Next Generation Customer Experience

using Artificial Intelligence, Humanoid Robotics &
Virtual/Mixed/Augmented Reality

VOLUME
THE AI AGENCY

THE SUNDAY TIMES

100

BEST SMALL
COMPANIES
TO WORK FOR

2018

We are one of The Sunday Times Top 100 Best Companies

to work for and one of the best companies to work with

VOLUME
THE AI AGENCY

Award-winning
innovation from
Volume AI

Where we work and who we work with

United Kingdom

United States

Sri Lanka

91 professionals
across three countries

accenture · American Red Cross · artesian™ · AT&T · aws

BANCO DE GALICIA · Castrol · DELL EMC · FINASTRA · HSBC

IBM · INFINITI · intel · quickbooks · lebua · Lloyd's Register · LNER

Microsoft · NetApp® · ORACLE® · poly · pwc · sky · SoftBank · Virgin media BUSINESS

VOLUME.AI

Conversational platforms and chatbots will be the touchpoints of the future

The next generation internet user will 'ask' not 'search'.

Volume has IP and technology Google, IBM, Microsoft, AWS, Facebook and Oracle would love to have.

We have an in-market Conversational AI & NLP Platform that's incomparable or challenged right now.

But… there's a problem

There's no easy way to understand chatbot performance and the impact of making an addition or change to the NLP data model training data.

However, we've cracked that.

With a Gartner-recognised first-to-market tool that allows chatbots to improve and scale rapidly with a high degree of confidence, accuracy and stability.

Intro to Volume AI

big brain ™
chatbot

Our AI-powered chatbot framework

BOX

Chatbot Training-and-Testing Tool

IBM Watson™   Microsoft LUIS   Dialogflow   wit.ai   AMAZON LEX   RASA

What are the business benefits of chatbots?

Communicate with customers 24/7 worldwide

Deliver consistent & relevant messaging to different audiences

Lower cost to serve

Monetize self-service by proactive offer management

Augment existing capabilities of the human workforce

Enhance and differentiate your brand

Generate new sales leads

Collect insights about an audience

Provide a safe, trusted interface to provide honest feedback

Improve customer satisfaction ratings

Create a superior customer experience

VOLUME
THE AI AGENCY

Award-winning innovation from Volume AI

What are the common barriers to chatbot adoption?

1.

Fear of damaging brand credibility by delivering a poor customer experience

2.

Insufficient ability to cover multiple topic areas

3.

Less sophistication than the human response

4.

Inflexible, rigid framework that doesn't integrate with existing infrastructure

It doesn't have to be this way...

Not powered by AI

Scripted, clunky format (multiple choice with a predefined answer)

Powered by AI, which allows a free-flow conversation and allows the customer to ask for information in their own language

Basic chatbot

= poor customer experience

big brain™
chatbot

= superior customer experience

Narrow topics (doesn't understand how to respond to certain questions)

"Human in the loop" can be triggered seamlessly

Able to handle multiple topic areas

big brain
chatbot

Award-winning innovation from Volume AI

What are the possible applications?

There are multiple bots within the 'Big Brain' family that can help your customers and users hone in on having meaningful conversations.

Here are a few possible applications:

big brain advisorbot™

To handle technical or FAQ customer queries on your website or other digital channel.

big brain eventbot™

To enhance the visitor experience at your conference stand or marketing event.

big brain researchbot™

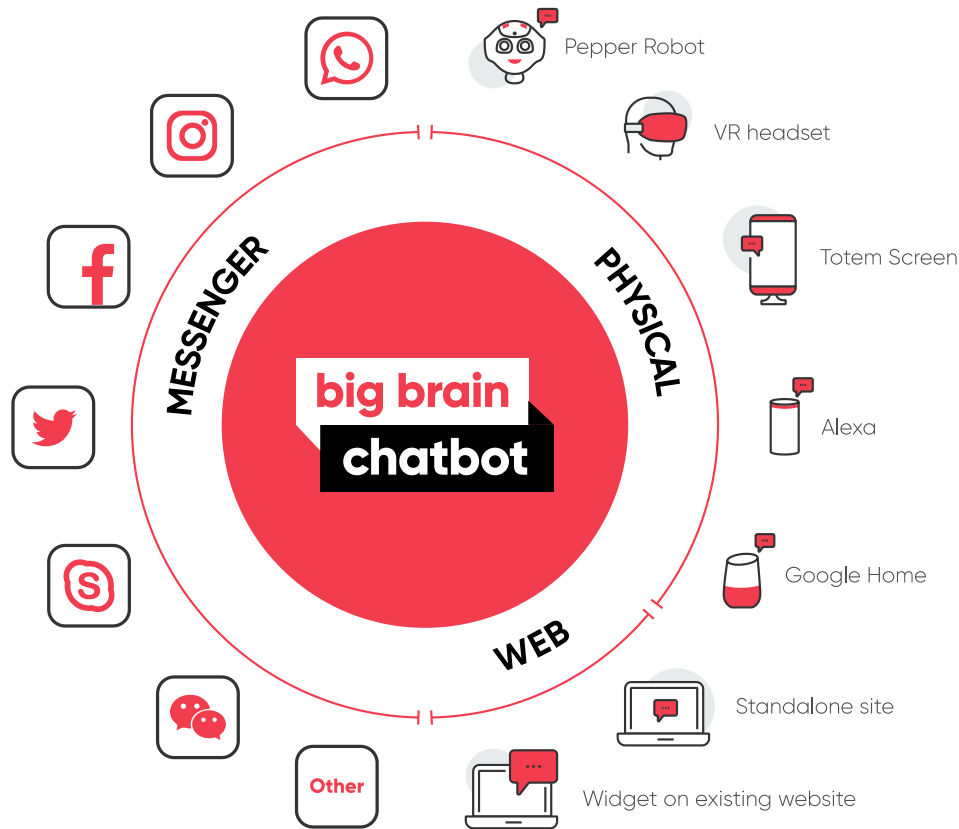To facilitate the capture of qualitative and quantitative feedback.

big brain databot™

To facilitate data-entry into a database or form.

big brain salesbot™

To assist with collation and pre-qualification of customer leads to ensure human sales conversations are pre-qualified and meaningful.

big brain contentbot™

To sift through content management systems to serve relevant, personalised content to the customer or user.

Omni-channel focused

Your Big Brain Chatbot can manifest itself within a range of different technologies and be activated via written text or voice.

MESSENGER

PHYSICAL

WEB

big brain chatbot

Pepper Robot

VR headset

Totem Screen

Alexa

Google Home

Standalone site

Widget on existing website

Other

What is the technology behind the Big Brain Chatbot?

The technology behind the Big Brain Chatbot suite is Gartner-recognised and the first of its kind. It can be built on any of the major natural language data model providers and create an omni-channel digital experience.
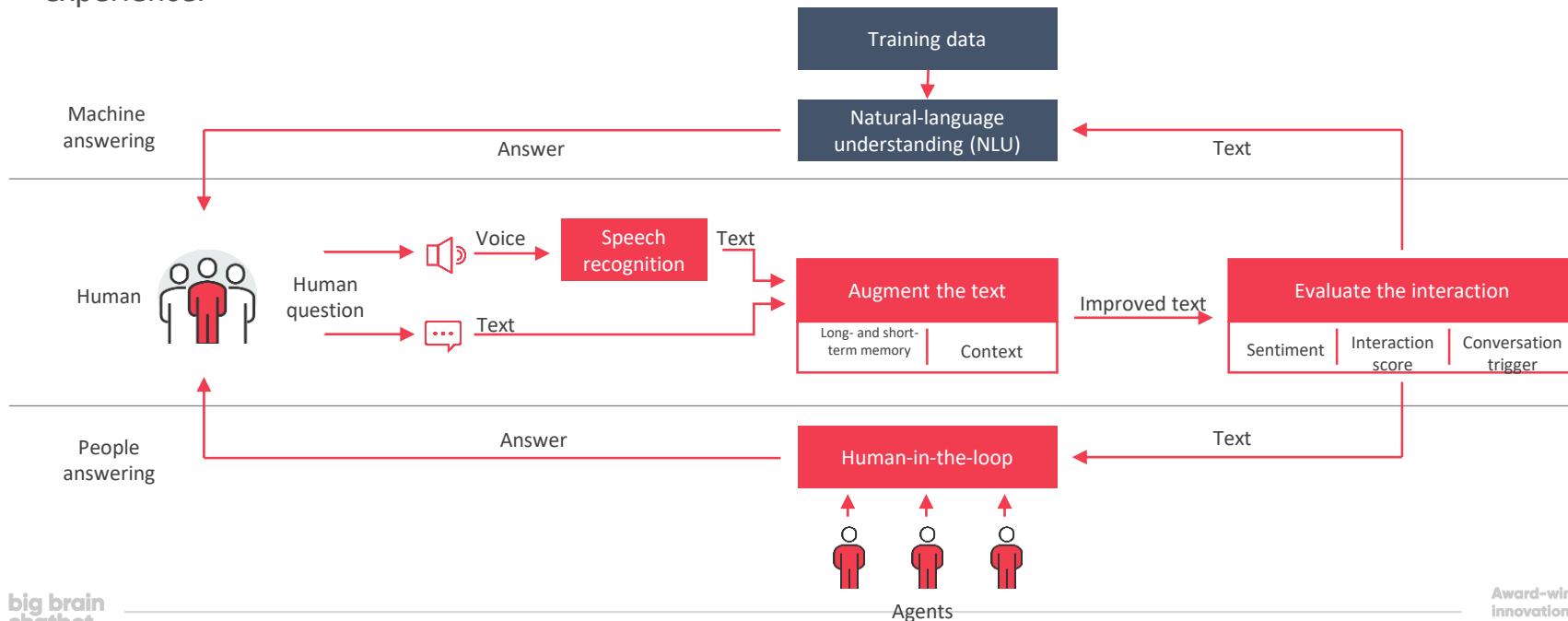
How can I make it happen?

Wherever you are in your chatbot journey, the Volume AI team will work with you every step of the way – ensuring you receive the solutions you're looking for.

Scope Definition

- Understand requirements
- Define use case
- Plan roadmap

Design

- Copywrite the conversations
- Define the data model
- Design the UX/UI
- Review NLP providers and make choice

Build & Configure Data Model

- Build and configure the data model with NLP provider
- Build bespoke web app or standalone website
- Integrate with other messenger platforms

Train & Test

- Ensure the data model is fit for purpose and launch
- Provide the toolkit to train and test the natural language data model post launch (see QBox for more details)

Deployment & Launch Strategy

- Define a launch and maintenance strategy to external audiences

Scale-up

- Scale the natural language data model to ensure it always delivers a positive customer experience

Support

- Provide support services relating to your chatbot implementation

What awards have we won?

The Big Brain Chatbot framework has been awarded 'Best Use of Artificial Intelligence' in the B2B Drum Awards for the solution built for Artesian.

The Drum™
B2B Awards
Winner 2018

artesian™

big brain Chatbot

From the phone screen:

the artesian of the possible

Hi, I'm Arti.

You can ask me about The Art of the Possible with Artesian, or let me know if you'd like to meet our team in person.

How can AI help me?

We use machines and smart tech take the strain of monitoring literally hundreds of high value customer relationships every day - use social ways to connect insight to people to create real conversations.

How much does Artesian cost?

Ask a question

Out of 25% of companies that develop chatbots only 3% go live

QBox makes your chatbot smarter by visualising the performance of your LUIS engine

- Gain the confidence to go live
- Scale your chatbot
- Observe users' behaviour
- Put the subject matter experts in charge

Latest QBox customers:

ZEBRA

sky

NetApp

accenture

American Red Cross

BANCO DE GALICIA

Citizen AI

Microsoft

Dialogflow

IBM Watson

wit.ai

RASA

AMAZON LEX

VOLUME
THE AI AGENCY

Award-winning innovation from Volume AI

Case Studies

Lusy

Lusy is Volume AI's website, powered by the Big Brain Chatbot framework.

- Total intents: 197

- Total questions asked to date: 149,941

- Accuracy rate: 96.3%

- Most common questions: Where is Volume based? What does Volume do? Do you have any job openings? How does this work? Can I see your portfolio?

https://volume.ai/
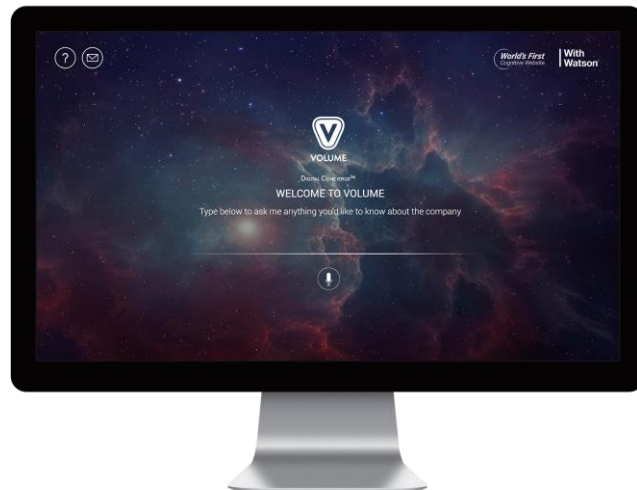
Conversational Marketing

Oracle tasked Volume AI with creating the next generation of assessment tools.

- Used on the Oracle Acceleration Hub at Oracle Open World 2018, focusing on how enterprise resource planning (ERP) processes can be improved with Oracle's cloud-based ERP solution.

- The interaction, experienced using voice or via touch screen, provided an engaging CX, delivering information at the point of need.

- 245 delegates had a conversation with the chatbot and gave a satisfaction rating of 90%, satisfaction, with 92.5% of users saying they would recommend the application to a colleague.

https://vimeo.com/301239274

Microsoft 'Eventbot'

Volume AI partnered with Microsoft to build a bot to facilitate sign up to an AI event.

- Bee was created to facilitate conversations with potential attendees to Microsoft's AI Pivot event at their HQ in Dublin.

- Bee answered FAQs about the event such as "where is the event taking place?", "who is speaking at the event?", "how can I get there?" but also enabled users to seamlessly sign-up to the event via the chatbot.

https://aievents.volume.ai/
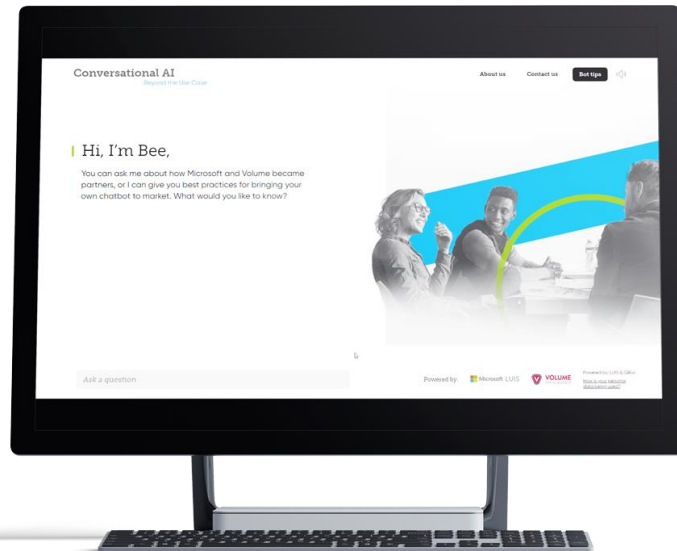
Conversational Banking

A leading global bank is leveraging Volume's Big Brain Chatbot framework to communicate with it's small business banking customers

- Increase scale and availability 24/7

- Automate mundane questions (25%)

- Improve responsiveness

- Reduce cost to serve

QBox

Banco de Galicia, an Argentinian bank is utilising QBox to improve the performance of an in-market customerr-facing chatbot

- Increase chatbot interactions from 500 to 10,000 per day

- 75% reduction in time spent improving "understanding"

- 70 man-hours saved in audit time

- 50% lower resource cost

VOLUME
THE AI AGENCY

Pepper Launches AT&T's Summit Event in Dallas

AT&T is constantly disrupting, challenging and evolving through new technologies, to enhance communications for corporates and the public.

Volume AI were engaged to support AT&T's efforts at its annual event: The Summit in Dallas in September that attracts an annual attendance of over 3,000 attendees including clients, prospects, staff, VIPS and C-suite.

Volume AI delivered Pepper—Softbank's humanoid robot—for several different scenarios at the event.

Everyone loved Pepper - from staff to customers. Pepper was even able to provide personlised responses for employee family members. Pepper was such a success that he is due to steal the show at several additional events planned throughout 2019.
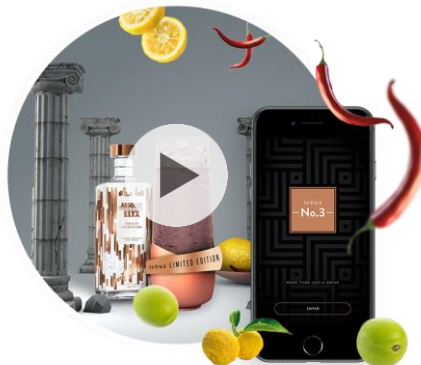
Immerse yourself

Volume transports brands and their customers to new worlds, experiences and adventures through advanced Virtual Reality and Mixed Reality scenarios, as well as bringing print to life with Augmented Reality applications.

Dell MX VR game

Lebua Hotels and Resorts
Augmented Reality drinks app

BP Castrol HoloLens training app