



grupo **gbi**

grow your business with innovation

Conversational Intelligence

Q2 2022, Portugal

grupogbi.com

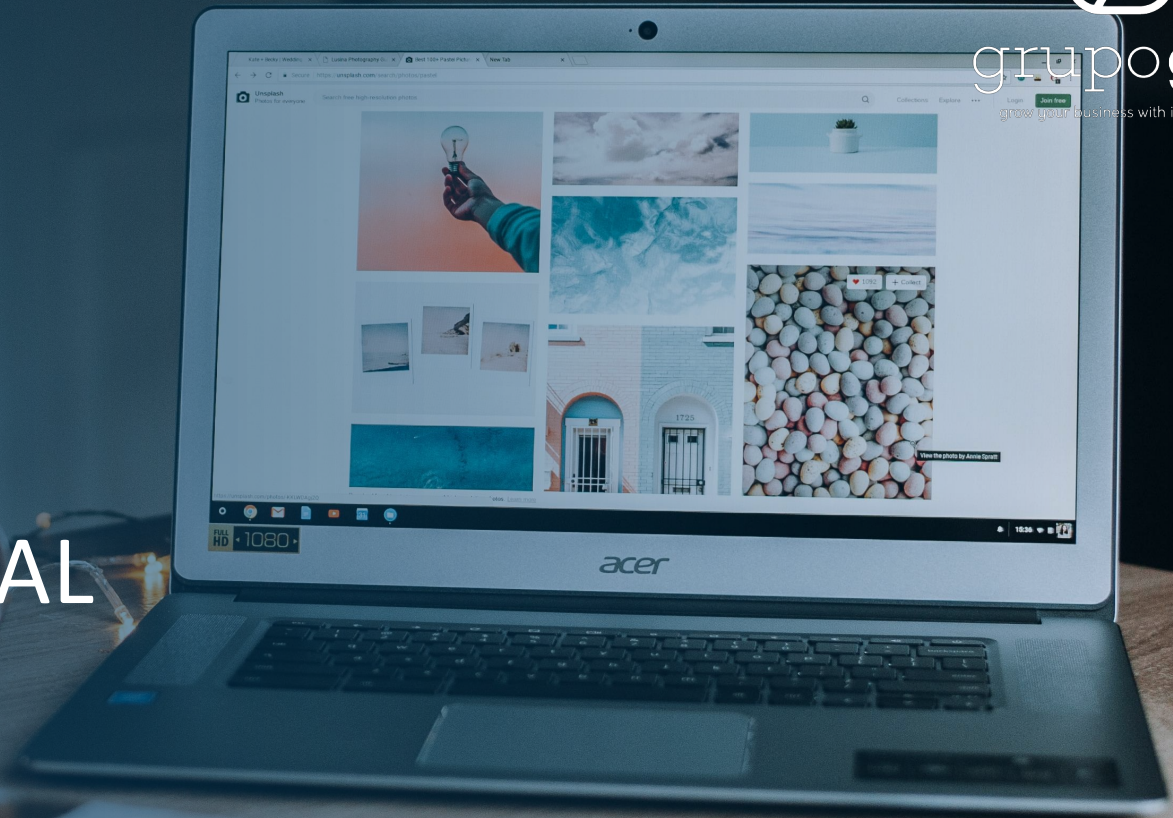
01

CONVERSATIONAL AI



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OMILIA CONVERSATIONAL AI SELF-SERVICE SOLUTION

grupoGBI represents the Omilia solution for Iberia and Brazil. This is a Self-Service Solution that uses AI to provide **enterprise-grade, human-to-machine and customer care experiences**, similar to a natural conversational experience, i.e. a human dialogue.

Available on any communication channel and with the ability to respond to several customer requests.



HUMAN-LIKE CONVERSATIONAL EXPERIENCES

Technology that listens,
understands and cares

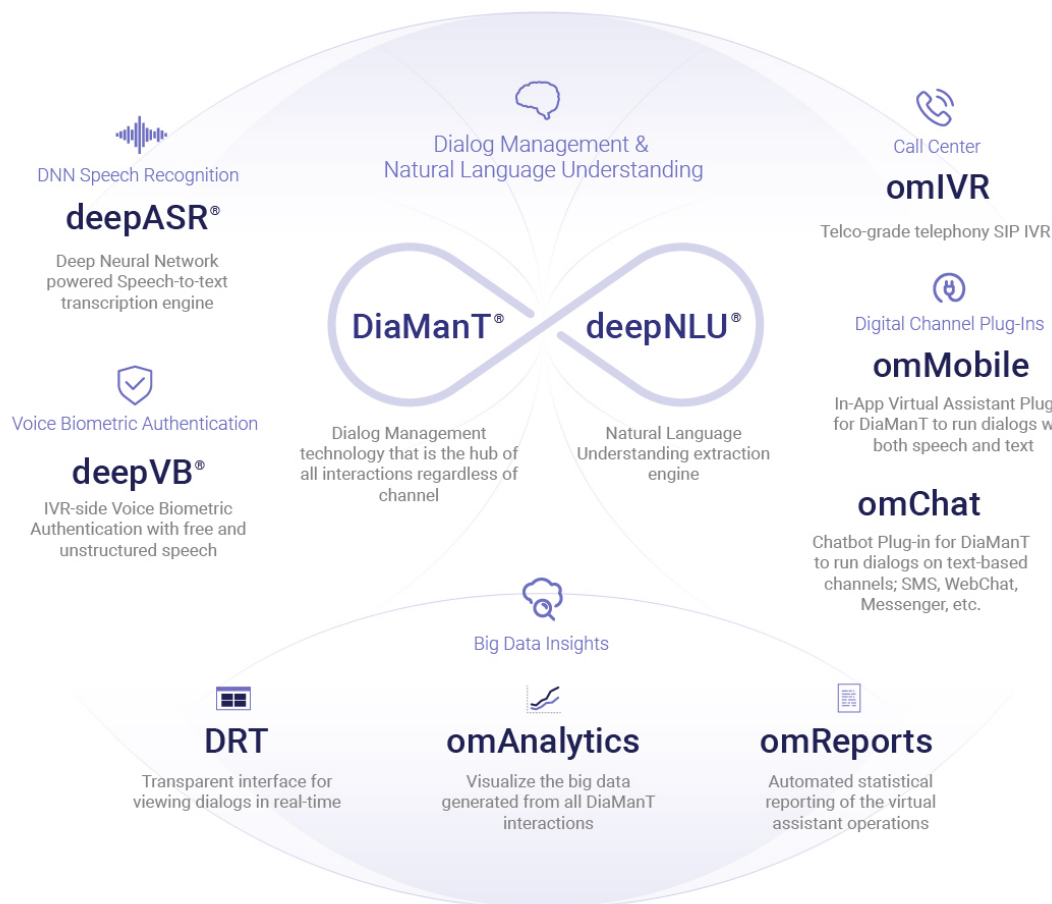
With Omilia's conversational technologies, there's no predetermined structured flows or anything right or wrong to say; **customers simply needs to talk.**



The OMILIA solution operates using Artificial Intelligence (AI)

How it Works?

- 1 A natural human-like dialogue occurs between the customer and the AI;
- 2 It always starts with an open question: “how can I help”?
- 3 AI promotes a conversation through free and Unstructured Speech.
- 4 It ends with a self-service delivery.



OMILIA IS A DISRUPTIVE SOLUTION EVERYTHING IS INTEGRATED



- Ability to handle calls and interactions where **dialogue is totally unstructured or subject changes** during speech
- Ability to **recognize more than one intention** in the same speech, responding sequentially.
- Ability to **maintain context** and dialogue by storing it in **short-term memory**
- World **Word Error rate record** in word recognition, with only **4.26% error in production environment.**

OMILIA

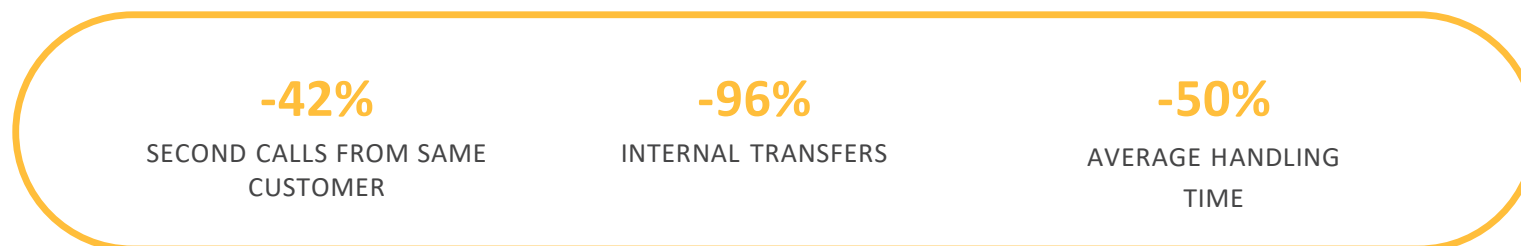
OUR SOLUTION IN **NUMBERS**



2+BI	30	70	17+	+96%	+90%	+70%
INTERACTIONS	LANGUAGES	PORTALS	COUNTRIES	CISR (PRECISION)	TCR	SATISFACTION



FASES DA EXPERIÊNCIA:
GERAÇÃO DE INTERESSE; COMPARAÇÃO E DECISÃO; ENTREGA OU USO DE SERVIÇO; RECOMPRA E RECOMENDAÇÃO



-21% REDUCTION IN OPERATING COST, WITH AGENTS

THE SECRET IS THE PLATFORM

Infinite Learning

Continuous improvement through error training. Whenever there is a failure to understand the language, it is detected and corrected in the sequence.

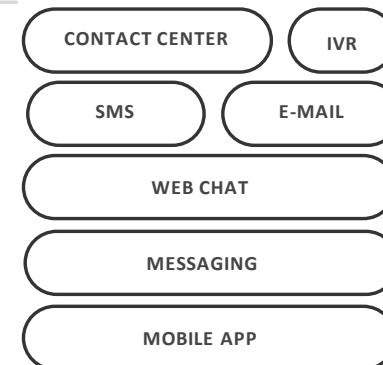


DiaManT®

deepNLU®

Truly Multi-Channel

The **DiaManT platform** is trained once for the main channel, and **will be available for all channels without the need of additional development** and with a consistent experience. – either Voice or Text input



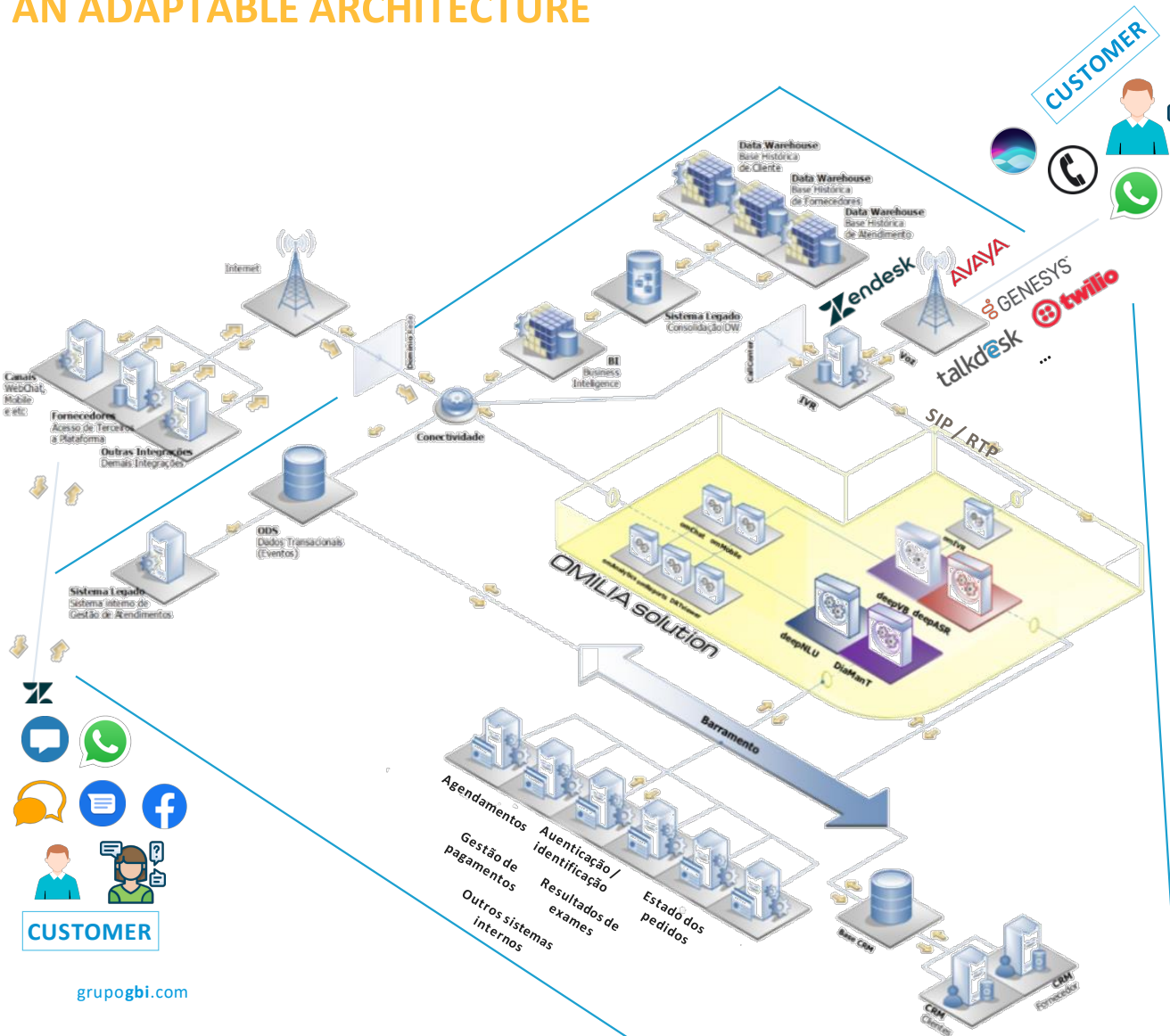
Rapid Development

No need for developments with hundreds of hours of professional services to make new services available – **Without VoiceXML Hard Coding** to generate new applications

Real Time Insights

Truly transparent, through DRTViewer it is **possible to follow the platform's decision-making in real time**, being able to observe all the dialogues between the human and the machine.

AN ADAPTABLE ARCHITECTURE



CLOUD OR ONPREM

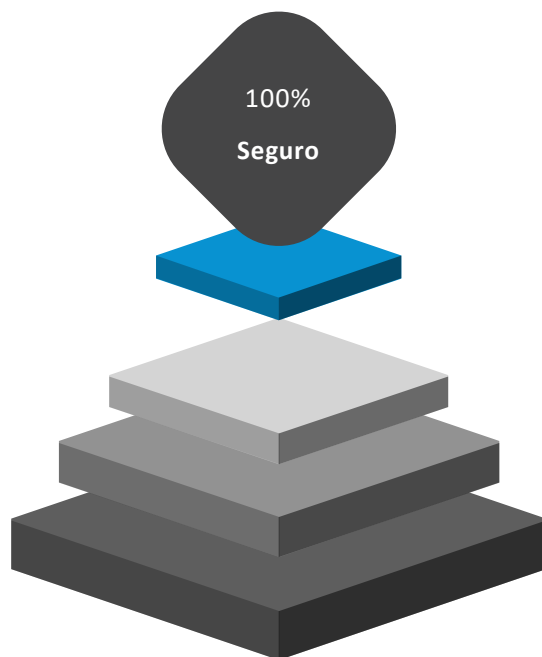
Omilia is already integrated with the Most Popular CC Services (non-exhaustive list):



The implementation can be done using a **100% on premises architecture** (represented in the diagram on the left) or using a **Cloud Based implementation**, with the following requirements:

1. VPN site-to-site
2. SIP trunk Connectivity

The Omilia platform is certified with the highest security standards:



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PCI-DSS certified

ObPCI ensures online transactions are safe and secure against identity theft. PCI Compliance Security Standard Council



Security Management System & Data

ISO 27001:2013 ; 27017:2015 ; 27018:2014



Quality Management System

ISO 9001:2015;



Service Organization Control

(SOC) 2 Type II – By Ernst & Young



RGPD / LGPD

Omilia is RGPD / LGPD compliant



THE PORTUGUESE COMPANIES HAVE BEEN TARGETED BY HACKERS IN THE LAST MONTHS.

THE CYBERSECURITY OF OUR SYSTEMS AND OUR CUSTOMERS IS OUR TOP PRIORITY

RESEARCH & ADVISORY

Gartner®, Market Guide for Speech-to-Text Solutions

By 2025, 40% of all voice communications received at call centers will use Speech-to-Text technology



Figure 1: Magic Quadrant for Enterprise Conversational AI Platforms



Omilia recognized as a leader in 2022 Magic Quadrant For enterprise Conversational AI Platforms

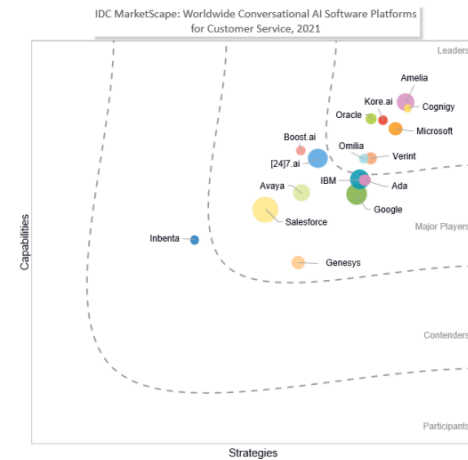


“Omilia Recognized in IDC's Magic Quadrant as a Leader In AI Conversation Platforms for Customer Service”



“With its powerful conversational IVR tools, Omilia suits brands that want to create a series of digital interactions on top of their conversational voice programs”

The Omilia AI conversational solution was recognized as being among the most relevant in providing customer service solutions.



CASE STUDIES

IVR + DIGITAL CHANNELS

Case studies for large-scale IVR+Digital Channel deployments and benchmarks, showing customer experience improvements and real cost savings.



CANAIS INTEGRADOS

MOBILE APP + IVR + WEB + IM + SMART SPEAKERS, ETC.

Technological platform capable of providing conversational service to all customer service channels, from a single application;



A UNIQUE OFFER

OMILIA PROVIDES THE OPPORTUNITY TO RAPIDLY DEPLOY A PROVEN ENTERPRISE-GRADE CONVERSATIONAL VIRTUAL ASSISTANT PLATFORM