



INTELLEYA

A NOVENTIQ Company

WEAVER PEER

Complete business
transformation through digitalization,
AI and real-time decision making



INTELLYA

A NOVENTIQ Company

INTELLYA'S AI-DRIVEN ECOSYSTEM



CUSTOMER DEVELOPMENT PLATFORM



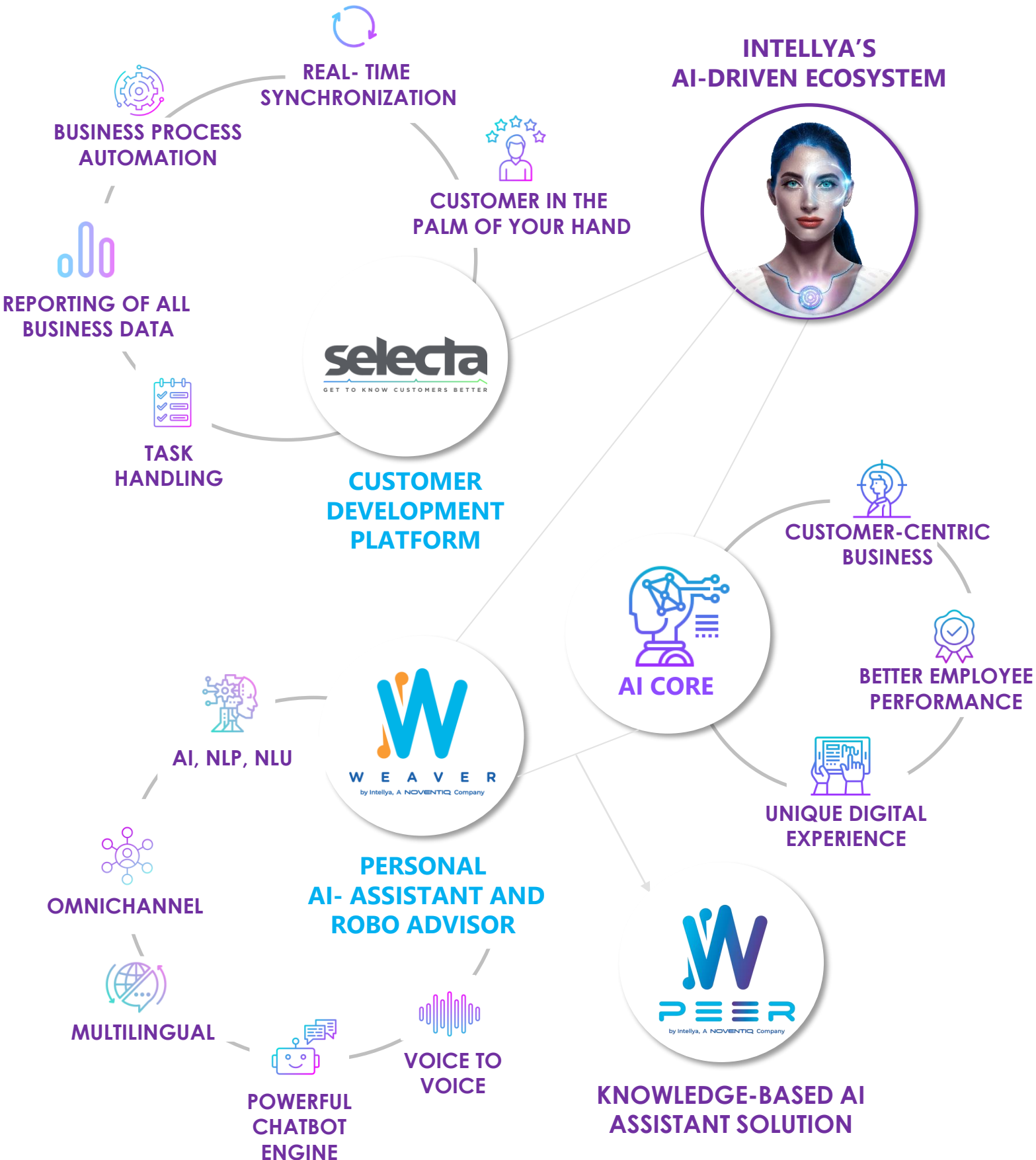
AI CORE



PERSONAL AI- ASSISTANT AND ROBO ADVISOR



KNOWLEDGE-BASED AI ASSISTANT SOLUTION



Weaver: Personal AI Assistant

🌀 Multilingual

Breaks your business boundaries with the multilingual bot: Weaver is capable of understanding and processing nearly all world languages

🌀 AI, NLP, NLU

Built on industry-leading Conversational AI technology and expertise with the powerful and unique bot engine, Weaver can lead natural Conversations with Voice or Text and provide human-level engagement and support.

🌀 Omnichannel

Provides the same conversational experience across all communication channels, as well as cross-channel continuity which allows end-users to initiate a conversation on one channel and seamlessly continue the interaction over the other

🌀 Voice

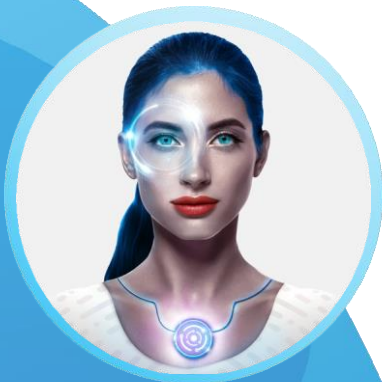
Weaver as an advanced AI assistant makes conversation with the chatbot even more natural by introducing complete voice communication

🌀 Powerful chatbot engine

Enables the smooth flow of the conversation, combining the AI module, context switching, filling, and sharing, end-users are able to converse with companies just like they would with any other person.

Weaver - customers' preferred channel for interaction.

Powered by AI, industry fluent, and always available is what enables him to drive digital experience to the next level.



Intellya's AI core supports and enhances a wide range of business processes and systems with state-of-the-art concepts.

Brain of the System

🌀 Collect and process data from all available channels and systems

🌀 Customer profiling

Understand different customer profiles and approach each of them properly

🌀 Segmentation models

Customer segmentation model helps businesses to identify target groups and shift customers to more preferable segment

🌀 Product Recommender

Send hyper-personalized offers to your customers and increase a conversion rate

🌀 Churn recognition

Grow retention rate and customer satisfaction with proactive approach and dedication

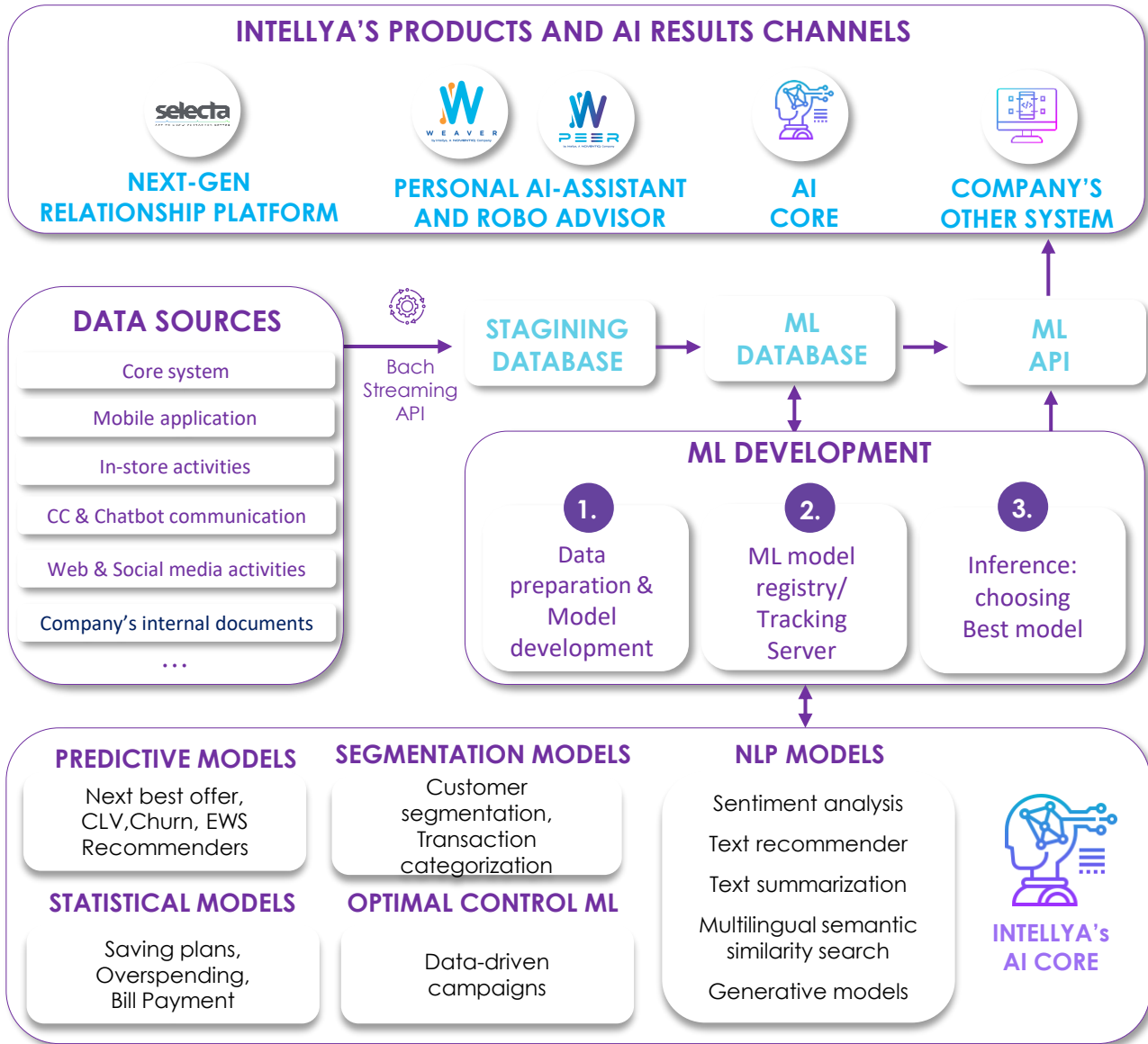
🌀 Advising supported with ML

Provide advice and reminders based on customer behaviour (data consumption habits, contract renewal, plan switch suggestions etc.)







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AI ecosystem



Benefits of Intellya's AI ecosystem

-  Utilizing data and creating new business value based on results of ML models incorporated through products and connected ecosystem
-  Customer-centric business - Personalization of whole journey, better understanding of customers needs and actions prediction
-  Better employee performance - Valuable business insights improve daily-decision-making process and workflows
-  Unique digital experience for clients - Adding value with new services and digital experience and having better customer journey



WEAVER PEER: KNOWLEDGE-BASED AI ASSISTANT SOLUTION

GOAL

CREATE A SOLUTION THAT WILL EMPOWER EMPLOYEES AND HELP COMPANIES TO LEVERAGE THEIR KNOWLEDGE BASE

CASES & GAP

EMPLOYEES often try to find an answer to everyday questions in corporate documentation and sometimes seek help from colleagues; employees always need answers fast

Solution that can leverage the company's knowledge incorporated into documentation, overcome resources limitations and provide answers in real-time solution

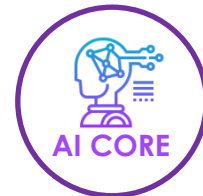
COMPANIES do not have enough resources and time to provide their employees with answers in real-time; resources for training and workshops are limited but documentation is often included

PILLARS OF THE WEAVER PEER KNOWLEDGE-BASED AI ASSISTANT SOLUTION



Weaver as an assistant

Weaver is personal assistant that is easily customizable and deployed for every business purpose



AI ecosystem & ML models

Maturing state of generative ML models enables our solution to give clients almost person-like service (ChatGPT)



Microsoft Teams

Microsoft teams is main communication channel across the company and supports custom-made plugins



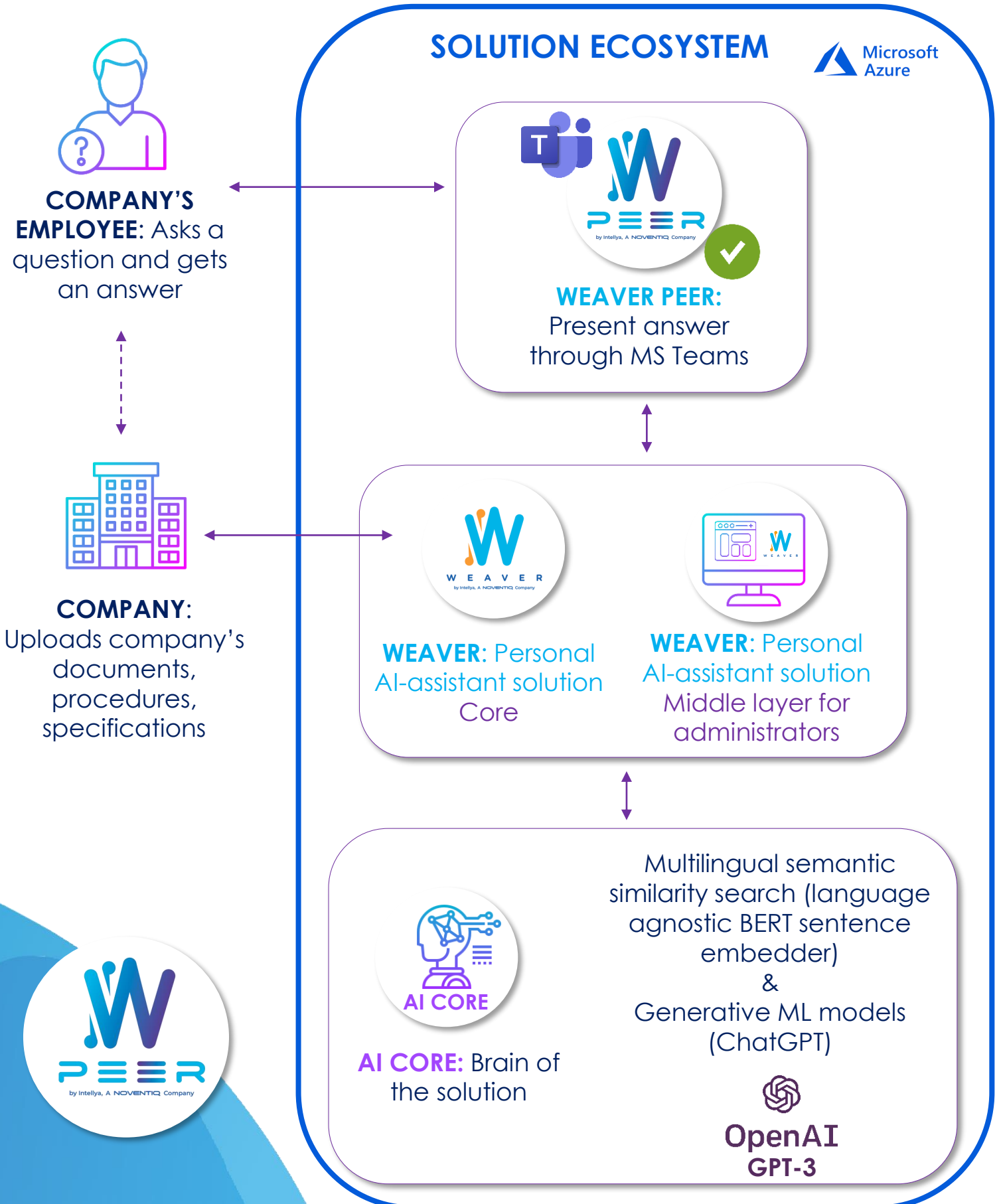
Microsoft Azure

Simplifies model training and model deployment with its suite of ML tools; Supports AI ecosystem

INTELLYA'S NEW SOLUTION AND KEY PILLARS

WHY THESE PILLARS?

WEAVER PEER: KNOWLEDGE-BASED AI ASSISTANT SOLUTION



Weaver: Personal AI Assistant

- ⦿ A personal assistant that establishes deep customer understanding and relationship
- ⦿ Presents answers on different communication channels
- ⦿ Front-end for uploading documents and advanced administration tool
- ⦿ Leads natural conversations with voice or text and provide human-level engagement and support

AI core: The brain of the System

- ⦿ AI ecosystem and state-of-the-art ML models
- ⦿ Multilingual semantic similarity search (LABSE: language agnostic BERT sentence embedder)
- ⦿ Generative ML models (ChatGPT)
- ⦿ The brain of the solution: batch processing, fine-tuning model, inference -answering questions



**BRINGING
THE UNIQUE
VALUE
BY
COMBINING
WEAVER'S
UNIQUE
ECOSYSTEM
AND
AI CORE
INNOVATIVE
APPROACH
AND POWER**



WEAVER PEER: KNOWLEDGE-BASED AI ASSISTANT SOLUTION

VALUES OF THE SOLUTION

- Ⓞ AI innovative approach
- Ⓞ Employee-oriented solution
- Ⓞ Most preferable channel implementation
- Ⓞ Effortless implementation process
- Ⓞ Zero ops Azure-based solution



VALUE FOR COMPANY AND EMPLOYEES



COMPANY

- Ⓞ Leverage company's knowledge base and documentation
- Ⓞ Reduce time consumption in employee training



COMPANY'S EMPLOYEES

- Ⓞ Reduce employees' time on operational day-to-day activities
- Ⓞ Bringing additional unique digital services to employees



**AI-EMPOWERMENT
FOR COMPANY AND
EMPLOYEES**

WEAVER PEER: KNOWLEDGE-BASED AI ASSISTANT SOLUTION



The screenshot shows a Microsoft Teams chat window titled "Weaver Peer Chat". The chat history includes the following messages:

- User (11:50):** "Where is the fire system installed?"
- Weaver Peer (11:50):** "The fire protection system is installed in all Indotekgroup premises."
- User (11:51):** "What is team onboarding?"
- Weaver Peer (11:51):** "Team customization is the process of customizing the project management process to meet the specific needs of the team. This includes identifying the type of engagement, creating tasks for creating new requirements or correcting, testing and managing new application releases, and transferring tasks and subtasks to the status Resolved or Closed. Additionally, team customization involves making upgrades within the Product Development Plan to ensure that the business and technical direction of each product is met."
- User (11:52):** "What PM means?"
- Weaver Peer (11:52):** "PM stands for Project Manager."

At the bottom of the chat window, there is a text input field with the placeholder "Type a new message" and a toolbar with various icons for actions like copy, paste, emojis, GIFs, voice, video, and more.

Weaver Peer as an assistant for Intellya company – Intellya's employee asks questions: the first answer from the picture takes into consideration one paragraph from one internal safety procedure word document, and for the other two answers Weaver Peer uses knowledge from a couple of paragraphs from Project management procedures word document and creates human-like answer based on described specific knowledge



EXAMPLE 1

WEAVER PEER: KNOWLEDGE-BASED AI ASSISTANT SOLUTION



The screenshot shows a Microsoft Teams chat window titled "Weaver Peer Chat". At the top, there is a search bar and a user profile icon. The chat history shows two messages from Weaver Peer:

- 11:52** Presales process description
- Weaver Peer 11:52**
The pre-sales process involves a set of activities that are carried out before entering an external project. This includes market, specific industry and potential client research, creation of use cases, visual presentations and accompanying documentation in order to present the capabilities of our/our products in the context of a specific potential client. Project, sales, product and development management team members participate in presales activities, and the number of employees involved depends on the set of products/modules that are the subject of this activity. The process of Presales and/or RFP contracting consists of several steps, such as determining the direction of presales activities, collection and analysis of the potential client's needs, research of the market and the specific potential client, presentation of products and use cases to a potential client, gathering feedback and continuing cooperation, and approaching the RFP phase.
- 11:55** Project risks and their identification
- Weaver Peer 11:55**
Project risks are events that can have a negative impact on the project. The PM works in cooperation with the project team to identify risk events. Various risk events, internal and external in nature, can be identified during the project. The PM should create a list of identified project risks that includes a brief description of the risk event, the impact of the event on the project, action to reduce the probability of occurrence or mitigate the negative impact of risk, and the party and/or role responsible for action for a given risk event. The PM should

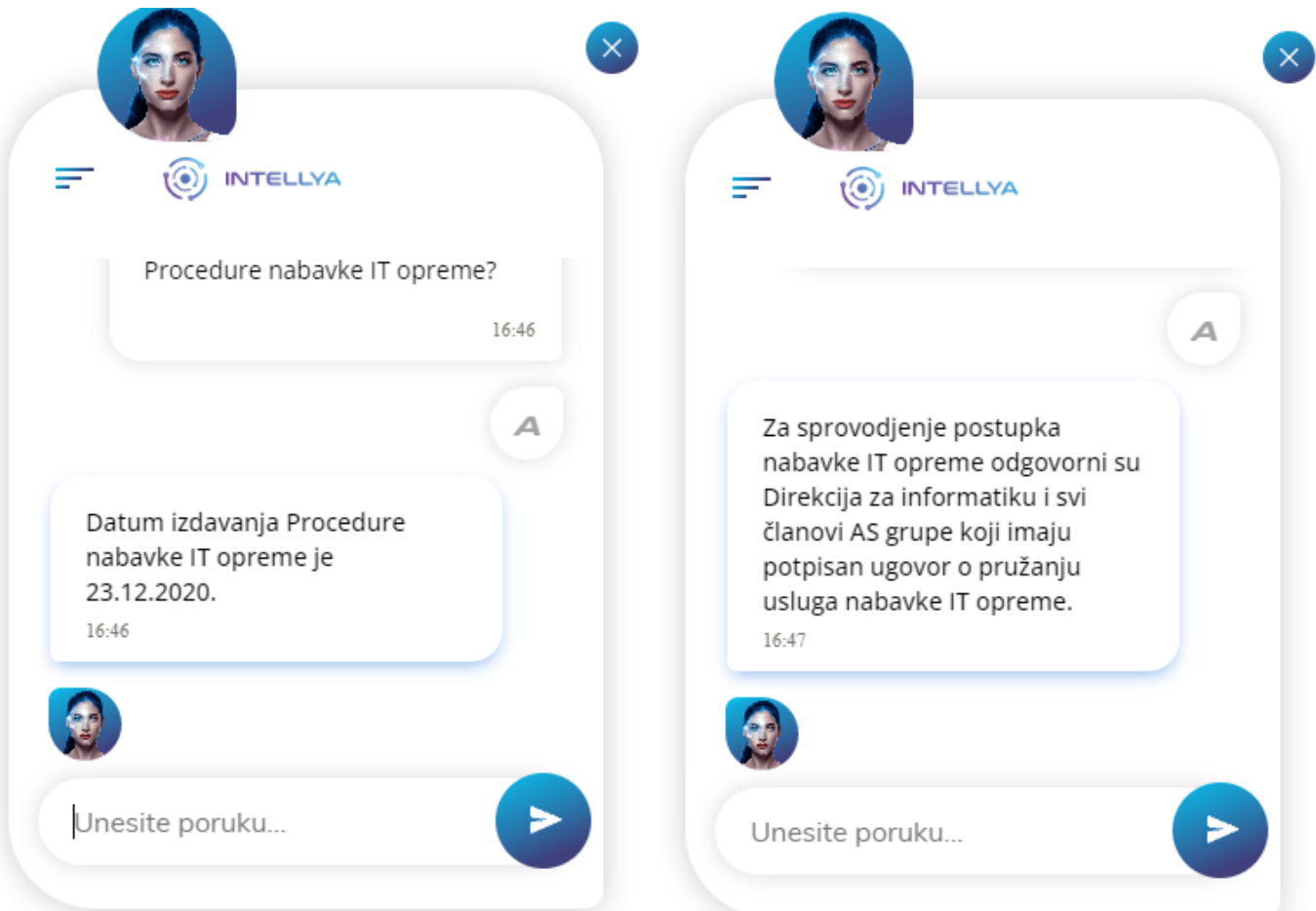
At the bottom, there is a text input field with the placeholder "Type a new message" and a row of icons for emojis, GIFs, voice, video, and other chat functions.

Weaver Peer as an assistant for Intellya company – Intellya's employee asks questions: for these two answers Weaver Peer uses knowledge from a couple of paragraphs from the Project management procedures word document and from the Product management procedures document and creates human-like answers based on described specific knowledge



EXAMPLE 2

WEAVER PEER: KNOWLEDGE-BASED AI ASSISTANT SOLUTION



Weaver Peer as an assistant for six companies in holding– One of the employees on the internal portal (webchat component) asks questions and gets answers based on the knowledge incorporated into documents



EXAMPLE 3

POINT OF DIVERGENCE: INTELLYA'S NEW SOLUTION WEAVER PEER AND CHATGPT



WEAVER PEER – AI CORE&WEAVER: KEY TAKEAWAYS



INTEGRATION

Answers are not general- they are task-specific based on customers' needs and use case



BUSINESS-SPECIFIC

Leverage the company's knowledge base and documentation, don't just use the existing global knowledge



SMART AND GENERIC AT THE SAME TIME

If an answer is not provided in the documentation, Weaver is able to provide answers in the same manner as ChatGPT



PROCESS AUTOMATION

Compared to ChatGPT, Weaver Peer can support business processes and full automation



ADD NEW KNOWLEDGE EVERY DAY

Possibility to update knowledge by uploading new and updating existing knowledge in minutes



RIGHT TOOL PER EACH ROLE

Possibility to have a specific approach to every employee based on hierarchy and rules



ZERO EFFORT

Possibility to put AI into the hands of business users, powerful UI tool for maintaining AI



REAL TIME IS VALUE

Possibility to provide customers with up-to-date information regarding some specific REAL-TIME status



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