

# Voice AI in the language you speak

Conversational agents, driven by AI !



**DHEEYANTRA**  
RESEARCH LABS



# Human-like effectiveness. Bot-like efficiency.

Dhee.AI : An omni-channel conversational AI platform for both English and vernacular languages.

English | Hindi | Kannada | Telugu | Tamil | Malayalam

Marathi | Gujarati | Bangla | Oriya | Spanish | German

IVR and messaging automation across 30+ channels with conversational AI.



Seamless conversations through IVR and 30+ other channels. Dhee.AI can process customer queries, easily switch contexts, find answers, or transfer to human agent for support, as needed.

## Customer-side benefits

- ▶ Improved CX with context-aware conversational AI
- ▶ Zero call abandonment or wait-in-queue
- ▶ Improved CSAT and service levels
- ▶ Improved 1st call resolution
- ▶ Post-call followups, clarifications etc. done through messaging platforms

## Operations-side benefits

- ▶ 70-80% automation of customer engagement
- ▶ Up to 85% reduction in operating costs
- ▶ Reduced occupancy rates
- ▶ Reduced agent turnover
- ▶ Zero after-call-work-time: All the data captured during the call are updated in real-time

# DHEE.AI



\* 4 more in pipeline

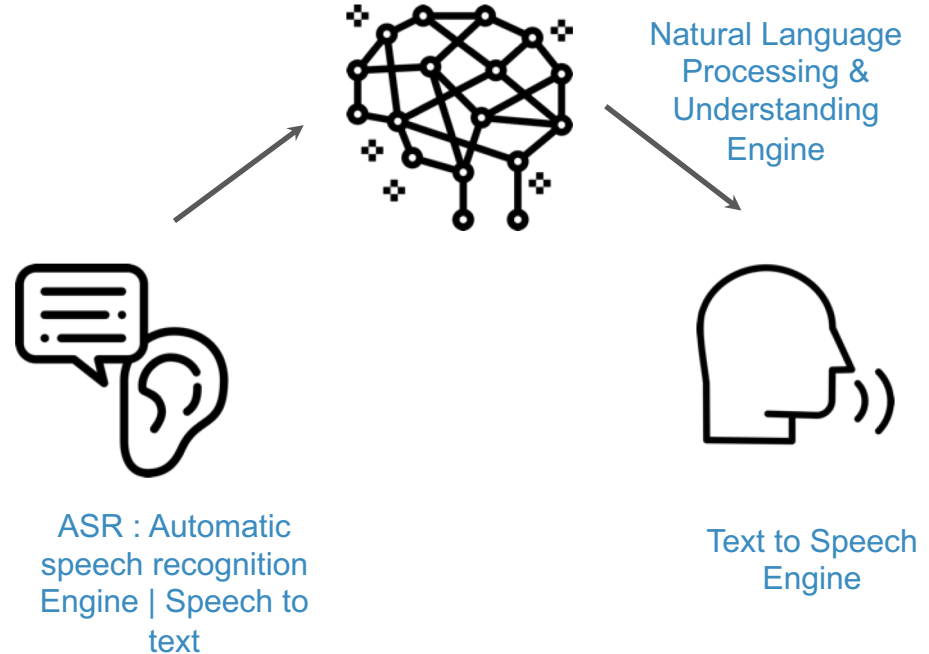
## Conversational AI

- UI Agnostic
- Language Agnostic
- Industry Agnostic
- Cloud Agnostic

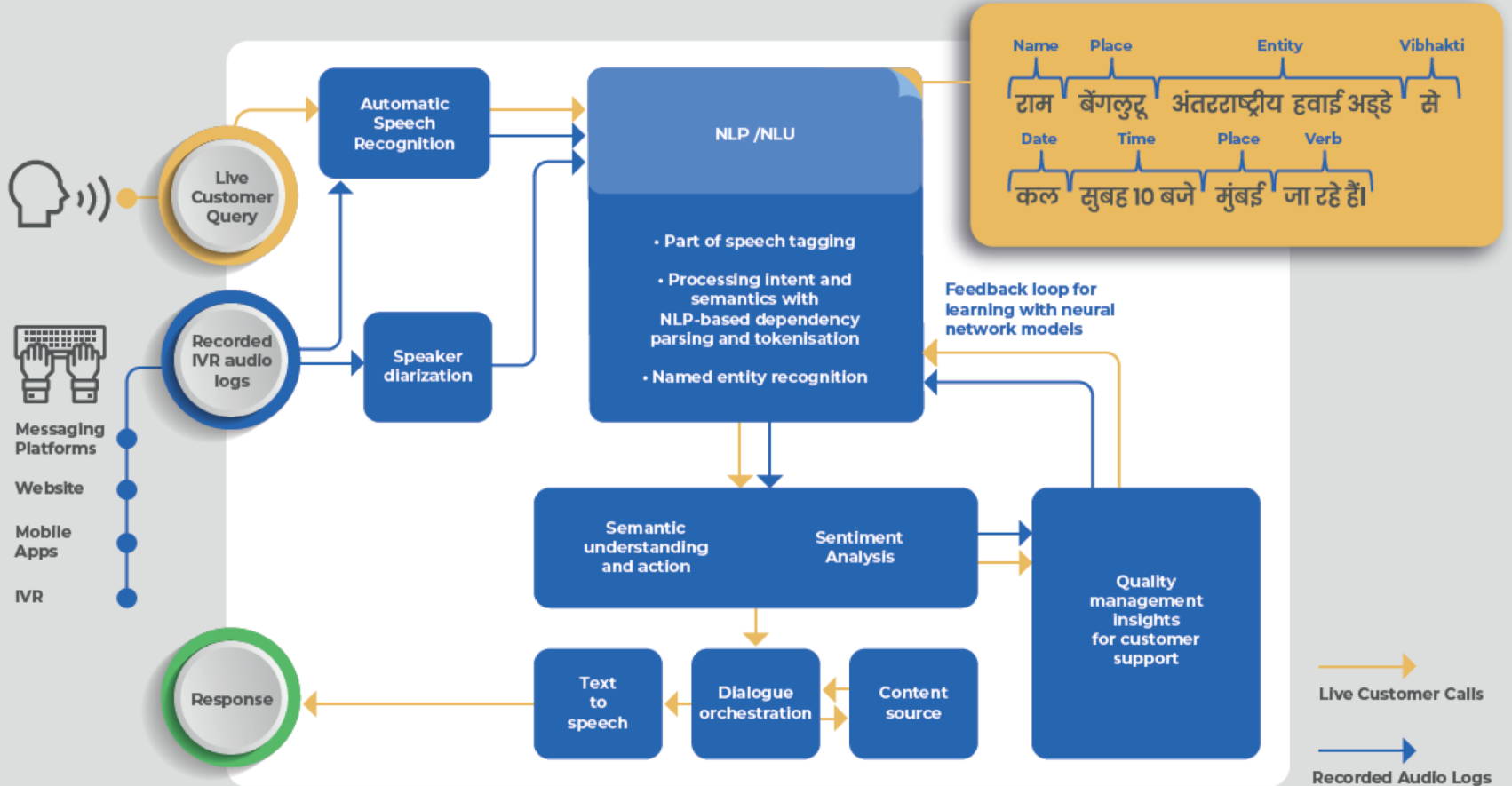
# What is Conversational AI & how does it work?

- Dhee Conversational AI has the ability to interact with customers and employees to answer their queries and assist them in English and 9 Indian languages.
- It is conversational because using Natural Language Processing and Machine learning, Dhee can understand language grammar and therefore the meaning of what a person says and respond accordingly.

Conversational AI uses three components just like a human to understand language and respond



# How Dhee.AI works



**Speech to Text** : Transcribe live or offline speech in to text accurately

**Speech NLP** : Understand semantics – what is spoken

**Transliteration** : type in your script & transcribe in to target script :

Mein ek travel insurance ki talash mein hun → मैं एक ट्रेवल इन्शुरन्स की तलाश में हूँ

**Dhee Vision APIs** : Transform images with text to searchable texts :  
Image to text

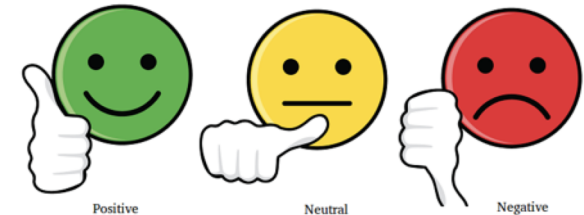
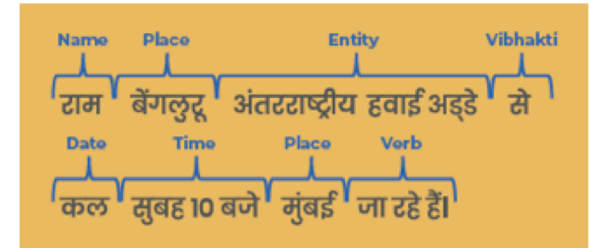
**Speaker Diarization** : Identify who spoke when






Speaker  
1

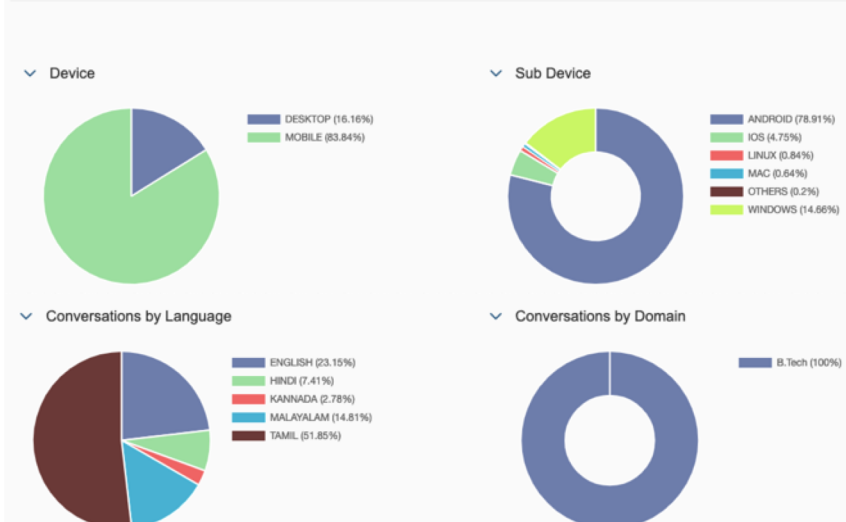
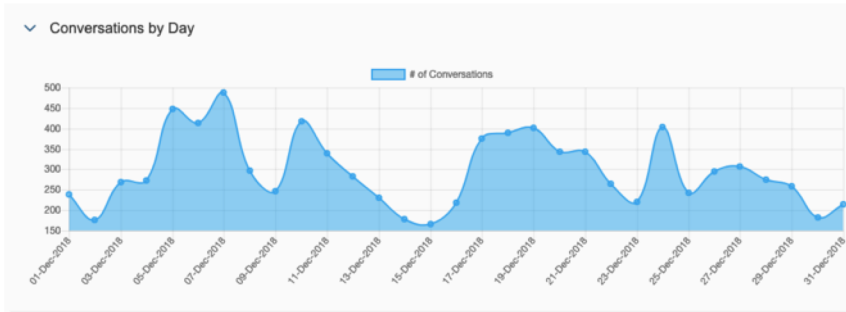
Speaker  
2

Speaker  
1

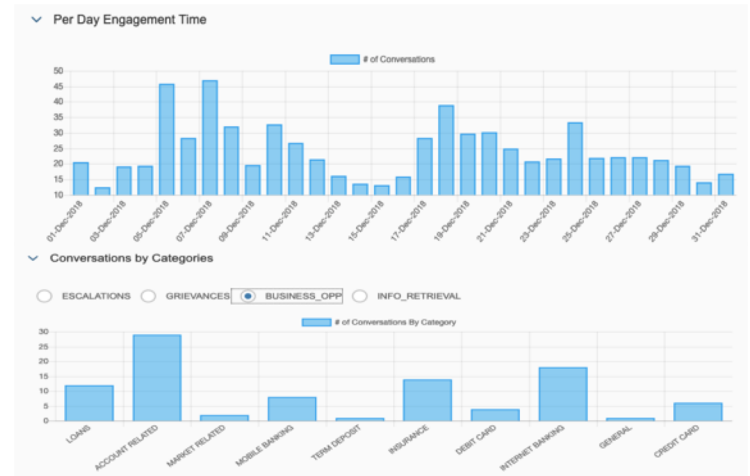
**Sentiment Analysis** : Find the sentiment in conversation – Happy, Neutral, Sad, Angry etc.



-  Analytics
-  Logs
-  Configure Bot
-  Support User
-  Raise Ticket



- Complete Analytics Information such as
  - Daily / Weekly / Monthly Chat history
  - Full Chat logs download / email
  - Language / domain wise statistics
  - Demographics of users
- Add dialogue flows, configure bots
- Add support users incase humans want to take over the chat
- Raise Tickets & Track



# CORE TEAM



**Vidhu Bennie**  
CEO / Co-Founder



**Sreekumar Jairaj**  
CTO / Co-Founder



**Krishanu Kona**  
Director, BD



**Sachin Kaushik**  
Director, Operations



**Kannan Ramaswamy**  
GTM Advisor



**Gopal Krishna**  
Business Mentor

- 22+ years of technical leadership in Machine Learning
- Led the Multimedia Speech/Image R&D group of SAMSUNG Research.
- Led high performance teams of 300+ members demonstrating product innovation & vision articulation

- 15+ years of core software architecture experience in Artificial Intelligence, Hybrid cloud systems & Social knowledge portals
- Worked in IPSoft Amelia & Yahoo!
- Pivotal role in architecting the cognitive agent Amelia, at IPSoft

- Specialist in Enterprise Technology Sales and Business Development
- Driven high value deals for technology startups with multiple companies in the BFSI space

- ~12 years in operations Management, Pre-Sales, Project Delivery
- Meticulous and highly accomplished professional

- 30+ Years of Technology & Business strategy experience Founder at various startups
- Ex - MD – Logica-CMG (India & South Asia)

- 30+ Years of Technology & Business strategy experience
- Ex-CEO & MD – Maxim India Integrated Circuits
- Ex-GM – AMD India

**Core R&D Strength of 22+ people**



# Thank You!

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