



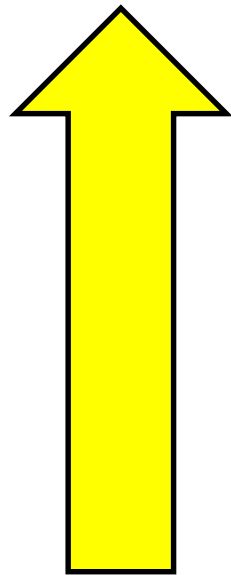
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# ako's integration platform for microsoft cognitive services



**ako**



# digital assistants help you sell more and improve customer service






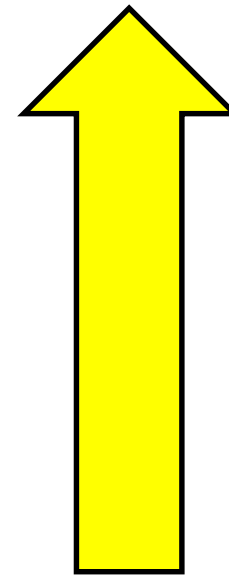
Maximise your  
marketing spend

CONVERSION RATES   
AVERAGE ORDER VALUE 





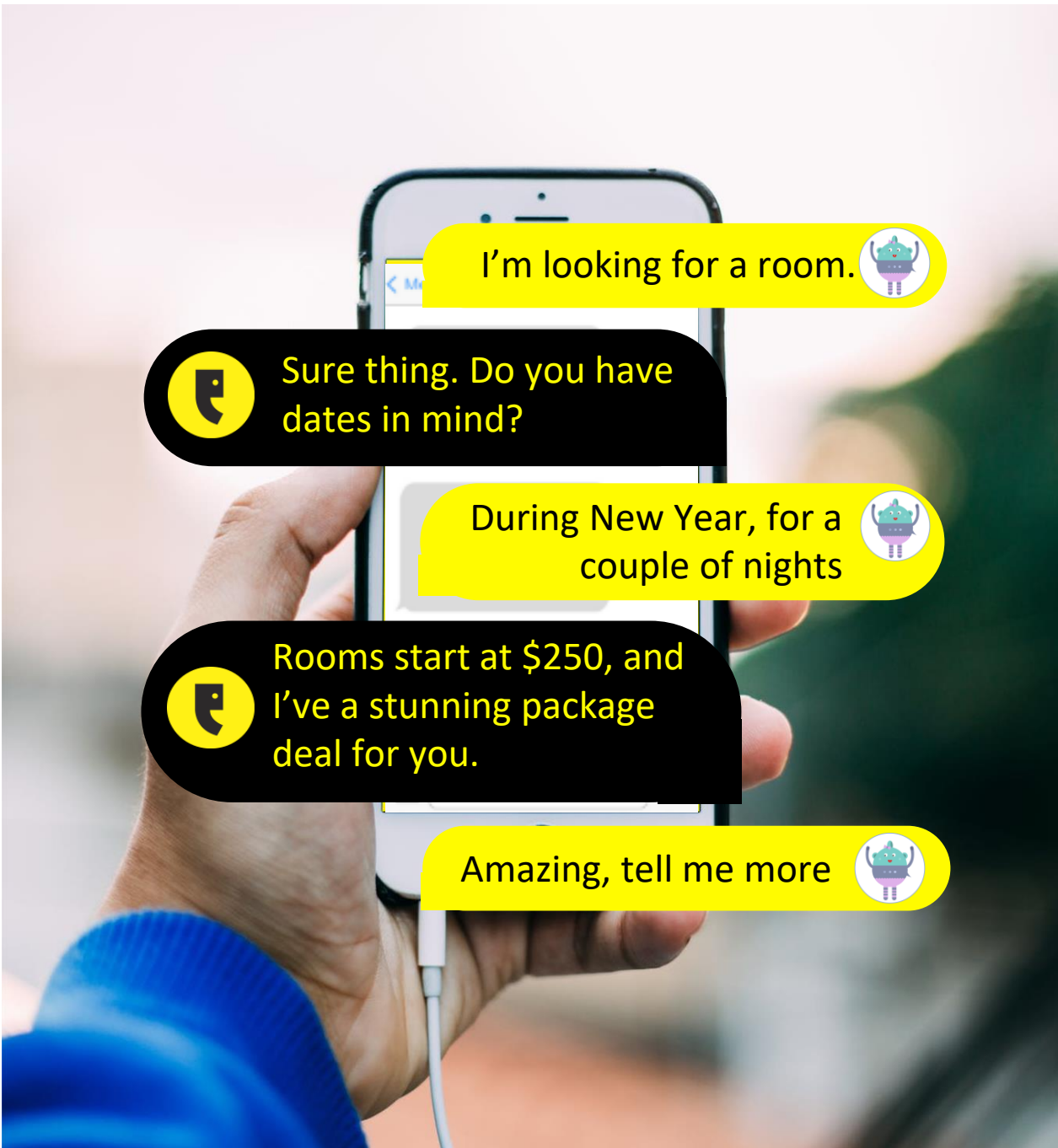
Optimise customer  
service costs

COST PER CONTACT   
COST PER OUTCOME   
FIRST CONTACT RESOLUTION 



Enhance customer  
experience

24/7 AVAILABILITY   
REDUCED WAIT TIMES 



I'm looking for a room.



Sure thing. Do you have dates in mind?

During New Year, for a couple of nights



Rooms start at \$250, and I've a stunning package deal for you.

Amazing, tell me more



# ako

makes it easy to launch and train digital assistants to increase sales, improve customer service, and empower staff.

Powered by



Microsoft  
Cognitive Services



# ako enables a multi channel experience

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Digital human



Voice enabled  
devices



Customer  
Messaging  
Channels



Enterprise  
Messaging  
Channels



Contact Centre



User

### Channels

#### Channel Connectors

- Skype & Teams
- Facebook Messenger
- Email
- Bot Service Channel Connectors

#### Additional Channels

- Digital Human
- Google Chat
- Zendesk
- Bot Service Direct Line

#### Web Chat

- Customised Web Widget
- Context Aware
- Adaptive Cards
- Azure Bot Service Web Chat

### Security

Access & Identity Management

Privacy Filters

### Behaviour

#### Dialog Control & UX

- Dialog Scripting
- Emotion & Tone
- UI Controls
- Azure Bot Service

#### Logging

- Conversation Insights
- Azure Cosmos DB

Human Handover

Dashboard

### Knowledge

- Custom Domain
- Pre-Trained Corpus
- Off Topic
- MS LUIS
- QnA Maker
- Bing Spell Check

### 3rd Party Apps

- G Drive
- Email
- Paymark Online EFTPOS
- RPA's

Custom Integration to Business Applications



Customer Service Agent



Digital Assistant Handler





# ako's integration platform

## enables accelerated adoption of Conversational AI

- 
- Utilises best of the breed AI technologies to deliver most desirable customer experience
  - Accelerates deployment of MS Cognitive Services by up to 5x
  - Lower the cost of deployment and operate by up to 2.5x
  - Low risk approach with a pre-integrated and pre-trained assistants
  - KPI driven monitoring and performance



**ako has successfully deployed its  
Microsoft powered integration  
platform across industries**



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Education



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Consulting & Advisory



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Telecommunications



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Hospitality



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Community Services

8 weeks average time from start to Go Live | On-going NLP training by ako | Low risk set-up



# ako

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In te reo Māori, the concept of ako means both to teach and to learn. It recognises the knowledge that both trainers and learners bring to learning interactions, and it acknowledges the way that new knowledge and understandings can grow out of shared learning experiences.

At ako we believe that AI driven applications mean continuous learning for us, partners we work with, machines we are trying to perfect, and for the customers who are interacting with these applications.

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