



# Generative AI | Employee Experience | | Konverso

# Agenda

- **Introduction**
- **Generative AI platform**
- **Product Demo**
- **Q&A**

## ACCENTURE

95% of workers see value in working with GenAI

## GARTNER

68% of executives agree benefits of AI outweigh the risks.

## ACCENTURE

96% believe AI agent ecosystems represent a significant opportunity for their organization.

## EARNST & YOUNG

Both employees and employers show enthusiasm for Generative AI (GenAI), with a net positive 33% expecting benefits to productivity and new ways of working,

## CAPEGEMINI

Generative AI is on the boardroom agenda at 96% of organizations surveyed globally

# Analysts (General)



## Our Mission

**Our Generative AI platform leverages enterprise data & Gen AI models to augment Employee Experience business processes & deliver exceptional outcome for our clients.**

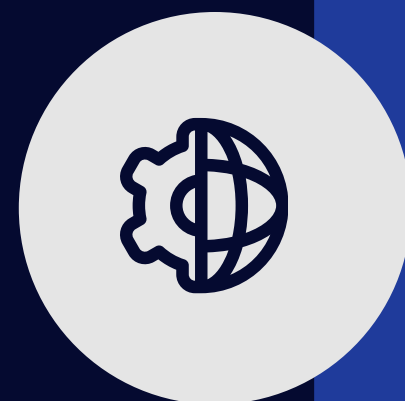
# Our Unique Value



A low-code platform to optimize LLM results (open and closed – source models, RAG, prompts management) and AI results



A GUI workflow engine to design and run your business processes augmented with AI



Pre-Built scenarios (AI Copilot, Agent Assist, Chatbot, search engine) and integrations



A secure SOC2 TYPE 2 platform that can be deployed in different environments (public/ private cloud)



# GenAI Solutions For Employee Experience



## CONTACT CENTER EXPERIENCE

AGENT ASSIST

INTELLIGENT TRIAGE/  
ROUTING



## EMPLOYEE EXPERIENCE

VIRTUAL AGENT/  
CHATBOT

AI COPILOT



## CUSTOMER EXPERIENCE

CHATBOT

INTELLIGENT SEARCH










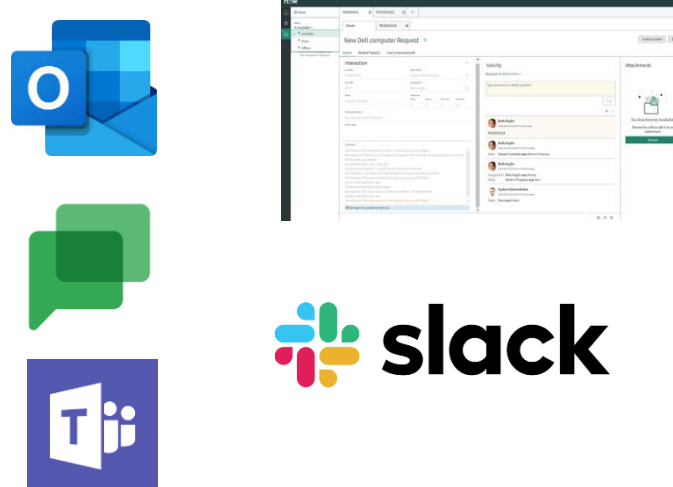
AI FOR KNOWLEDGE



GENERATIVE AI PLATFORM



# Open GenAI Platform

<h3>Service Management</h3> 	<h3>Sales</h3> 	<h3>Collaboration suite</h3> 	<h3>HR/ Finance</h3> 	<h3>Generative AI</h3> 
<h3>Knowledge bases</h3> 	<h3>IVR</h3> 	<h3>Authentication</h3> 	<h3>Automation</h3> 	<h3>Chat/ Mail/Portal</h3> 

(x) : roadmap 2024

# The Unique Value Of Our Platform

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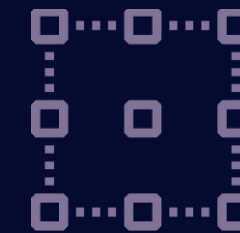
**Conversational AI**  
(Generative AI models, ....)



**Ready-to-use solutions**  
(Virtual agent, Agent assistance,.)



**+35 Analytics**  
to monitor performance



**+50 Connectors**  
for quick and safe integration



**No code platform**  
Conversational workflows for businesses



**Deployment**  
(Cloud, on-prem)



**Business model**  
Usage-based



**Certification**  
Cyber Essentials  
SOC2 Type II



# CUSTOMER STORIES

# Veolia UK&I Automates its HR & IT Support With Konverso

## Challenges

- Better serve 21,000 employees in England and Ireland.
- Accelerate the adoption of HR solutions like Workday.
- Reduce user support efforts from IT & HR teams on recurring topics based on ServiceNow.
- Add GenAI and meet the security requirements of the Veolia Group.

## Konverso solution

- Implementation of IT & HR business conversational scenarios.
- Activation of Konverso's AI Search engine on ServiceNow data and local knowledge bases (Google Drive).
- Implementation of the NLP engine in English and a conversational interface integrated into the Company Portal.
- Transfer to a live chat agent for complex cases.
- Implementation of GenAI (GPT 3.5) in January 2024.
- Implementation of the Chatbot in Google Chat (April 2024).

## The impact

- Project completed in 3 months and in production since January 2021.
- Autonomy of IT& HR teams to maintain the platform.
- 60% deflection.



*“The Konverso virtual agent is a great complement to our ITSM platform to reduce demands on our service desk. Combined with our live chat, it offers a unique digital user experience. »*

**Russell Parker, VP IT Services Manager at Veolia UK&I**



# Colas automates its IT Support With Konverso

## Challenges

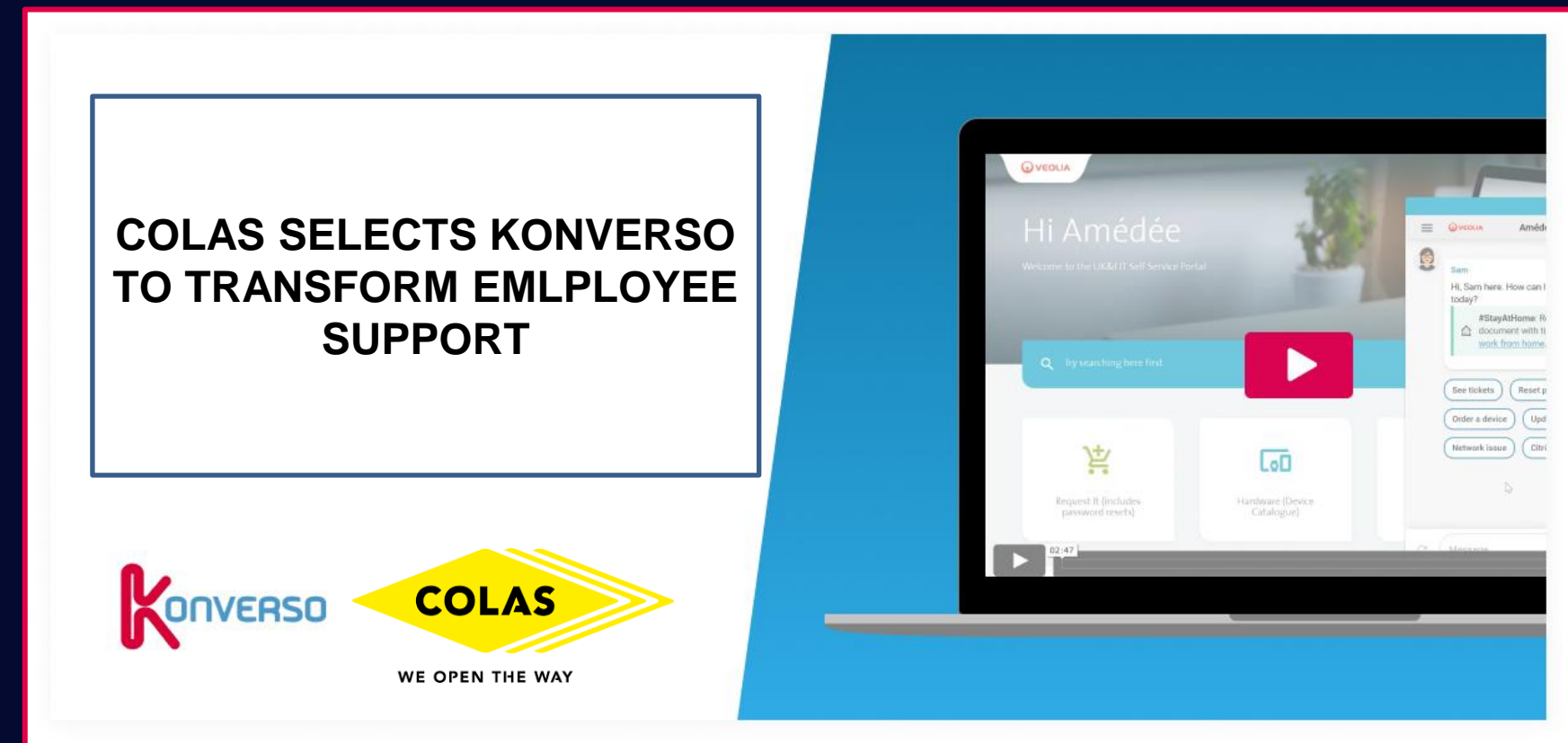
- Better serve 32 000 employees.
- Create an awesome user experience in Microsoft TEAMS.
- Move from reactive to proactive support.
- No additional resources required to manage the chatbot.

## Konverso solution

- Generative AI (GPT 3.5 Turbo) since August 2023.
- Automation processes (equipment renewals, password reset and more).
- Using contextual user data for a personalized experience.
- Implementing a responsive UX for chatbot users via their smartphone.
- Implementing push notification to move to proactive support.

## The impact

- 40% of equipment renewals are carried out autonomously.
- 50% of functional incidents on Colas business applications are opened via the chatbot and escalated directly to the teams in charge.
- Successful integration of the chatbot securely into Microsoft Teams.
- The chatbot generates appropriate responses (90%) via Generative AI
- Use of the chatbot has recently increased by x 2 since the introduction of a push notification function that enables the chatbot to proactively contact users on very specific subjects.
- 1/2 HC to manage the Chatbot.



*“Colas has selected Konverso for its Chatbot on top of its ITSM – The chatbot has reached a great level of quality. We have now a Chatbot first strategy. It is a game changer for us»*

**Aurélien Beaugendre, VP IT Services Manager at Colas**



# Air Liquide Automates Its Employee Support With Konverso

## Challenges

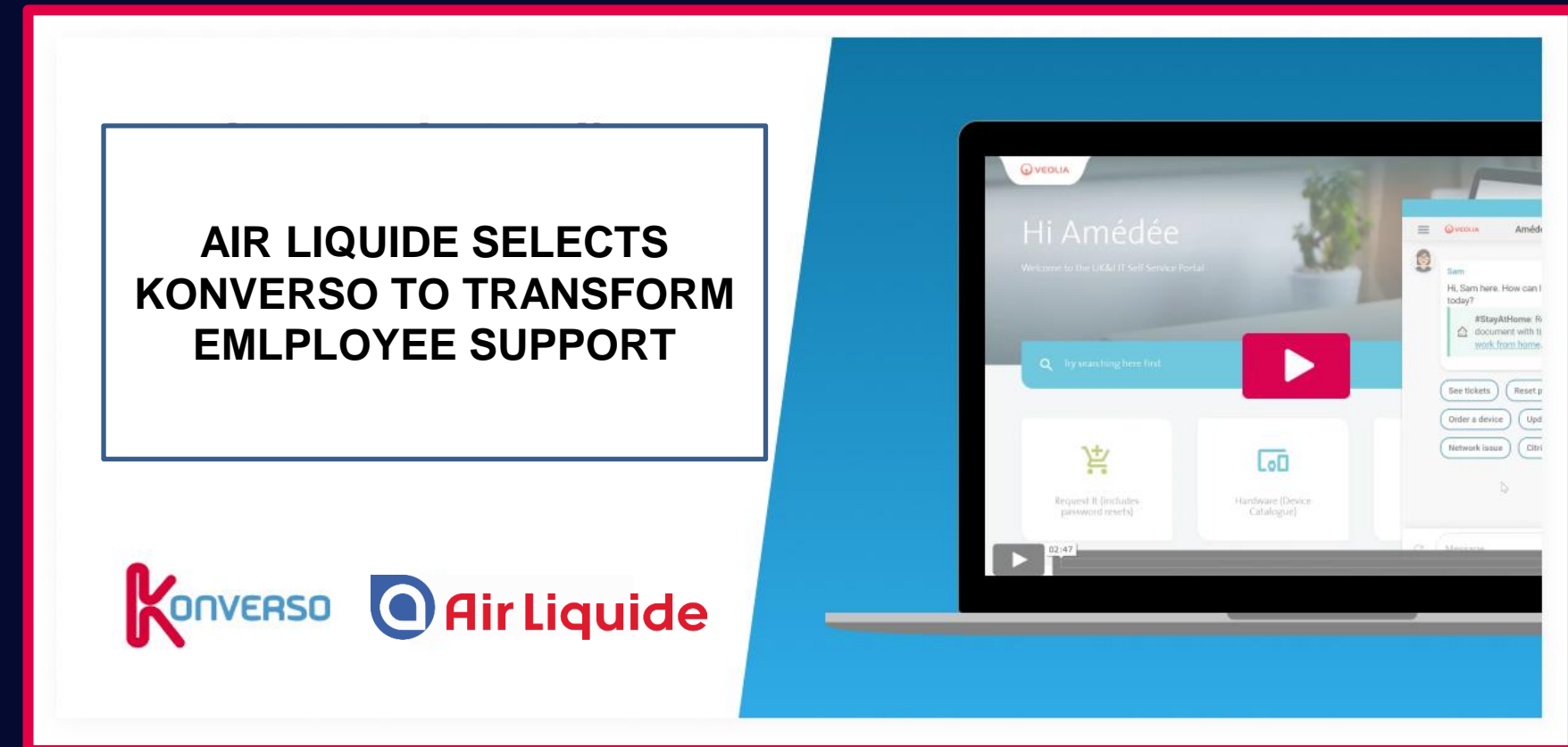
- Better serve + 40,000 employees in 19 languages in 39 countries and 5 HD locations.
- Move to Konverso some of the 163 000 annual tickets.
- Introduce Generative AI in the service Desk operations

## Konverso solution

- Implementation of our Data Exploration module to identify recurring topics that could be automated.
- Enable conversational journeys via Google chat and strong integration with ServiceNow (Service Catalog, Ticket, CMDB, Portal, knowledge).
- Implementation of our NLP engine in 19 Languages, a conversational interface integrated into Google chat and the company Portal.
- Transfer to a live chat agent for complex cases.
- Project in production since October 2022.
- Implementation of GenAI since April 2024 (Mistral.ai)

## The impact

- Positive NPS
- Strong deflection (confidential)
- Air Liquide will remove progressively interaction via phone in 2024
- 2 HC: Knowledge, Chatbot and GenAI new features.



*“After benchmarking the solution , we selected Konverso to automate enterprise service management»*

**Guillaume Chirol. Global Service Desk Manager at Air Liquide**



**SECURITY**

# Certifications & Attestations

- *SOC2 Attestation process*
  - *Type 1: Done Q2/2023*
  - *Type 2: Done Q3/2023*
- Signed up partners:
  - OneTrust / Tugboat Logic
  - Prescient Security: Auditor
  - Cacilian: Pen Tester
  - Snyx / Sentry (Code scan)

OneTrust  
PRIVACY, ETHICS, ESG



PRESCIENT  
SECURITY



Konverso security score

93 13

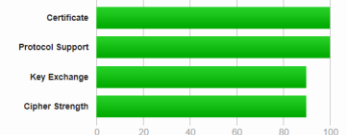
Energy average

86

Summary

Overall Rating

A+



Visit our [documentation page](#) for more information, configuration guides, and books. Known issues are documented [here](#).

HTTP Strict Transport Security (HSTS) with long duration deployed on this server. [MORE INFO](#)



Microsoft  
Sentinel

# Key Product Security Features

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- Product security
- OAuth2 / MFA authentication
- Attachment validation with Virus scan
- RBAC approach
- Full auditability of user actions / changes

**THANK YOU**

