

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



## About EBO.ai:

EBO.ai builds bespoke AI solutions to help you create lasting relationships. We're a leader in customer engagement automation, helping enterprises provide amazing communication experiences through AI technology.

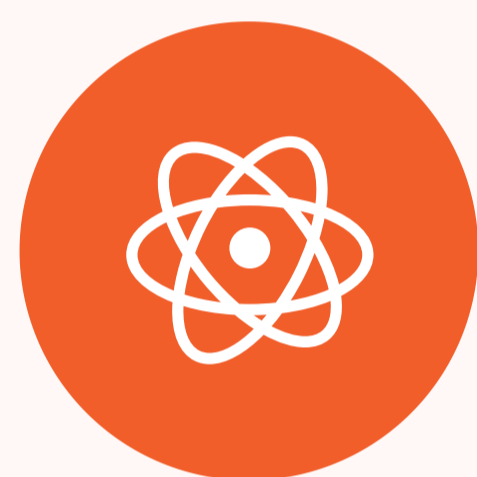
Our Virtual Agents are helping the Healthcare, Financial Services and Gaming industries offer truly human interaction without the cost of more face-to-face staff, and without more customer friction.

## What we offer



### Organisation Specific

- Our solutions are target built to organisationspecific problems.
- We run a series of discovery workshops to identify key challenges that are the biggest hindrance to your growth and bottom line numbers.



### The Tech

- EBO.ai's Virtual Agents are designed to integrate with your CRM system.
- We're platform agnostic, which means we go where your customers are, while also having pre-built integrations with major software products like Microsoft Navision, Dynamics, Salesforce, Oracle, Sabre, Rio and others.



### Service

- EBO.ai's clients receive the full benefit of a dedicated Project-Success team that constantly review conversations and usage patterns.
- We regularly optimize conversation flows and AI recognition based on patterns emerging from actual usage to help our clients maximise their ROI.



### Improvement & Adoption

- EBO.ai is dedicated to helping you see Virtual Agents to success.
- We help organisations with continuous improvement and machine learning by regularly releasing updates with the latest product features. We also help organisations take Agents to market with our in-house

## What Our Customers Say:



**Mark Micallef**  
Chief Financial Officer



"...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...."

## Learn More



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**Our Mission** - Is to help businesses provide a service experience that their customers love.

**How?** We have built one of the world's most complete natural language platforms using pioneering AI technology.



## Key Use Cases



### Improved Customer Experience

- We optimise customer experience through seamless interactions. Customers no longer have to wait endlessly to be served. Using unique data points, we promote relevant product offerings and services on the right channel at the right time.
- The data we acquire continuously improves the customer interaction technology to generate better decision-



### Reduce Churn

- It's never been more paramount for businesses to retain every customer.
- Our Virtual Assistants look at the conversation data in real time and flag up the likelihood of customer attrition. If we predict the customer is in danger of leaving you, we move them into a new dialogue funnel which works to retain the customer.



### Increase Bottom Line Numbers

- EBO.ai's technology directly impacts your bottom-line numbers. Sales will be immediately impacted by decreasing waiting time and quickly discovering customer needs.
- Datadriven insights allow us to increase lead generation by understanding potential customer personas and prioritising them. Our Virtual Agents will onboard, retain and re-engage customers on the

## Why EBO.ai?

### NLP Experts

We pride ourselves in having some of the best Natural Language Processing in the world who make our VA's uber smart by helping them understand human language, sentiment and context.

### Platform Agnostic

Not only are we platform agnostic with APIs in place for all major software products, but we go where your customers are. Our technology is crossplatform, so we're able speak to your customers where they feel comfortable.

### Proven Track Record

We're delighted to say we have a proven track record deploying VA's and AI solutions for the biggest players in the industry, including: MAPFRE, BNF Bank, Leonardo, and NHS, to name a few.

### Market Adoption

We're an organisation built on communication and we take time to understand your customers. Our inhouse Marketing team can work with you to deploy the AI solution to market using the best strategies available.

