



# INTELLYA

A NOVENTIQ Company



W E A V E R

by Intelleya, A NOVENTIQ Company

Complete business  
transformation through digitalization,  
AI and real-time decisioning

# Weaver conversational platform

AI virtual assistants can automate repetitive tasks and save time and money. Natural language processing and AI contribute to a better user experience and higher customer satisfaction. Weaver brings more qualified leads and increases conversion rates.

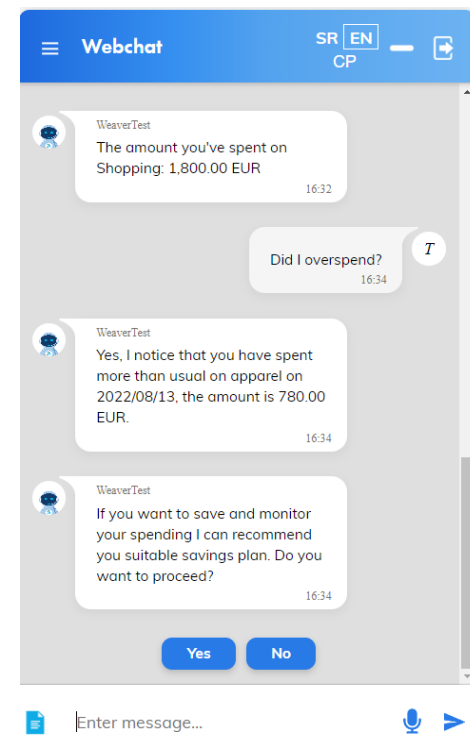
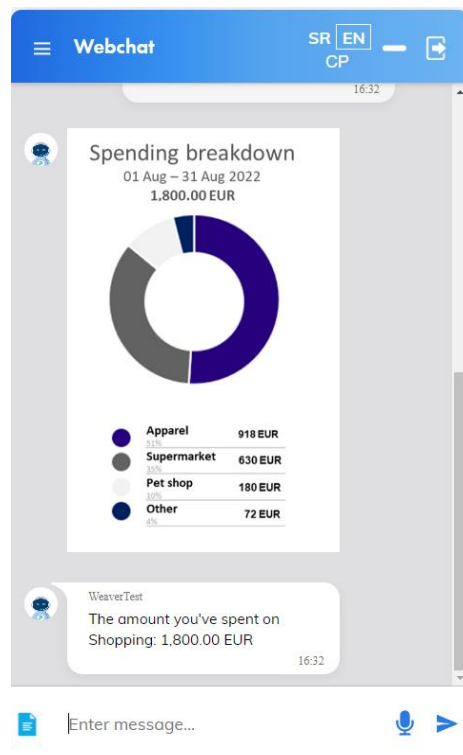
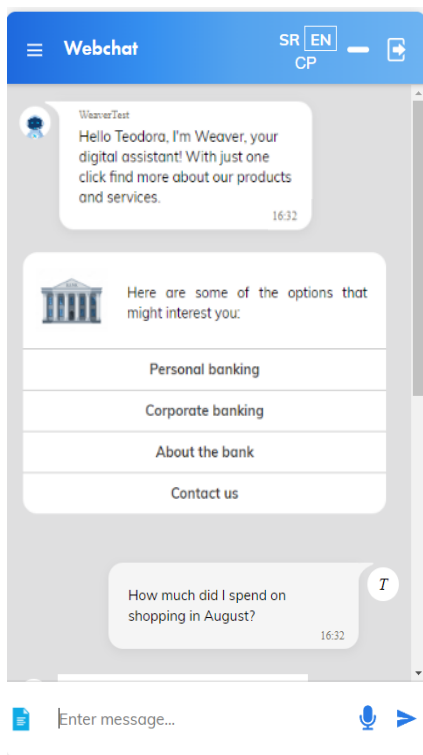


## 1 Weaver for enterprise companies

Weaver can be implemented in almost any enterprise company in industries such as financial institutions, banks, insurance companies, telecommunication companies and airlines, and even for internal use such as an HR chatbot or for any other internal processes.

### Finance

Weaver as a personal finance advisor- give clients personal finance, saving and investment advice in order for them to understand their spending habits and future expenditure plans



Almost 40% of clients use the Virtual Assistant as the only channel (they don't even use Mbanking and EBanking)

## Pain points

- Overcrowded branches, overworked employees and contact centre staff
- Churn and challenges with customer retention
- Clients' dissatisfaction caused by long and complicated processes

## Solution

- Self-service
- Introducing advanced analytics powered by machine learning models positions the bank as highly digital and help reduce the churn rate
- Offering a seamless banking experience to all customers

## Value

- 80% conversion rate with customer activations and promotional activities
- 97% success rate in RBRS
- Empowering customers to make sound financial decisions
- Improved customer satisfaction and an NPS of 50
- Bringing innovative and industry-leading practices and technologies to the banking sector
- Increasingly important part in the daily lives of individuals and cutting-edge technology that offers customers a new way to engage and receive answers to inquiries in a warm and friendly manner

97% success  
rate in  
Raiffeisen  
bank Serbia



**Weaver as a personal helper**- be available 24/7 for all of those FAQ that make a big difference for the customer experience



# Telecommunications

## Pain points

- A huge number of user inquiries and requests on a daily basis, which are impossible to handle in an adequate period of time, which causes dissatisfaction among customers
- Pressure on contact centre employees and the need for a large number of employees in this department
- Lack of self-service, which again leads to a large number of calls, e-mails and visits to branches

## Solution

- Instant response to all inquiries at the same time, 24/7 availability, providing equal and verified information to all users
- Reducing the pressure on employees by introducing such a solution, which leads to a reduction in the number of employees needed in customer support
- Optimization and automation of business processes which leads to more self-service

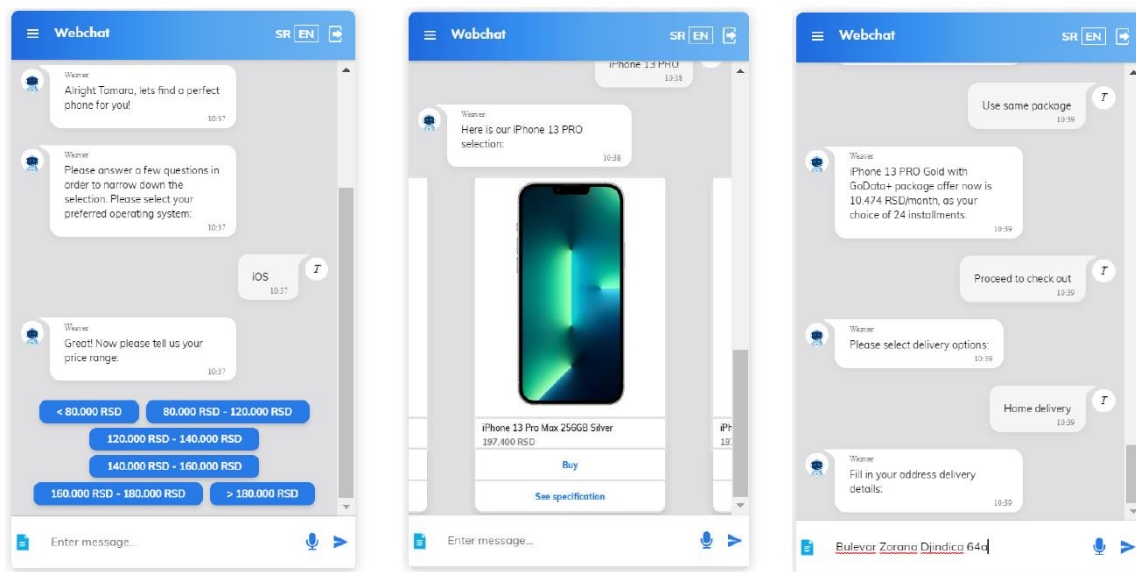
## Value

- More than 92% success rate with A1 Serbia
- More than 1.500.000 conversations handled in mts: Telekom Serbia in the last 6 months
- Increased customer satisfaction and an NPS of 45
- 75% decrease in call volume towards the contact center and improved employee efficiency
- Reducing customer service costs by 40% and increasing self-service KPIs
- 95% of FAQs answered by Weaver, freeing up agents for more productive work
- Delivering a fully- omnichannel experience to the customers

**Weaver as your telco consultant-** be available for customers 24/7, even during holidays and assist them with your products and services, taking the experience to the next level and reducing customer churn

More than 92% success rate with A1 Serbia, after introducing Weaver, on all communication channels

In the last 6 months, the Virtual Assistant handled more than 1.500.000 messages in mts: Telekom Serbia



Increase in the number of conversations handled from 1.5M to more than 10M!

## 2 Weaver for mid-size companies

Weaver can be implemented in almost any mid-size company in industries such as hospitality, tourism, retail, health, and education and even for internal use such as an HR chatbot or for any other internal processes.

### Hospitality

#### Pain points

- The need to boost bookings and conversion rate
- Inability to speak to foreign guests in their native language and lack of employee efficiency due to a large number of inquiries
- Impossibility of providing personal service to all guests as well as personalized offers
- The need to collect and analyze user information

#### Solution

- Up-sell and cross-sell opportunities based on AI
- 24/7 available multilingual personal virtual hotel concierge
- Provide a unique personalized experience and service thanks to machine learning and AI
- Automate processes, gather and analyze customer feedback in real time

#### Value

- 100% increase in direct booking
- 60% reduction in operational demand
- 50% decrease in after-sale process costs
- More efficient customer experience
- Connection with guests before, during and after the stay
- Up-sell and cross-sell opportunities
- Communication in multiple languages and 24/7 customer service
- Reduced burden on customer service staff
- Tailored promotions and guest profiling



100%  
increase in  
direct  
booking!

50% decrease in  
after-sale process  
costs

# E-commerce (retail)

## Pain points

- Customer frustration with how long it takes to get hold of a customer care representative, over traditional support channels such as phone and e-mail
- Bulk offers and same approach to all customers
- Low customer loyalty

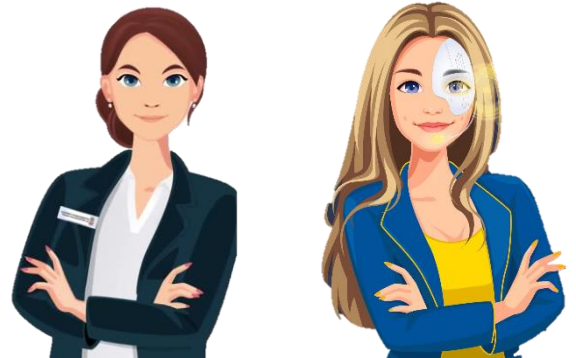
## Solution

- 24/7 available personal shopping advisor on the customers preferred channel
- Gather customer information in real time, know what they are looking for and offer it to them in the perfect moment through the perfect channel
- Utilize ML models and AI to identify different customer segments and create loyalty programs based on each of their needs to secure a long-lasting relationship with them

## Value

- 49% of customers purchased items that they weren't originally planning to buy because they got a personalized recommendation
- 87% of issues were resolved without the need for a human agent intervention
- 70% reduction in the number of abandoned shopping carts
- Chatbot as a shopping assistant offers the most suitable products and next purchases based on previous buying history
- Increase in sales
- Higher brand visibility
- Broader availability of channels where customers can get info, complete a purchase, or get support, allows faster and more efficient customer handling, and in a much higher volume

70%  
reduction in  
the number  
of abandoned  
shopping  
carts



87% of issues were  
resolved without the  
need for a human agent  
intervention



# INTELLEYA

A NOVENTIQ Company



## W E A V E R

by Intelleya, A NOVENTIQ Company

Complete business  
transformation through digitalization,  
AI and real-time decisioning

---

[office@intellya.ai](mailto:office@intellya.ai)