

Leena AI

An AI assistant for every employee

Get. Work. Done.

The Enterprise Problem...

Traditional workplaces are running on **broken systems and scattered information.**

These struggles lead to a **disjointed organization.**

Employees **struggle to access** the right answers at the right time.

A disjointed organization can **never achieve its true potential.**

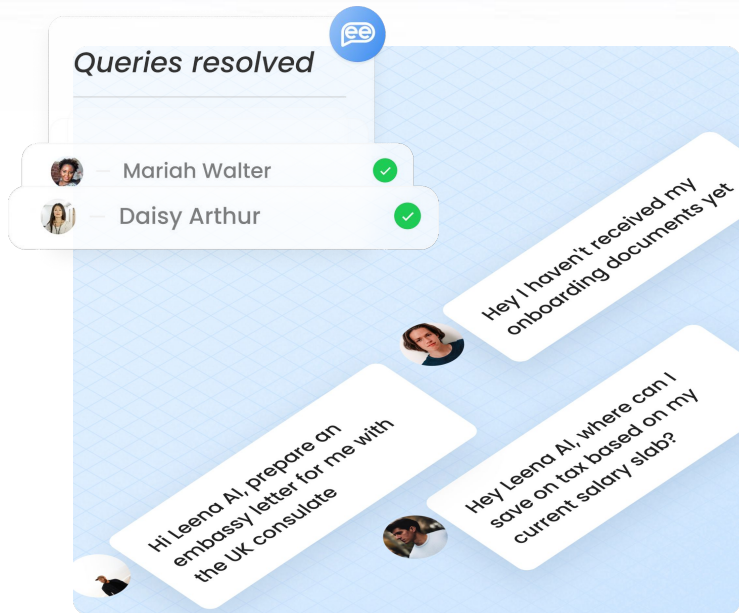
The Solution



Reimagining the way we work is the first step to enable enterprise success!

Introducing

The Leena AI Work Assistant
powered by **WorkLM™**



The Leena AI work assistant is an advanced virtual assistant that leverages **WorkLM™** to revolutionize the way employees work. You can now

- ✓ streamline knowledge management
- ✓ take actions across systems
- ✓ provide intelligent analytics
- ✓ ensure every employee's voice counts
- ✓ boost enterprise productivity and efficiency

But HOW does Leena AI's WorkLM™ make this happen?

Leena AI WorkLM™

A Large Language Model Built for Enterprises

WorkLM™

Specifications

✔ Llama Backbone

The Llama backbone provides WorkLM™ with an advanced predictive text generation capability, producing human-like responses in given contexts.

✔ 7B Parameters

Parameters in machine learning models denote the model's learning capacity from data. With a substantial 'brain capacity' of 7 billion parameters, WorkLM™ is designed to understand and produce intricate text.

✔ Proprietary Data

The power of WorkLM™ resides in its unique training dataset. This dataset, composed of 2TB of proprietary data, has been carefully collected and curated by Leena AI over the past seven years.

WorkLM™ Performance

✔ Comparison with OpenAI GPT-3.5 Turbo

When considering enterprise tasks like automating helpdesk tickets, answering employee questions, creating integrations, publishing business intelligence, and automating tasks, WorkLM™ outperforms OpenAI GPT-3.5 Turbo significantly.











✔ Security and Data Privacy

Leena AI is staunch in its commitment to maintaining the highest standards of security and data privacy. WorkLM™ is developed using data that Leena AI has collected from enterprises over the past seven years.


✔ Applications of WorkLM™

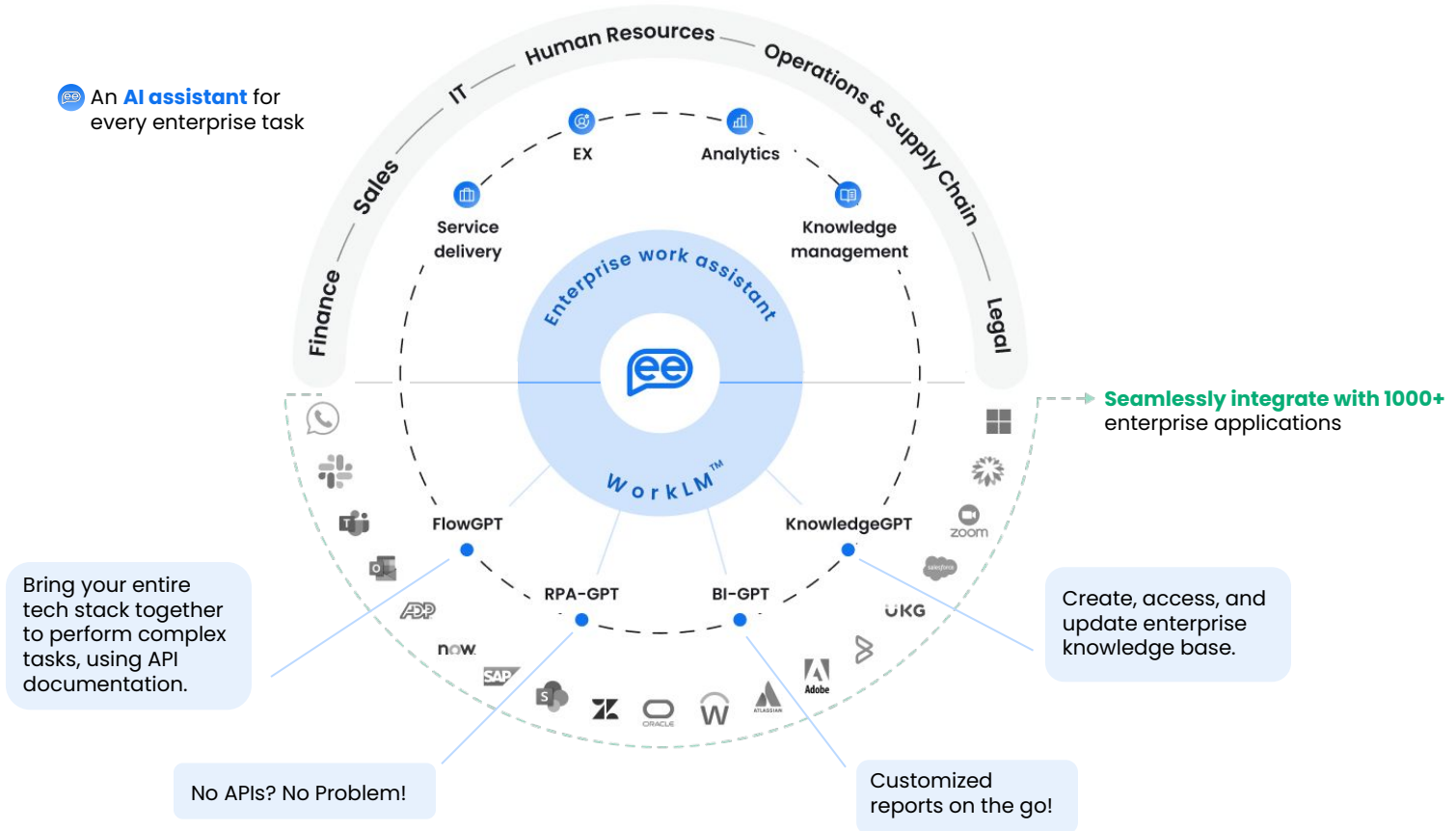
WorkLM™ is designed to serve as a potent tool to automate and optimize every enterprise initiative, across all departments.

WorkLM™ Enterprise Applications

-  Intelligent Virtual Assistant
-  Handling Complex Commands Across Multiple Systems
-  Identifying Knowledge Gaps & Creating Knowledge
-  Intelligent Robotic Process Automation (RPA)
-  Business Intelligence from Enterprise Data
-  Helpdesk Intelligence
-  Text Analysis
-  Email Auto-completion
-  Document Generation
-  Human-like Autonomous Agents

How does it work?

 An **AI assistant** for every enterprise task





**Leena AI for the
modern enterprise**

Create a unified experience with Leena AI's work assistant



HR

[Learn more](#) →



IT

[Learn more](#) →



Sales

[Learn more](#) →



Legal

[Learn more](#) →



Finance

[Learn more](#) →



Supply Chain

[Learn more](#) →

Leena AI for IT

Leverage intelligent automation and virtual assistant capabilities to optimize IT operations and enhance productivity.



Build custom autonomous systems



Remove the roadblock of repetitive IT queries



Accelerate your ticket lifecycle



Make the most of your IT resources



Build a self-healing infrastructure



Provide secure access management

Comprehensive solution for IT teams to transform the way they work

IT Support Automation

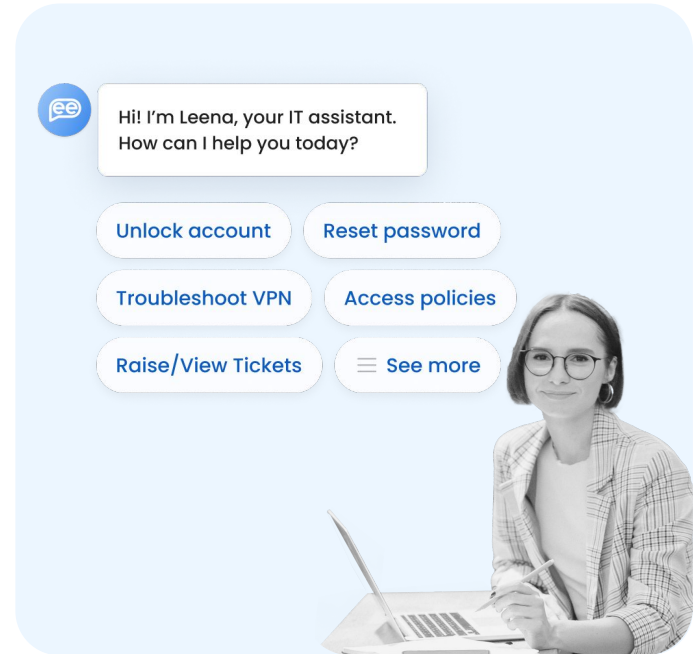
Free up time for your IT team by auto-resolving repetitive IT tickets like service requests, access issues, and common troubleshooting queries.

IT Service Management

Optimize your ITSM processes like incident management, and change management with generative AI and enable your team to deliver better services to employees.

IT Service Desk

Comprehensive IT ticket management solution for complex, high-touch issues that require expert support.



IT support, reinvented with WorkLM™



**Raised and
Resolved in
Seconds**

.....> ***Identity and Access Management***

Leena AI can reset passwords, unlock accounts, provision software, handle approvals and even recommend alternative tools.

.....> ***Troubleshooting queries***

The work assistant can offer instant, step-by-step support for resolving common hardware and system-level issues and provide help on chat for troubleshooting third-party software issues

.....> ***IT Onboarding***

Leena AI automatically creates accounts, and licenses and initiates onboarding workflows when a new employee is added to the HRMS.

Broaden ITSA capabilities with an AI Assistant



Hi Sean! I've detected a significant increase in network traffic to our main server. Shall I raise a ticket?

Yes

No

.....> *Provide proactive problem management*

Leena AI learns from large volumes of IT system logs, network traffic, and other data sources to learn the normal behavior of IT systems and generates alerts or notifications when unusual activities or potential issues are detected.

.....> *Anticipate future additions to the service catalog*

The work assistant can enhance the service catalog by automatically generating and updating service offerings based on employee requirements, industry best practices, and market trends.

.....> *Extract knowledge from unstructured data*

Leena AI can analyze unstructured data sources such as service desk call recordings, chat transcripts, and user feedback to extract valuable knowledge and insights to refine ITSM processes.

Accelerate your ticket lifecycle



I've raised a ticket #TK1937

View ticket

Check updates

.....> ***Experience precise routing of tickets***

Leena AI understands the employees' query, intent and uses details like employees' role, team, department to assign it to the right expert.

.....> ***Leverage flawless communication for faster resolution***

Employees can track their ticket status, communicate freely with the support agents by adding comments to tickets for more context and even close tickets right from the chat window.

.....> ***Empower support agents with answers***

Assist IT support agents with relevant knowledge base articles from the consolidated knowledge base. They get prompted with answers based on past resolutions and category of the ticket.

Leena AI for Sales

Empower your sales team with **WorkLM™** powered insights, automated CRM updates, and personalized customer experiences for increased revenue.



Automate CRM updates to eliminate manual work



Personalize sales conversations



Forecast sales accurately with AI



Automate follow-ups and routine tasks








Empower your sales teams with real-time insights



Collect and leverage sales insights for marketing success

Leena AI for Supply Chain

Connect every team to avoid silos and improve efficiency, with **WorkLM™** powered solutions.

-  Automate routine tasks such as order processing, purchase requisition, PO generation, invoicing, and shipment tracking
-  Forecast demand, identify potential bottlenecks, and suggest optimizations to the supply chain, based on the prompt from the user
-  Facilitate communication and collaboration between different departments and stakeholders in the supply chain
-  Provide support to team members, such as explaining company policies and procedures and answering frequently asked questions
-  Provide real-time insights into supply chain operations, such as inventory levels, demand forecasting, order status, and delivery schedules.

Leena AI for Finance

Empower your finance teams to streamline processes, increase efficiency, and improve financial outcomes.



Accurate financial analysis and forecasting



Improve financial performance



Smarter document analysis



Enhanced compliance management



Streamline collaboration for faster responses

Leena AI for Legal

With the power of **WorkLM™**, Leena AI can help your legal team achieve fast legal research, efficient contract review, and instant answers to legal queries from employees.



Legal document management



Legal support



Contract management



Litigation support



Legal research



Compliance management

Leena AI for HR

Automate HR tasks, enhance employee engagement, and optimize HR processes with **WorkLM™** powered solutions.



Deliver cognitive & conversationally intelligent knowledge. Fill policy gaps



Track real-time engagement & leverage AI recommendations



Derive actionable insights with recommended resolutions



Boost case management outcomes with AI-powered resolutions



Cut turnaround times with AI auto-converting processes to workflows



Leverage smart employment document organization & auto-compliance capabilities

Convert brand-agnostic candidates to brand-passionate employees

Manage the entire lifecycle of an employee from preboarding, onboarding, and transitioning through to offboarding

- ✔ Get stage-wise visibility of the digital onboarding journey
- ✔ Track onboarding progress of new hires at a granular level
- ✔ Monitor candidate drop-out probability and take timely measures
- ✔ Identify employees at the risk of attrition and retain critical talent
- ✔ Better interdepartmental collaboration for seamless employee onboarding
- ✔ Creates future ambassadors with personalized offboarding



Let's get you started

Set 1st call with your manager

Connect with your onboarding buddy

Fill out the onboarding form

Schedule call with reporting manager

Ticket update

Deliver a **personal knowledge AI assistant**. Per Employee

Recommend actions per response for any query type with advanced cognition

- ✔ WorkLM™ applies human-level logic & reasoning to deliver coherent, conversational responses for any type of query
- ✔ Auto-populates your policy information into a smart knowledge database & adapts it to match enterprise context
- ✔ Creates knowledge or fills existing knowledge gaps in documents (policies, SOPs, etc) by extrapolating key information from prior agent responses
- ✔ Generates accurate responses from just-updated policies that are nuanced per employee attributes (role, geo, etc)
- ✔ Tracks recommended actions employees are likely to take after consuming knowledge delivered

I had to print 200 event brochures which is an unavoidable business expense. How can I get a claim?



Compare responses of 2 relevant FAQs from the Employee Reimbursement Policy_

- Find scope of authorizing printing as an affiliated / miscellaneous expense
- Expense type cannot be justified...



Hi Brian, thank you for taking up the expense. Sadly, I cannot immediately authorize it based on my research but I'm initiating a request with your business head. You will hear from him soon.


[Read Expense Policy](#)

[Raise a ticket](#)


Personalize ticket resolution with human-level intelligence

Treat each case with individual context. Smart optimize the entire 'Create to Closed' case journey

- ✔ WorkLM™'s cognitive reasoning gauges case context & offers knowledge support for faster case resolution by agents
- ✔ Surfaces under-resolved or business-critical ticket categories
- ✔ WorkLM™ applies human-like logic & rationale to recommend resolution mechanisms for key ticket categories
- ✔ Triggers workflows when generative AI models detect relevant context
- ✔ WorkLM™ creates app instances to offer personalized support services per department or team
- ✔ Intelligent ticket classification & auto ticket assignment for optimum use of agent's time


Summarize my health insurance 



Initializing request
Retrieving database_...

 The plan offered by Pazcare is a Group Medical Policy with a sum coverage of \$50000 covering self, spouse and 2 children upto 25 years.

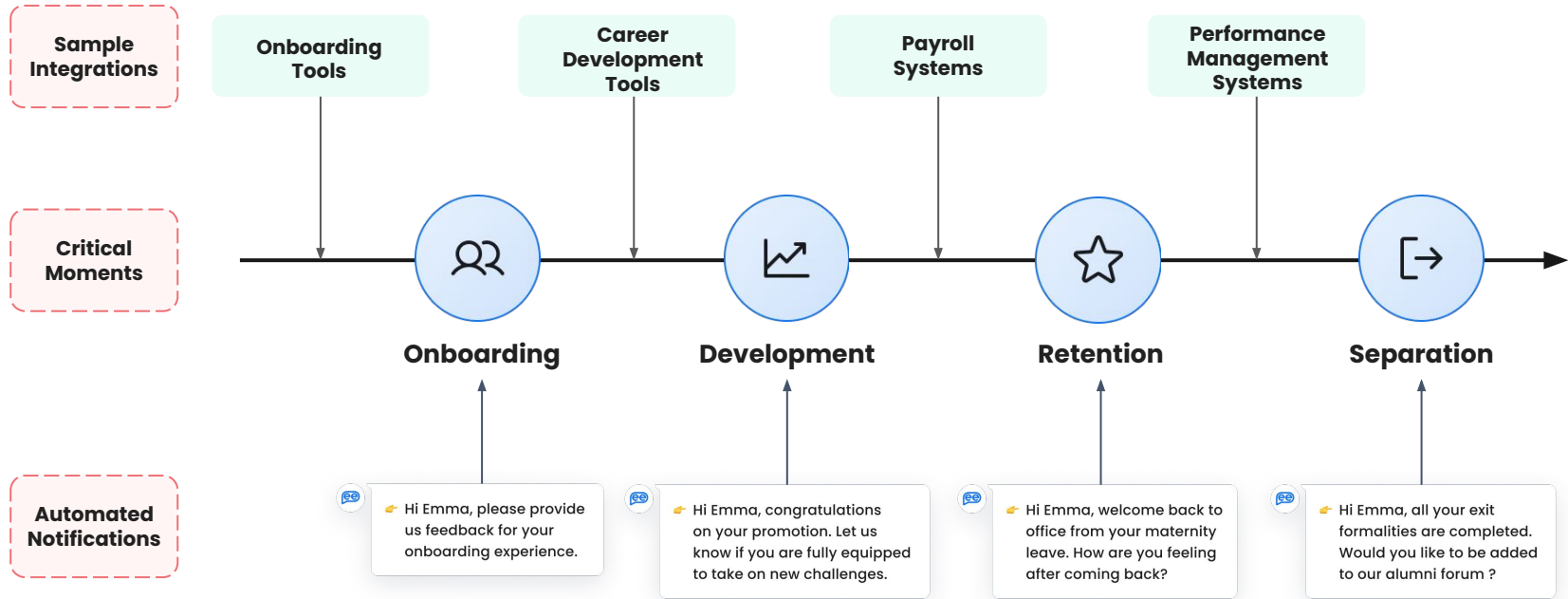
Here are key benefits:

- Single standard AC room for normal hospitalization (with no capping on ICU hospitalization)
- Maternity Coverage for normal delivery & a \$20000 limit for C-section
- Pre & Post Natal Expenses are covered up to \$500/-

 View Source

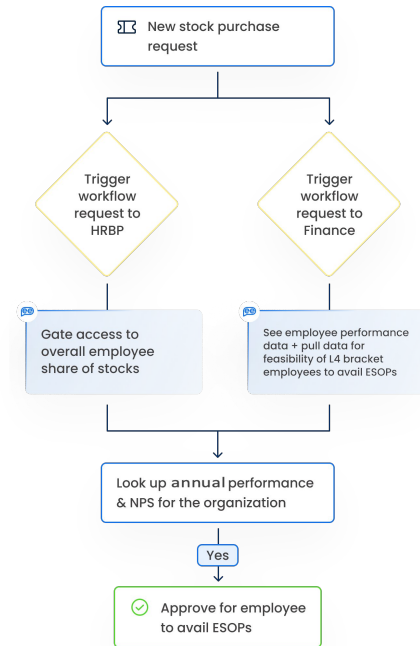
Employee Engagement Journey



Translate ideas to apps in seconds

Automate any sequences of activities with a single command, and reduce resolution dependencies

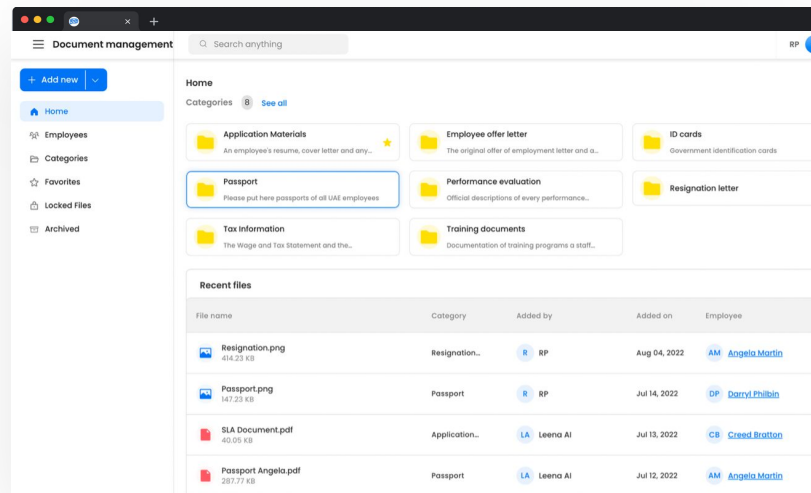
- ✓ Leena AI's Gen1 Autonomous Cognitive Agent, powered by WorkLM™ tracks events needed to resolve queries and optimizes workflows using Leena AI's Workflow builder to execute the events
- ✓ Offers AI-powered, build-it-yourself workflows with a simple drag-and-drop user interface
- ✓ Is a highly customizable workflow builder to suit custom HR requirements
- ✓ Builds scenario-based temporary, ad-hoc flows or can convert them into templates for future utilization
- ✓ Enables concurrent policy updates to reduce turnaround time of launching and enforcing new rules and regulations
- ✓ Comes ready with integrated role-based access controls to ensure data or processes are accessed by authorized users only



Keep employee documents updated. Stay compliant!

Smartly update & organize employment-related documents, and auto-comply with regulations!

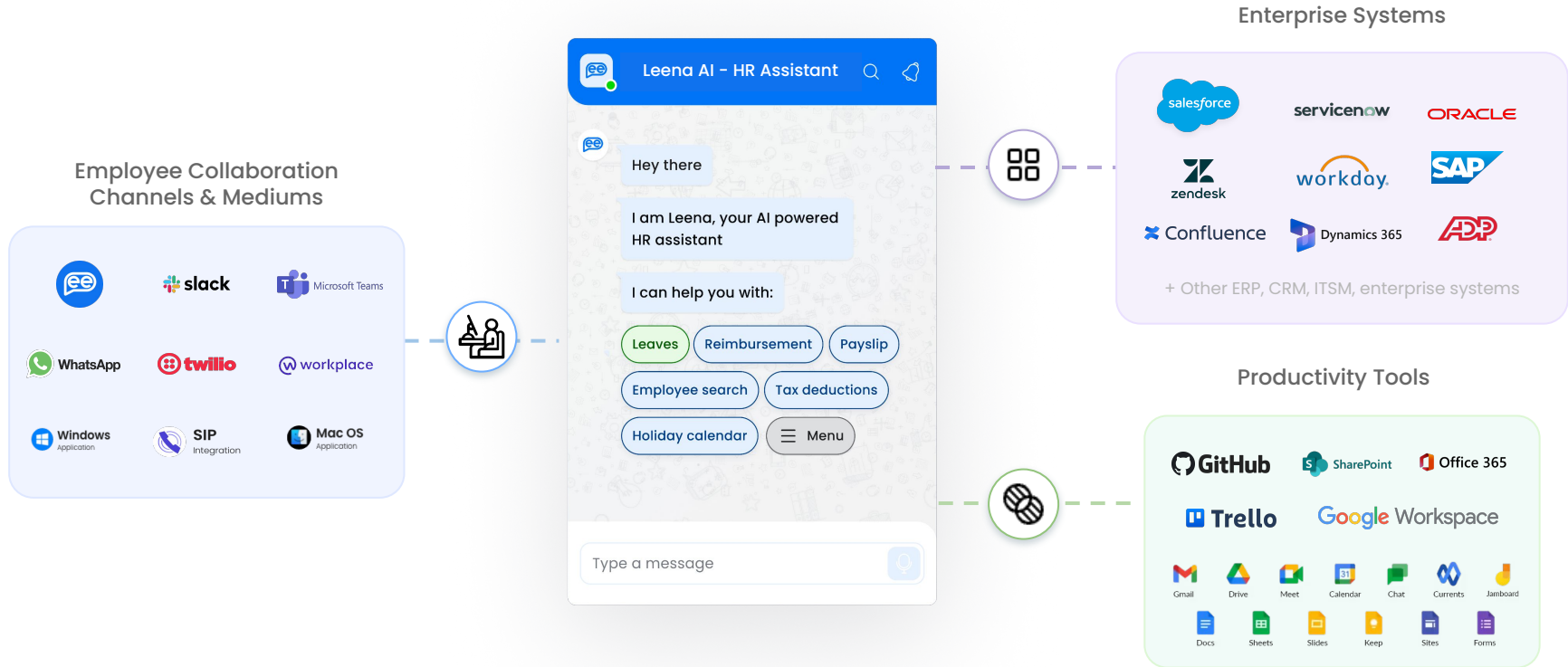
- ✓ Delivers a smart, flexible & centralized WorkLM™-powered document hub that fetches & serves up-to-date files in real time
- ✓ WorkLM™ uses historical data to learn where certain documents need to go for better file management
- ✓ Arbitrates document access on a need-to-know basis for only authorized personnel
- ✓ Pre-configured automated multijurisdictional regulatory compliance that detects & complies with evolving regulations
- ✓ Smart reminders before document expiry for employees to always have up-to-date documents



A large, semi-transparent watermark of the Leena AI logo is centered in the background. The logo consists of two interlocking circular shapes, one light blue and one dark blue, forming a stylized 'L' and 'A'.

Leena AI Capabilities

An Employees' Central Enterprise Engagement Hub



Unmatched Integrations

Leena AI integrates seamlessly with 1000+ applications used across the organization

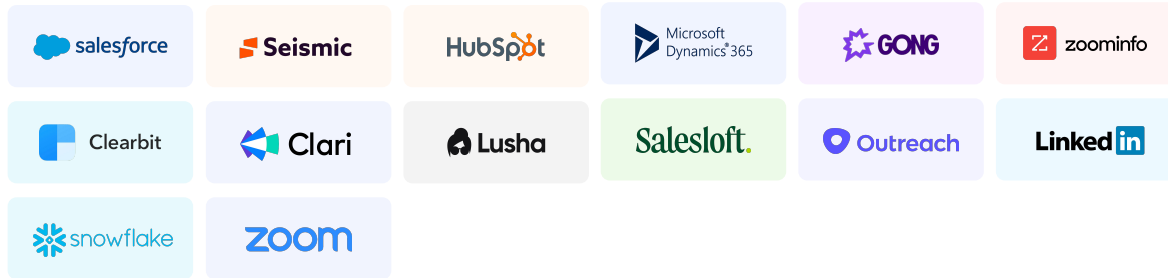
Large Language Models



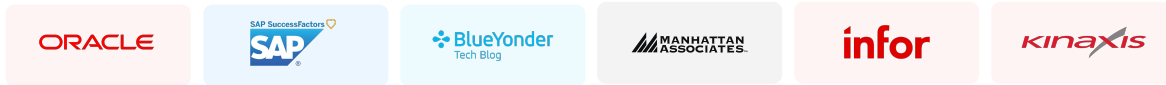
HR Systems



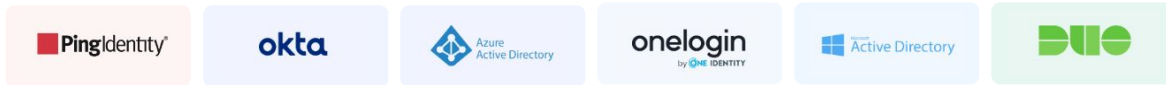
Sales and Collaboration Tools



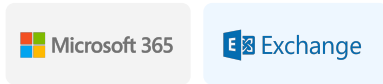
Operations and Supply Chain Tools



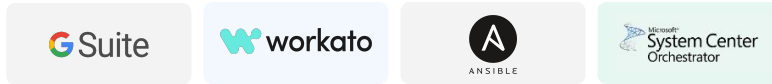
Identity Management Systems



Email/Groups



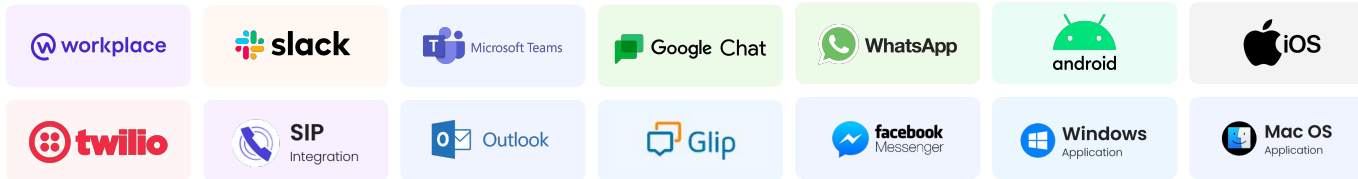
Workflow Automation



Collaboration Tools



Enterprise Collaboration Channels



Mobile-first Employee Experiences

Dedicated mobile app and messaging apps support

Offered on iOS and Android, the app drives every capability you can leverage on the desktop cloud app.

It ensures a consistent experience across all formats (phone, tablet, etc) and devices.

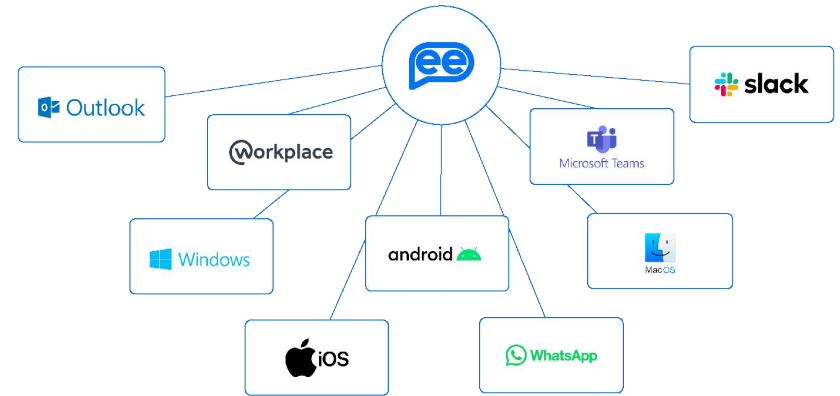
The screenshot displays a mobile chat interface. At the top right, there is a user profile picture and a text input field containing "Summarize my health insurance". Below this, a system message box shows "Initializing request" and "Retrieving database...". A large chat bubble contains the following text: "The plan offered by Pazcare is a Group Medical Policy with a sum coverage of \$50000 covering self, spouse and 2 children upto 25 years." Below the text, it says "Here are key benefits:" followed by a bulleted list: "• Single standard AC room for normal hospitalization (with no capping on ICU hospitalization)", "• Maternity Coverage for normal delivery & a \$20000 limit for C-section", and "• Pre & Post Natal Expenses are covered up to \$500/-". At the bottom of the chat bubble is a blue button with a document icon and the text "View Source". Below the chat bubble are two more buttons: "Raise Ticket" with a ticket icon and "Menu" with a hamburger menu icon.

Truly Omnichannel

Maintain case context despite your customers engaging with you across multiple channels

Do your employees apply for a ticket via email and then prefer following up on its status on your collaboration app (Slack, Teams etc)? Or do they prefer responding to surveys via a conversational assistant?

Leena AI's orchestration hub sends current ticket context to any channel the employee uses and offers the latest status, without losing context.










Deploy in 100+ languages

Leena AI supports over 100+ languages, with the ability to add a new language within 3 weeks from request

Some of the languages currently being used by our customers include:

- ✔ Arabic
- ✔ Italian
- ✔ Portuguese
- ✔ Dutch
- ✔ Hindi
- ✔ English
- ✔ French
- ✔ Spanish
- ✔ German
- ✔ Mandarin
- ✔ Japanese
- ✔ Kannada
- ✔ Korean
- ✔ Telugu
- ✔ Turkish

Select your language 

-  English 
-  Arabic
-  Spanish
-  Turkish
- 



Best-In-Class AI

Generative AI coupled with auto-context and sentiment analysis.



Data Integrity

Only the data authorized to be used will be accessed. No data will be sent to any partner for processing.



Multijurisdictional Compliance

Leena AI's platform offers out-of-the-box, automated adherences to laws in many regions.



Highest Participation

Leena AI offers the highest participation rates due to a conversational and human-like experience.



Get Started Quickly

Get started in a few weeks. Quick start. Quicker results.



Made For The World

Leena AI works in all major languages (including vernacular languages) and offers support everywhere.

The impact of Leena AI's WorkLM™ Suite

For Leadership

- Better employee experience & retention
- Increased employee happiness and motivation
- Improved agent productivity & EX scores
- Visibility into service management performance

For EX Teams

- More purpose at work by tackling higher-value activities
- Personalized employee engagement
- Better addressal through direct employee conversations
- Team and individual-level performance insights

For Employees

- Faster TAT* with precise & logical knowledge shared with employees
- AI-powered personalized ticket resolutions improve brand affinity
- More humane engagement with employee experience teams

* TAT - Turnaround Time



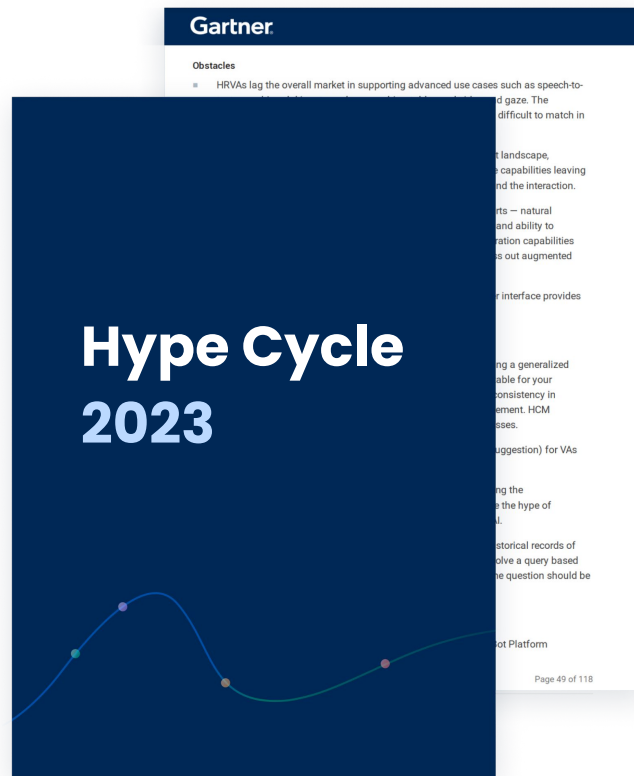
Leena AI is recognized by Gartner as a major vendor in the following categories:

Hype Cycle for HR Technology 2023

- ✔ HR Virtual Assistants
- ✔ Integrated HR Service Management
- ✔ Employee Onboarding
- ✔ EXTech Orchestrators

Hype Cycle for HCM 2023

- ✔ Integrated HR Service Management





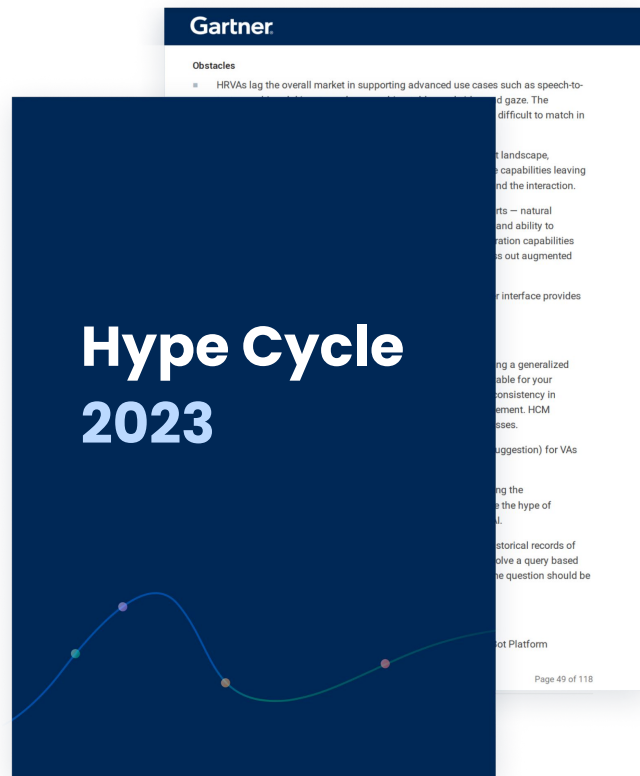
Leena AI is recognized by Gartner as a major vendor in the following categories:

Hype Cycle for **Hybrid Work** 2023

- ✔ HR Virtual Assistants

Hype Cycle for **HR Transformation** 2023

- ✔ HR Virtual Assistants
- ✔ Integrated HR Service Management



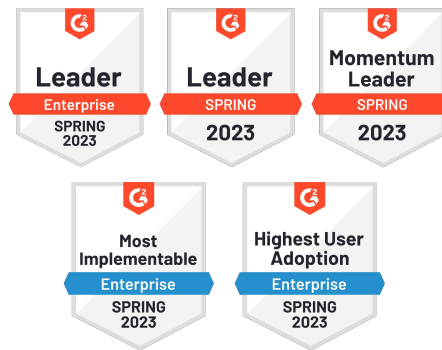


recognized Leena AI as an Employee Experience Leader

HR Service Delivery



Intelligent Virtual Assistant



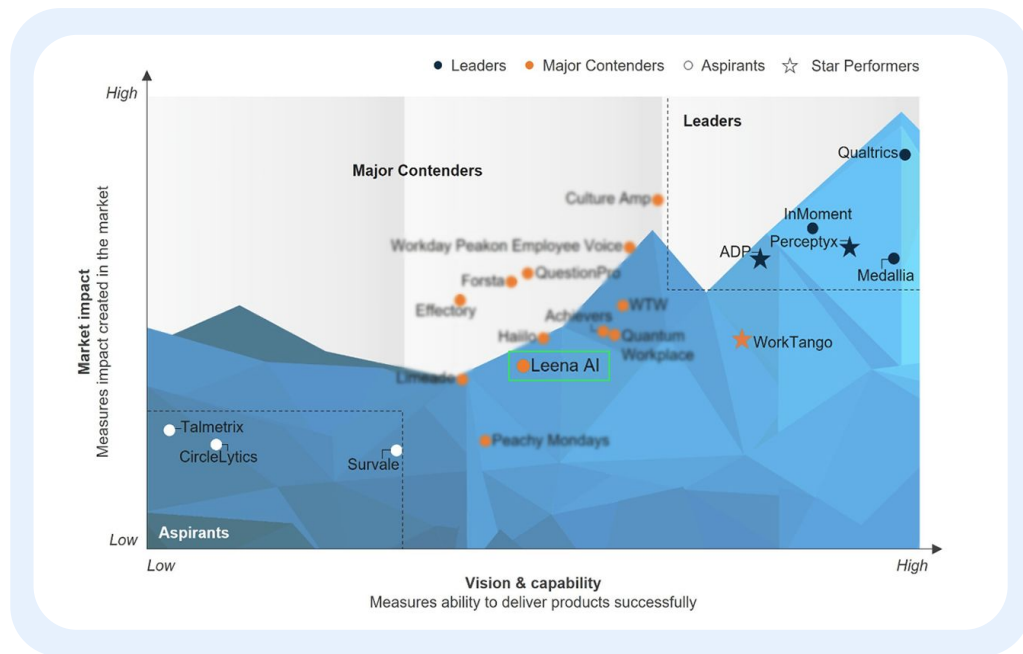
Employee Engagement





MAJOR
CONTENDER

Everest Group recognized Leena AI as a major contender in the category of **Employee Experience Management (EXM) Platforms 2023**



Skyrocket EX scores with unrivalled ROI!



Save opportunity cost with a short deployment time (~28 days)



Automatically reduce 80% tickets on Day 1.
Reduce the average resolution time by 40%



Reduce time for employees to access information by 50%



Deliver 99.9% accuracy in answering queries



Significantly lower cost of implementation vs the rest of what you can find in the market



Predictable pricing support in a price-conscious and fast-transforming digital world

Leena AI redefines your employee experience with Generative AI

and provides unmatched results..

- ✔ We have witnessed an average **ticket reduction of 34%** in the first 12 months of deploying our services for any organization
- ✔ We have achieved a significant **increment of 17- points in employee NPS scores** within six months of launch
- ✔ We have **saved 60% of IT team's time** across 250-300 businesses

Trusted by 10M+ employees across 400+ enterprises globally



UHA Health Insurance transforms employee engagement

“The fact that Leena AI offered this solution in a format that invited associates to chat like they were sharing stories with a fellow associate helped to take up the participation rate.”



Del Mochizuki
Director of Human Resources, UHA Health insurance



76%

employee engagement participation rate



Ease of connectivity with the end-users



Clear identification of problem areas, which were added to client's business plan

AirAsia transforms employee experience with Leena AI

“Now, the process is highly efficient, streamlined and quick. AskPAC has automated one-third of our employee queries and significantly reduced average resolution time.”



Attila Emam
Head of Talent, Learning
& Culture, AirAsia

airasia

30%

automation of
employee queries



Better and accurate
visibility to senior
management

41%

reduction in turnaround
time for resolving
employee ticket

Lafarge Holcim automates its HR service desk

“We found the right partner in Leena AI to collaborate and convert our ideas using the AI-powered chatbots into tangible results for the business.”



Roberto Vega
Head HRBP, Holcim
Mexico



24%

reduction in
call volume



A unique communication
channel for blue-collared
workforce

60%

reduction in turnaround
time for resolving
employee cases

Godrej's instant IT support delivers has skyrocketed employee productivity

Employees now self-resolve IT issues through a single app - **Vero**, their 24/7 virtual companion. It reduced routine queries and allowed agents to focus on complex tickets.



Satyavrat Mishra, AVP -
Corporate IT, *Godrej*
Industries



80%

Decrease in the number of 'how-to' IT queries

2 seconds

Drop in resolution time for common IT queries, from 2 hours

30%

decrease in the number of queries for common IT support

Security & compliances

Learn about Leena AI's security commitments to all our customers

Visit: <https://trust.leena.ai/>



- ✔ Role-based access control
- ✔ Security & privacy compliant. Regular security simulations
- ✔ Server presence: US, Europe, Middle East, & India
- ✔ Encryption & masking for data at rest and transit
- ✔ Logging and monitoring
- ✔ Multi-layered infrastructure & application security
- ✔ Rigorous internal & 3rd-party vulnerability assessments
- ✔ Secure data hosting on AWS & Azure
- ✔ Supports data localization and residency requirements
- ✔ BCP / DR* (with 2 hours of RTO & 6 Hours of RPO**)

* Business continuity planning / Disaster recovery

** Recovery Point Objective and Recovery Time Objective



**Explore our products
with our experts**

[Schedule demo](#) →