



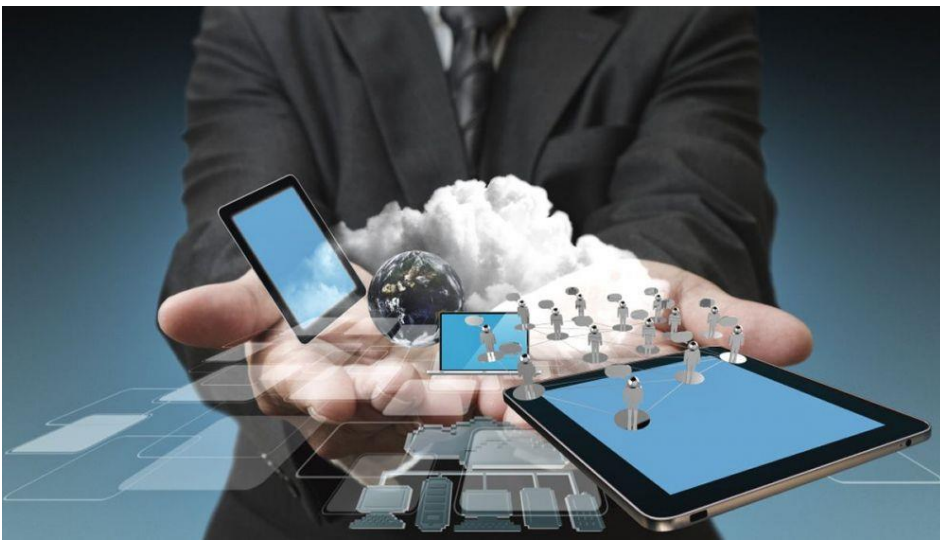
Creating Future with Artificial Intelligence and ChatBots..

YOSI, now oriented to the Attention and inclusion of people with reduced vision and multilanguage capacity

In order to resolve customer doubts, solve claims; prosecute each case through preconceived meshes of proven paths that will help to provide service to the user, providing immediate responses and reducing response times in customer service.

YOSI uses the cognitive services of Azure Speech and Microsoft Translator, acquired skills to provide care to excluded people: with reduced vision or those who do not speak Spanish.

To get attention, commands were added to enable Chatbot Voice Support functionality, as people with reduced vision can't locate the microphone icon, perform the CTRL+CLIC combination, on a PC or four (4) consecutive taps on a mobile computer screen, with this action Aria welcomes in voice and activates the microphone to wait for user interaction.



Attention to people with disabilities or visual impairment and the Elderly

- Inclusion and Improvement in the orientation and care of clients with visual disabilities and the elderly to resolve their claims.
- Service that decreases the cost over time, and is an OPEX service.

Immediate response

- As it is a digital service, with cognitive services, the service is carried out immediately and permanently.
- Guide the client towards its solution, and timely information.
- Improves the user experience with disabilities and the elderly.

