



Top 10 most promising chatbot platform

Winner of KBITS & KPMG Elevate 100 (Seed Funded)

One of the top 5 product companies in India, represented India at DLD Tel Aviv Tech Festival

One of the top 30 innovators of the world, announced in Venture Summit 2019 at Silicon Valley, US.



CoRover[®]



Team



Proven industry Experience

Technology/R&D: 15 Years

Product/Domain: 10 Years

Sales & Marketing: 15 Years

IT Delivery/Operations: 14 Years

Data Science: 4 Years





The Problem



No Instant Help

Need to get on a phone call, email, IVR - waiting even for minor queries



Unauthenticated Information

Unverified information on Google, Contact Phone numbers not working



Language Barrier

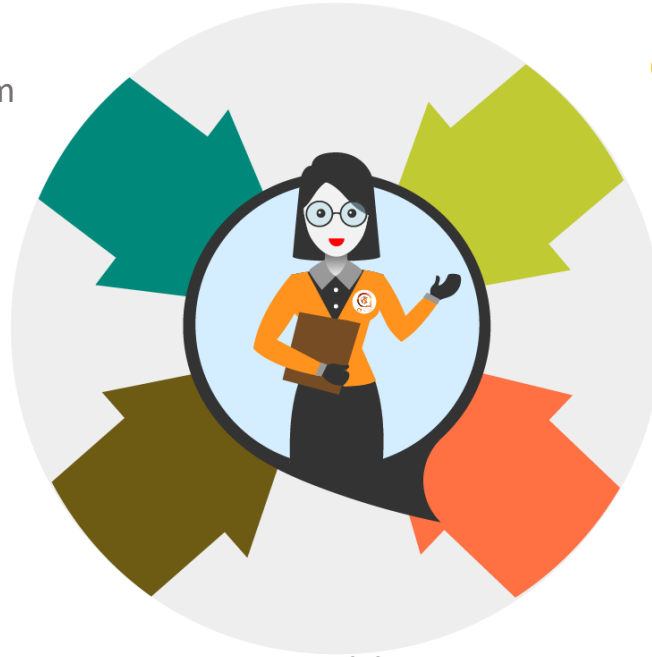
Cannot communicate problems and seek help in local languages

Huge Cost for Organizations to maintain call centres



The Solution: CoRover Conversational AI Platform

Enterprise level chatbot platform
based on
AI, ML & NLP



ChatBot as a Service (CaaS)[®] can be
integrated in just 10 mins.
Easy to train using proprietary
language CBML.

Video, Audio, Text (Multi-lingual)

Omni-Channel & Omni-Platform
Solution

CoRover[®] Cognitive AI Framework



"25 Percent of Customer Service Operations will use Virtual Customer Assistants or ChatBot by 2020, from less than 2% currently, to improve sales, save cost (33%), reduce support activities (70%) and improve customer/employee engagement & satisfaction."



Some of our Key Customers





Some of our Key GTM/Co-Sell/Re-Sell/Tech Partners

accenture

 **Microsoft**

amazon

Google

UiPathTM

 **AUTOMATION
ANYWHERE**

 **BUS & CAR
OPERATORS
CONFEDERATION
OF INDIA**

AGC 

Flipkart 

INMOBITM

FOR THE TRAVEL PROFESSIONAL
TravelBizMonitor

 **CyberMedia**

 **OYO**

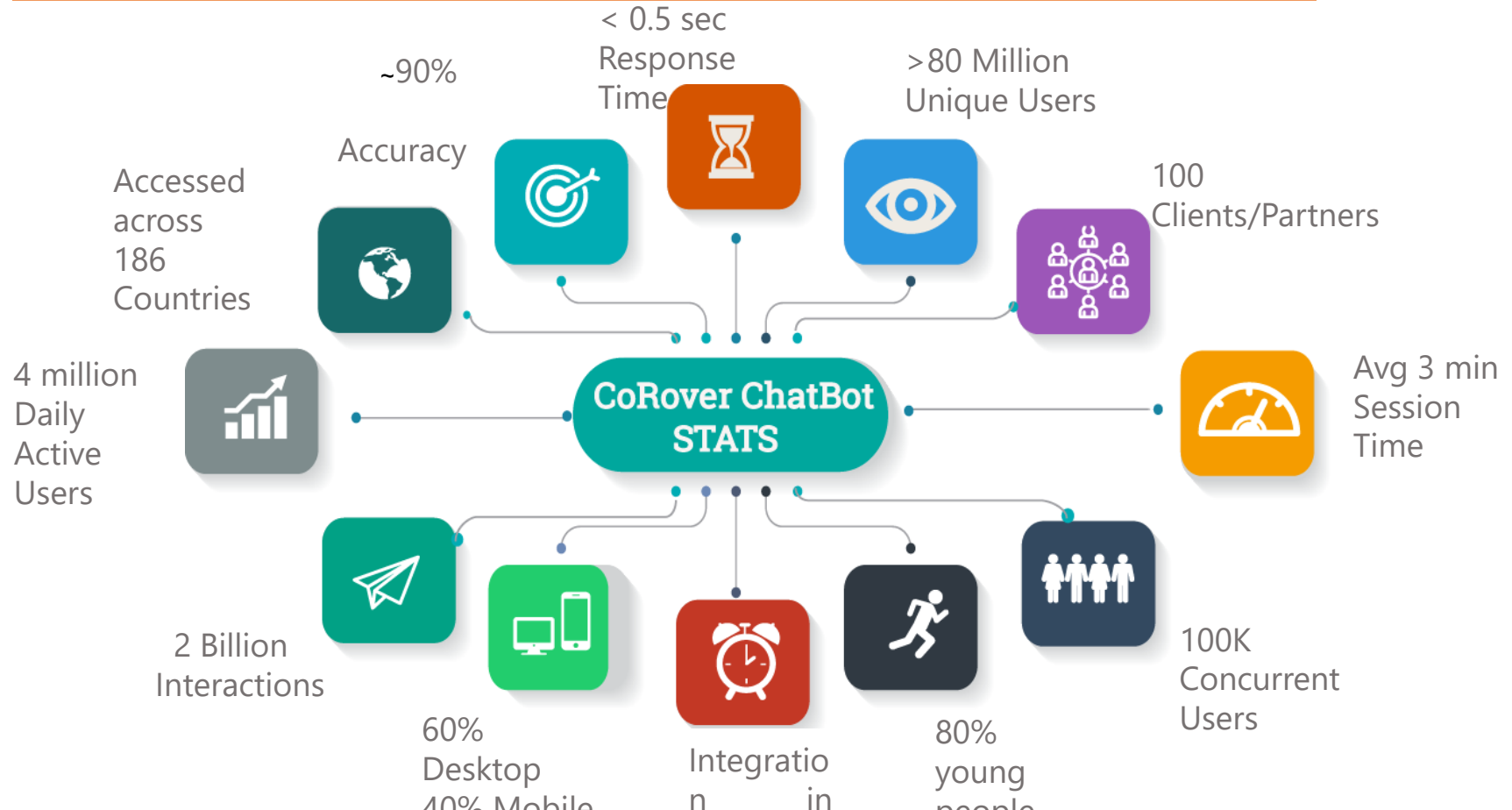
 **hungama**

 **gamezop**

Cashkaro.com
India's No.1 Cashback & Coupons Website

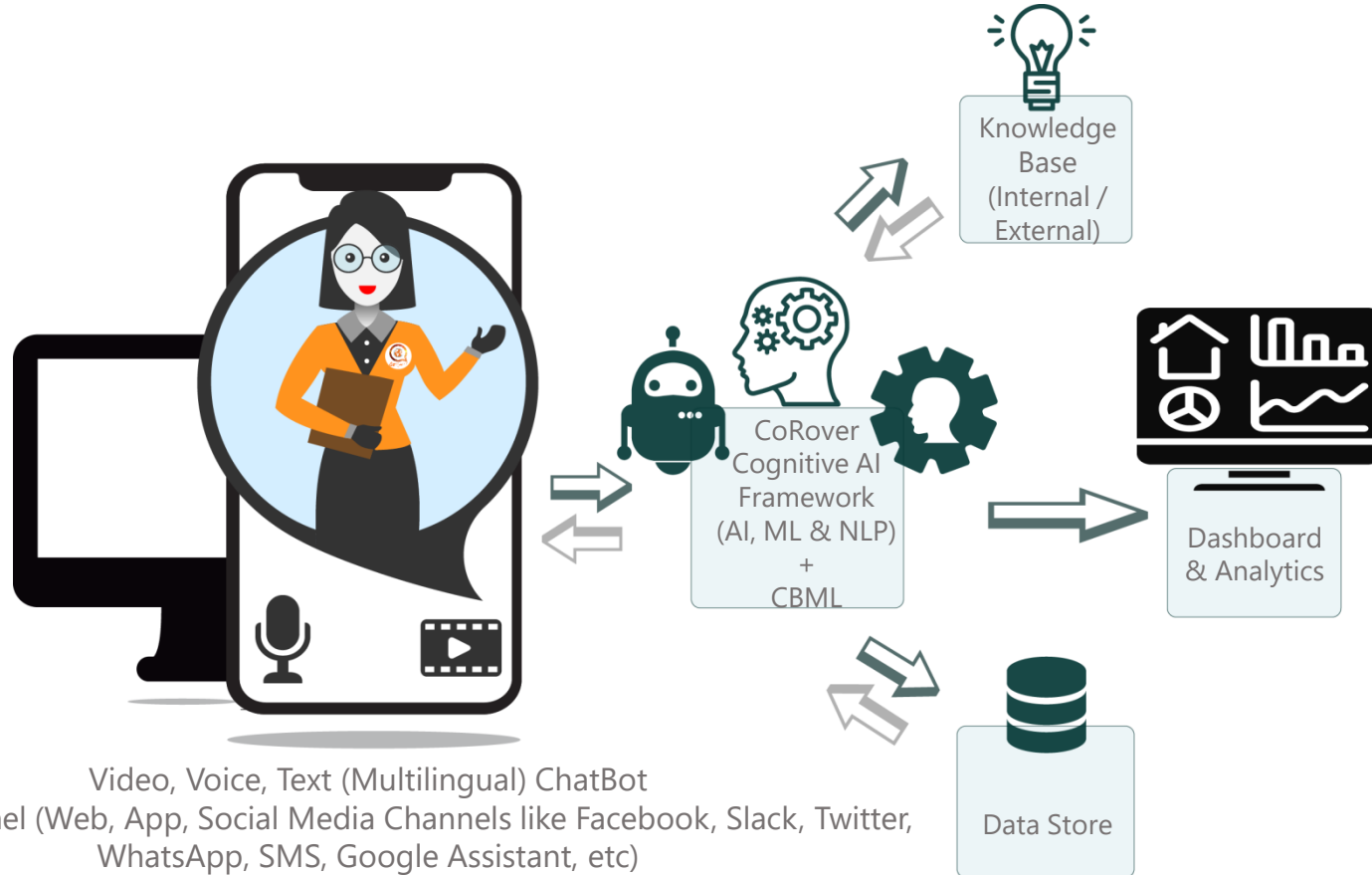


CoRover ChatBot Stats





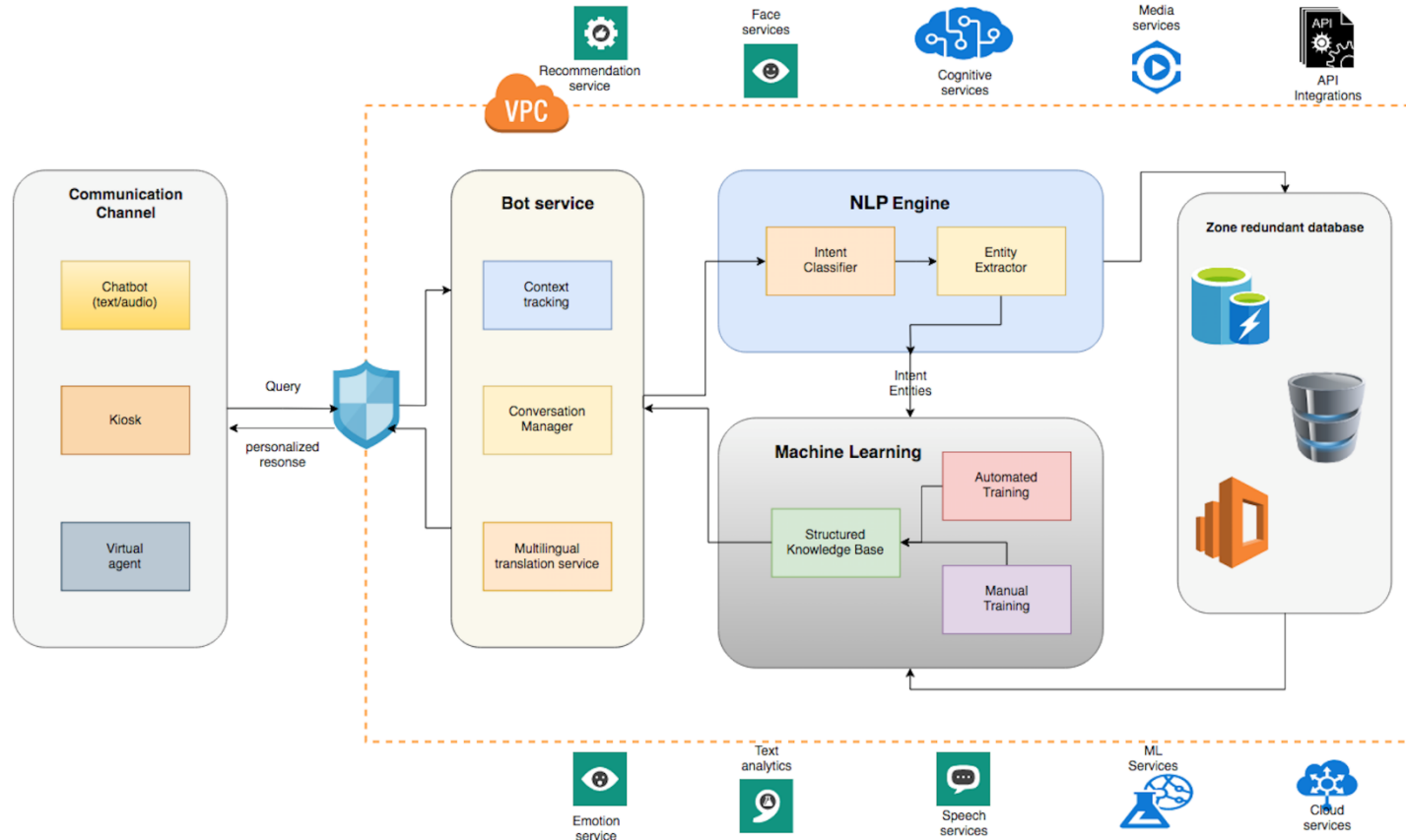
CoRover® Conversational AI Platform



Video, Voice, Text (Multilingual) ChatBot
Omni-Channel (Web, App, Social Media Channels like Facebook, Slack, Twitter, WhatsApp, SMS, Google Assistant, etc)

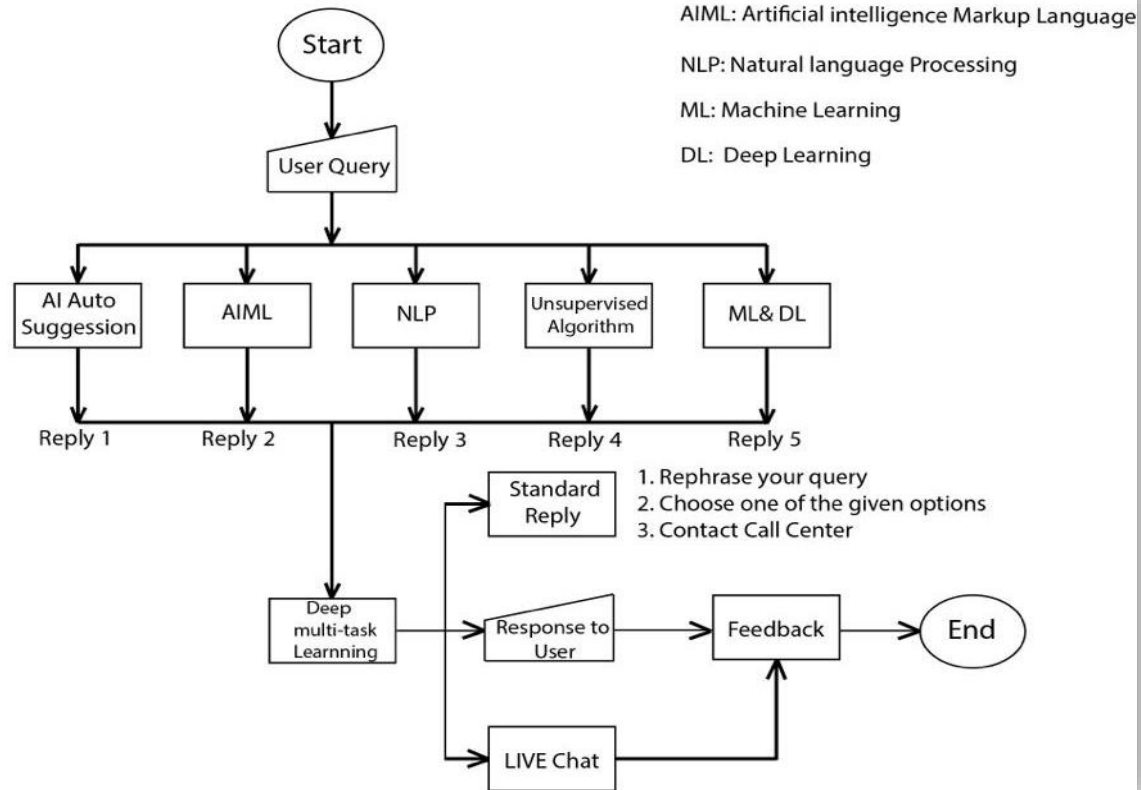


Architecture - CoRover[®] CaaS[®]



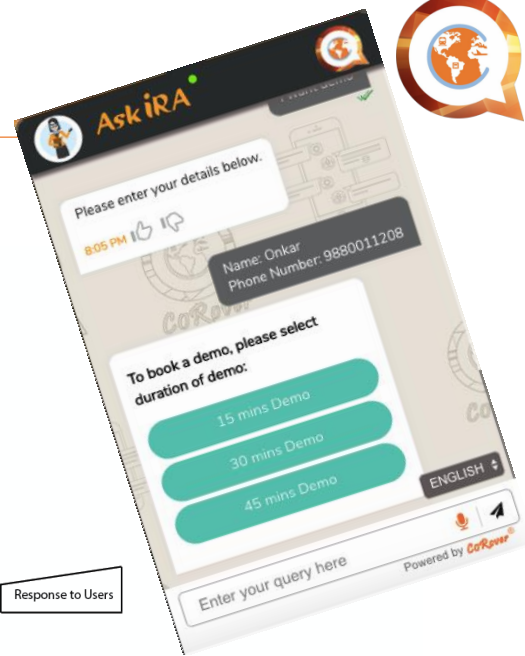
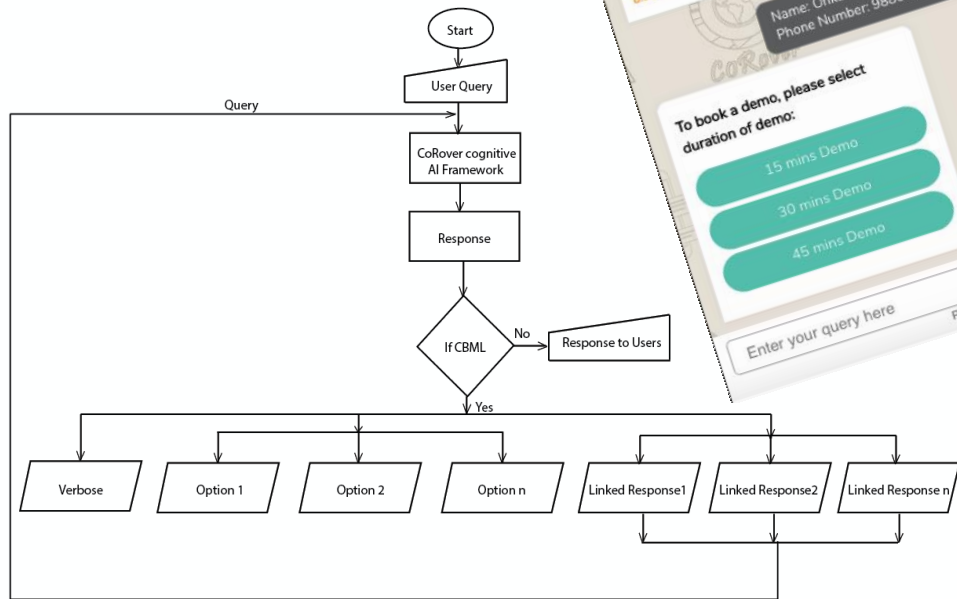
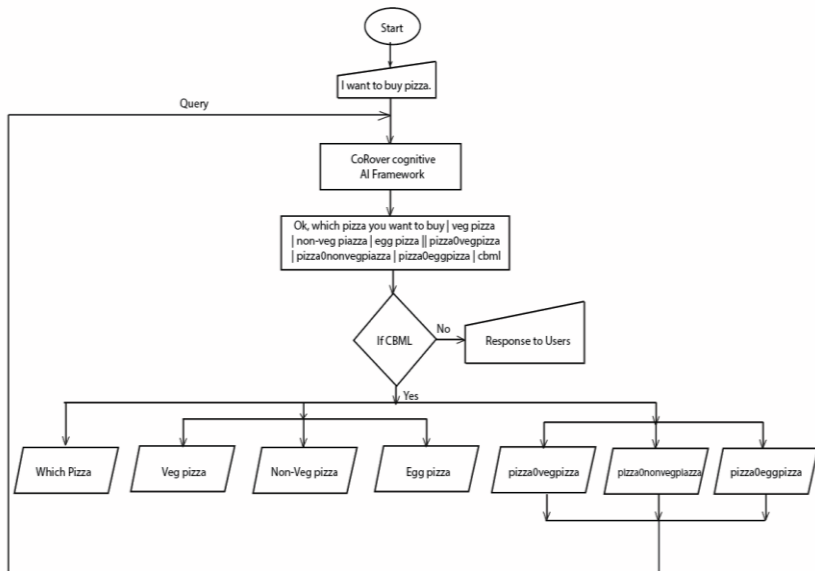


Architecture - Cognitive AI Framework (Patent Protected)



CBML: Chatbot Markup Language (Patent Protected)

The new language CBML (Chatbot Mark-up Language), which makes it very simple for anyone who knows English to create a conversational bot having contextual dialogue and workflow management. This language defines the journeys by just using pipe sign (|) & zero (0).



#	FAQ	INTENT	ENTITY	Answer
1	I want to buy pizza	buy	pizza	Which pizza Veg pizza Non-Veg pizza Egg pizza pizza0vegpizza pizza0nonvegpizza pizza0eggpizza cbml
2		buy	pizza0vegpizza	Which Veg pizza cheese pizza mushroom pizza pizza0vegpizza0cheesepizza pizza0vegpizza0mushroompizza cbml
3		buy	pizza0nonvegpizza	Non Veg Pizza will be available from next week
4		buy	pizza0eggpizza	Egg Pizza will be available from next month
5		buy	pizza0vegpizza0cheesepizza	Sure, will deliver cheese pizza at your registered address in 30 mins
6		buy	pizza0vegpizza0mushroompizza	Sure, will deliver mushroom pizza at your registered address in 30 mins

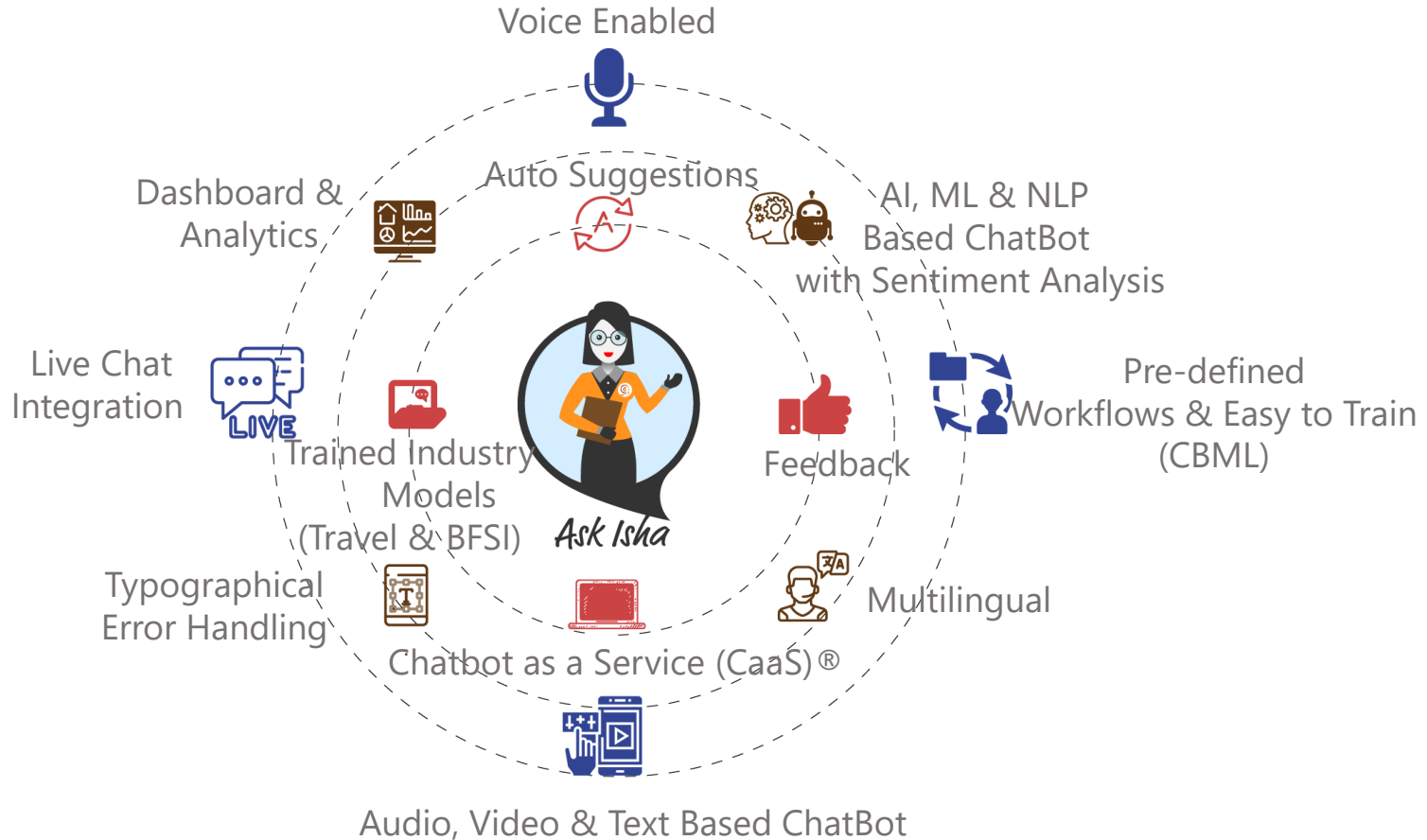


CoRover ChatBot's USP - Technical





CoRover ChatBot's USP - Functional





Thank You

For further details, please contact us at:



ankush.sabharwal@CoRover.mobi



+91- 9880011208



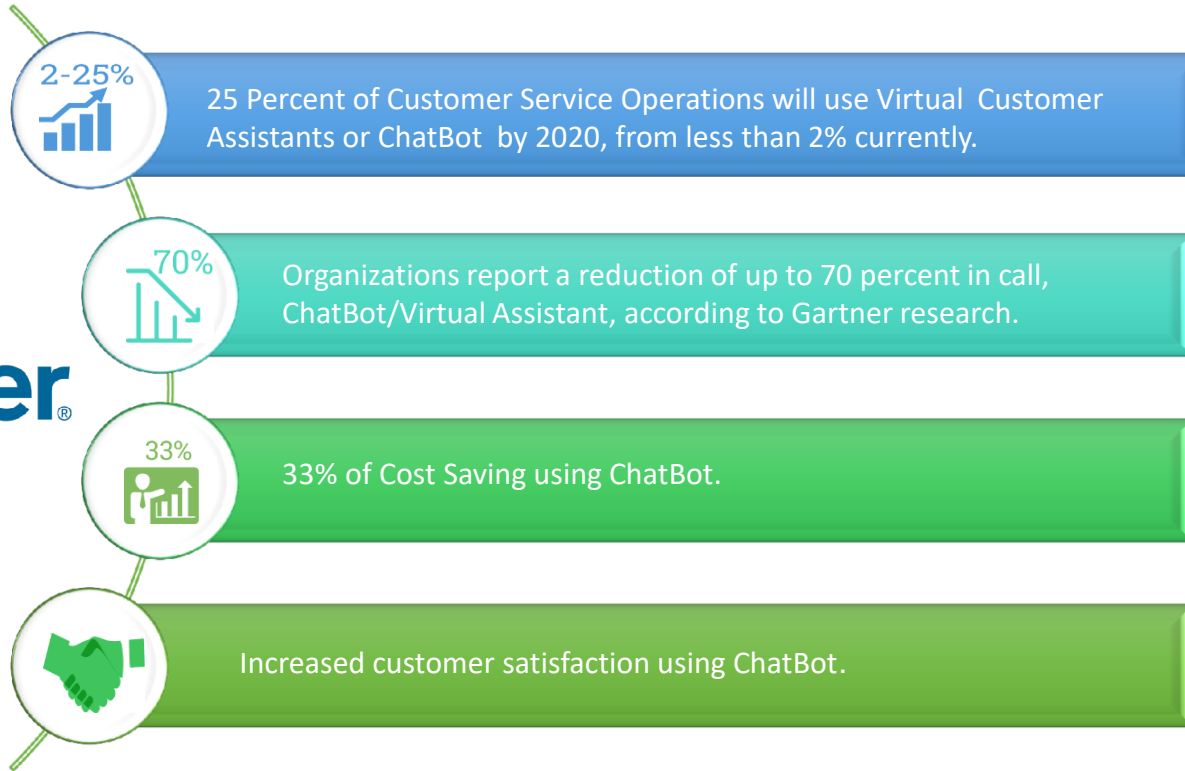
<https://corover.mobi>

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Opportunity

Gartner®



So much demand, but ready-to-integrate ChatBot is NOT available.



Differentiation

Business

Customer Segments and Adoption:

Travel & Tourism – IRCTC, Running Status
Bank and Financial – NPCI, Tax Guru
Consumer Businesses – CashKaro
Enterprise Employee Conversations – NPCI
Government – GST Council

User Adoption: Only ChatBot in India having:

- **80 Million** Users
- **2 Billion** Impressions
- **4 Million** Daily Active Users

Intelligent Digital Assistant: Text, Audio & Video conversational chatbot to improve Sales Lead, Seek Feedback and provide Auto Customer Support & Advisory.

Business Model Innovation: Option to generate revenue through contextual ads, besides usage and licence based pricing (SaaS).

Market Validation: Our competitor **Haptik**, having same revenue as CoRover was acquired by Reliance for **INR 230 Crore**. US based startup, **Drift**, creates ChatBot for lead generation has **raised \$107 million**.

CoRover® Conversational AI Platform

is improving rapidly,
difficult for others



"Gartner predicts 25% of digital workers will use Virtual Employee Assistants Daily by 2021."

Ref:

Gartner, Press Release, January 9, 2019, "Gartner Predicts 25 Percent of Digital Workers Will Use Virtual Employee Assistants Daily by 2021"
<https://www.gartner.com/en/newsroom/press-releases/2019-01-09-gartner-predicts-25-percent-of-digital-workers-will-u>

Huge demand and there is no ready to integrate Chatbot solution!

Technology

Proprietary Cognitive AI Framework:

- Cognitive AI framework with multiple components (AI Auto-Suggestion | AIML | NLP | ML | Deep Learning)
- Accurate answers (~89% Accuracy) within 0.5 Seconds for user queries
- Less server extensive (zero load on client's infra), supports 150K concurrent users
- Technology Agnostic integration happens in 10 minutes with single line of code on client's side (Web/Mobile)
- **CBML:** Easy to train chatbot ML model using proprietary language CBML

Walking the Talk: Major Chatbot frameworks like Google Dialog Flow, IBM Watson Chatbot and Microsoft Azure Bot Service do not have chatbot in their own websites. According to us, this proves that it is not just about providing the framework, it is about delivering the end to end Chatbot solution which we created.

ChatBot as a Service (CaaS)®: Created a new category – ChatBot as a Service for businesses providing end of end ChatBot solution with UI widget & Analytics Dashboard. No technical & operational changes required from the client.

Learning & Growing Fast: With 4 Million daily active



Benefits of ChatBot to Organizations

Earn Additional Revenue with
CoRover's Unique Business Model

Increase Customer Satisfaction

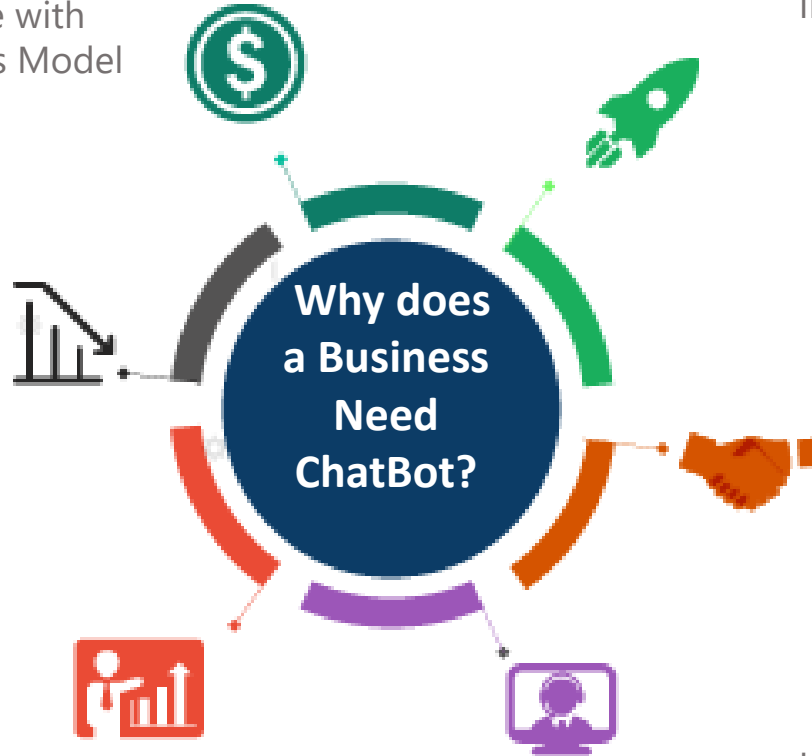
Reduce Support &
Operational Cost

**Why does
a Business
Need
ChatBot?**

Improve Lead Generation

Improve Sales
Up Sell & Cross Sell

Improve Customer Support





Benefits of ChatBot to Users

24*7 Availability



Instant Reply



Stress Free Experience



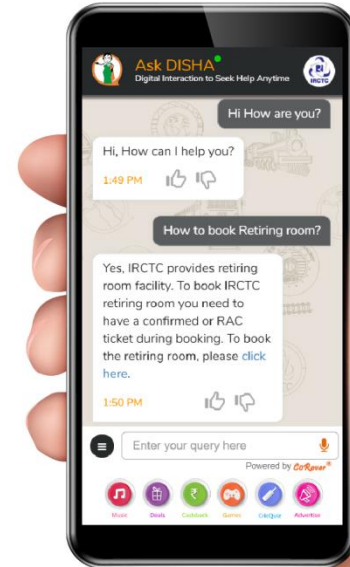
Quick access to available info



No Hold Time

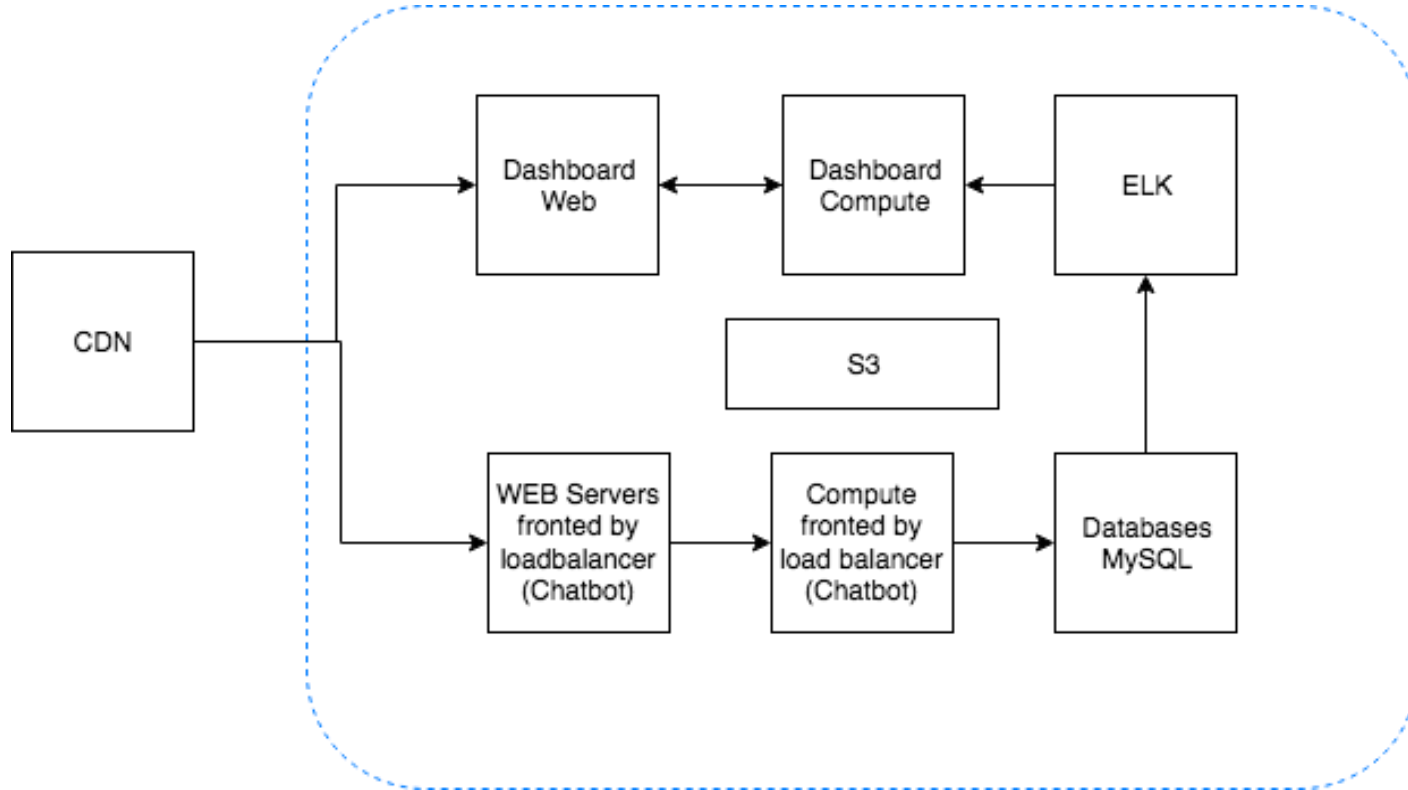


Voice Enable Support



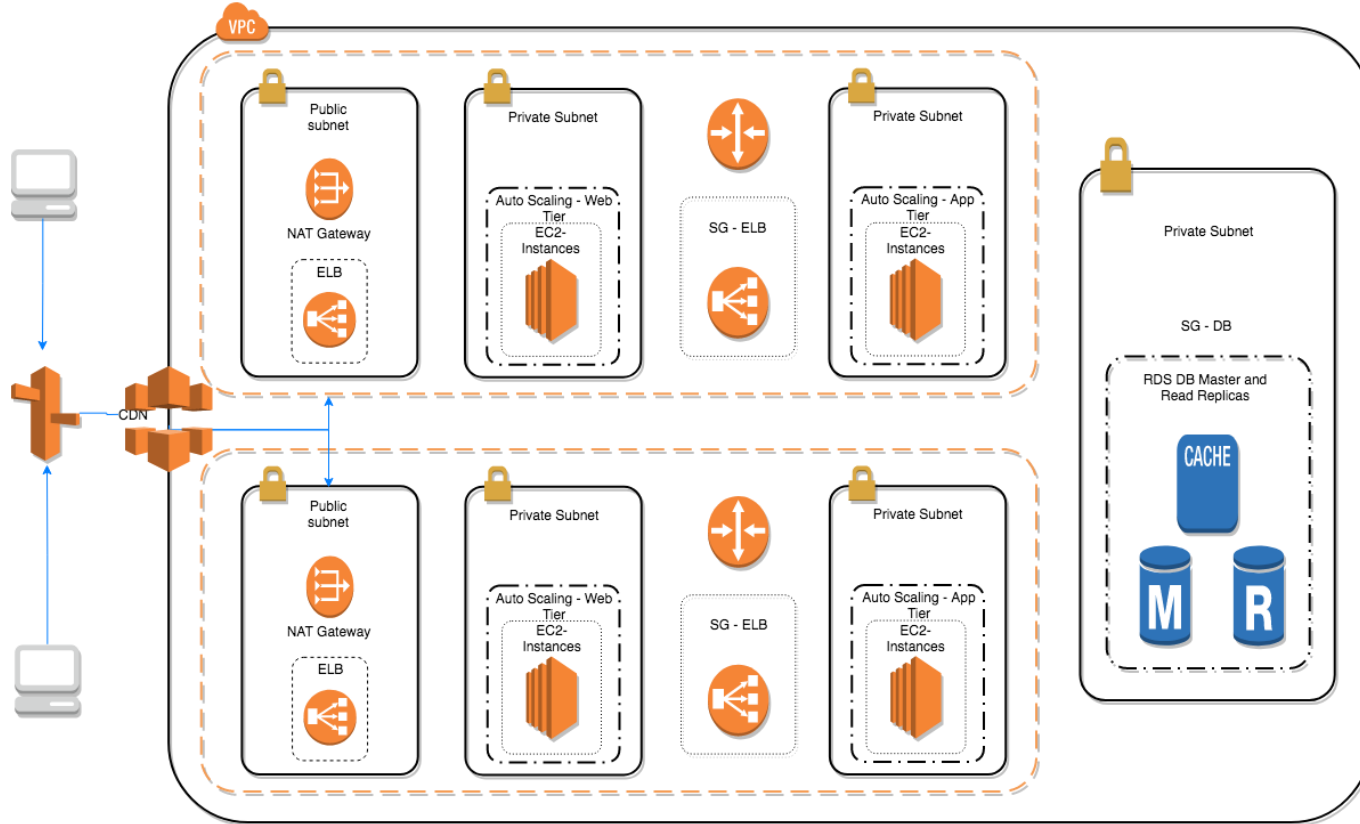


Architecture - Flow Diagram





Architecture - Ask iRA Deployment





Ask DISHA - AI Digital Assistant on IRCTC/Indian Railways Website & App

The screenshot displays the IRCTC website interface. At the top, there's a navigation bar with links like LOGIN, REGISTER, CONTACT US, AGENT LOGIN, ALERTS, and हिंदी. Below this, a banner for 'INDIAN RAILWAY' features the text 'Safety | Security | Punctuality' and an image of a train. On the left, a search form is visible with fields for 'From*', 'To*', '08-04-2019', and 'All Classes'. There are also checkboxes for 'Flexible With Date' and 'Divyaang or Journalist Concession', and a 'Find trains' button. Below the search form are buttons for 'PNR STATUS' and 'CHARTS / VACANCY'. At the bottom, a note mentions 'Enjoy Loyalty program's benefits by linking IRCTC SBI Card with your IRCTC user ID.' On the right, the 'Ask DISHA' chatbot is active, displaying a greeting 'Hi.' and a message: 'I am DISHA, your Personal Digital Assistant. I can try to help you in getting answer to your queries related to IRCTC.' It also asks 'Why don't you give a try by asking some questions!' and provides examples of queries: 'For Ex: How to cancel e-ticket? How to check refund status?'. It further states 'You may also type short forms for the answer.' and 'For Ex: cncl, cancel, refnd, refund, ttik, tatkal'. A button 'How to check refund status?' is visible. At the bottom of the chatbot, it says 'Please follow the below steps to check refund status:' and 'Enter your query here' with a microphone icon. The chatbot is powered by 'CoRover'.

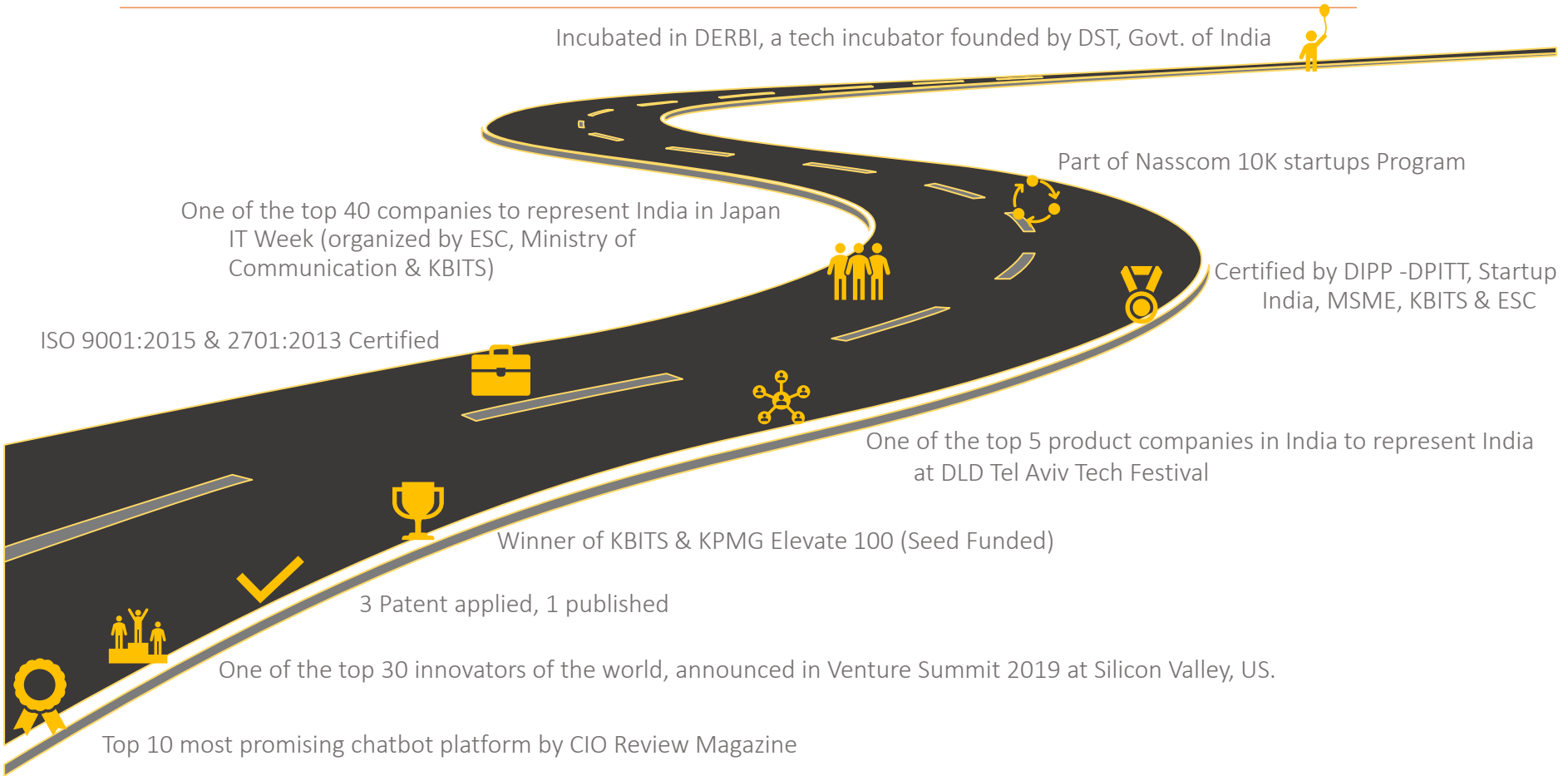


NPCI – Video Chatbot





Achievements



Some Client Testimonials



NPCI Chatbot persona project

Move to Tag as Delete Mark spam Archive

Dear Ankush,

We had our town hall on 13th May, and our AI persona of Dilip to answer queries from the employees worked flawlessly as expected.

Thank you for your commitment and always available approach which helped us to fine tune and calibrate the chat application for the final delivery on the committed date.

We have showcased the application at a major gathering like townhall and the everyone has taken a note of the potential this application has for achieving missions we have set for ourselves at NPCI. Having a capable and reliable partner like you, just makes these missions that much more achievable.

We have bigger plans for the solution platform we have created for the townhall and will discuss the same in detail with you soon.

Thanks once again to you and your entire team for a great job.

Regards

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Lead Social Media Monitoring
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National Payments Corporation of India
301, 3rd Floor, Raheja Titanium
Off Western Express Highway, Goregaon(E), Mumbai -400063

इंडियन रेलवे कैंटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GO1101707" E-mail : info@irctc.com Website : www.irctc.com

Date : 08-07-2019

To
The CoRoVer Pvt Ltd
DSU Innovation Campus, II Block,
1, Hosur Rd, Kudlu Gate, Singasandra,
Bengaluru, Karnataka 560068

Subject- Appreciation letter to CoRoVer in reference to 'Ask Disha' Chatbot Services on IRCTC.

IRCTC has collaborated with CoRoVer™ Private Limited to integrate chatbot solution on IRCTC domains to assist our users in a preferential way to obtain timely and efficient assistance or information for IRCTC products/ services.

This is to appreciate that CoRoVer® Private Limited has done a good job in providing the overall services for Chatbot 'Ask Disha' powered by CoRoVer Cognitive AI Framework, which has great accuracy of 90% along with the approx. 85% positive feedback from IRCTC users. This AI, ML & NLP based conversational platform has helped IRCTC to respond our users queries 24/7 with great speed, efficiency & cost-effectiveness.

Chatbot, named Ask DISHA®, has also improved customer & employee engagement and satisfaction as more than 100K queries are asked on daily basis, regarding payments, transactions, refund, cancellations, and more.

CoRoVer team is very proactive, technically adept and hardworking; they have delivered what they had promised and went live with the required Chatbot solution on time with very good quality.

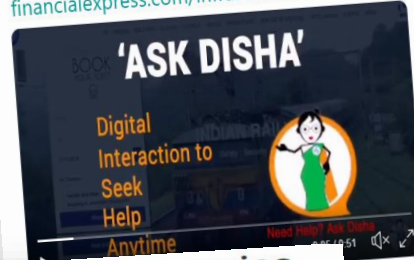
CoRoVer Chatbot as a Service (CaaS)® was successfully implemented on following websites and mobile app:

- <https://irctc.co.in> (having 4 million users daily)
- <https://www.irctctourism.com> (having 50 thousand daily users)
- IRCTC Rail Connect App (having 100 million downloads)

Best Wishes,



राजेश कुमार सिंह, निदेशक, प्रशासनिक कार्य, भारतीय रेलवे कैंटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड, नई दिल्ली-110 001
जैगल & कंपनी, 11th Floor, B-148, State Entry Road, New Delhi-110 001
IT Deptt. : Internet Ticketing Center, BICA Building, State Entry Road, New Delhi-110055 Tel. : 23345804, 23345805 Fax : 23741117



Union Minister Dr Jitendra Singh launching for NorthEast Tourism

Now, ask Vaani if you have queries on KSRTC services

Christin Mathew Philip | TNN | Updated: Jun 1, 2019, 20:26 IST



BENGALURU: Karnataka State Road Transport Corporation (KSRTC) has launched an AI-powered chatbot, Vaani (voice), on its website to assist visitors with travel-related queries.

On the right side of the website, one can see "Need Help? Ask Vaani" logo. Vaani, which was developed by Bengaluru-based startup

CoRover, is expected to offer intuitive customer support by providing answers to queries related to advance bookings, cancellations and PNR status.



Commerce & Railways Minister of India, Piyush Goyal, appreciating the success of Ask DISHA

A Few Captures



With Ex President of India



With Transport Minister of India



With Director, Israel Tourism



With Tourism Minister of India



With redBus Founder



Launch for J&K Tourism



Launch for Karnataka Tourism