FLEX CONNECTED INTELLIGENCE

for Customer Services

CUSTOMER SERVICES ACCELERATED WITH AI

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THE OPPORTUNITY – ARTIFICIAL INTELLIGENCE

Dramatically improve customer services with self-service chatbots providing 24/7 answers to questions. Improve employee efficiency and satisfaction with employee Chatbots and automation gaining valuable insights into customers using a neural hub.

The Fourth Industrial Revolution, driven by Cloud, Mobile, Social, Big data, IOT and commoditised Cognitive Technologies is driving change at an unprecedented rate. This convergence of the physical and digital worlds are creating new models of exchange, engagement and interaction across governments, organisations, citizens and cultures.

We live in a period where we are surrounded by technology, where it has become a natural and normal part of our everyday lives. Our opportunity is to apply this technology to re-imagine your organisation:

YOUR CUSTOMER SERVICES AI ROADMAP

Brand Assistant 24*7
Any device, Anywhere

Connect across all channels

Knowledge and Product Search

Intelligent Targeting and Recommendation

Simplified through Intelligent Automation

Personalized Customer Service

Personalized Recommendation

Collaborate, Share, Debate & innovate internally

Run instant Pulse Customer and Brand Survey

Monitor Brand, Campaign, Social Media, Trends and analytics using advanced AI

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WHAT DOES CONNECTED INTELLIGENCE PROVIDE :

ACCELERATE CUSTOMER ENGAGEMENT

INTELLIGENT CUSTOMER ASSISTANT

Customer Service assistant empowers customers to engage 24/7 using natural language

- Drive personalised customer engagement through a virtual bot
- Anticipate customer needs, improve customer satisfaction with streamlined self-service and customer care, through a 360° view of customers
- Engage with new opportunities and leads through omni-channel brand presence
- Provides Knowledge Search
- Crowd-sourcing and gamification of ideas and campaigns
- Personalised assistance and recommendation

ACCELERATE EMPLOYEE ENGAGEMENT

INTELLIGENT EMPLOYEE ASSISTANT

Intelligent employee bot empowers everyone to work together, while proactively assisting with individual employee needs and improving productivity

- Knowledge Search
- Cultural and Wellbeing polls and quiz
- Crowd-sourcing for ideas
- Personalised Learning assistance
- Personalised Internal campaigns
- Streamlining staff workload

ACCELERATE BUSINESS INSIGHT

NEURAL CUSTOMER HUB

AI led monitoring and learning hub for proactive Customer, Employee, Operations and Services Insights

- Automatic monitoring of compliance
- KYC/GDPR data remediation
- Intelligent insights of Audience, Brand and other KPIs

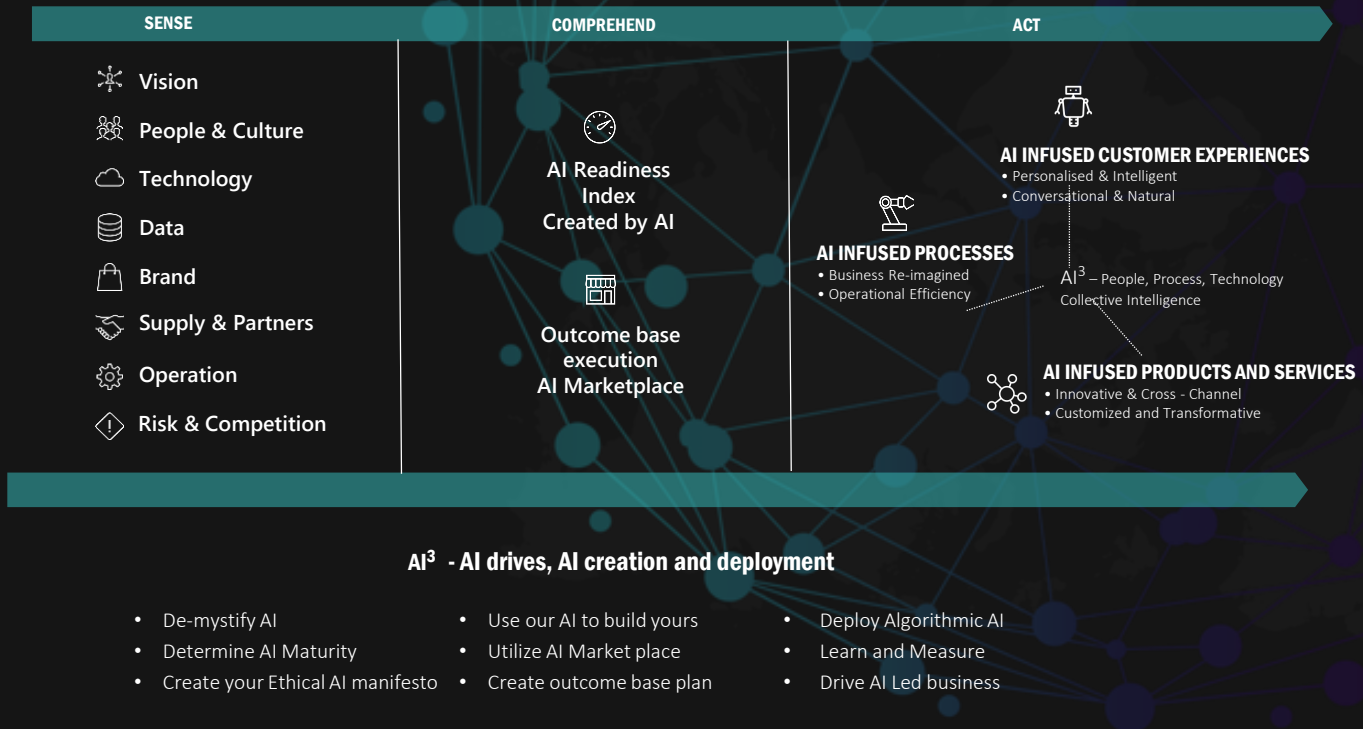## ACCELERATE PROCESS EFFICIENCY

INTELLIGENT AUTOMATION

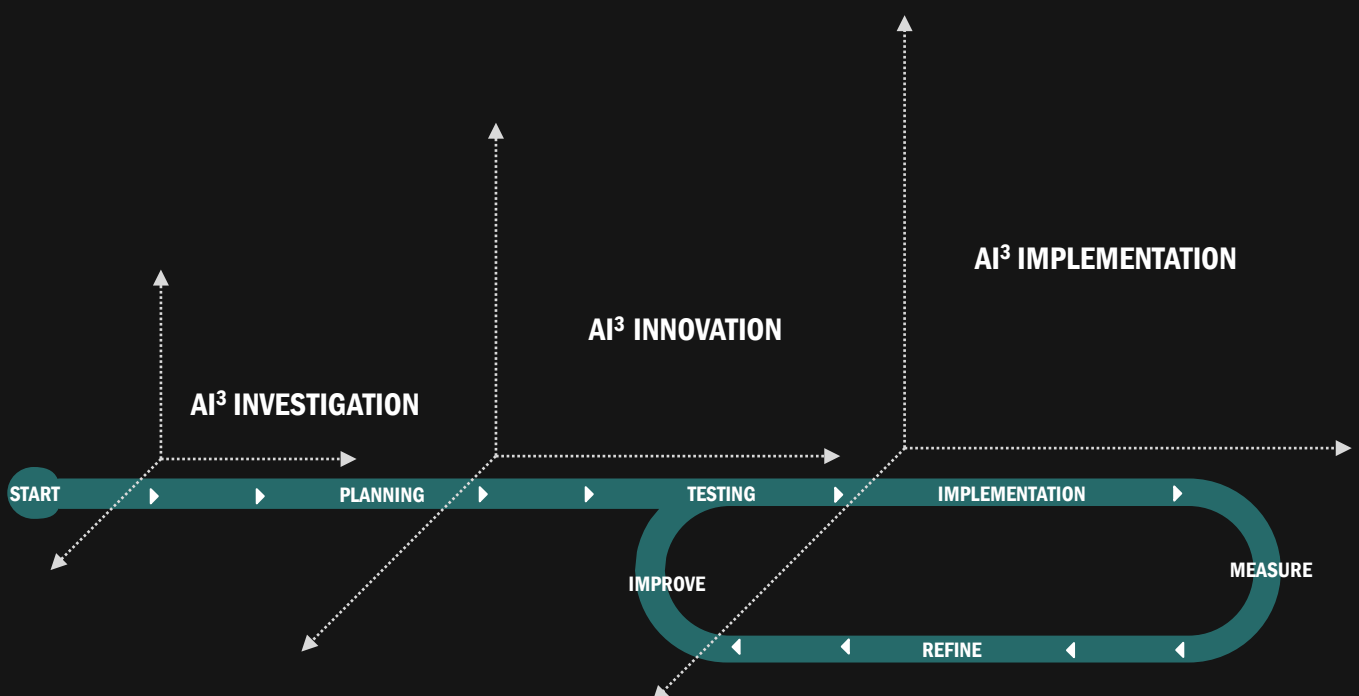Re-imagine business workflows through intelligent process automation and simplification

- Connect all your existing systems through OneStopBot™
- Manage Finance, HR, CRM, Operation, Product portfolio and many more processes through conversational bot
- AI led workforce management and process workflows

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AI³ AGILE ARTIFICIAL INTELLIGENCE ™

AI³ Agile Artificial Intelligence – your journey to an AI led organisation

SENSE	COMPREHEND	ACT

SENSE
- Vision
- People & Culture
- Technology
- Data
- Brand
- Supply & Partners
- Operation
- Risk & Competition

COMPREHEND

AI Readiness
Index
Created by AI

Outcome base
execution
AI Marketplace

ACT

AI INFUSED CUSTOMER EXPERIENCES
• Personalised & Intelligent
• Conversational & Natural

AI INFUSED PROCESSES
• Business Re-imagined
• Operational Efficiency

AI³ – People, Process, Technology
Collective Intelligence

AI INFUSED PRODUCTS AND SERVICES
• Innovative & Cross - Channel
• Customized and Transformative

AI³ - AI drives, AI creation and deployment

- De-mystify AI
- Determine AI Maturity
- Create your Ethical AI manifesto

- Use our AI to build yours
- Utilize AI Market place
- Create outcome base plan

- Deploy Algorithmic AI
- Learn and Measure
- Drive AI Led business

The Key elements of AI³ Agile Artificial Intelligence

AI³ IMPLEMENTATION

AI³ INNOVATION

AI³ INVESTIGATION

START → PLANNING → TESTING → IMPLEMENTATION

IMPROVE   MEASURE

REFINE

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AI³ AGILE ARTIFICIAL INTELLIGENCE ™

AI³ INVESTIGATION

REQUIREMENTS - CROWD SOURCED WITH CHATBOTS
We use chatbots to crowd source your requirements quickly and at scale if needed

VIABILITY - TECHNICAL VIABILITY TESTED WITH AI
We test your data and systems using AI tools to understand their suitability for supporting your required skills

PLAN - AI TARGETS DERIVED FROM A COLLECTIVE INTELLIGENCE GRAPH
We use analytics from the chatbot data and the outputs from the viability testing to identify the best candidates for Bots and Skills

AI³ INNOVATION

NEURAL CONFIGURATION
We configure the chatbots, workflows and neural engine with the requirement of your Skill

SUPERVISED MACHINE LEARNING
We train your Skill via deep machine learning or cognitive enrichment

INTELLIGENT TESTING AUTOMATION
We use deep machine learning and analytics to create and test your Bot or AI Skill

AI³ IMPLEMENTATION

AWARENESS - SIGNPOSTING
We work with you to create an awareness campaign using both the Bot and traditional approaches to drive people to your new Bot or AI Skill
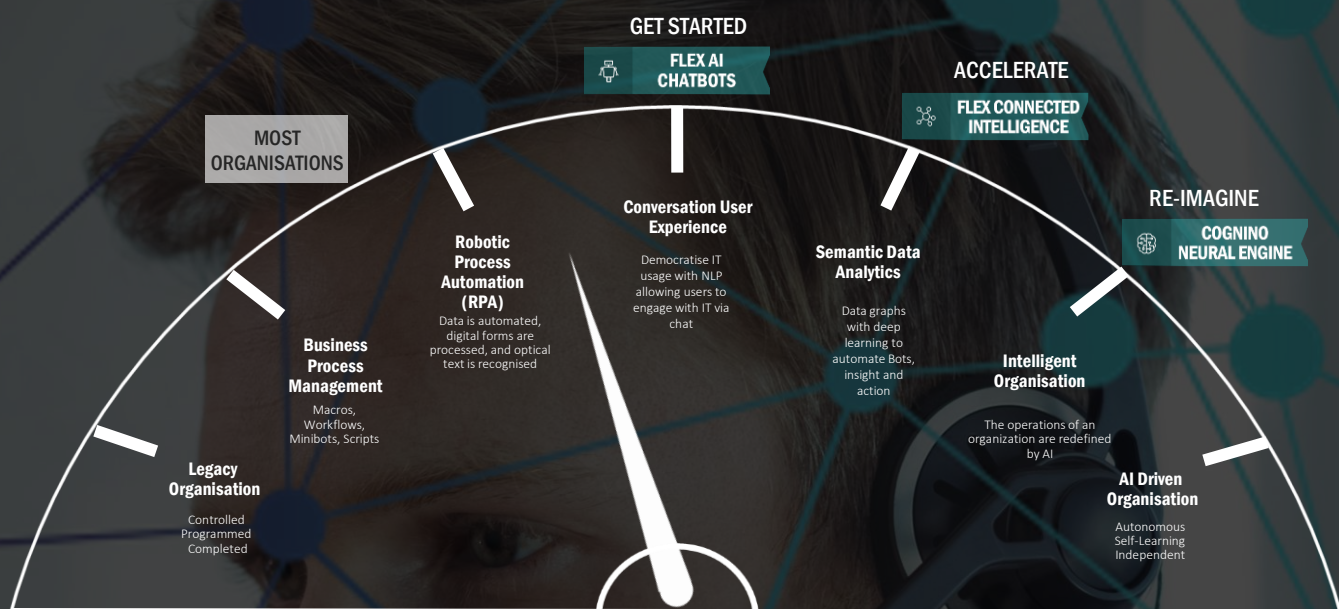
ASSISTANCE- HELP SKILL ADDED TO THE BOT
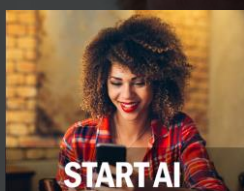We add help skills to your Bot to advise when and how to use your new skill

MEASUREMENT - WHO IS USING YOUR AI
We use machine learning and analytics to measure the levels of adoption and to identify further awareness or assistance required

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WHERE ARE YOU ON YOUR AI JOURNEY?

GET STARTED

FLEX AI CHATBOTS

ACCELERATE

FLEX CONNECTED INTELLIGENCE

RE-IMAGINE

COGNINO NEURAL ENGINE

MOST ORGANISATIONS

Robotic Process Automation (RPA)
Data is automated, digital forms are processed, and optical text is recognised

Conversation User Experience
Democratise IT usage with NLP allowing users to engage with IT via chat

Semantic Data Analytics
Data graphs with deep learning to automate Bots, insight and action

Business Process Management
Macros, Workflows, Minibots, Scripts

Intelligent Organisation
The operations of an organization are redefined by AI

Legacy Organisation
Controlled Programmed Completed

AI Driven Organisation
Autonomous Self-Learning Independent

ICS.AI ARTIFICIAL INTELLIGENCE SOLUTIONS

START AI

ACCELERATE AI

RE-IMAGINE AI

FLEX AI Chatbots

Transform user engagement with our comprehensive range of AI chatbots. Each features OneStopBot ™ Concierge for a great user experience and automation so your bots do more than just chat.

FLEX AI Connected Intelligence

Accelerate your AI adoption with our range of Connected Intelligence solutions. Connected Intelligence allows you to deploy key AI technologies such as Internal and External Chatbots, Semantic data and deep machine learning rapidly and cost effectively

Cognino Neural Engine

Re-image your work AI. Cognino transforms your data from impenetrable silos to an interconnected organisational knowledge graph. Cognino uses state of the art neural networks and deep machine learning to rapidly build your graph without the need for data scientists

THE UK'S FIRST MICROSOFT AI INNER CIRCLE PARTNER 1 OF 46 WORLDWIDE

DEPLOYED BOTS TO THE UK GOVERNMENT DEPT RESPONSIBLE FOR UK AI STRATEGY. BEIS

OVER 300,000 INTERNAL AND EXTERNAL BOTS LICENCED

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