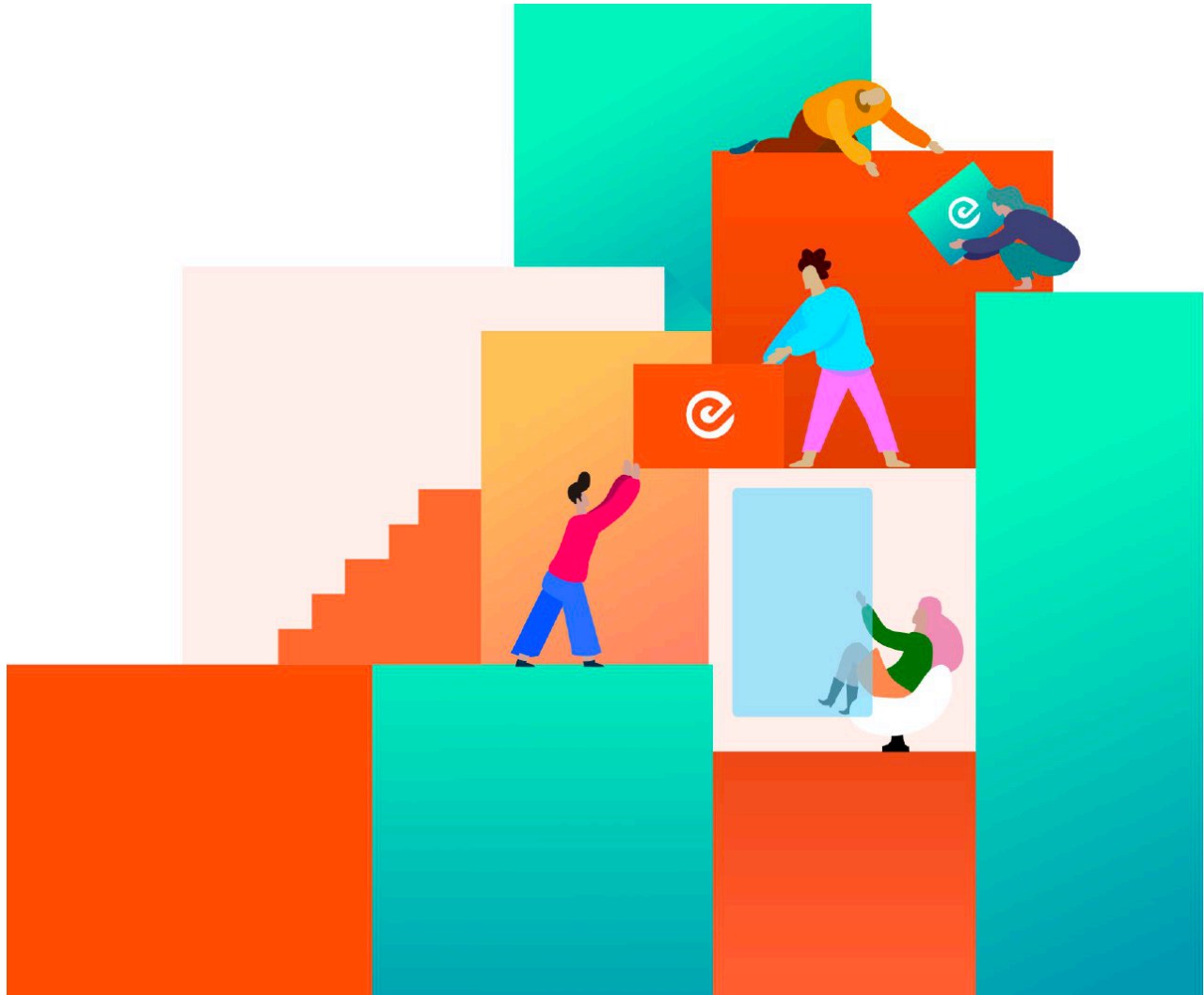




EBO.ai helps you build valuable,  
long lasting relationships with your  
customers using AI

[www.ebo.ai](http://www.ebo.ai)





# The Customer Service industry is broken

## What's the Problem?

Customer Service Agents spend 80% of their time answering queries that are exactly the same, or similar in nature. This results in higher wait times, increased frustration, and an impersonal service due to the lack of data collection. Customer service is also limited by working hours and platforms, meaning customers could only get help from one place.

## What's EBO.ai's Solution?

A personalised service that runs 24/7, 365 days a year on any platform that the customers are comfortable interacting with. EBO.ai uses the captured data to not only personalise, but improve the overall experience by using machine learning. The AI Virtual Agents handle 80% of all repetitive queries, allowing EBO.ai the ability to give customers access to real agents faster. Especially, at times when queries are serious or require a higher level of emotional intelligence.

### Challenges:

- Expensive: CS agents cost £30k per year
- Impersonal: No data captured
- Restricted: Only available during office hours
- Inefficient: 80% of queries are the same
- Experience: Poor Customer Experience

### Ideal Solution

- 24/7 Cover: Always be there for your customers.
- Cut Costs: Reduce customer support costs by 80%
- Productivity: Only engage in conversations that require human intervention.
- Increase Satisfaction by 50% and help NPS Score

### Desired Outcomes

- Better Customer Experience: Through seamless, data-driven machine learning interactions
- Reduce Churn: By supporting their end-to-end journey meaning better onboarding, retention & engagement
- Revenue: Achieve an ROI within just 3-6 months

## Customer Success



**Peter Bugeja**

Head of Technology Solutions & Digital

*Insurance companies are a pivotal stage of the industry's development. AI technology is starting to disrupt the orthodox nature of business processes. MAPFRE Middlesea is a customer-centric organisation and we continually seek new and better ways to serve our customers. We've chosen EBO.ai as a partner to help us adopt innovative technology that allows us to scale and deliver services more efficiently and effectively for our customers.*

## Microsoft & EBO.ai

**Microsoft BotFramework:** enables EBO.ai to use multiple channels by providing a unified message format across channels. Any changes in these channels are fully supported directly by Microsoft. The Microsoft BotFramework SDK also helps EBO.ai with the implementation by using Microsoft .NET Core.

**Bing Spell Check API:** EBO.ai corrects spelling mistakes automatically before user intents are matched to conversational workflows. The open-source NuGet platform (designed for the Microsoft development platform), allows EBO.ai to integrate with any client system to make the conversations more personal.

 **MAPFRE** | MIDDLESEA





## Customer Success



**Mark Micallef**  
Chief Financial Officer

*"We are at a pivotal moment in the banking sector. Digital-banks are on the rise with savvy cross-platform services that challenge the nature of our industry. At BNF we pride ourselves in being adaptable and ambitious, we are forge lasting relationships with customers through tailor-made products and services. Most importantly, we listen to their needs. We are investing in technology that helps us get closer to the community that we serve, offering improved customer experiences. We've chosen EBO.ai as a partner to support our journey of incorporating Artificial Intelligence into our core business offering."*



## Microsoft & EBO.ai

**Microsoft Azure:** EBO.ai uses Azure services for solution hosting, Azure SQL Server for storing conversation data and Azure blob for the storage of user sessions. In order to be able to handle secure VPN access to client integrations, EBO.ai setup an Azure App Service with Hybrid Connections for easy development.

**Microsoft Webchat Component:** is an open-source web chat client that provided EBO.ai with a good starting point for building personalised customer chats. EBO.ai also configured a CDN (Content Delivery Network) to reduce latency and used Availability tests to send heartbeat signals to EBO.ai's App Services.

# Customer Success



**Maria Bugeja**  
CEO, St James Hospital Group

*"It's clear that digital innovation is changing our industry. AI will play a crucial role in ensuring we meet the needs of our patients by providing exceptional experience in all aspects of care during each patient interaction. We've chosen to work with EBO.ai to build our automation strategy and provide patients with tailored communication while improving the efficiency of our processes"*

## Microsoft & EBO.ai

**Scalability:** Working with Microsoft means EBO.ai's App services and Virtual Agent deployments, are available 24/7. The AI Virtual Agent deployments are also scalable so they can handle an unlimited amount of user requests (chat conversations).

**Microsoft LUIS:** helps EBO.ai understand the user intent by matching their utterance to an intent through machine learning. This service eradicated the need for a 1 to 1 word or sentence match, allowing EBO.ai the ability to make use of the natural language used by humans.



SAINT JAMES  
HOSPITAL



## EBO.ai and Microsoft Products

The EBO.ai and Microsoft Partnership has been instrumental for internal project planning and solution delivery to clients. EBO.ai use Microsoft for key components of the service offering, including webchat, security, hosting, machine learning and the reduction of latency to name a few. EBO.ai's clients require scalable solutions that improve in real time with machine learning to better serve their customers. More importantly however, EBO.ai's clients require the comfort of knowing that its infrastructure is robust and secure. Microsoft was the 'tick-in-the-box' that gave EBO.ai's clients peace of mind and helped them reach and serve their customers at scale. Resulting in:



**+220%** Customer Engagement



**-30%** Call Reduction



**x1.5** More Cross Selling



**Agile Planning Tools:** As a team, EBO.ai was able to get more organised by using Agile planning tools. For the development cycle, EBO.ai could greatly decrease the implementation time with the help of existing Microsoft SDKs and API services.

**Cloud Computing:** With cloud computing, EBO.ai could have products deployed in minutes and scaled without any extra effort. With basic knowledge, cloud computing also helped EBO.ai to integrate (in a secure way) with third party platforms.

**Microsoft VPN:** In order to be able to handle secure VPN access to client integrations, EBO.ai setup an Azure App Service with Hybrid Connections for easy development. For production VPN connections, EBO.ai used a Site-to-Site VPN gateway.

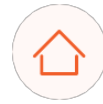
**Microsoft Key Vault:** EBO.ai used the Microsoft KeyVault to increase the security for EBO.ai's application secrets.



Get in touch with **EBO.ai** today  
for a complimentary consultation



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