

## The Omilia Conversational Self-Service Solution

uses AI to provide enterprise-grade human-to-machine customer care experiences.



**96% Semantic Accuracy**



**4.26%\* Speech Recognition**  
Word Error Rate.



**Voice & Chat**  
Deployed Once Across All Channels.



**Service Creation Tools**  
Analysts easily create & make changes to the application.



**Pre-trained NLU Packages**  
Out-of-the-Box Intent Categorization. \*\*

\* Case studies in major North American Finance enterprises  
\*\* xPert Packages®

Develop Once, Deploy Everywhere.



### Banking/Finance

400 Unique Intents  
180 Entity Types  
54,000 Entity Instances



### Healthcare

253 Unique Intents  
152 Entity Types  
52,800 Entity Instances



### Insurance

226 Unique Intents  
180 Entity Types  
53,500 Entity Instances



### Telecoms

487 Unique Intents  
157 Entity Types  
53,800 Entity Instances



### The Solution provides:

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**DiaManT®**

- **Dialog Manager**

**deepNLU®**

- **NLU engine**

**deepASR®**

- **ASR engine**

**deepVB®**

- **Conversational authentication over Voice Biometrics engine.**

 **Conversation Studio**

- **Service Creation Tools for Business Analysts:**  
your team creates and makes changes as see fit.

### Add-on Options:

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 **xPert Packs®**

- **xPert Packs®**  
Out-of-the-box packages for recognition and understanding of key concepts and intents.
- **Analytics tools, CX surveys and Anti-Fraud**  
Complimentary options readily available.

### Deployment Options:

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Omilia Cloud Platform

- **Multi-tenant Cloud**
- **On-Premise**

### Reseller Global Network

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