**Client Frequently Asked Questions & Answers**

| **#** | **Question** | **MB Answer** | **LA Version / Comments** | **Agreed** |
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| 1 | How can I realise the savings, if I save only time and I need to pay my employees regardless? | The savings can be realised, by re-allocating the time saved to other activities that create value (revenue/sales) for example better reachability in the contact centre results in sales. In some cases by re-allocating work also full employees can be freed up which allows for cost savings. | The savings can be realised by either reallocating staff to other duties or by reducing the number of customer facing agents or not growing the Customer facing team as your business scales. |  |
| 1.1 | How much can we save? |  | The companies that are using Enterprise Bot have reported cost savings on their customer service teams of between 20% and 75%. With the other products including better knowledge management and Employee Assistance this level of savings can be spread across other areas of the business including sales, HR and other internal functions. |  |
| 2 | With so many other Virtual Assistants on the market place, why did you partner with Enterprise Bot? Why should we consider it? |  |  |  |
| 3 | Is the solution compliant with data privacy regulations? | Is the solution compliant with data privacy regulations? | What regulations are we talking about? GDPR etc? |  |
| 4 | Can I operate the solution myself? | Yes, the managed services of NDI are not mandatory, however the activities need to be performed (monitoring, content management, technology maintenance). As part of a BOT (build, operate, transfer) agreement, NDI will enable the client to fully onboard all required services. However from our experience a shared services setup where the knowledge and capability gained by one client is constantly leveraged for other clients is very efficient and beneficial for all parties. |  |  |
| 5 | Will not Microsoft Co-Pilot provide me similar capabilities? | Only very partially. Microsoft Co-Pilot will only use and learn on individual employees e-mails and not connect to broader content base such as website or product informations. It is currently not known what training and fine-tuning options will be available in MSCo-Pilot. MSCo-Pilot we understand only supports the E-Mail channel, not Chat nor Voice. |  |  |
| 6 | Where is the system (the different components) hosted? | On Google Cloud in Switzerland and in Ireland is where the shared (multi-tenant) systems are residing. In addition we offer dedicated deployment option on any cloud or client data center. |  |  |
| 7 | NDI seems to be a young company, do you have the experience required? | NDI was founded in 2023, while the concept and service scope has been developed in 2022. The team has combined experience of over 10 years in Generative AI. The founding team had responsible roles in other service providers such as Accenture & Deloitte in this same field. We have undergone a thorough selection process from Enterprisebot before the partnership agreement was signed. We will fulfil all our contractual obligations and accept rigorous liability and malus clauses to testify our delivery capabilities. | Well we are quite a new company that has been set up by our CEO who is an ex Sr Managing Director of Accenture and ex Partner at Deloitte. He has pulled together some of the best people in the industry and created a team of specialists with significant experience in GenAI like ChatGPT.  In addition, we are also partnered with and backed by a top global outsourcing company. We have combined our expertise with their team of over 1500 technical staff and jointly built a low cost, high quality AI Factory in Poland.  This gives us the ability to Evaluate, implement, monitor and support New AI technology at scale. |  |
| 8 | Why should we not do an RfI/RFP process for (a) platform (b) service provider? |  |  |  |
| 9 | Why wouldn't we just review the vendors on the Gartner Magic Quadrant for Conversational AI Bots |  |  |  |
| 10 | Why shouldn't we just do it ourselves? |  |  |  |
| 11 | We are already reviewing a number of other technologies ourselves, why should we include you / Enterprise Bot? |  |  |  |
| 12 | How much will it cost us? |  |  |  |
| 13 | When do we have to start paying for it? |  |  |  |
| 14 | “We have looked at / tried bots before but we could never find the benefits of them / they didn't work or we didn't like them” |  |  |  |