



volume
look forward

A photograph of a brick office building with a large glass entrance. The word "VOLUME" is mounted on the brick facade above the entrance. The building is surrounded by greenery and a paved walkway leads to the entrance. The sky is overcast.

Volume is a Gartner-recognised and award-winning developer of conversational AI, AI middleware and NLP solutions.

We are based in the UK and have offices in San Jose California and Sri Lanka.



Established 1997

2017 the year of our pivot

First company globally to replace its
web site with
a chatbot.





A robust, scalable and intelligent platform to grow your chatbot real estate

Big Brain Chatbot delivers a superior customer experience

To encourage humans to talk to machines, you need to make sure:

- The conversation is as natural as possible – not just a two-dimensional Q&A
- Your chatbot can handle multiple questions in a single sentence
- Your chatbot applies context to the question being asked
- Your chatbot supports short- and long-term memory
- You can identify the mood (“sentiment”) of the customer
- You can bring a human agent into the conversation at an appropriate point
- You have a fully customisable UI to better represent your brand

What makes Big Brain Chatbot unique?

Big Brain Chatbot is independent of any NLP engine. This means you can utilise the NLP services provided by your existing or preferred cloud services provider and you are not locked in to any single vendor or proprietary technology.

Big Brain Chatbot comes with QBox, a first-to-market AI middleware SaaS solution that automatically tests your chatbot to see which areas perform well and which areas need retraining.

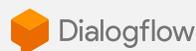
By visualising the status of your chatbot at intent level, you can develop your NLP data model quickly and easily.

Big Brain Chatbot gives you peace of mind that your chatbot real estate is fully optimised before it’s in active use.

“As an early adopter of chatbots for our organisation, Big Brain Chatbot answers all the early challenges and disappointments we experienced with other solutions. It’s critical that in times of need, our chatbot platform can hold its own when inundated with pledges of support and donations.”

Major US charity

Big Brain Chatbot supports the best-performing NLP/NLU engines





Process and training

How can we make it happen?

Wherever you are in your chatbot journey, the Volume AI team will work with you every step of the way – ensuring you receive the solutions and support you need.



Scope Definition

- Understand requirements
- Define use case
- Plan roadmap



Design

- Copywrite the conversations
- Define the data model
- Design the UX/UI
- Review NLP providers and make choice



Build & Configure Data Model

- Build and configure the data model with NPL Provider
- Build bespoke web app or standalone website
- Integrate with other messenger platforms



Train & Test

- Ensure the data model is fit for purpose and launch
- Provide the toolkit to train and test the natural language data model post launch (see Qbox for more details)



Deployment & Launch Strategy

- Define a launch and maintenance strategy to external audiences



Scale-up

- Scale the natural language data model to ensure it always delivers a positive customer experience

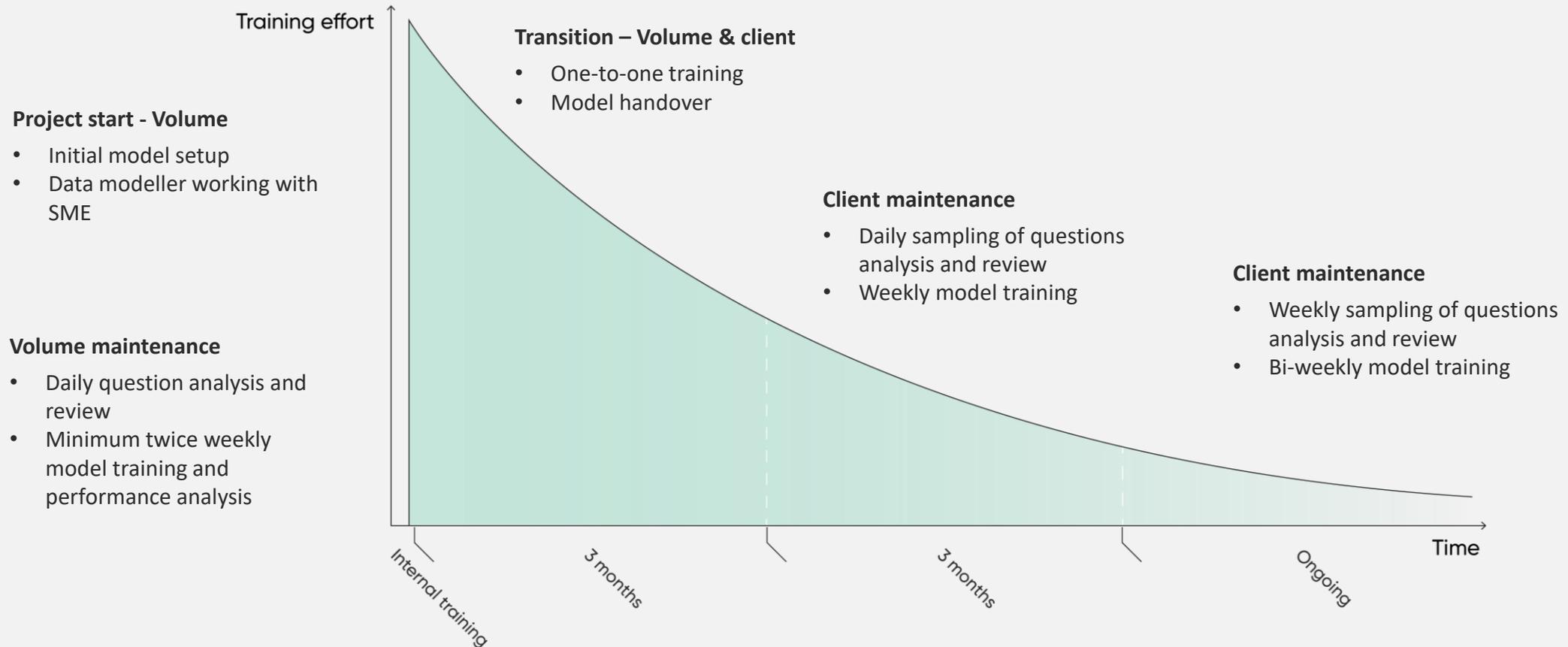


Support

- Provides support services relating to your chatbot implementation



Training effort over time





Customer stories

Business Telephone Banking

WebChat Agent

Automating 20-30%
Freeing webchat agents





Microsoft

Event Bot

Driving Registrations

<https://aievents.volume.ai/>



Commercial Bank

Voice - first AI Digital Assistant

\$4m operation savings

\$15m new business opportunity





Thank you.