Voice AI in the language you speak

Conversational agents, driven by AI!
Human-like effectiveness. Bot-like efficiency.

Dhee.AI: An omni-channel conversational AI platform for both English and vernacular languages.

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**Customer-side benefits**
- Improved CX with context-aware conversational AI
- Zero call abandonment or wait-in-queue
- Improved CSAT and service levels
- Improved 1st call resolution
- Post-call followups, clarifications etc. done through messaging platforms

**Operations-side benefits**
- 70-80% automation of customer engagement
- Up to 85% reduction in operating costs
- Reduced occupancy rates
- Reduced agent turnover
- Zero after-call-work-time: All the data captured during the call are updated in real-time

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**IVR and messaging automation across 30+ channels with conversational AI.**

Seamless conversations through IVR and 30+ other channels. Dhee.AI can process customer queries, easily switch contexts, find answers, or transfer to human agent for support, as needed.
What is Conversational AI & how does it work?

- Dhee Conversational AI has the ability to interact with customers and employees to answer their queries and assist them in English and 9 Indian languages.

- It is conversational because using Natural Language Processing and Machine learning, Dhee can understand language grammar and therefore the meaning of what a person says and respond accordingly.

Conversational AI uses three components just like a human to understand language and respond:

1. ASR: Automatic speech recognition Engine | Speech to text
2. Natural Language Processing & Understanding Engine
3. Text to Speech Engine

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How Dhee.AI works

Live Customer Query
- Automatic Speech Recognition
  - Part of speech tagging
  - Processing intent and semantics with NLP-based dependency parsing and tokenisation
  - Named entity recognition
- NLP/NLU
- Feedback loop for learning with neural network models
  - Name
  - Place
  - Entity
  - Vibhakti
- Date
- Time
- Place
- Verb

Recorded IVR audio logs
- Speaker diarisation

Messaging Platforms
- Website
- Mobile Apps
- IVR

Response
- Semantic understanding and action
- Sentiment Analysis
- Quality management insights for customer support
- Text to speech
- Dialogue orchestration
- Content source

Live Customer Calls
Recorded Audio Logs
Patented, State of the Art Technologies from Dhee

**Speech to Text**: Transcribe live or offline speech into text accurately

**Speech NLP**: Understand semantics – what is spoken

**Transliteration**: Type in your script & transcribe into the target script:
Mein ek travel insurance ki talash mein hun ➔ में एक ट्रेवल इंश्यूरेंस की तलाश में हूँ

**Dhee Vision APIs**: Transform images with text into searchable texts:
Image to text

**Speaker Diarization**: Identify who spoke when

**Sentiment Analysis**: Find the sentiment in conversation – Happy, Neutral, Sad, Angry etc.
Analytics Dashboard: Built for business leaders!

- Complete Analytics Information such as
  - Daily / Weekly / Monthly Chat history
  - Full Chat logs download / email
  - Language / domain wise statistics
  - Demographics of users
- Add dialogue flows, configure bots
- Add support users incase humans want to take over the chat
- Raise Tickets & Track
CORE TEAM

Vidhu Bennie  
CEO / Co-Founder
- 22+ years of technical leadership in Machine Learning
- Led the Multimedia Speech/Image R&D group of SAMSUNG Research
- Led high performance teams of 300+ members demonstrating product innovation & vision articulation

Sreekumar Jairaj  
CTO / Co-Founder
- 15+ years of core software architecture experience in Artificial Intelligence, Hybrid cloud systems & Social knowledge portals
- Worked in IPSoft Amelia & Yahoo!
- Pivotal role in architecting the cognitive agent Amelia, at IPSoft

Krishanu Kona  
Director, BD
- Specialist in Enterprise Technology Sales and Business Development
- Driven high value deals for technology startups with multiple companies in the BFSI space

Sachin Kaushik  
Director, Operations
- ~12 years in operations Management, Pre-Sales, Project Delivery
- Meticulous and highly accomplished professional

Kannan Ramaswamy  
GTM Advisor
- 30+ Years of Technology & Business strategy experience
- Founder at various startups
- Ex - MD – Logica-CMG (India & South Asia)

Gopal Krishna  
Business Mentor
- 30+ Years of Technology & Business strategy experience
- Ex-CEO & MD – Maxim India Integrated Circuits
- Ex-GM – AMD India

Core R&D Strength of 22+ people
Thank You!