01

actionable
science virtual people
at work

Presented to

FOUNDED IN 2016 BY SENIOR LEVEL INDUSTRY PROFESSIONALS & BANKERS

12 CLIENTS
ADDED IN THE LAST SIX MONTHS

MICROSOFT PARTNERSHIP AND PRODUCT INTEGRATION

30+ EMPLOYEES & GROWING

HEADQUARTED IN SAN RAMON, CA

PRODUCT DEVELOPMENT CENTER DEHRADUN, IN

FAST PACE OF INNOVATION AND PRODUCT DEVELOPMENT

03 SKILLED VIRTUAL EMPLOYEES

WE BELIEVE IN SIMPLIFYING AND DEMOCRATIZING AI

OUTCOME BASED PRICING MODEL

PREBUILLT TASKS IN IT & HR

EXTENSIVE KNOWLEDGE BASE

01

DIFFERENT APPROACHES TO FAQs or CUSTOMER SELF HELP HAVE BEEN TRIED WITH MEDIOCRE RESULTS

02

USERS DO NOT WANT TO SEARCH FOR INFORMATION, THEY WANT INFORMATION BROUGHT TO THEM

03

WITH ARTIFICIAL INTELLIGENCE SOLUTION, A "LIVE" VIRTUAL ASSITANT SOLUTION CAN ACT AS FRONT LINE OF DEFENCE FOR CUSTOMER HELPDESK

Helpdesk & Knowledge management challenges

i Existing Knowledge management/self help assets are not as effectively & actively by the users.

i Significant effort wasted in routine repetitive tasks and questions

i Non-use of existing KB results in low auto-resolve rates. Emails, Calls and helpdesk tickets ensue

i There is also a lack of analytics and reporting around avoidable calls/emails/efforts

the opportunity

UPLIFT SUPPORT STAFF
PRODUCTIVITY BY

15-30%

POSSIBLE PER TICKET
COST

REDUCTION BY

90%

ELIMINATE
REPETITIVE

TASKS BY

50%

IMPROVE
SERVICE LEVEL (SLA)

DELIVER
USER FRIENDLY
EXPERIENCE

INCREASE COMPLIANCE
WITH SECURITY AND
PRIVACY POLICIES

the team

Megan
Customer Support

Vera
HR Support

James
IT Support

Emma
Employee Help Desk

A conversational employee service desk platform staffed by AI powered Virtual Employee that work in concert with your human team members.

Virtual Employee – handles repeatable and high volume tasks

Human Agent – focuses on high touch and complex issues

Our Virtual Employees can handle employee tasks at multiple levels of complexity

Level ONE

Example

Provide simple information to questions like "What is the guest-wifi password" or "What is our policy about accepting gifts"

Level TWO

Example

Tasks needing back and forth interaction – some integration with other systems – "reset my password" or "Update my tax withholdings"

Level THREE

Example
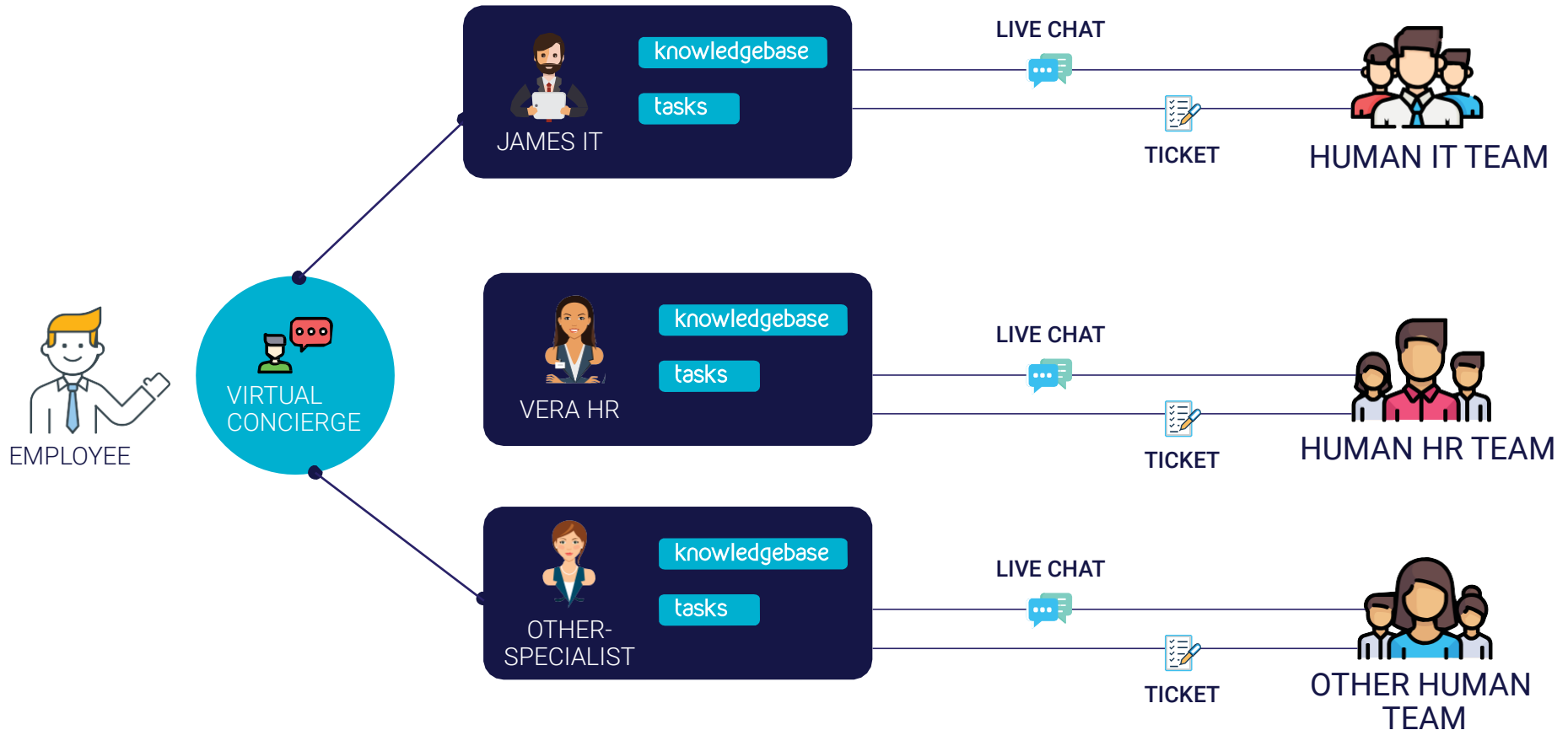
Complex tasks with business process spanning multiple systems over a period – "Onboard a new employee" or "I need to apply for maternity leave"

Integrated AI+Human team

EMPLOYEE

VIRTUAL CONCIERGE

JAMES IT
knowledgebase
tasks
LIVE CHAT
TICKET
HUMAN IT TEAM

VERA HR
knowledgebase
tasks
LIVE CHAT
TICKET
HUMAN HR TEAM

OTHER-SPECIALIST
knowledgebase
tasks
LIVE CHAT
TICKET
OTHER HUMAN TEAM

EMMA

*Enterprise KB and first line of defense
for Enterprise helpdesk*

"ALIVE" ENTERPRISE KB

Easy to create knowledge articles

Multiple KBs in distinct areas possible

Can be "trained" in areas that need improvement

HELPDESK FEATURES

Inbuilt or external ticketing system

Mobile enabled

Can be integrated with Active directory to acknowledge the user
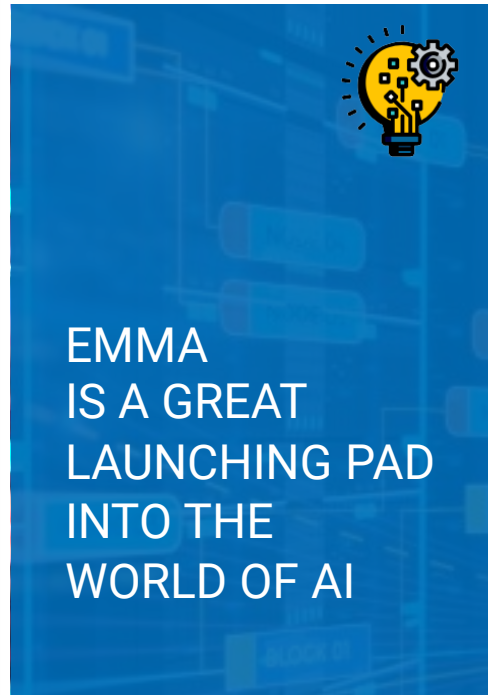
AI + HUMAN

Engages human help if required (live chat)

Multi-lingual

User's Speak

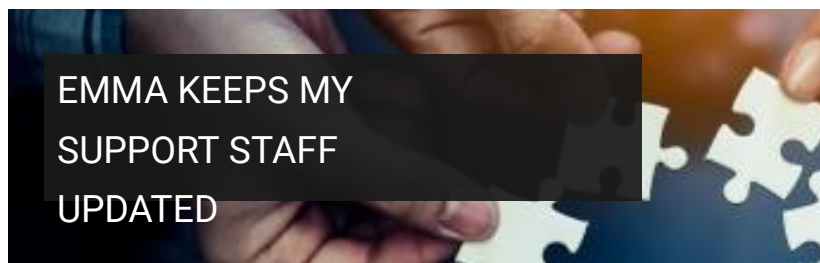EMMA USAGE GIVES US
GREAT ANALYTICS
OVER TIME!

EMMA
IS A GREAT
LAUNCHING PAD
INTO THE
WORLD OF AI

EMMA
IS AVAILABLE
ON MY
PHONE!

EMMA HELPS WITH
CALL DEFLECTIONS!

EMMA KEEPS MY
SUPPORT STAFF
UPDATED

EMMA IMPROVES
USE OF SELF-
HELP
DOCUMENTS

Comprehensive Enterprise Grade solution

TALK

- Rich chat interface
- Natural language model for each job function
- Multi channel - Web, Teams,SMS

THINK

- Existing knowledge base by subject area
- Business rules by job function

ACT

- Business process management
- Document management – creation, eSignatures, storage
- SLA measurement and escalations
- Integrations with back end systems

COMPLY

- Consistent policy enforcement
- Full auditability
- Enterprise level security

LEARN

- Granular analytics and monitoring
- Ability to self learn
- Ability to be trained

COLLABORATE

- Integrated Live Agent chat
- Prebuilt ticket management

Full featured AI+ Human platform

DASHBOARDING

Performance

Need Training

Popular Question

AGENT

Incoming Chats
- Anonymous #2
- Anonymous #3
- Anonymous #4

Active Chats
- User #234
- Anonymous #234

TICKETS
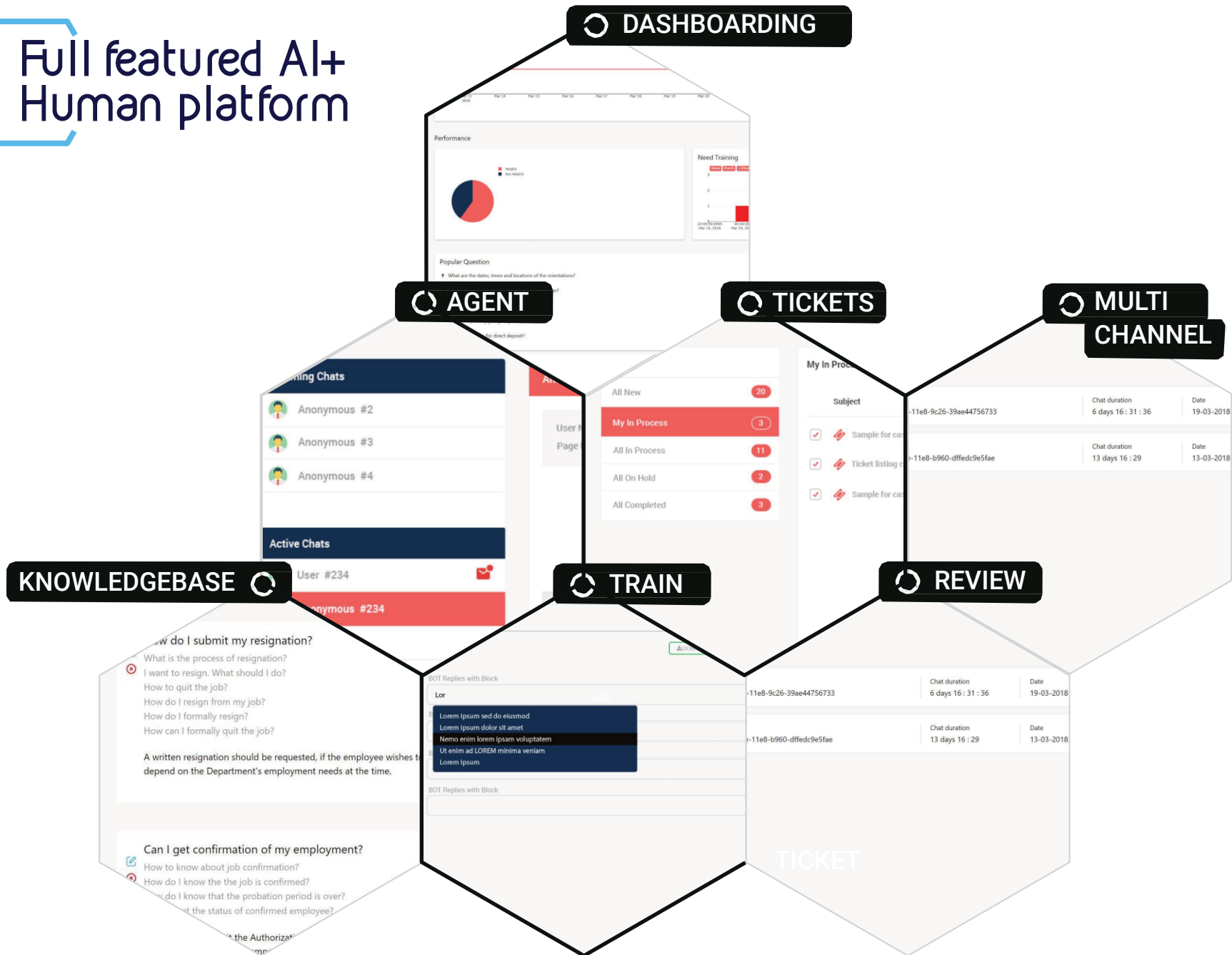
All New	20
My In Process	3
All In Process	11
All On Hold	2
All Completed	3

My In Process

Subject		
Sample for case		
Ticket listing		
Sample for case		

MULTI CHANNEL

	Chat duration	Date
-11e8-9c26-39ae44756733	6 days 16 : 31 : 36	19-03-2018
-11e8-b960-dffedc9e5fae	13 days 16 : 29	13-03-2018

KNOWLEDGEBASE

How do I submit my resignation?
- What is the process of resignation?
- I want to resign. What should I do?
- How to quit the job?
- How do I resign from my job?
- How do I formally resign?
- How can I formally quit the job?

A written resignation should be requested, if the employee wishes to depend on the Department's employment needs at the time.

Can I get confirmation of my employment?
- How to know about job confirmation?
- How do I know the the job is confirmed?
- How do I know that the probation period is over?
- What is the status of confirmed employee?
- What the Authorization

TRAIN

BOT Replies with Block

Lor
- Lorem Ipsum sed do eiusmod
- Lorem Ipsum dolor sit amet
- Nemo enim lorem Ipsam voluptatem
- Ut enim ad LOREM minima veniam
- Lorem Ipsum

BOT Replies with Block

REVIEW

	Chat duration	Date
-11e8-9c26-39ae44756733	6 days 16 : 31 : 36	19-03-2018
-11e8-b960-dffedc9e5fae	13 days 16 : 29	13-03-2018

TICKET

Thank You!

Manish.sharma@actionable-science.com

+1 510 396 5652