

$$\forall BG_k \in BG$$

$$p(BG_i|\bar{w}) = \frac{p(\bar{w}|BG_i)p(BG_i)}{p(\bar{w})}$$



Neuron7.ai

Verticalized Intelligence – from Reactive to Predictive Service!

We help companies achieve their most impactful Customer Service outcomes
by using NLP and ML to harness their enterprise intelligence

$$p(\bar{w}|BG_k) = \prod_{i=1}^N p(w_i|BG_k)$$



Niken Patel
Cell: 425-985-9034
Niken.patel@neuron7.ai

Agenda



- Our focus
- Our approach
- Our results
- Our differentiation
- Our advantage
- Our vertical
- Einstein Comparison

Issues that are at the heart of your Service business

High Tech Devices
Manufacturers



Customer Service transformation is underway at unprecedented levels



Today

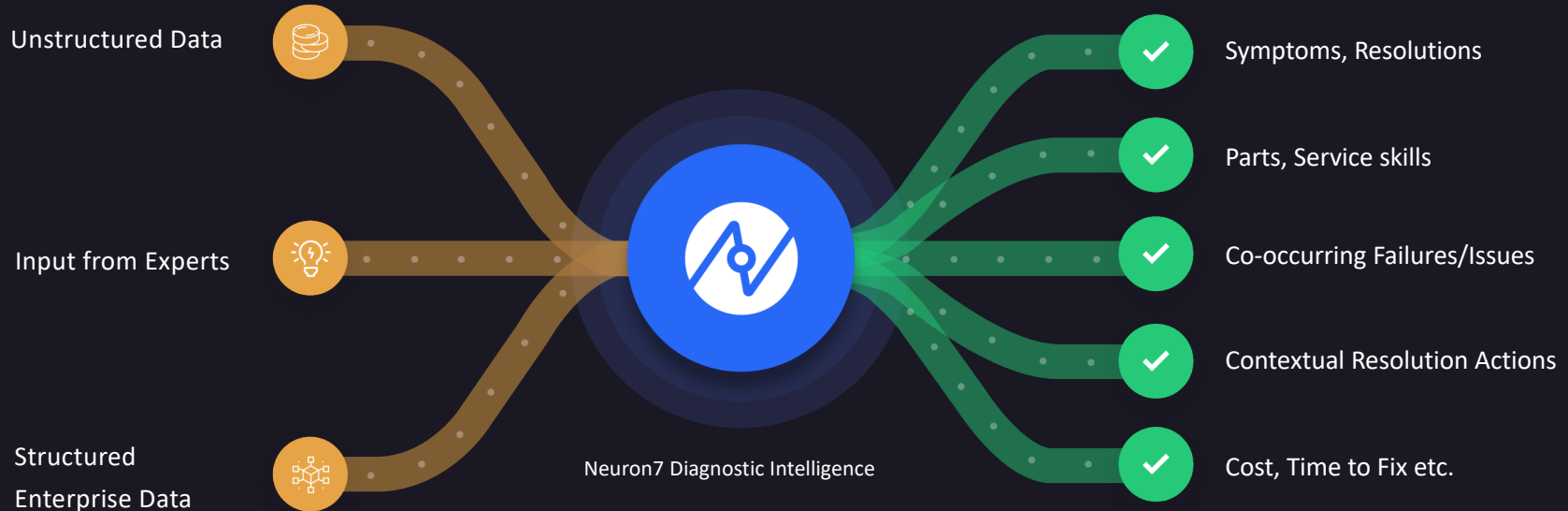
- Reactive
- Preventive Maintenance or T&M contracts
- Service decisions based on personal experience, training , trial & error
- Enterprise Intelligence stuck in multiple silos
- AI as a separate application silo/initiative



Tomorrow

- Predictive
- Service-as-a-Subscription contracts
- Service decisions based on Enterprise Intelligence
- Enterprise Intelligence is ubiquitous and democratized
- AI infused in existing CX apps

Neuron7.ai unlocks intelligence from your enterprise data & experts in seconds



Level 1 Service Desk Rep

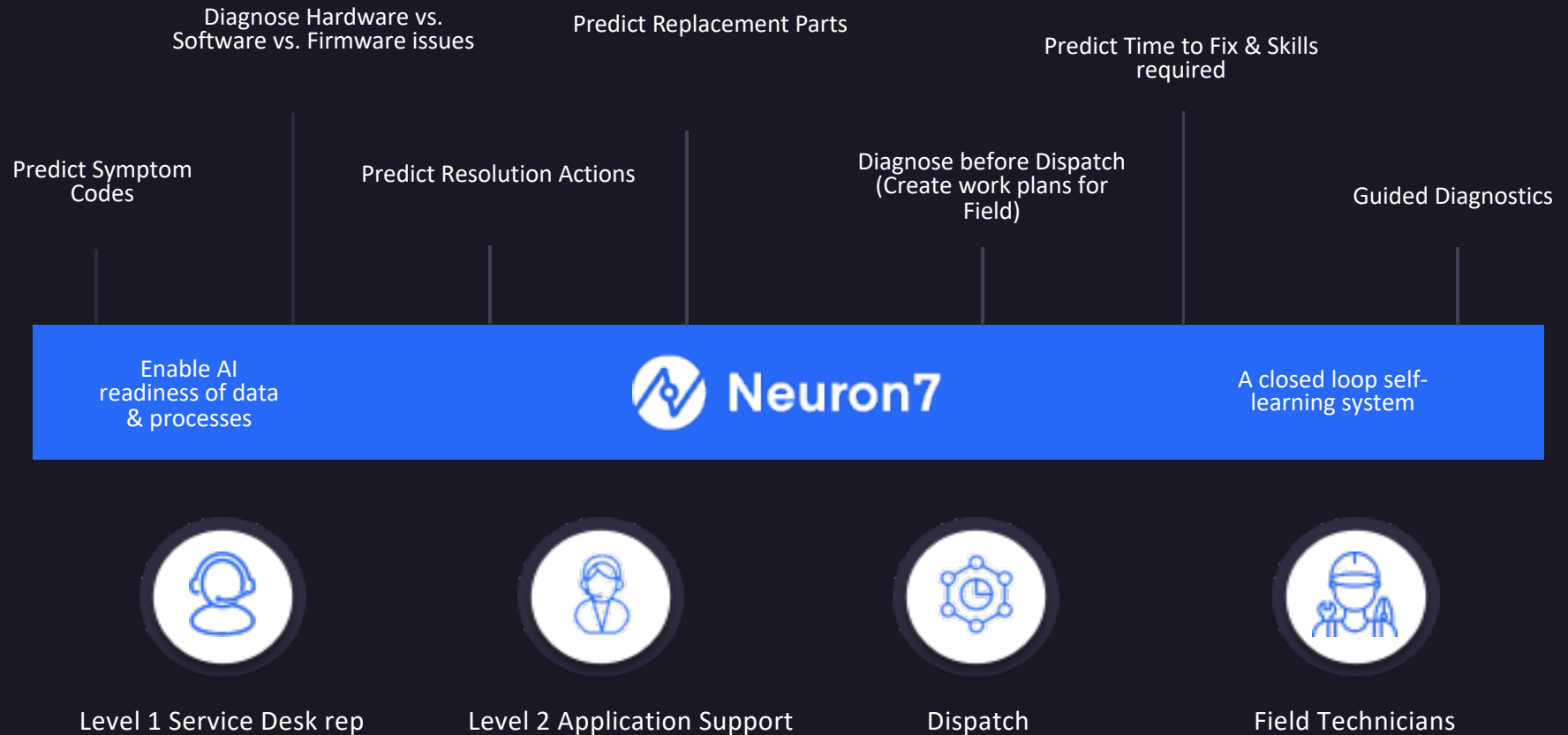
Level 2 Specialist Rep



Dispatch

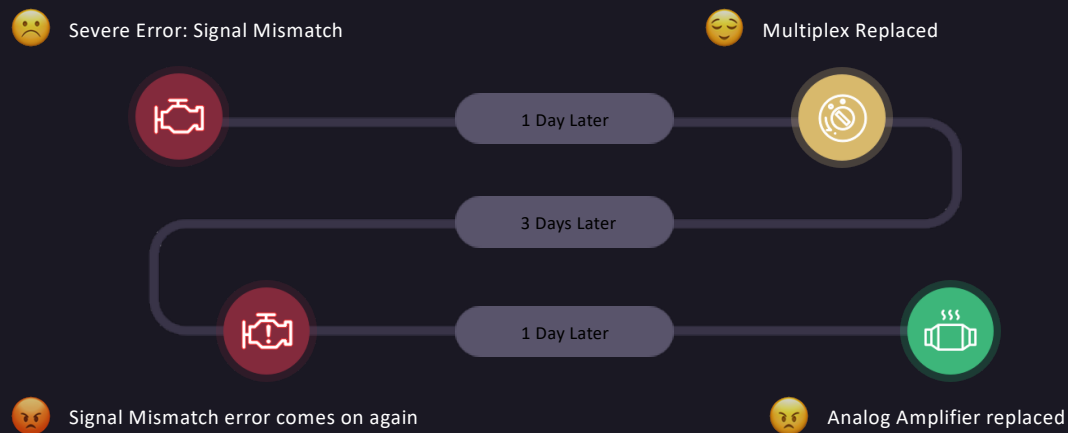
Field Technicians

Neuron7.ai predictions are infused seamlessly within your Service Journey in your CX application

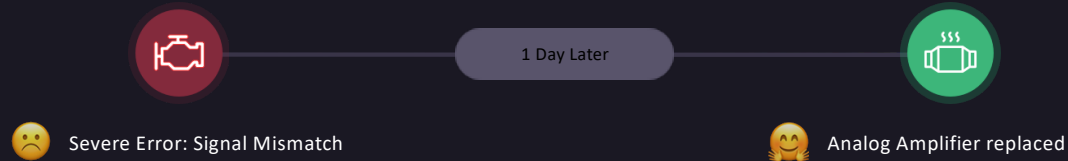


Delivering the most impactful & sought-after Service outcomes in a plug & play intelligence platform!

Without N7



With N7



Tangible business outcomes (ROI) delivered on every single service request.

	Without Neuron7 AI	With Neuron7 AI
Mean Time to Repair	5 Days	1 Day
# of Service Visits	2-3	1
% First Call Resolution	Low	Very High
Service Margins	Low (Parts wastage, unnecessary visits)	High (Right specialists with the right parts)

Vertical specific Intelligence unlocks the gold hidden in millions of unstructured data records

Our NLP handles
company specific
jargons, terms,
acronyms etc.

Customer Description:

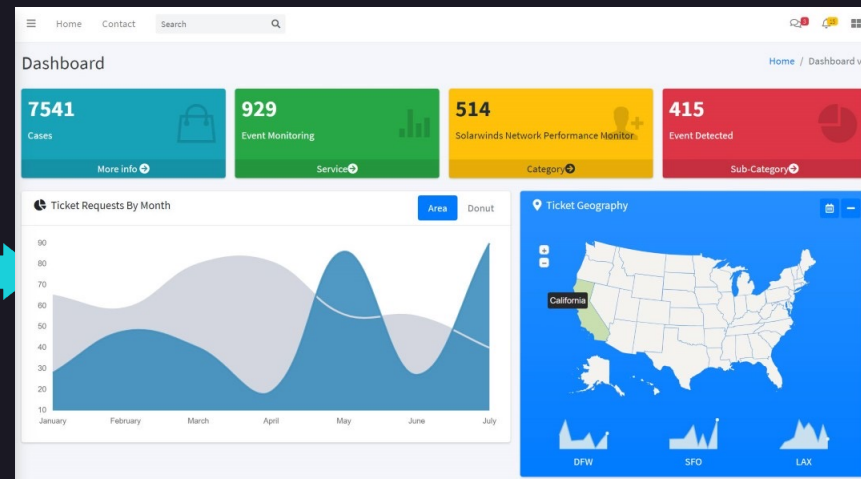
Signal peaks going beyond the max limit when we start the machine

Technician Description:

Critical incoming asset inspection CK Read input/Failed 9720. Varying results per test CK differing output inconsistency. 8766 machine with zero buffer. Updated software vrs. Preform memory CK. OK. Start up issues. ATTN A81



Feature	Value
Symptom Code	Signal Mismatch
Primary Group	Electronics
Model	SNAPA81
Repair	Defective Part
Asset Condition	Boot Up
Severity	Critical



AI Readiness Module

Every customer is at a different stage in terms of their AI ready datasets and processes.

This module enables every customer to start seeing predictions in 2 weeks and manage their future AI journey



Data Discovery

- Prebuilt modules for
 - Data ingestion
 - Data transformation
 - Data standardization
 - Feature extraction and engineering



Reference/Meta data management

- Labels and dictionary management
- AI governance
 - Maker Checker pattern
 - Consolidation
 - Data decay



AI/NLP Model

- Unsupervised learning
- Reinforced learning
 - Explicit and Implicit
 - Operationalized data tagging
- Auto generated contextual questions narrow down the resolution path
- Understands intent of the natural language KB queries



Expert Mode

- Channels the AI findings into actionable items for the entire team
- Vet the
 - resolution action predictions
 - Auto generated questions



Neuron7

- Deeper dive: Product demo, Strategy
- 2-week Challenge: Look at the AI readiness of your datasets and processes. Get a Service intelligence report & predictions
- Plug and Play app for Salesforce CX & Microsoft CX users. No arduous data migration or transformation needed.



Cell: 425-985-9034



Email: niken.patel@neuron7.ai