







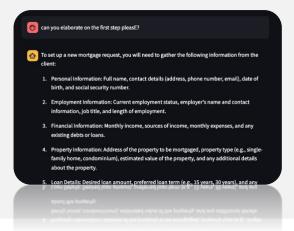
### **Key Modules**



# Composable Customer Data platform (Persona360)

- ✓ Connectors to Digital/Unstructured data sources
- ✓ Connectors to CRMs (Salesforce, Braze,...)
- ✓ FSI Customer360 data model
- ✓ Framework for AI Profiling
- ✓ UI for audience management
- ✓ Terraform scripts for databricks setup

Live demo



#### RAG

(Sales rep Assistant

- ✓ Vector DB and document embedding (making documents searchable)
- ✓ Document chunking framework (preprocessing documents for LLM)
- ✓ Dashboard and monitoring
- ✓ UI for users

Live demo

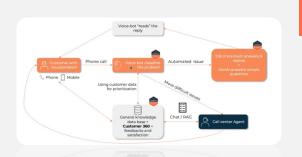


### **LLM Inspector**

(Mining customer communication)

- ✓ **Speech to text** module (transcribing calls)
- ✓ **LLM feature engineering** (searching in text data)
- ✓ Dashboard and monitoring
- ✓ UI for LLM prompts (managing what to search for)

Live demo



## **LLM brain for Voicebot/Chatbot** (Alagent)

- ✓ Composable Customer Data Platform
- ✓ LLM Inspector
- ✓ RAG
- ✓ Incoming **call classification** (sentiment, urgency and topics)

Live demo

