NDI

New Digital Intelligence

Transform your
Customer Conversations
with ChatGPT

powered by

Enterprise Bot

Generative AI Market Evolution

Generative AI …

- Fastest growing service in tech history: ChatGPT reached 100 Mio. Users in 2 months, 1.3 bln revenue in first year (IDC projects GenAI services to grow by 73% CAGR until 2027)*
- Reaches human-level performance on a number of tasks and tests
- Very fast evolution of capabilities (multi-modal, use of plug-ins, growth of parameters and context lengths, prompting strategies, addition of memory)
- Cloud "giants" Microsoft, Google and AWS but also Meta and SaaS provider are heavily investing into GenAI
- Seen by leading analysts (McKinsey, Gartner) as potentially more impactful than tech waves such as Internet, Mobile and Cloud

…transforms Customer Interaction

- High volume of relatively low complexity conversations strongly benefit from GenAI automation
- Large data (historic communications, documents) available (e. G. website) allows for easy implementation
- Perfect leverage of the conversational capabilities of GenAI "Chat"...
- Already 15% of enterprises are using GenAI to support their customer interaction according to ISG**
- Gartner sees a potential of 20-30% productivity improvement in customer-facing functions through GenAI by 2026***

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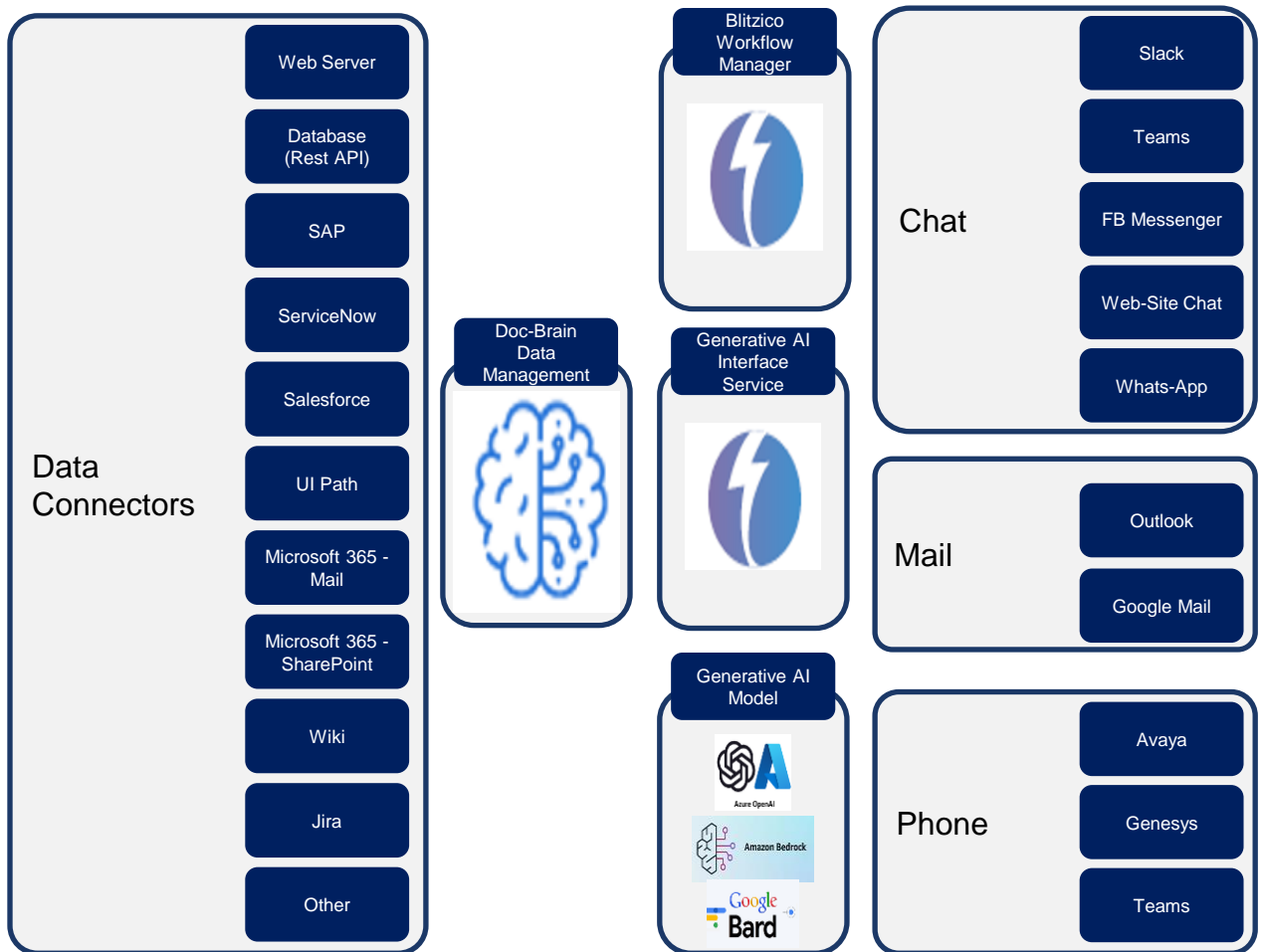
Challenges in Customer Functions

- Do not reply email addresses are used
- Limited opening hours for customer contact
- No or limited offer of email channel
- Direct contact availability for client not given or only after passing through complex list of questions/answers
- Long waiting times/drop offs in contact center
- Long waiting times when handing over chat to human agent
- Long response time for email
- Use of IVR
- Use of "first generation" scripted bot

- Lot of effort goes into the complex maintenance of Intent-based bots
- Poor customer ratings on reachability/customer support
- Limited (re-)use of information from client interaction
- Inconsistent handling of client interactions depending on the agent (skills)
- Client sentiment not constantly measured
- Limited capture of client satisfaction/feedback
- Significant number of interactions not monitored, not transparent (direct calls, direct emails)

Many organizations today show various indicators of inefficiencies and lack of quality in client communications

⬡ Enterprise Bot

Enterprisebot Functionality

Enable and automate a powerful natural language client dialogue using all available enter-prise contents and contin-uously evolve quality and data sources

Data Sourcing

Connect data	Automated creation and maintenance of data connections to various source systems.
Index data	Creating and maintaining high quality index for superior information retrieval.
Search data	Search and retrieve information and document links/position

Dialogue Manage-ment

Manage workflow	Create and maintain workflows for intent-based communications with no-code environment
Create Natural Dialogue	Manage and maintain the dialogue over GenAI platform
Communicate over E-Mail	Convert the dialogue contents into e-mail format and manage integration
Communicate over Chat	Convert the dialogue contents into chat format and manage integration
Communicate over Phone	Convert the dialogue contents into phone format and manage integration

Oper-ation Support

Monitor and report	Store and automatically evaluate and report on client conversations
Secure data	Provide mechanism for compliant and secure data handling

Opti-mization

Train dialogue	Train the model based on client and employee feedback for continuous quality improvement
Evolve content	Identify content quality improvement opportunities and manage

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Enterprisebot Technical Architecture

Data Connectors
- Web Server
- Database (Rest API)
- SAP
- ServiceNow
- Salesforce
- UI Path
- Microsoft 365 - Mail
- Microsoft 365 - SharePoint
- Wiki
- Jira
- Other

Doc-Brain Data Management

Blitzico Workflow Manager

Generative AI Interface Service

Generative AI Model
- Azure OpenAI
- Amazon Bedrock
- Google Bard

Chat
- Slack
- Teams
- FB Messenger
- Web-Site Chat
- Whats-App

Mail
- Outlook
- Google Mail

Phone
- Avaya
- Genesys
- Teams

- Doc-Brain is patent pending proprietary technology fully automating data loading, indexing and management
- Various data connectors available
- Blitzico enables no-code workflow configuration and integration of intent-based and intentless steps/procedures
- Flexible in terms of use of generative AI model, including the use of a private dedicated model
- Hosted on Google Cloud Platform in Switzerland or Ireland
- Shared or dedicated instance available

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Our Clients

assura.	sympany	SWICA	iMpuls	SVA AARGAU Sozialversicherung
SIX	GENERALI	Swissquote THE SWISS LEADER IN ONLINE BANKING	Global Blue	yuh
DHL	Dutch Railway	SBB	ANDERMATT SWISS ALPS	LNER LONDON NORTH EASTERN RAILWAY
Franciscan HEALTH	afterpay	Portugal Rail		

Total of over 40 clients

Client base growing at 50% per year

Enterprise Bot

Feedback and Recognition

AI Leadership
No.1 ranking
With 88.3%
avg. accuracy rate
(source: SNIPS)

Customer Centric
❤ by customers
With 4.9/5 in
G2 reviews

GetApp USER REVIEWS ★★★★☆

Capterra 4.6 ★★★★☆

G2 ★★★★★

G 4.7 ★★★★★

Gartner peerinsights. Customer FIRST

> The team at Enterprise Bot utilized their new product called *DocBrain*, which helped us go live with a fully-functional AI-powered assistant in under 4 weeks without draining our resources and time.

Sri Bharadwaj

Vice President
Digital Innovations and Applications

Franciscan HEALTH

Enterprisebot was from the beginning a key partner of our innovation in GenerativeAI

Andreas Krümmel
CEO Generali Switzerland

Leading Platform in Customer Ratings and User Experience

Productivity Improvements and Business Case

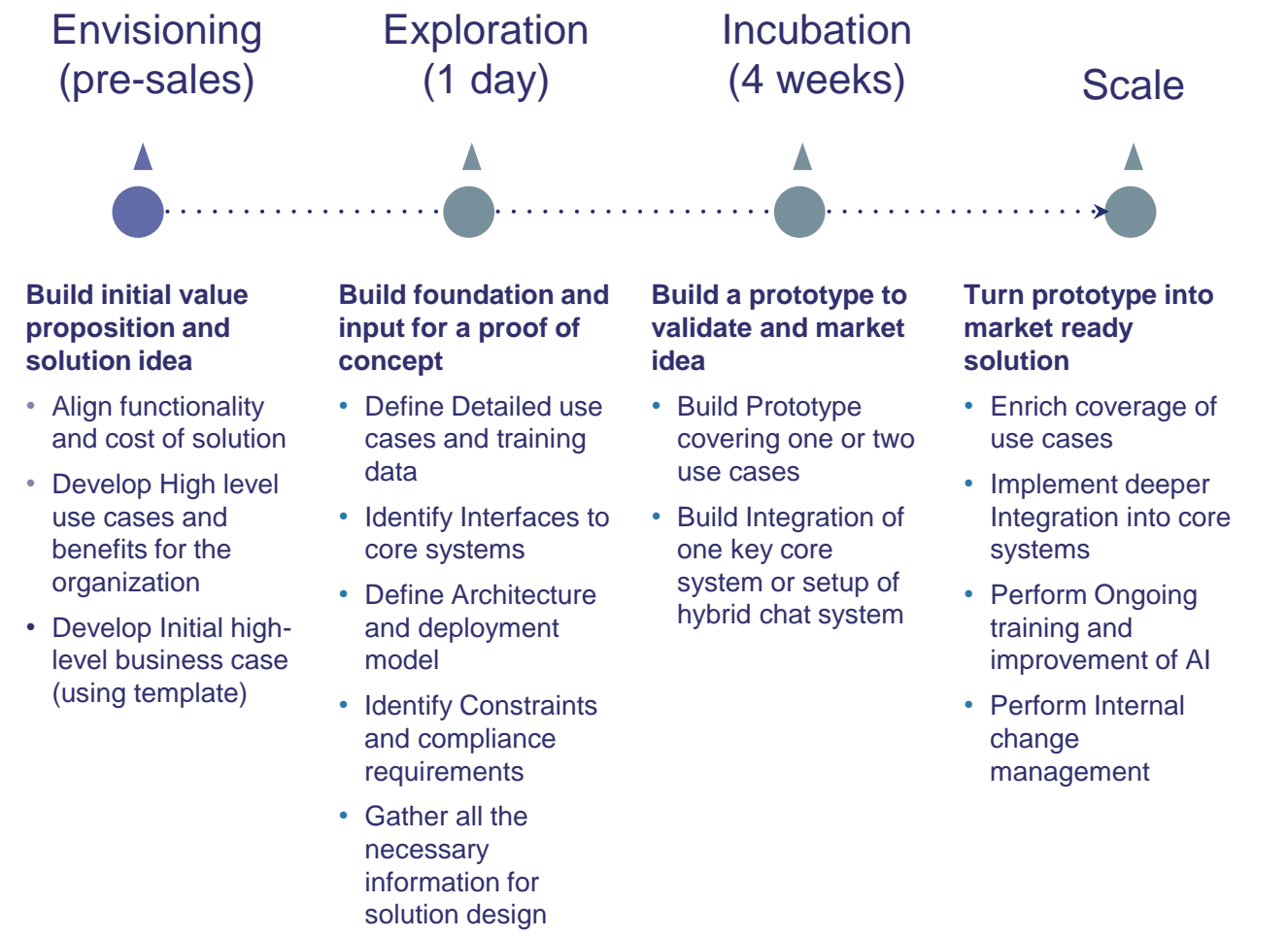|	Channel Mix %	Time per conversation (min)	% of con-versations handled by the Bot	Bot/Assistant Time Savings % on the con-versations handled by the Bot	Bot/Assistant Time Savings % on the total of con-versations
E-Mail	40%	15.0	95%	80%	76%
Phone/Video/Conference	30%	7.0	10%	50%	5%
Chat	25%	5.0	100%	50%	50%
Personal Meeting	5%	30.0	0%	0%	0%
Total/Average	**100%**	**10.9**	**66%**	**60%**	**44%**

- 51 % of time is assumed communication time
- Total time savings amount to 25%
- Net of cost of the solution the total cost savings are 23%

Strong business case of 23% cost savings achievable and evidenced

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Implementation Project

Project Approach

Envisioning (pre-sales)	Exploration (1 day)	Incubation (4 weeks)	Scale

Build initial value proposition and solution idea

- Align functionality and cost of solution
- Develop High level use cases and benefits for the organization
- Develop Initial high-level business case (using template)

Build foundation and input for a proof of concept

- Define Detailed use cases and training data
- Identify Interfaces to core systems
- Define Architecture and deployment model
- Identify Constraints and compliance requirements
- Gather all the necessary information for solution design

Build a prototype to validate and market idea

- Build Prototype covering one or two use cases
- Build Integration of one key core system or setup of hybrid chat system

Turn prototype into market ready solution

- Enrich coverage of use cases
- Implement deeper Integration into core systems
- Perform Ongoing training and improvement of AI
- Perform Internal change management

Client Resource Requirements

Client Resources		Required Availability	
		OnPrem	**Cloud**
Project Management		**40-50%** during 1 months	**40-50%** during 1 months
Sub-resources	IT SPOC	**20-30%** (1-2 days per week) per function for the duration of data analysis and deployment (6 weeks).	**20-30%** (1-2 days per week) per function for the duration of data analysis and deployment (6 weeks).
	Customer Service Representative		
	Product and Offer specialists		
Legal & Compliance		**10%** during 4 weeks	**10%** during 4 weeks
IT Security / Firewall Mgmt.		**50%** for 2 weeks	
IT Operation Team		**5%** during 4 weeks	

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Pricing

Provider	Service/Feature	Scope
Enterprise Bot	Cloud Deployment	✓
	On Premise Deployment (Option)	Add-on
	Server and Technology Maintenance	✓
	Authenticated Services	✓
	Dashboard	✓
	Hybrid Chat Capability	✓
	User Access Management	✓
	Number of included Channels	2
	Number of included Environments	3
	Number of included Languages	3
	SLA Package	Large
	Hosting, Maintenance and Operation	Included
New Digital Intelligence	Service Management	Included
	Monitoring and Reporting	Included
	Content Management	Included
	Technology evolution (patching, minor releases)	Included
	Commercial Management and Optimization	Included

- Total price for managed service of 0.5 EUR plus VAT
- New Digital Intelligence is single contractor, integrator and re-seller
- Now one-time or upfront cost
- No minimum contract duration
- No minimum consumption

Why NDI and Enterprisebot?

- **Brings you a fast-growing proven market-leading solution, with the highest customer satisfaction**
- **Allows you to leverage the power of ChatGPT to improve client interaction, increase client satisfaction and market share**
- **Enables you to refocus your employee's valuable client-facing time on high-value complex conversations**
- **Provides you with a strong business case**
- **Gives you a flexible pay-as-you-go model with >90% of savings remaining with you**
- **Ensures constant evolution of the solution up-to-speed with the dynamics of the ChatGPT technology**
- **Evolves your client-facing content dynamically and seamlessly**
- **Gives you full transparency of your client conversations (monitoring)**
- **Allows you a risk-free journey with 0 upfront cost 0 volume commitment 0 minimum contract duration**

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