

Your Team Name : Nuro

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Problem Statement

Did you know?

Across the industries, the **average** call center **hold time is** roughly **13 minutes**, **leading to churn**

User Segment & Pain Points

- Call center Agents have to **check multiple sources of information**
- Lack of automation support leading to **less productivity and innovation** in B2C companies
- Delayed call duration for resolution leading to **customer disappointment** in BFSI
- Lack of expertise in about the product, **leading to churn**



Alternatives / Competition



Conversation intelligence for Sales teams



Conversation intelligence for Sales teams



real-time intelligence for the contact center



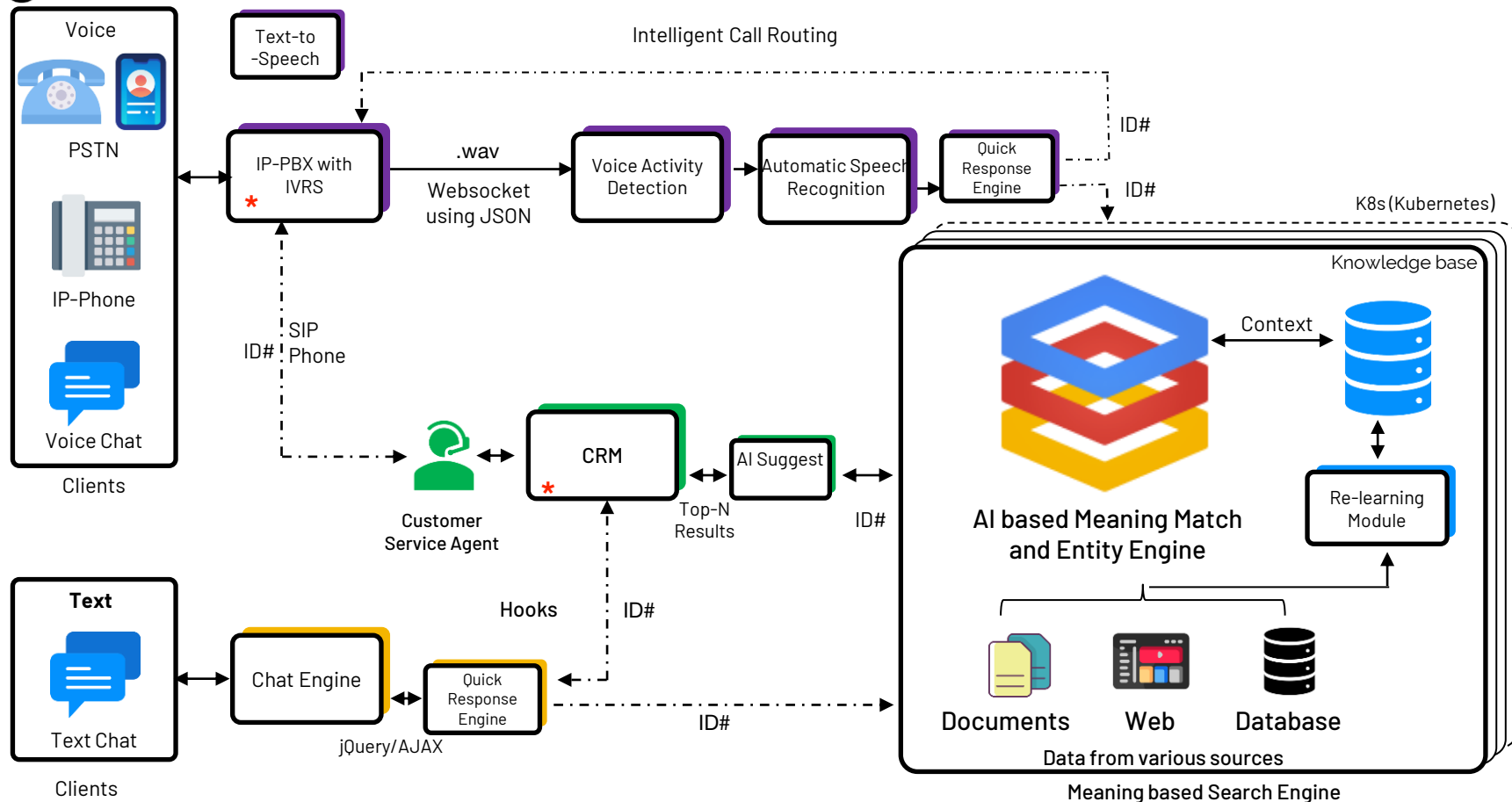
Conversation intelligence for Training Sales teams



Azure tools

Compute	Azure Cloud services & compute capacity like Linux virtual engines to scale.
Containers	Azure Kubernetes and webapp for containers in windows and Linux
Databases	Azure SQL Databases for range of application in mobile and web
DevOps	Azure Testing and CI/CD pipelines for continuous development and deployment

Functional Diagram



*CRM and IP-PBX systems are not a part of the Nurons AI Suite.



Key Differentiators

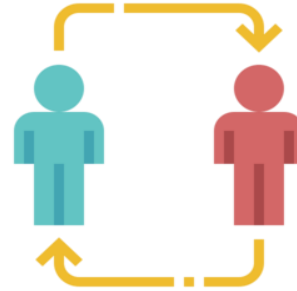
Competitive Advantage	Nuronics	Cresta, Gong, Chorus, Execvision
Performance	<ul style="list-style-type: none">• Latency ~140 ms	<ul style="list-style-type: none">• Latency ~ 250ms
Scope	<ul style="list-style-type: none">• Can handle multiple Indian languages including mixed languages such as Hinglish, Tenglish, Kinglish etc.,• Can handle speech, text & image data	<ul style="list-style-type: none">• Separately handles different forms of data
Accuracy	<ul style="list-style-type: none">• > 92%	<ul style="list-style-type: none">• ~ 85%
Innovation	<ul style="list-style-type: none">• Trained with large datasets of contextual data in each language.• Native search for regional languages• Works both on-prem and cloud	<ul style="list-style-type: none">• Trained on generic open-source data• English translated model applied for all languages.• Works only on cloud.
Ease	<ul style="list-style-type: none">• Easier re-training or addition of new data• Deploy in days instead of weeks	<ul style="list-style-type: none">• Difficult to re-train or add new data• Takes weeks to months for deployment



Identify the Internal champion and setup expert support team to ensure adoption

Experiential

Train to use application with practical use cases



Engage with Timely updates, new features and add-ons



Recognize internal champions for word-of-mouth promotions and customer references

For Demo's and Product Videos, Please visit our Youtube page



[NuroSuggest Engine - Deployed for Bosch internal employee support system](#)

TECHGIG

Thank You

Viplav Valluri

Mythili Sharan

Acharya KLN

Sowmya Madabushi

Bharath Nalubola