

# Feedyou Platform



Build, deploy, manage and scale AI-powered virtual assistants  
– all in one place, effectively!

Version 1.0 (23/04/2021)

*let's*  
**feedyou**

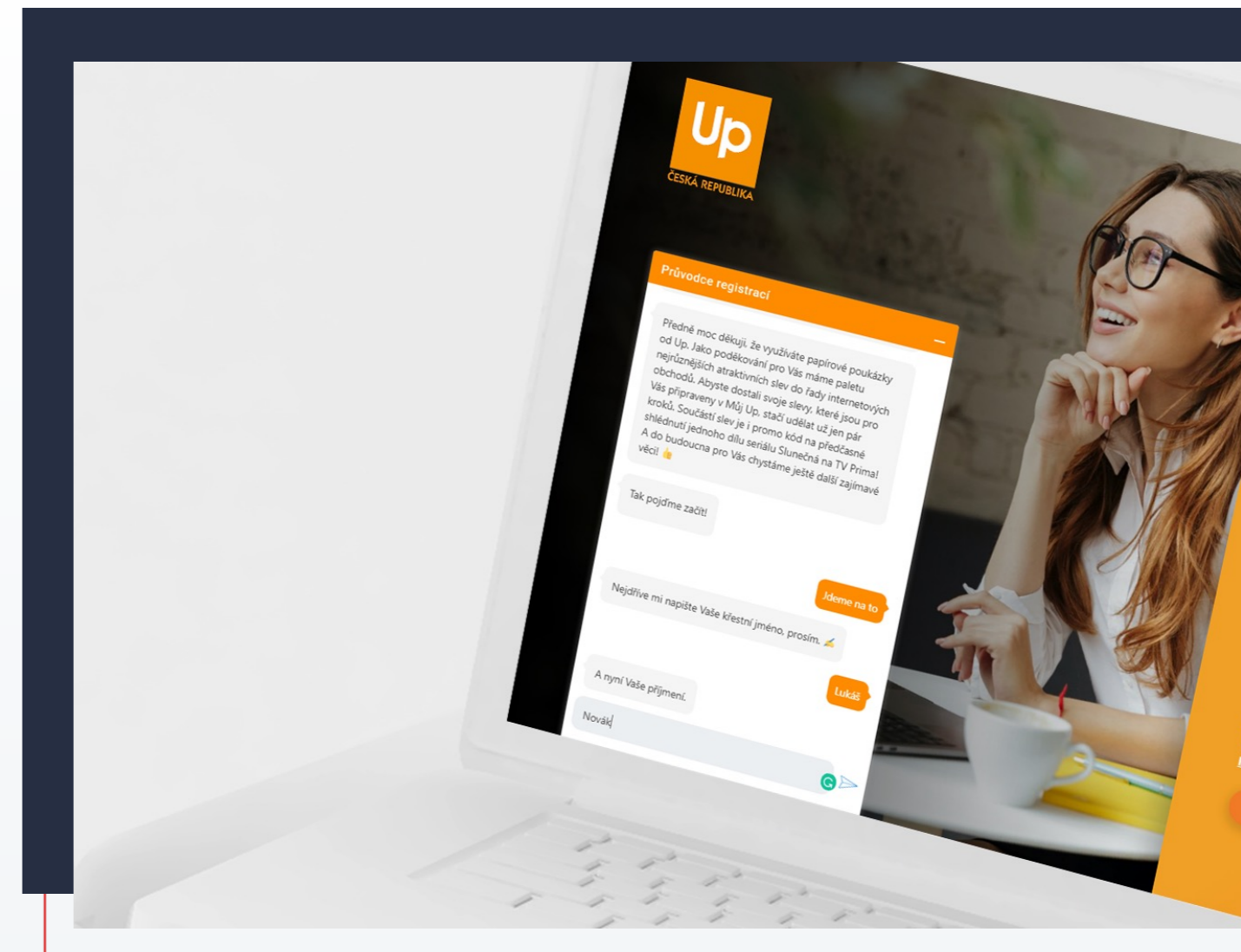


Microsoft  
For Startups

 **Microsoft**  
Cloud Solution Provider

# Outstanding employee & customer experience at lower costs. Easily managed by you.

Leverage the power of AI-driven virtual assistants and reduce your costs by 50% and more.



**98%**

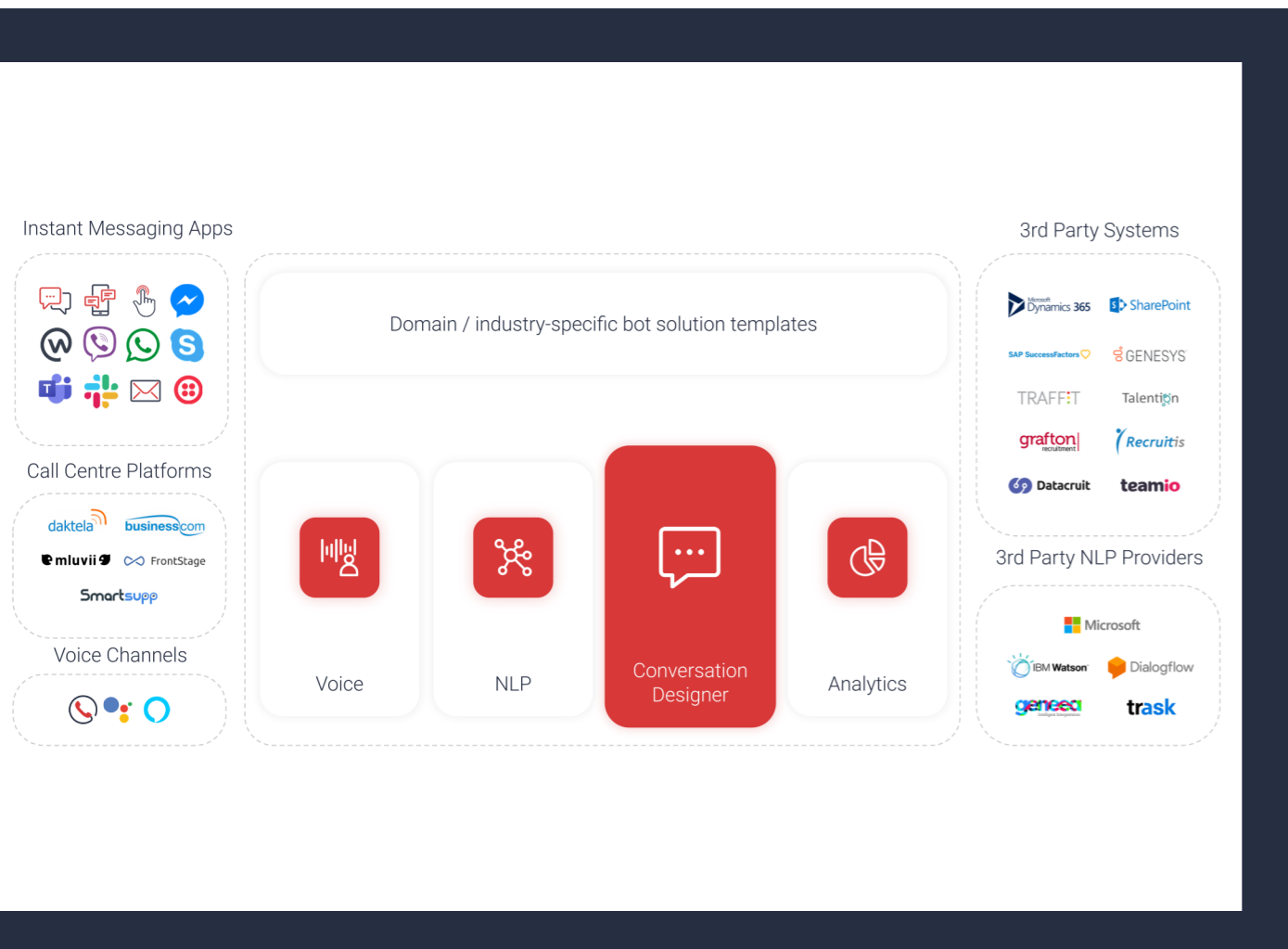
reduction of customer & employee wait time.

**80%**

repeating queries deflection.

**30 days**

to deliver Feedyou Platform with AI-powered virtual assistants to deflect at least 30% of queries



# Feedyou Platform

A Gartner recognized **Conversational AI Platform** enabling enterprises to effectively build, deploy, manage and scale advanced virtual assistants from one place. Our mission is to help people to get rid of repetitive and unproductive communications, tasks and processes.

# 1

## Omnichannel Experience

**Easily deploy your AI-powered virtual assistants anywhere** – integral chat & voice channel support.

# 2

## Conversation Designer

**Effectively build, manage and scale virtual assistants** through our no-code Conversation Designer tailored to non-technical users.

# 3

## Feedyou NLP Engine

**Provide outstanding employee & customer service** in any language. 104+ languages available.

# Feedyou Platform & Microsoft Azure

Microsoft Azure Cloud is used to run the Feedyou Platform, where each virtual assistant solution runs in a separate resource group, reducing security risks and making the administration as smooth as possible.

## Scalable

Using Azure Functions serverless hosting and Azure Storage Tables with unlimited level of scaling and high security.

## Secure

Automatic encryption of user data at rest using Microsoft Azure Cloud. Servers are in the EU (Microsoft West Europe).

## GDPR Compliant

Feedyou is GDPR compliant to handle each of the hundreds of thousands of conversations automated every day.



## Customer Success: ŠKODA AUTO

ŠKODA AUTO is one of the largest employers in the Czech Republic, **hiring dozens of candidates every month**. With this amount, the onboarding process gets more difficult, as there is a lot of information and documents that every newcomer must provide. It therefore significantly challenges the work efficiency of ŠKODA AUTO HR Departments across country.

### **94% successful rate**

88% of all newcomers were successfully and automatically onboarded via AI-Powered Virtual Assistant (AIVA) in March, 94% in June 2021. Our mutual goal is to further evolve AIVA and achieve 99% success rate until the end of 2021.

### **At anytime**

AIVA is available 24/7. Majority of conversations take place between 7-12 am and 4-9 pm Monday-Sunday.

### **At anywhere**

Newcomers have the option to chat/talk to AIVA physically at the ŠKODA AUTO Recruitment Centers using large interactive touch screens, or from the comfort of their homes via a secure website on cell phone or PC.

## Customer Success: Swiss Life

The Swiss Life Group is the largest life insurance company of Switzerland and one of Europe's leading comprehensive life and pensions and financial services providers. Swiss Life has an **extensive network of brokers and financial advisors working in the field – using different internal platforms and financial / real-estate applications.** It is crucial they're always available.

### 45% queries handled with no human intervention

Virtual assistant for Internal helpdesk / service desk, using by 5 000 brokers and financial advisers in the Czech Republic and Slovakia. Solving queries like internal app types and features, licenses, GDPR, IT service outages and ticketing.

### At anytime

69% of conversations take place between 6 am - 16 pm. 31% of inquiries and requests come to internal support desk outside the working hours. Virtual assistant is available 24/7 Monday-Sunday.

### 20% cost savings

We have reduced the load on the internal call center by 20% so far.





## Customer Success: Ipsos Group

Ipsos Group is a global market research and consulting company with annual revenue of EUR 1.75+ billion (IFRS). Ipsos has offices in 88 countries and employing 18,127 people across all continents.

**Our challenge: How to handle FAQs within the Ipsos Global Mystery Shopping Program with ease and in any language (login credentials, Shopper's profile, registration, how to see all tasks, provision system etc.)?**

### **Available in 22 countries globally**

Within just a couple of months, Feedyou Platform with AI-powered virtual assistants have been delivered to support Mystery Shoppers in 22 countries (CZ, SK, AU, UK, IT, FR, TH, NZ, USA & whole APEC region).

### **81% preference rate**

81% of Mystery Shoppers use rather help from virtual assistants than calling to a traditional helpline 8x5.

### **72% queries are handled with no human intervention**

Virtual assistants can handle hundreds of thousands of conversations automatically every day with 72% successful rate. We have NPS (Net Promoter Score) rating on 9-10 (PROMOTERS level).

Microsoft  
Awards  
2019

Winner  
Czech Republic  
Category: AI

# Customer Success: Grafton Recruitment

Grafton Recruitment (which is part of Gi Group) is multinational staffing agency. They offer services in the areas of temporary staffing, direct candidate search, executive search, outplacement, research work, education and consultancy.

**Our challenge: How to attract even more candidates with different job offers?  
How to preselect candidates automatically and drop personal expenses?**

## Available in 5 countries in CEE

In order to attract more candidates and streamline the recruitment process of Grafton Recruitment, we have deployed AI-powered virtual assistants in the Czech Republic, Slovakia, Poland, Germany and made English version for other European regions.

## 67.3% conversion rate

Record breaking conversion rate. 67.3% of candidates are automatically acquainted with blue as well as white-collar job positions and pre-selected by virtual assistants. HR specialists can spend more time on candidate interviews and testing.

## 281% ROI

Nearly 3x higher profitability and clear business benefits of virtual assistants compared to the initial investment.





# Let's get in touch about how we can work together.

Get a free trial:

<https://feedyou.ai/>

Call for more information:

+420 732 680 138

Ask a question via email:

hello@feedyou.ai

Learn more:

<https://feedyou.ai/>

Microsoft Commercial Marketplace:

<https://appsource.microsoft.com/feedyou-platform>



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