

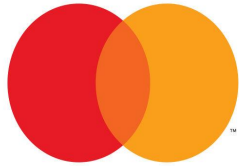
ServisBOT & Amazon Lex Conversational AI Solutions



What does ServisBOT do?

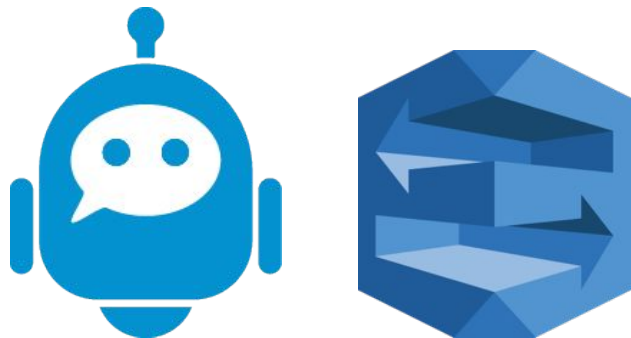
Enabling businesses to accelerate Digital Transformation with Quick Wins by **Automating Digital Engagement using AI**

helping banks, insurance companies, manufacturing, healthcare and other enterprises improve service performance, lower cost to serve, and improve customer experience.



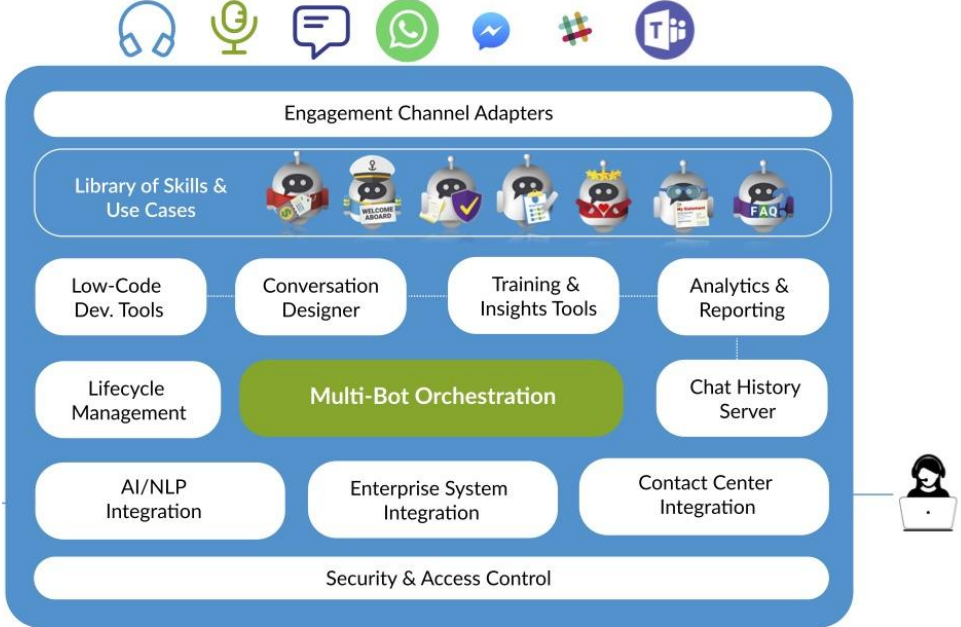
Strategic Partner





**How we Add Value for Developers & Business Users
Building and Enhancing Bot Solutions
powered by Amazon Lex**

A Conversational AI Platform that makes it Easier & Faster to Build & Enhance Conversational Bot Experiences



Business Results

-  Increase Conversion Rates
-  Faster Onboarding
-  Increase Self-service
-  Increase Revenue/Cash
-  Lower Service Costs
-  Faster Resolution Times
-  Higher Retention Rates
-  Improved Satisfaction Rates

ServisBOT's Platform provides Low Code Tools that make it easy to:

Get started quickly using **Pre-built Blueprints** and instantly add a hosted **Rich-media Messenger**

Create, edit, upload, and/or export **Intents and Utterances**

Drop in **Rich Media Components** (carousels, images, videos, menus, calendars, etc.)

Add a range of **Reusable Fulfillment** actions without any coding

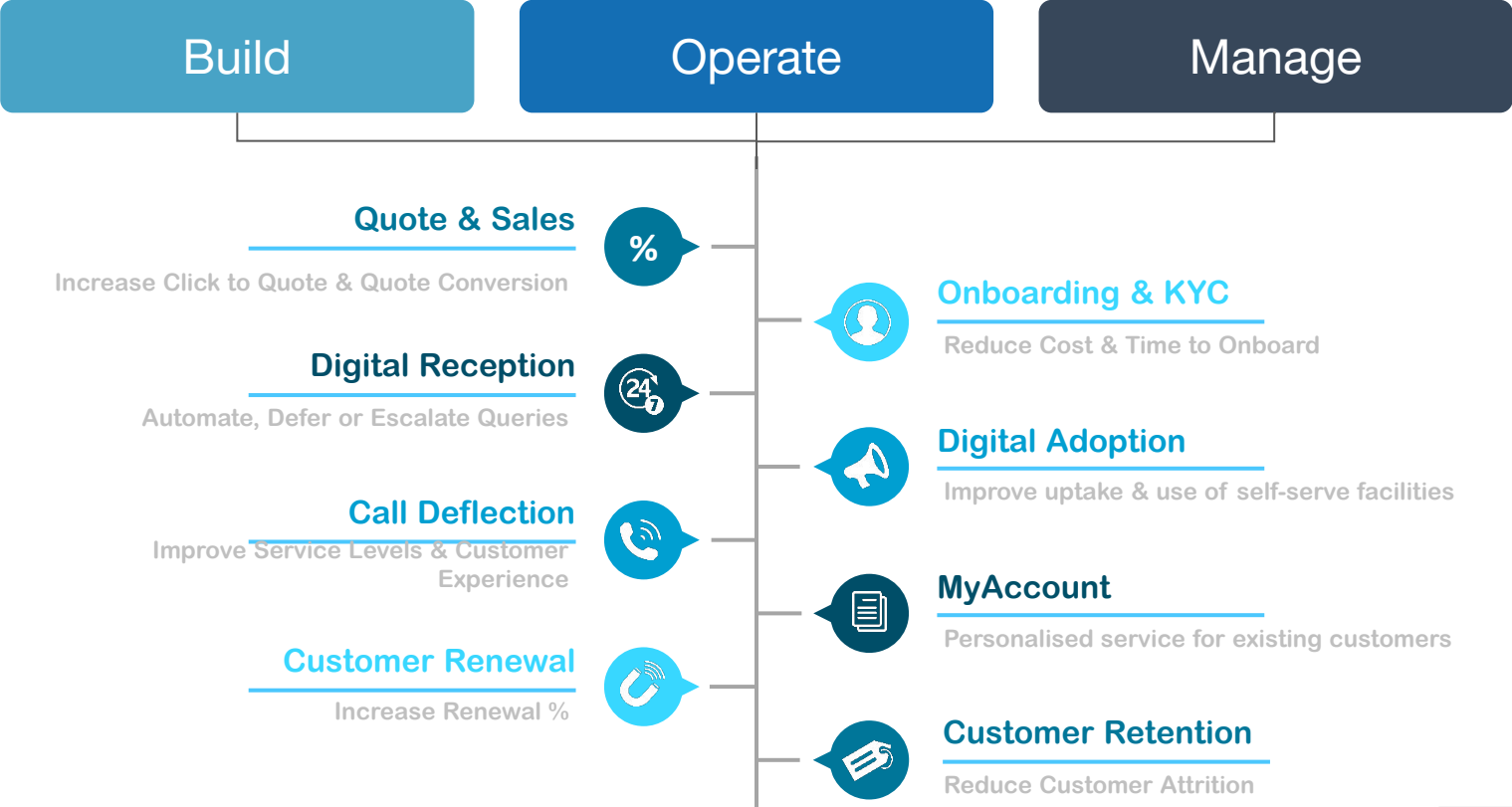
Connect process-oriented **Action Flows** to intents using a drag-n-drop designer

Add **Pre-configured Skills** that enhance the bot

Connect to **Amazon Lex** and **Amazon Connect** as well other AI services

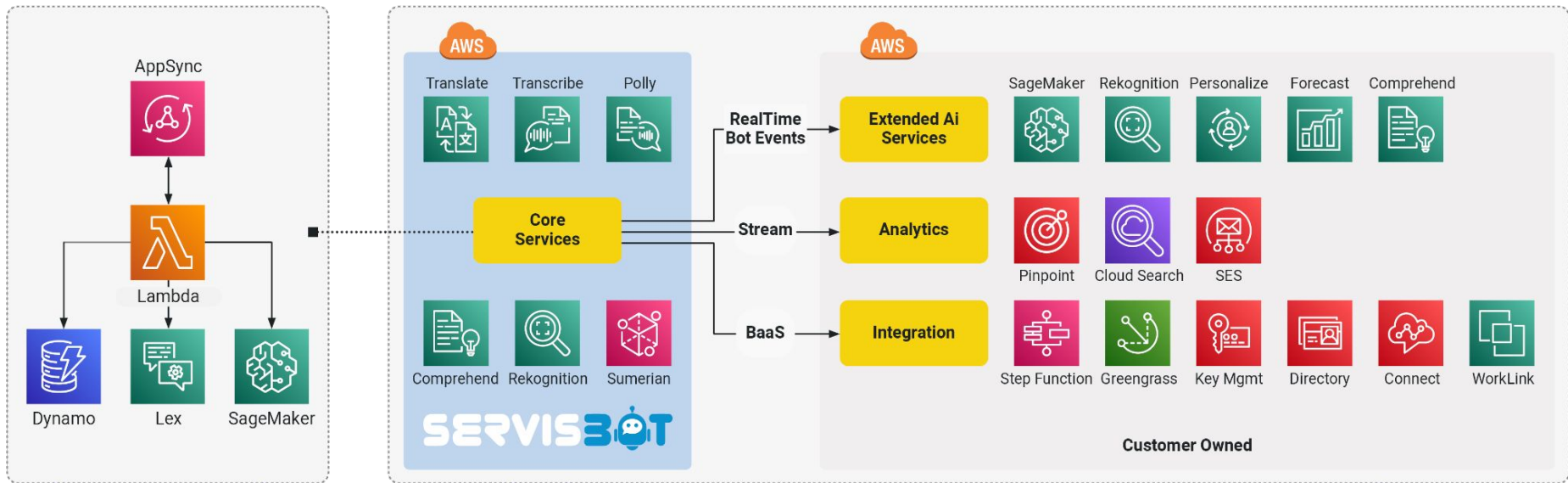
Integrate **to all the leading contact center** systems.

Supports the Build, Operate & Manage for a Wide Range of Use Cases across the Customer Lifecycle



Built on AWS Technology & Services

Built as a serverless SaaS offering on AWS, the platform contains the following core AWS services – AppSync, Lambda, Dynamo, Lex, and SageMaker. These services are extended by Translate, Polly, Transcribe, Comprehend, Rekognition, Sumerian.



Built on core AWS services like Cognito, AppSync, KMS, GuardDuty, Cloudwatch, Kinesis, and Fargate the platform also provides built-in identity, security & encryption, storage with full logging, monitoring, and analytics available.

Multi-Bot Orchestration Architecture enables the Building & Management of Advanced Solutions



For organizations that require **advanced conversational AI solutions**, ServisBOT's **multi-bot architecture** enables **multiple Lex (and/or other) bots** to be **orchestrated** for a **unified and enhanced experience.**

Advantages of ServisBOT to Creators of Lex Bots

An Enterprise Platform offers Centralized Access & Control

- Centralized components deliver a solution with access and functionality for all stakeholders
- Centralized platform for Security and Management

Built for Reusability & Speed to Market

- Pre-built blueprints, rich media components, reusable fulfillment & skills, out-of-the-box APIs

Range of Value-added Features

- Low-code/No-code tools, Process Flows, Multi-bot orchestration, Multi-modal, Co-browse

Native Connectivity to AI Services & Contact Centers

- Native connections to Amazon Lex, Comprehend, Sagemaker, and other AI services allow users to create multi-modal solutions easily.
- Integrations to Amazon Connect and other contact center technologies.

Instant Audit & Analytics

- Built-in analytics, encryption, identity, monitoring, and security.
- Developers can take advantage of these important features without any coding.

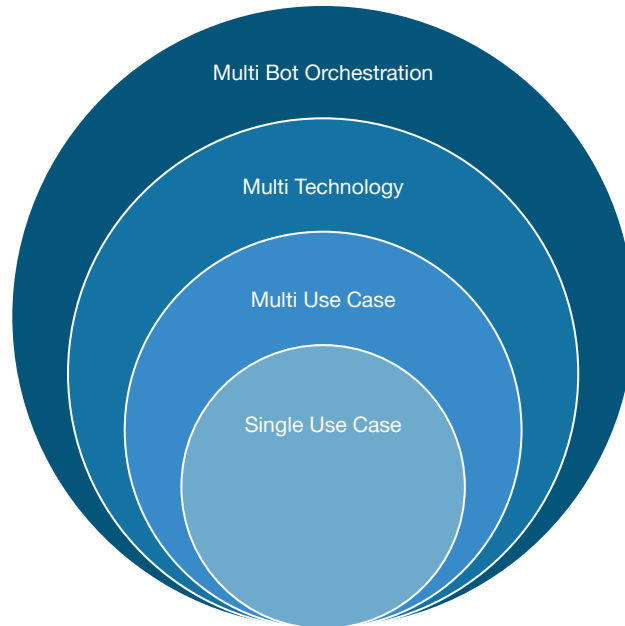
Business Benefits of Using ServisBOT and Amazon Lex

- Organizations that adopt Amazon Lex as their NLP can get their bot solutions to market faster using ServisBOT, expanding their **market opportunities and growing revenue faster**.
- As the market for conversational AI matures, organizations are seeking **advanced conversational AI experiences that are rich in capabilities**. By leveraging the multi-bot architecture and centralized capabilities of the ServisBOT platform, business can take advantage of this trend.
- The platform supports the creation of conversational AI solutions for **multiple B2C and B2E use cases in a variety of industries**, especially interaction-intensive sectors like insurance, banking, travel, healthcare, utilities, transportation, and entertainment.
- The ServisBOT toolkit **supports multiple personas across the enterprise** including Citizen Developers, Enterprise Devs, IT, Data Science, CX Designers, and Agents.

More about ServisBOT

Why is ServisBOT different ?

ServisBOT is an Enterprise Conversational AI platform enabling organisations to automate customer and employee engagements across the full lifecycle and multiple channels



AMALGAMATION OF BOTS VIA SINGLE SOLUTION

4 Tech Support, HR, Resource Planning, Brand Communications, Knowledge Management

STANDARDIZATION ACROSS THE ENTERPRISE

3 Amazon Lex, IBM Watson, Microsoft Luis, Google Dialogflow, FB Wit.ai, ServiceNow

EXTENSIBILITY ACROSS FUNCTIONS

2 Sales, Service, Marketing, Collections, Operations, Compliance

BUSINESS OUTCOME FOCUSED

1 Cost, Revenue, Customer Experience, Retention, KYC / AML

Customer Use Cases & Success

Deflection & Live Chat Automation



60% live chat automation within 6 weeks



75% live chat containment
21% call deflection



17% call deflection
200% productivity
60% doc accuracy



28% live chat containment
4 weeks



call deflection
customer self-service for
appliance order & delivery



out of hours
customer self service

Quote Conversion



17% sales conversion
40% reduction AHT
NPS +10

Customer Onboarding



30 Days to 5 Hrs
10x Efficiency

Document Upload



collecting & processing
passports & driver
licenses for new credit
card holders

Complaints/Refunds



automating customer
complaints and refunds in 5
different languages and 50
brands

Employee/IT



notifies employees of IT
related actions they need to
take and responds to FAQs

Banking Clients



partner with us and have
sold our platform to several
banking clients in MEA

Our Customers and Partners



Some Sample Use Cases

24x7 Digital Reception



Contact Deflection during Peak Hours

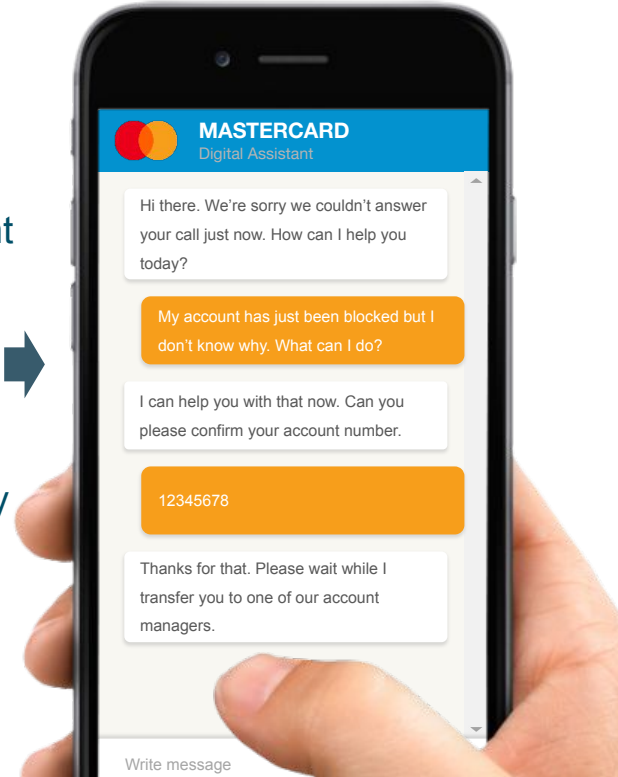


Press#1 to speak to our mobile Digital Assistant

Call routed to ServisBOT

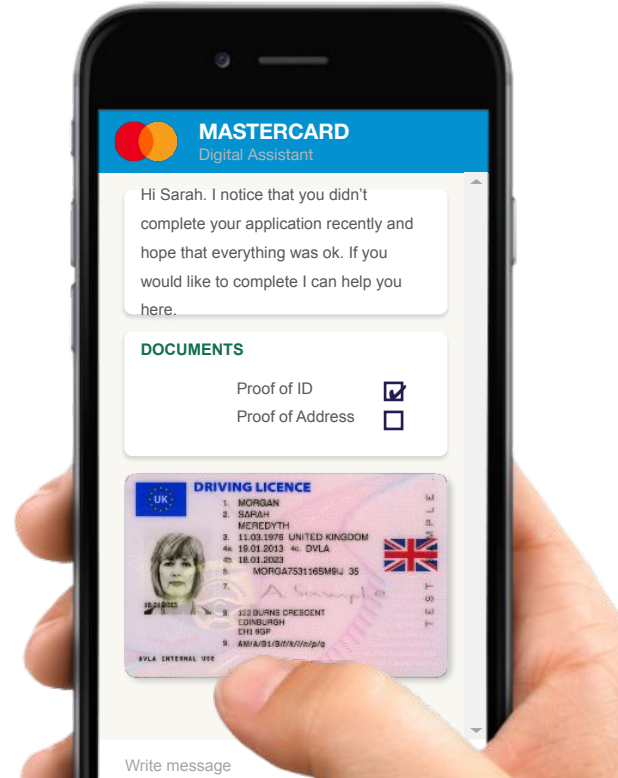
Customer receives SMS with link to Bot

Bot Automates, Deflects or Escalates the query



Onboarding & KYC

- Inbound & Outbound
- Automate the Contact Schedule
- Capture via device camera or attachment
- Process using ServisBot or your own services
- Secure funneling of documents
- Connect to API or RPA for automating upload



Thank You

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