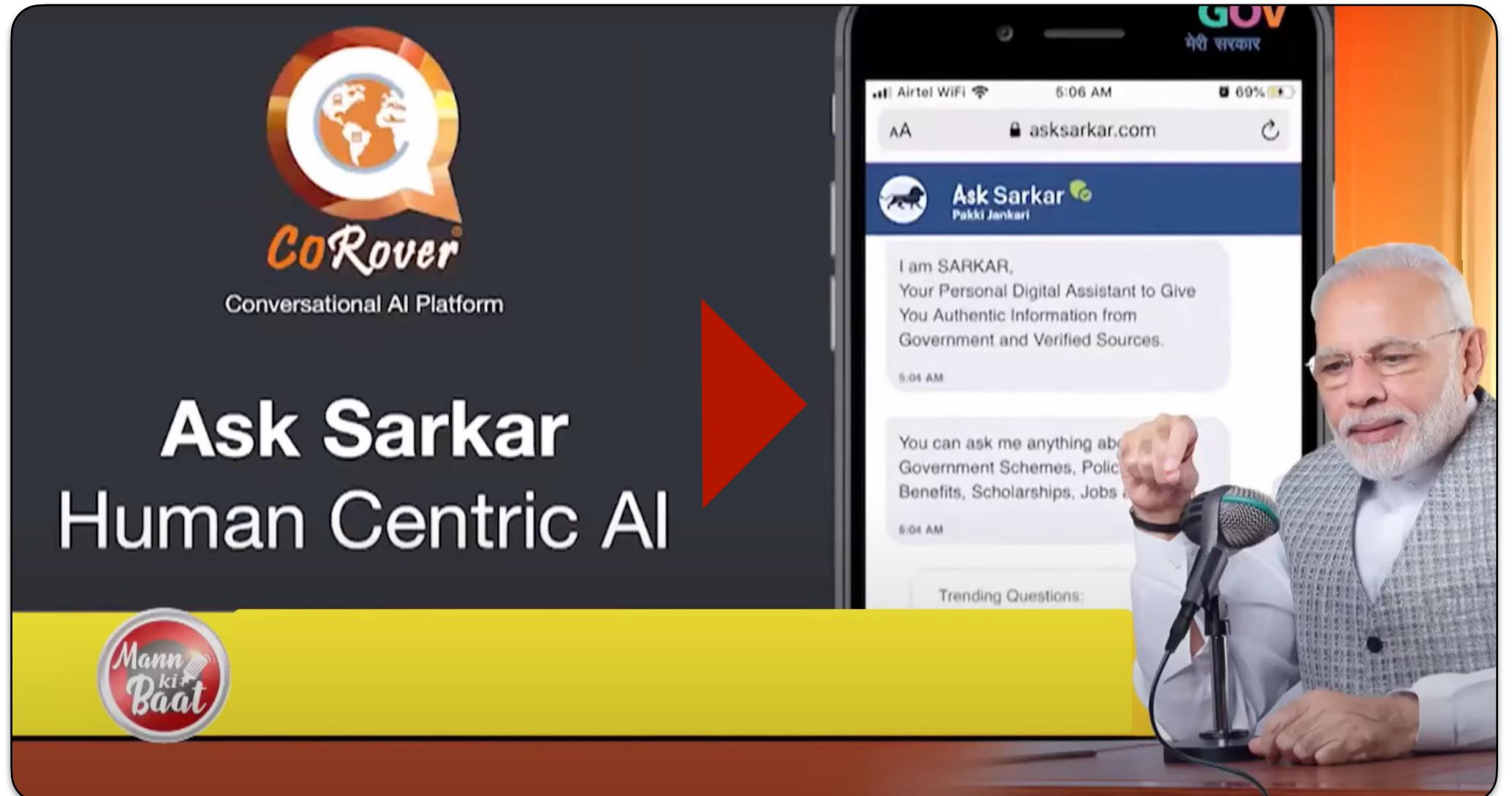
Chatbot, named Ask Disha, has great accuracy of 90% along with the approx. 85% positive feedback from IRCTC users and has improved customer and employee engagement.

*Sandip Trivedi  
GGM, IRCTC*

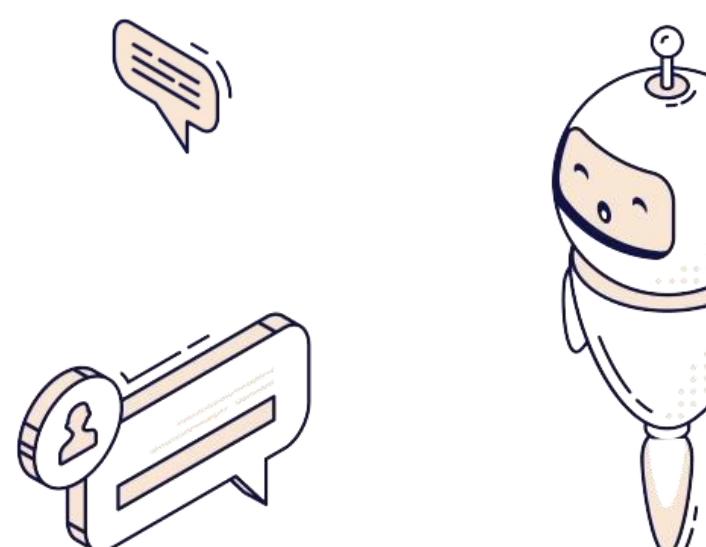
**& more**

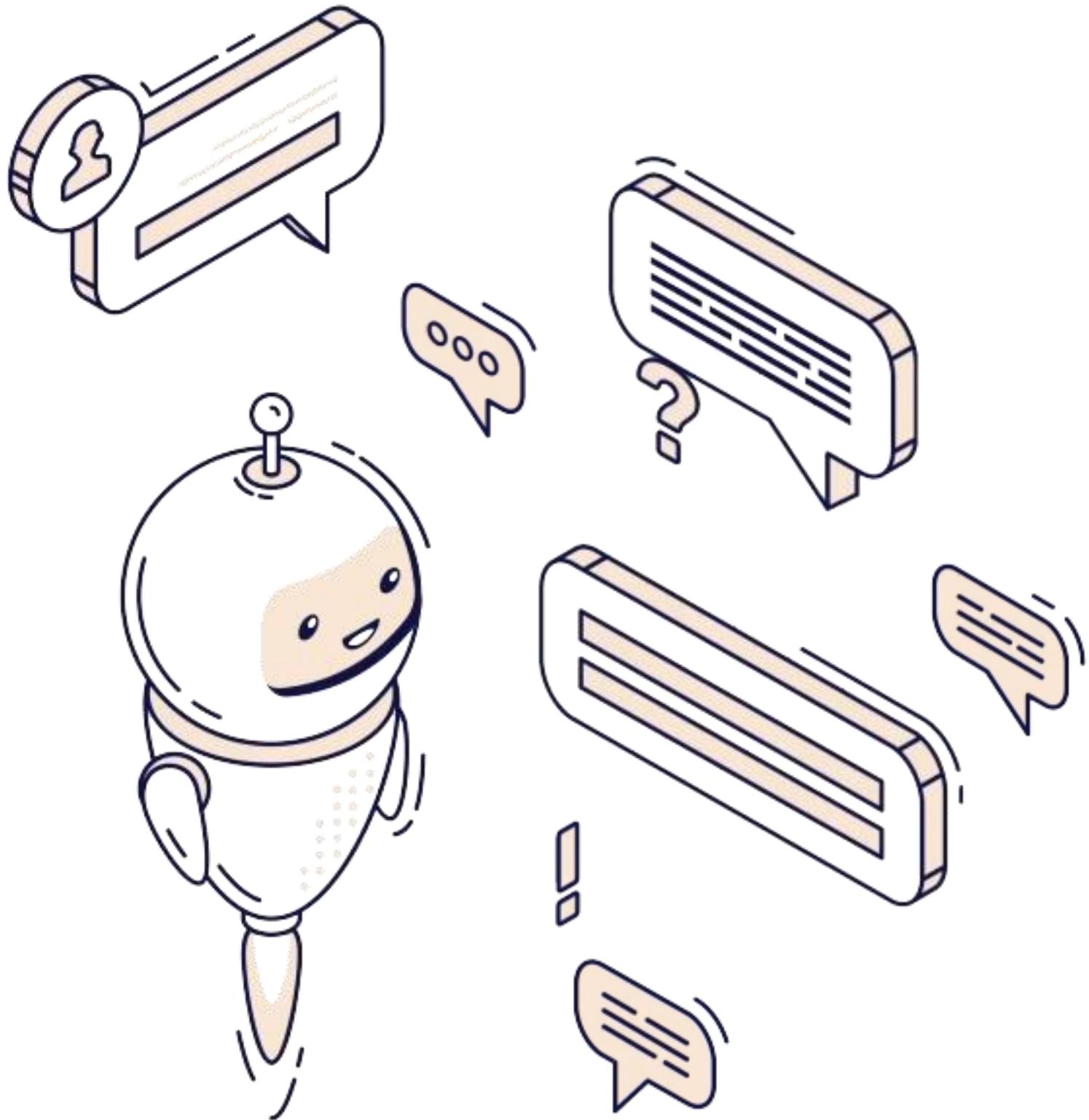


CoRover is a conversational AI platform as a service company



*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.corover.ai](mailto:ankush.corover.ai)

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