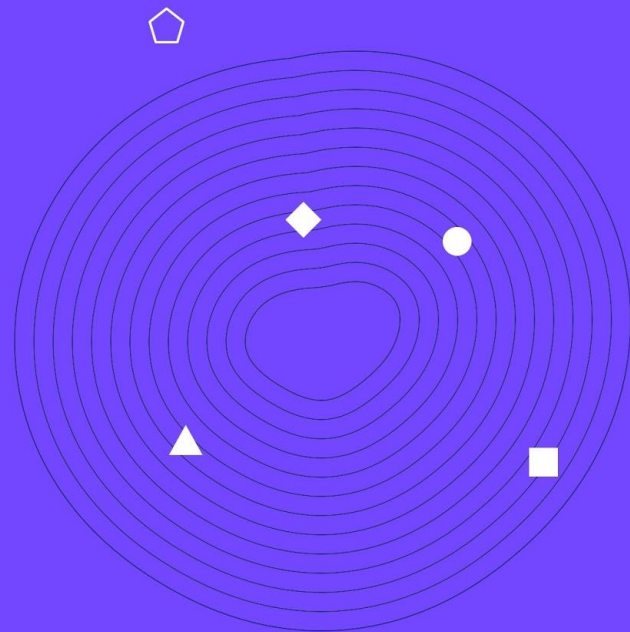


automate your call
center ops with

true voice AI



Who we are

Dasha is a conversational
voice AI platform

97% of all people talk to our
AI **as they would to a
human**

While applications for voice technology
of this level are virtually unlimited, at this
time we are focusing on B2C
communications in call centers.



Trusted by



VISA



rtp
VENTURES



InterSystems®
Health | Business | Government



Microsoft
for Startups



nVIDIA.

INCEPTION PROGRAM

Problems

Today's businesses use call centers to communicate with customers

Employees:

- Go off script
- Are humans (emotional)
- Often inefficient
- Often under-motivated

Unhappy customers

- The highest turn-over rate of all industries (30-45%)
- Require constant overhead costs (training, HR, office, hardware, management)

High costs

The solution

Automate entire business processes

- take inbound calls
- make outbound calls
- transfer to your operator
- keep a 365 degree operations view
- integrate deeply
 - initiate calls
 - log data
 - set up BI reporting

Use cases

Industry-agnostic

- NPS/CSI surveys
- sales qualification

HR

- appointment booking
- updating resumes

Insurance

- quick claims filing
- policy renewal
- updating customer details

Healthcare

- appointment booking
- updating resumes

Financial services

- inbound calls routing
- customer queries
- information campaigns

Why us?

Dasha does the work of a (dozen) call center operator(s), more stably, at a fraction of the cost and with no overheads.

Features	Dasha	Call center operators
Human-level conversation	Yes	Yes
Deep multi-level scripts	Yes	Yes
Unlimited concurrent calls	Yes	No
Unlimited speech input	Yes	Yes
Fully integrated (instant reporting)	Yes	No
Always follows the script	Yes	No
No overhead costs (rent, HR, training)	Yes	No
Instant script changes	Yes	No
No human errors	Yes	No
Failed calls at no charge	Yes	No
Cost	Dasha costs 2-6 times less	



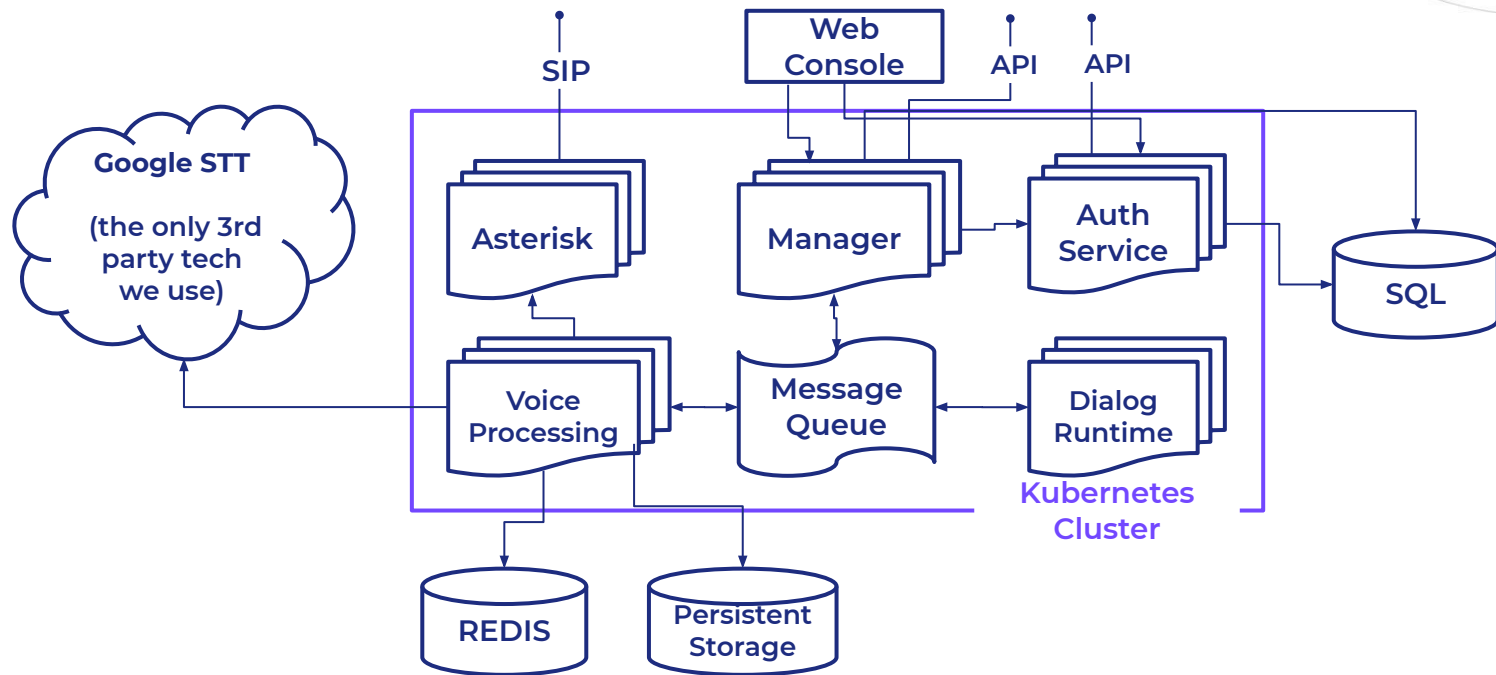
Soft benefits

In addition to costing **2-4 times less** than operators, Dasha also allows you to

- provide a standardized level of service to your customers and experience to your management
- free up human resources
- cut back hiring, training and management
- if your call throughput increases, Dasha can handle the load
- turn happy customers into brand ambassadors



Architecture



Security

We don't touch your customers' personal data. At all.

- HTTPS encryption of all external web traffic
- SIP (TLS) and RTP (SRTP) traffic encryption
- OpenID Connect for API authentication
- state of the art Kubernetes deploys
 - RBAC for API authorization for all clusters
 - HTTPS encrypted endpoints for Kubelets
 - Pod security policies
 - Networking policies
 - Restricted access to etcd
 - Audit logging
 - Infrastructure credentials rotation
- and additional ways to keep your data secure that we can explore

Cloud hosted



We are creators

13 Masters of Science

3 **PhD's**

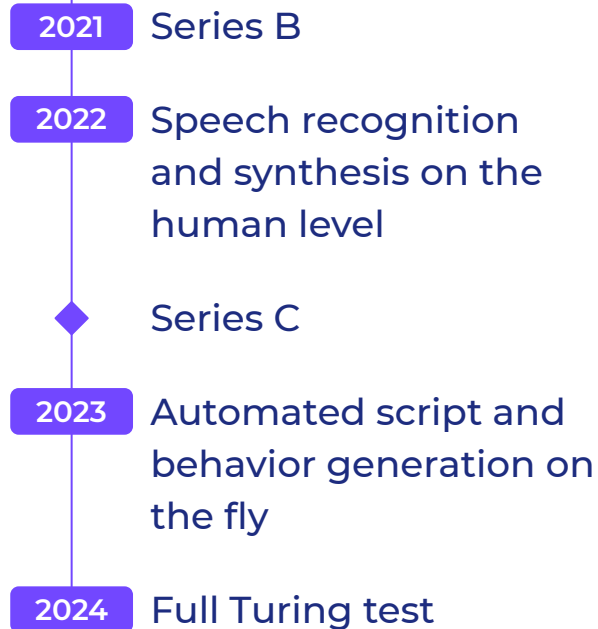
2 **Doctors of Science**

17 ACM ICPC (semi-) finalists

Chief Research Scientist is
former **Kaggle #1** and a
professor with the Russian
Academy of Sciences

- **65% of the team are engineers**
- 43 geniuses
- ML models improve consistently
- updates 1-2 times a month
- each new update improves your models

Roadmap



case studies



Leading insurer without Dasha

The largest new
furniture **insurer**
in the U.S.

- 200 call center reps are not always enough to handle calls
- at peak times temp staff are hired
- operators can spend 7-8 minutes on a call that should take 3
- the hiring market for operators is tough
- costs of the operations are high



Leading insurer with Dasha

Expected **savings** of
\$700,000 in the first year.

- zero downtime
- handle inbound calls load at scale
- complete calls in 3 minutes
- standardized experience
- customer satisfaction goes up due to ease of communication
- cut the chord on the hiring market



Leading homecare agency without Dasha

The largest home care agency in Brooklyn and Bronx has to assign carers to at least 5000 patients on a weekly basis.

- shift booked by administrators
- as the business grew - this expanded to full-time call center
- the process is still not scalable and requires constant management
- human errors in reporting
- straight-forward conversations become jumbled because people have a hard time following scripts



Leading homecare agency with Dasha

Expected savings
\$216,000 in the first
year

- shifts booked automatically
- a schedule of carer availability maintained
- the longer the model runs the shorter the calls - as we have more data we just confirm that the time the carer stated earlier works for them and book
- no human errors in reporting
- conversations are time efficient, as always follow the script



Arthur Grishkevich

Head of Business Development

M: +1 (973) 358-8889

E: arthur@dasha.ai

<https://dasha.ai>

[Li](#)

Let's talk

