gnani.ai

AUTOMATE365™

Omni-Channel Interactive AI Bots

gnani.ai

MACRO FORCES

Rapid advances in NLP and Conversational AI has lead to change in CX strategies.

Advances in NLP

NLP in IVRs are expected to touch the mark of $16 billion by 2021

Implementation of NLP is growing with a compounded growth rate of 16 % annually

Rise of Conversational AI

Conversational AI End-User Spending to Reach Nearly $2 Billion in 2022

By 2026, conversational artificial intelligence (AI) deployments within contact centers will reduce agent labor costs by $80 billion.

Smart Phones and Devices

The smart speaker install base within the U.S. grew 40% from 2018 to 2019, now exceeding 66 million units

In January of 2018, there were 1.3 million smart display owners in the U.S., and by the end of the year, that number had risen to 8.7 million — an increase of 558%.

- https://www.xenonstack.com/blog/evolution-of-nlp
- https://www.gartner.com/en/newsroom/press-releases/2022-08-31-gartner-predicts-conversational-ai-will-reduce-contac#:~:text=Gartner%20Forecasts%20Conversational%20AI%20End,%2C%20according%20to%20Gartner%2C%20Inc.

FEATURES

- Omni Channel Availability
- 24*7 Availability
- Deflect FAQs to Bots
- Multi Lingual
- Deployment < 1 week
- Pre-Built Workflows
- Pre-Trained Models
- Bot Builder Platform
- Human Sounding Bots

gnani.ai

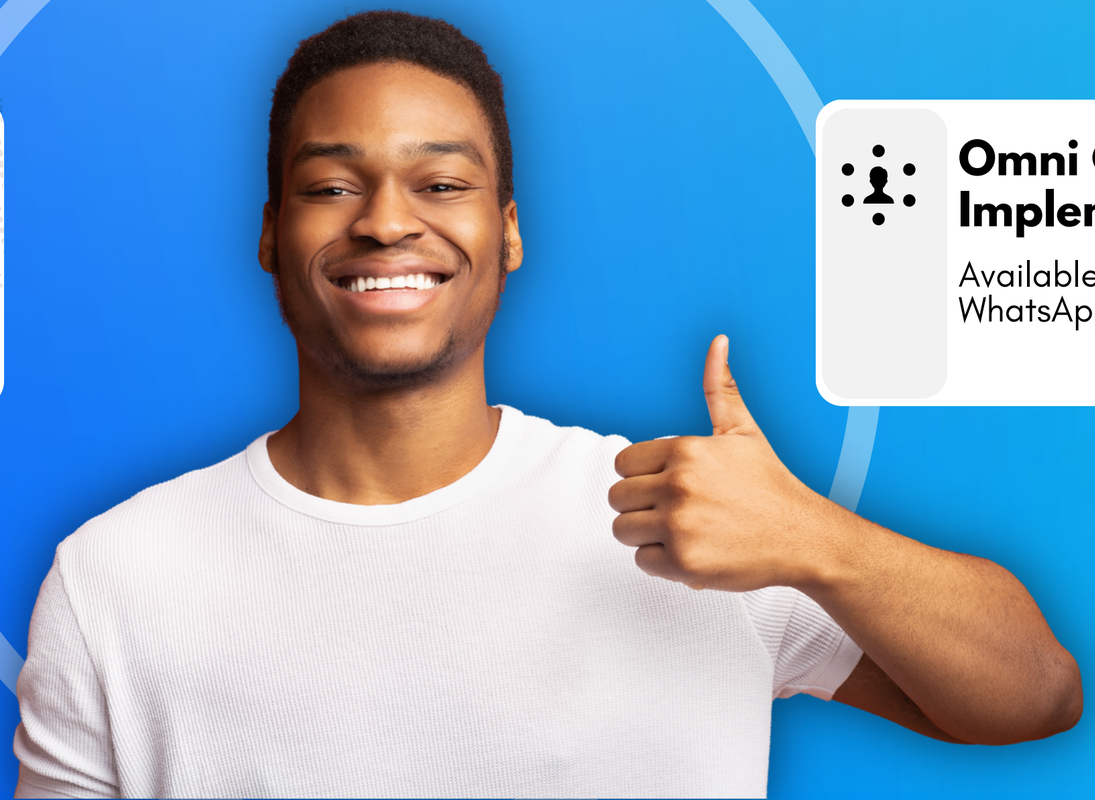
AUTOMATE 365™

24*7 Availability

Cater to customers any 24*7.

Deflect FAQs to Bots

Most repetitive questions auto deflected to Automate



Omni Channel Implementation

Available across voice, chat, WhatsApp/SMS

gnani.ai

AUTOMATE 365™

Least Go-Live Time

Go live in less than a weeks

Multi Lingual

Available in over 20+ languages

Pre-Built Workflows

Over 100+ pre built workflows available

gnani.ai

AUTOMATE 365™

Bot Builder

No-code drag drop bot builder platform

Human Sounding Bots

Human sounding - delight users with human like conversations

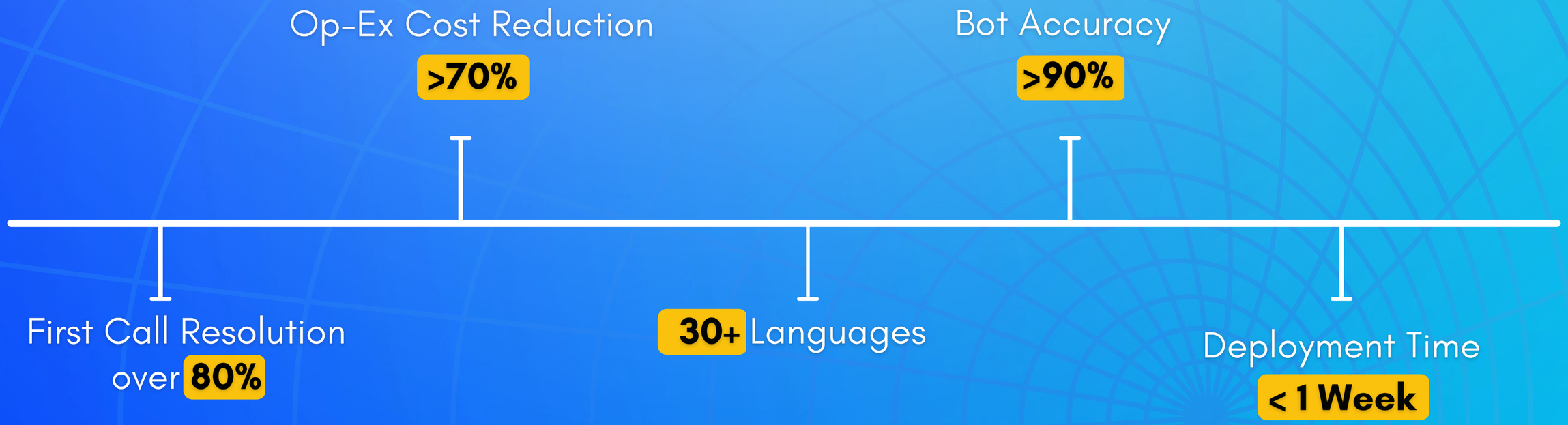
Pre-Trained Models

Transfer learning via our pre-trained bots. No Need for massive amount of data and computation

gnani.ai

OUTCOMES

Benefits across organizations



gnani.ai

AUTOMATE365™ DEMO

Automate365™ - Lead Nurturing

Armour365™ - Inbound Demo Banking Demo with Replay Attack

gnani.ai

INDUSTRY USE CASES

Customer Support Automation (Outbound and Inbound)

- Share Updates
- Collect Feedback
- Upsell - Cross-sell

HR Automation

- Improve Employee satisfaction
- Resolve queries faster
- Save time & money repetitive tasks

Customer Engagement Automation

- Retention Campaign
- Cart Abandonment
- Post purchase Survey

ITSM

- Increase first call resolution rates
- Better call handling
- Save time by automated **Ticket Categorization & Assignment**

Conversational Commerce

- Share Updates
- Collect Feedback
- Upsell - Cross-sell

Debt /Loan Collection

- Lower Op-Ex cost by replacing manpower
- Reduce AHT by reducing verification and hold time

Industries We Serve: Edtech | Retail | Logistics | Real Estate | Travel | Banking & Finance | Insurance | Telecom

CASE STUDY 1:

gnani.ai

40% Increase in Order Value for a Global Consumer Goods Giant

Retail order mgmt. for 21 brands across Chat, Telephony and WhatsApp with CRM integration

60% Drop in complaints (retail network)

70% Reduction in Opex

40% Increase in order value

05 Languages served

CASE STUDY 2:

gnani.ai

5X Improvement in TAT for Country's Largest Platform for B2B ECommerce

Complete integration with the primary CRM through Speech APIs for end-to-end order query mgmt.

80% reduction in Opex

5X improvement in order processing TAT

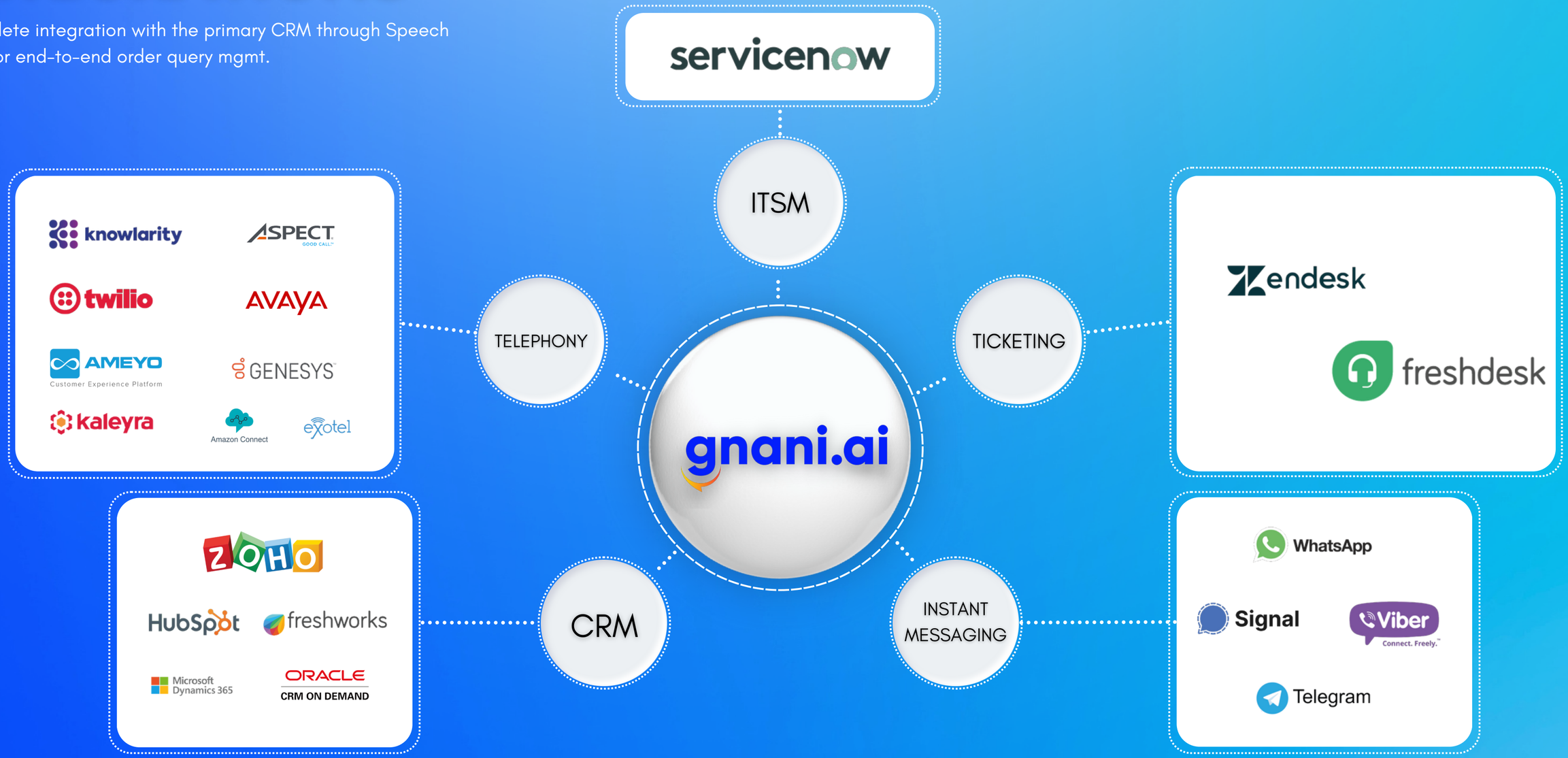
50% decrease in calls to human agents

0 downtime and 24/7 availability

gnani.ai

INTEGRATIONS

Complete integration with the primary CRM through Speech APIs for end-to-end order query mgmt.



gnani.ai

OUR CUSTOMERS

gnani.ai

KEY TAKEAWAYS

1

Provide unmanned customer support at L1 and improve CSAT by prompt responses and zero call waiting time.

2

Automate 365 can be easily integrated, is cost effective and can be deployed at scale.

3

AI Voice bots with human sounding voice helps built trust and comfort with the customers.

gnani.ai

Connect with us:

hello@gnani.ai

www.gnani.ai