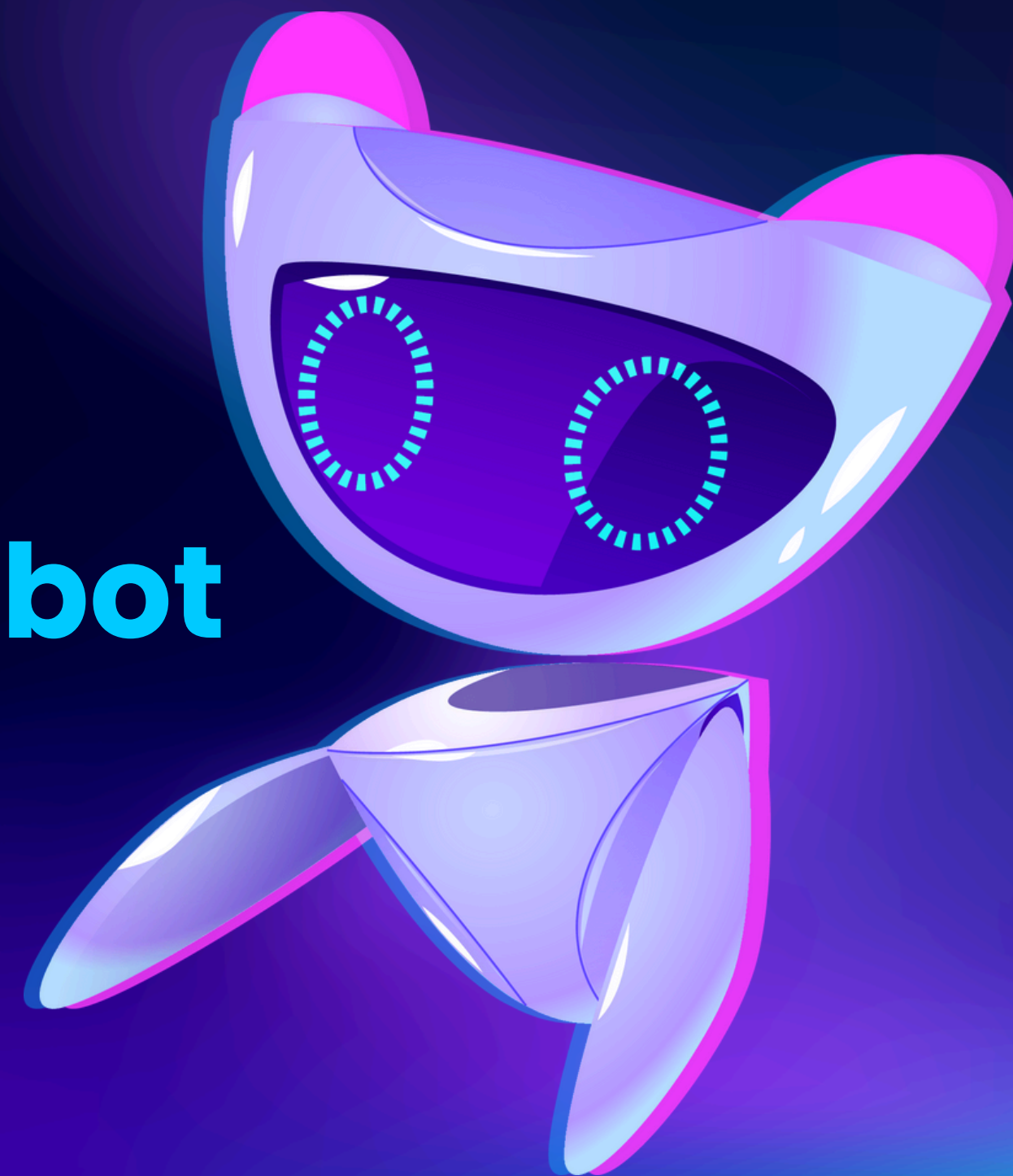




webify.ai

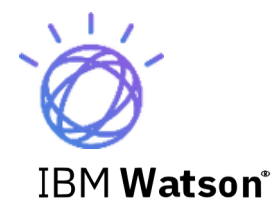
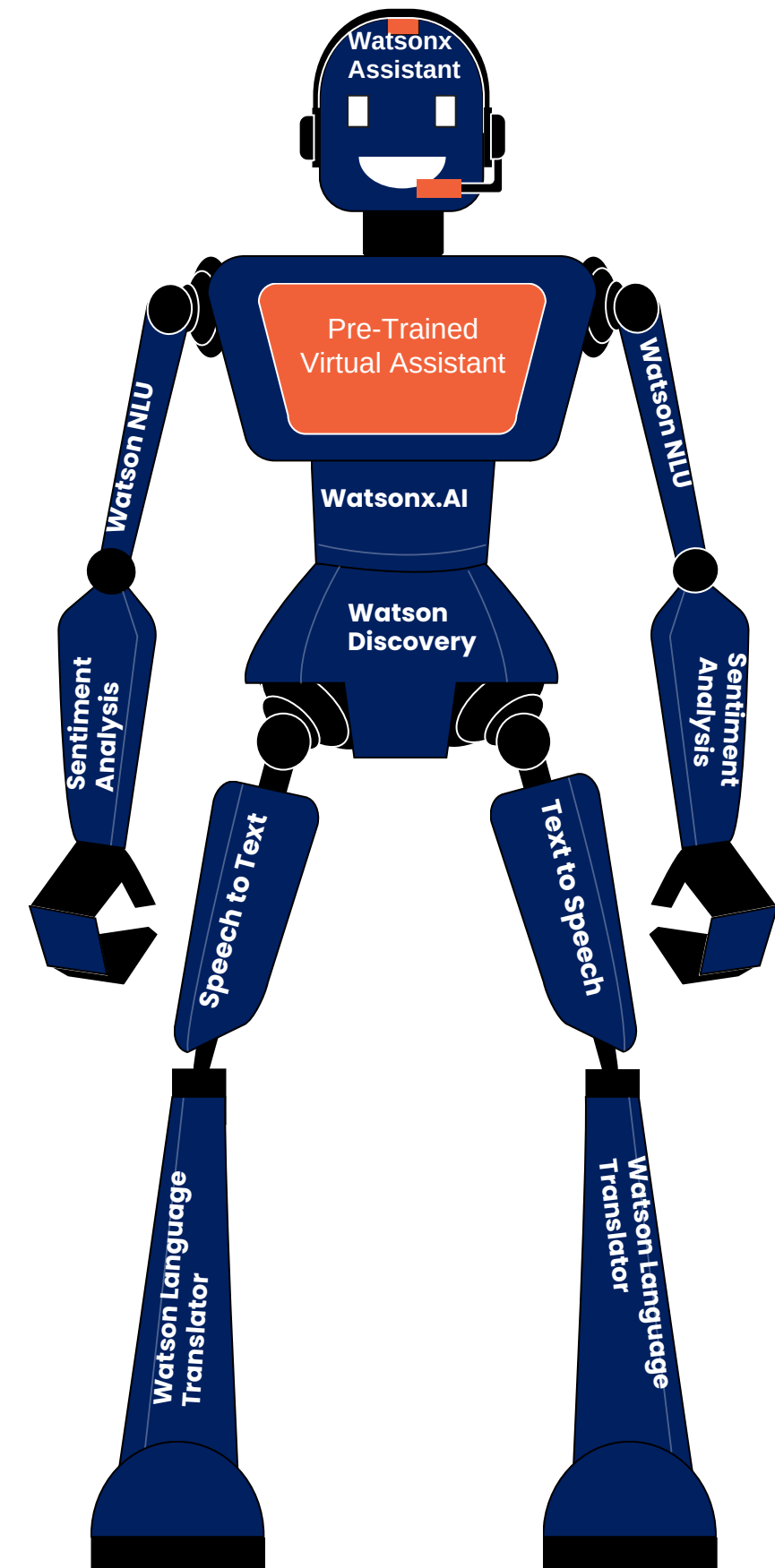
# Healthcare Agentic AI Chatbot (Powered by IBM Watsonx)

Revolutionizing Patient Care with Agentic AI



# Webify.Ai: A Conversational AI Company

- Webify is an Enterprise Pre-Trained Bot Solution Provider
- Webify assembles Bots by leveraging various AI/ML platforms & Models available from Top Technology Providers
- Webify can also use Open-Source Models & LLMs (hosted on likes of Hugging Face) to assemble these Bots



# Why IBM Watson

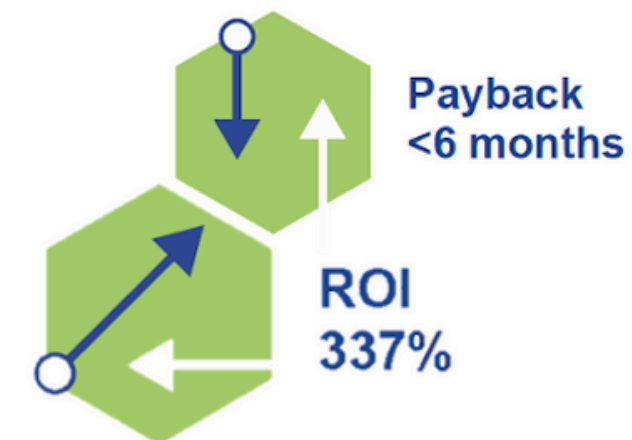
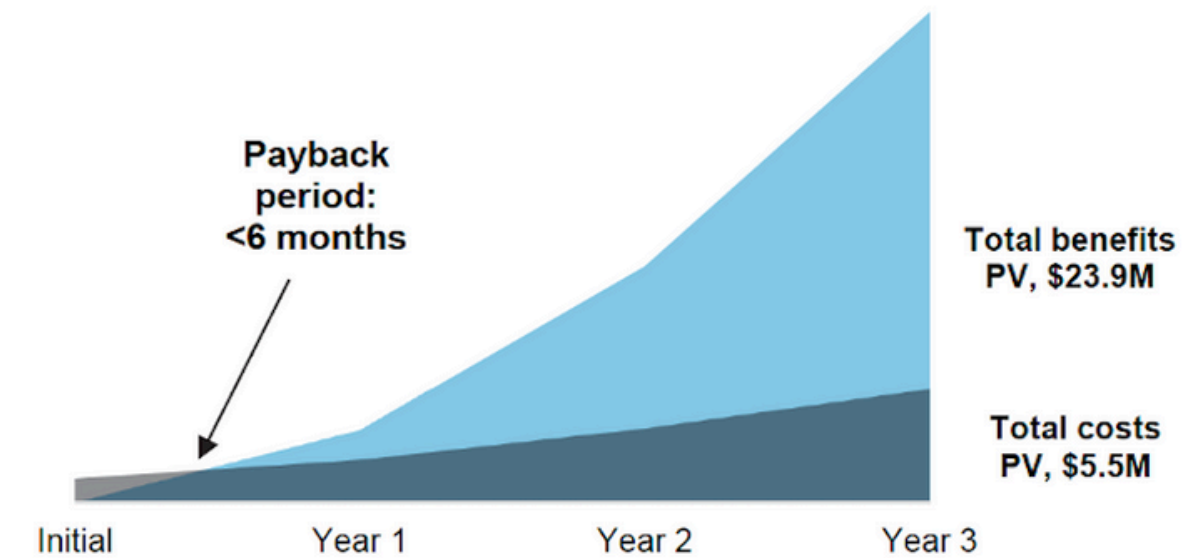
## Gartner MQ Conversational AI Platform

## Forrester Total Economic Impact Study: Watson Assistant

Figure 1. Magic Quadrant for Enterprise Conversational AI Platforms



### Financial Summary



### Strengths:

- **Innovation:** Powerful AI features that understand and clarify user intent to deliver great customer experiences out of the box
- **Product capability:** Comprehensive capabilities like search and voice that satisfy enterprise use case requirements
- **Enterprise-readiness:** Ability to scale from a single channel and domain to supporting tens of millions of conversations across organizations, channels, and languages

### Quantified Benefits:

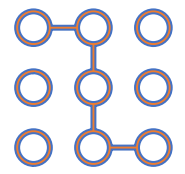
- Companies achieve cost savings of \$5.50 per contained conversation
- 10% reduction in handle time through chatbot augmented agents
- Correctly routed conversations save \$7.75 per correctly routed call

# Built on Generative AI



## Trustworthy

With data privacy and safety guardrails built in.



## Contextual

Trained on business domain-specific datasets.



## Secure

Models in the cloud with multi-layered encryption, secure gateways, and granular access controls.

IBM | Think | Products | Solutions | Consulting | Support | More

# watsonx.ai

Build in our new studio for foundation models, generative AI and machine learning. See what's coming.

[Join the waitlist](#) → [Watch the video \(1:49\)](#)

- Overview
- Benefits
- Capabilities
- Use cases
- Resources
- Learn more
- Next steps

## Our next-generation enterprise studio for AI builders

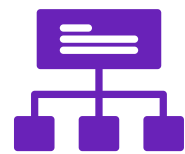
### watsonx.ai

#### Generative AI + machine learning

Watsonx.ai brings together new generative AI capabilities, powered by foundation models, and traditional machine learning into a powerful platform spanning the AI lifecycle. With watsonx.ai, you can train, validate, tune, and deploy models with ease and build AI applications in a fraction of the time with a fraction of the data. General availability of watsonx.ai is expected in July.

# By combining IBM Watsonx Assistant, Watson Discovery & Watsonx.AI Models/LLM our Smart Bots are now Smarter:

- As we brought the two technologies together, our bots can now:



Make static NLP responses more dynamic



Give pin-points answers to specific questions



Summarize large chunks of information coming from IBM Watsonx Assistant



Most powerful is the ability to open up Email as a channel that companies can automate



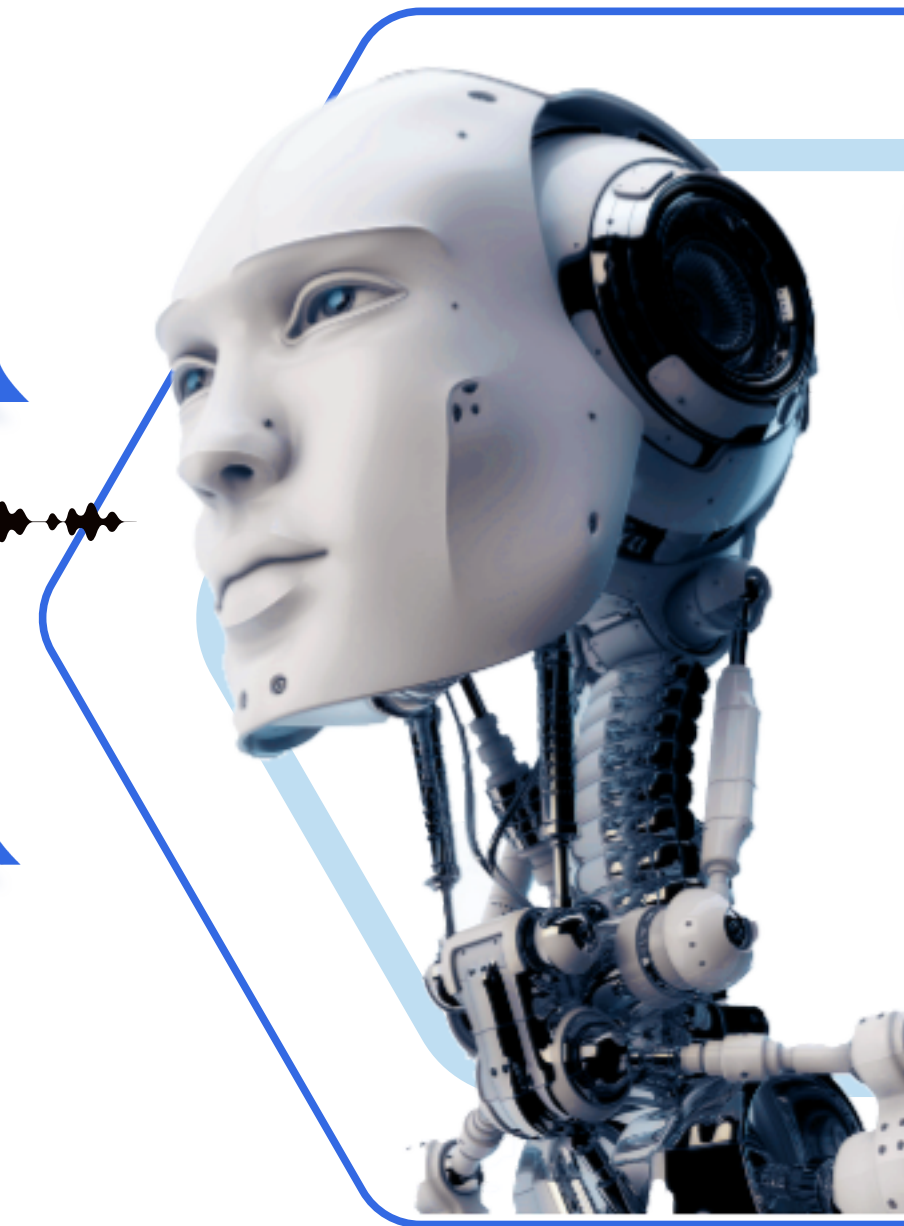
Default to Generative AI platforms such as IBM Watsonx.AI for untrained NLP queries



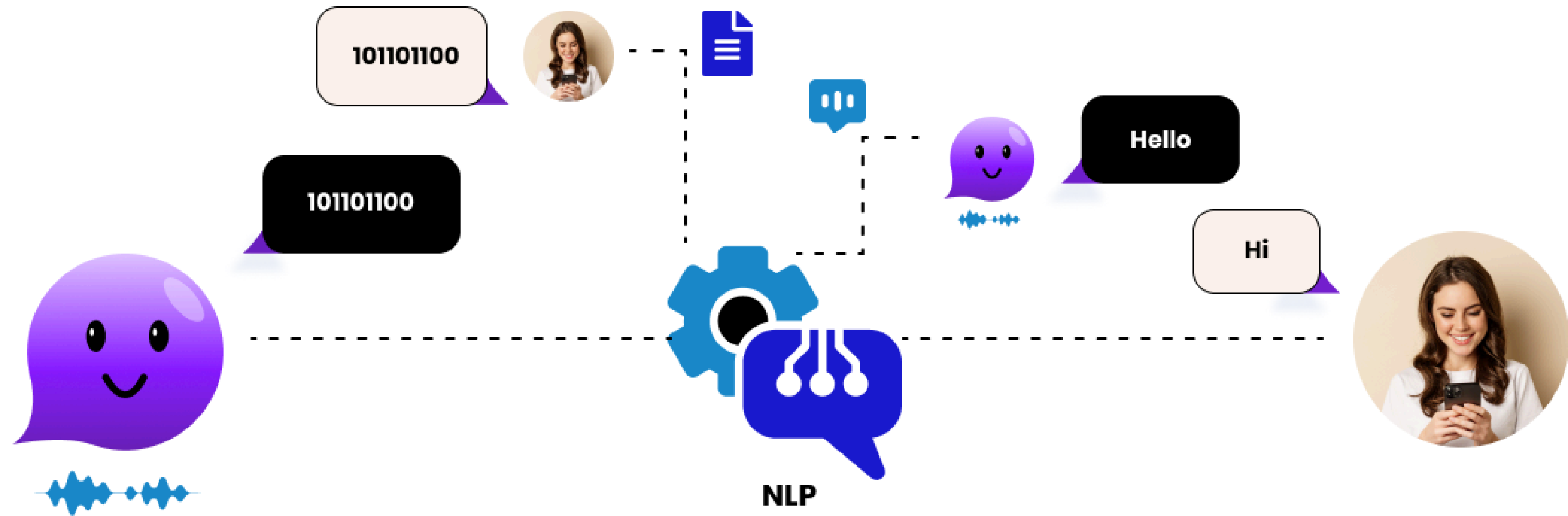
All data going back and forth with Watsonx, is encrypted and thus protected and secured in the most authentic and secure way

# IBM's Watsonx powered Bot Solutions – NextGen Bot Solutions

- Webify's latest release showcases the integration of their IBM-Powered Bot solutions with the most prominent Generative AI Platform available in the market today.
- This integration combines the power of NLP, a top-tier natural language processing engine which is IBM Watsonx Assistant for listening, with the regenerative capabilities for speaking offered by latest Generative AI Platform which is Watsonx.AI, resulting in a robust and dynamic conversational experience for users.



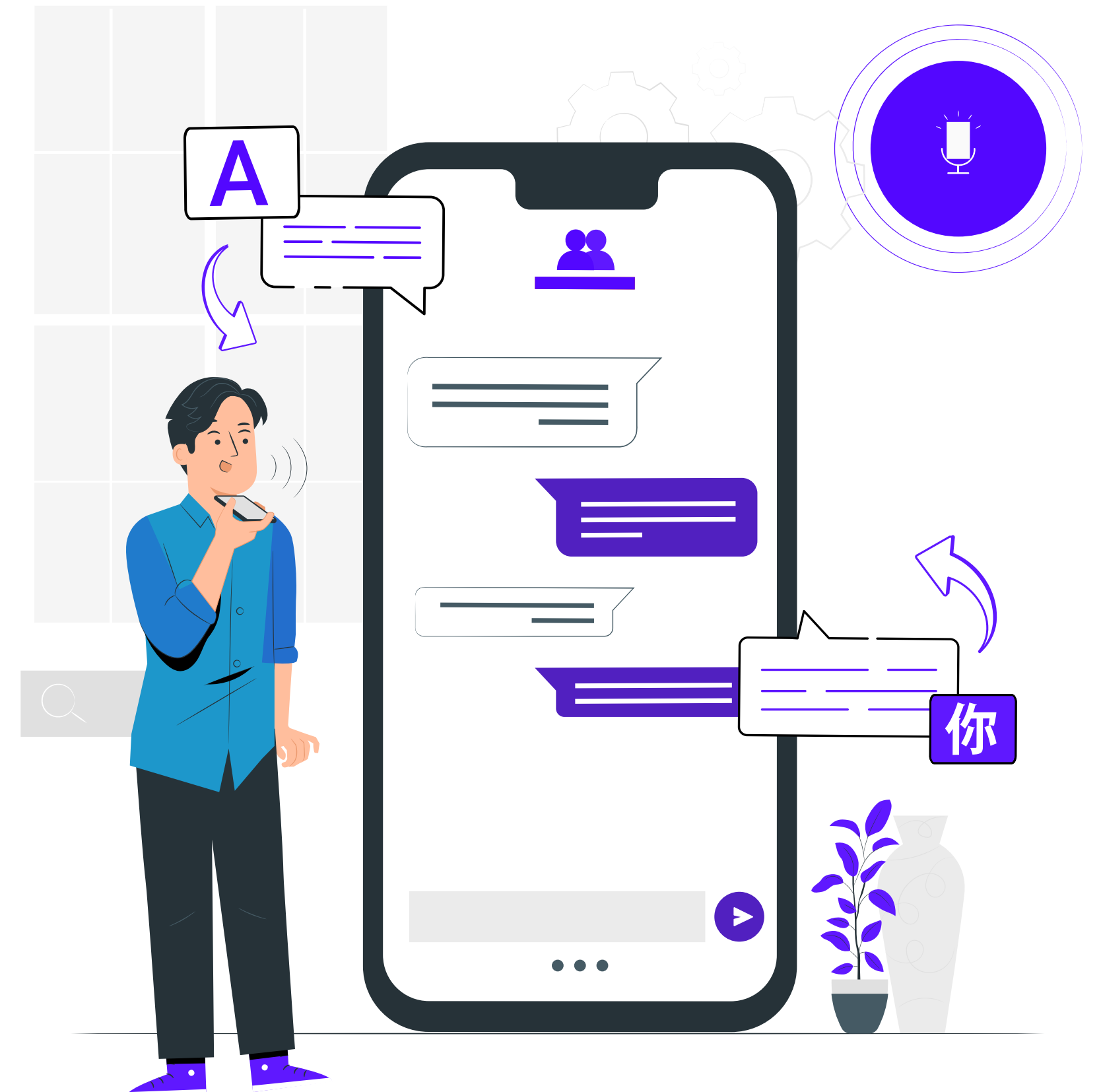
- At Webify, our focus on integration of cutting-edge NLP technology along with Generative AI platforms sets us apart from the competition. Our Watsonx Powered Bots harness the capabilities of Generative AI and Large Language Models (LLMs) from IBM Watsonx.AI as well as open-source platforms like Hugging Face.



- This flexibility allows customers to choose the Foundation Model that best suits your needs, giving the user the freedom of choice.

# IBM Watsonx powered Bot Solutions – 1<sup>st</sup> Generation Bot Solution

- Webify, as a Conversational AI company, is leading the way in Digital Transformation by leveraging advanced NLP technology like IBM Watson.
- These IBM Watsonx-powered pre-trained Bots cater to diverse industry requirements, serving clients in various roles.
- With omnichannel capabilities, these smart bots simplify customer engagement across popular social media platforms and integrate seamlessly with internal messaging apps.
- Webify's library of bots understands multiple languages and is backed by highly accurate training, ensuring a superior conversational AI experience for businesses and their customers.





# IBM Watsonx Powered Bot Solution can bring the following Business Benefits



Increase in revenue by  
**(1 to 5%)**



Improvement in Customer  
Satisfaction Index  
**(10-15%)**



Guaranteed customer/employee  
service Cost Reduction by Half  
**(50% or more)**

# Hundreds of references

## Customer experience transformation

Digital self-serve



Omni-channel concierge



Voice enabled devices



## Employee experience modernization

HR Support



IT Helpdesk



Call transcript



## Contact center modernization

Voice automation



Assist your agents



Contact Center Insights



# Enterprise Grade, SMART & SAFE™ Bots



WhatsApp



FB Messenger



SMS



Instagram



Google Chat



Email



MS Teams



Slack



Sametime



Google Home



Alexa



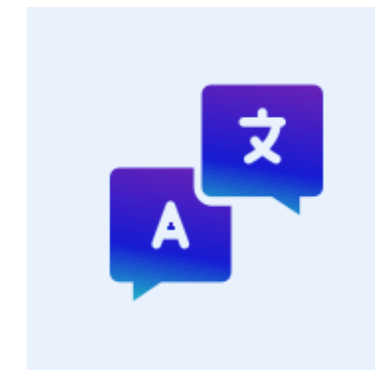
Voice

**S** – Secure (IBM)

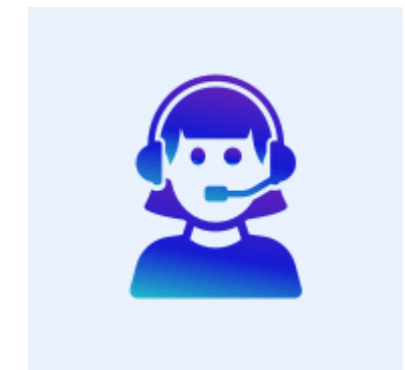
**A** – Accurate (Trained until 99%)

**F** – Fast Rollout (Days & Weeks)

**E** – Ease of Use & Training

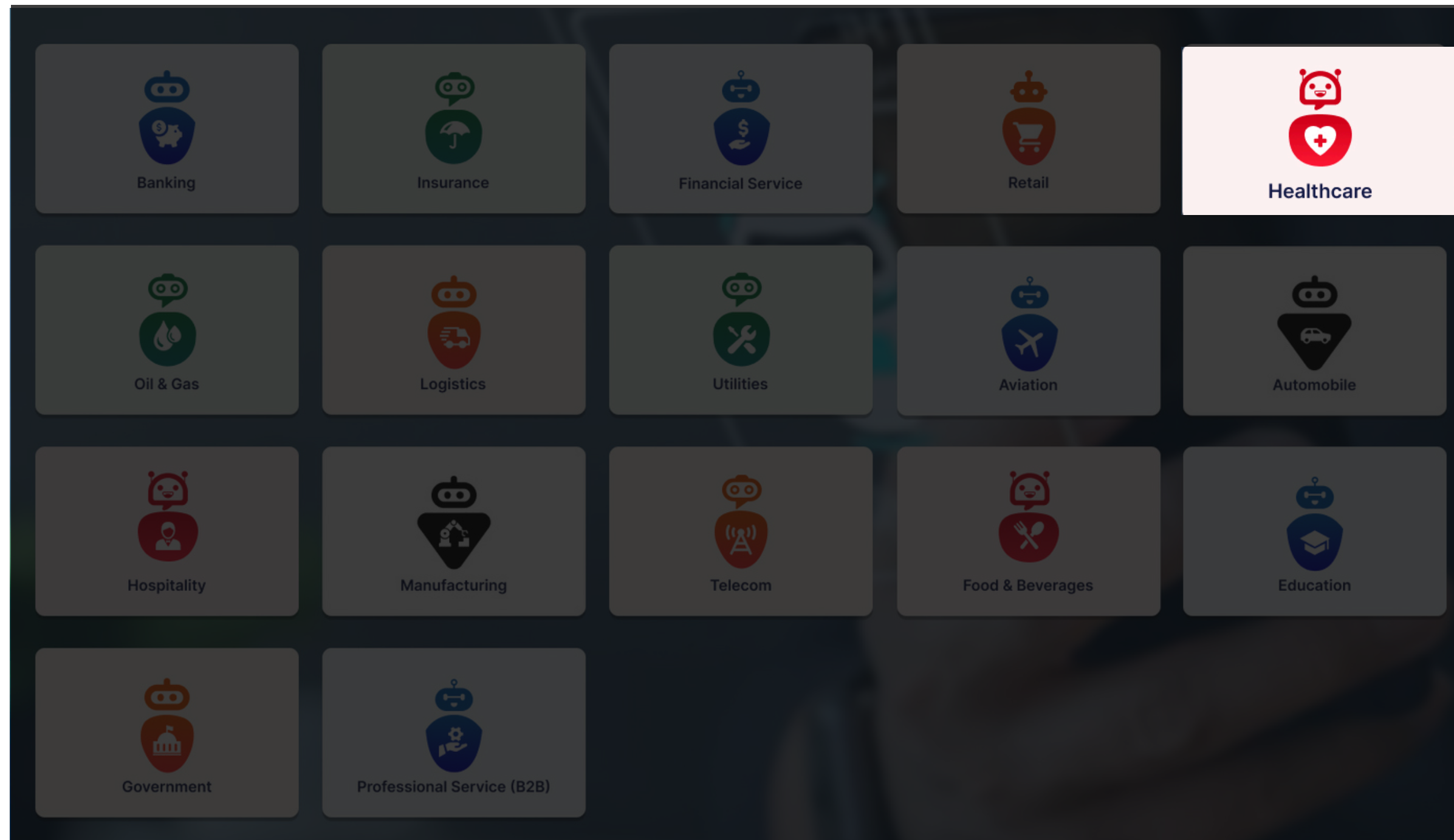


Multilingual

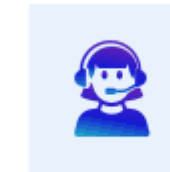


Live Agent Solution  
Bundled-In

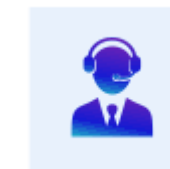
# IBM Bot Store - A Catalog of Pre-Trained Virtual Assistants



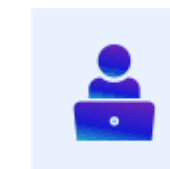
Pre-Trained Virtual assistants for specific roles



**Customer Service Assistant**



**Agent Service Assistant**



**Employee Service Assistant**

# Healthcare Use Cases:

## Basic FAQ use-case

- FAQs
- Policy
- Services
- Contact Us
- About us

## Transactional use-cases

- Find providers
- Schedule appointment
- Raise complaint
- Request reports
- Update Profile
- Bill payment
- Check symptoms
- Check insurance eligibility
- Live Agent Integration

## Advanced use-cases

- Telemedicine Integration
- Extension to Voice
- Customized User analytics
- Sentiment Analysis
- Integration with BI Tools
- Extend to multiple languages

# Revolutionizing Patient Care with Generative AI

- **Efficient Appointment Management**

Automate appointment booking, reminders, and cancellations to streamline operations and reduce no-shows.

- **Patient Query Resolution**

Handle FAQs related to symptoms, treatments, insurance coverage, and billing with 24/7 availability.

- **Medication Guidance**

Provide medication reminders, usage instructions, and answer questions about potential side effects.

- **Multilingual Communication**

Break language barriers to provide support in the patient's preferred language, ensuring inclusivity.

- **Seamless Integration**

Connect with EHR/EMR systems for real-time access to patient data and history.

- **Virtual Health Assist**

Guide patients to appropriate care pathways, including telehealth options, specialist referrals, or emergency services.

- **HIPAA-Compliant Security**

Ensure patient data is handled with enterprise-grade security standards.

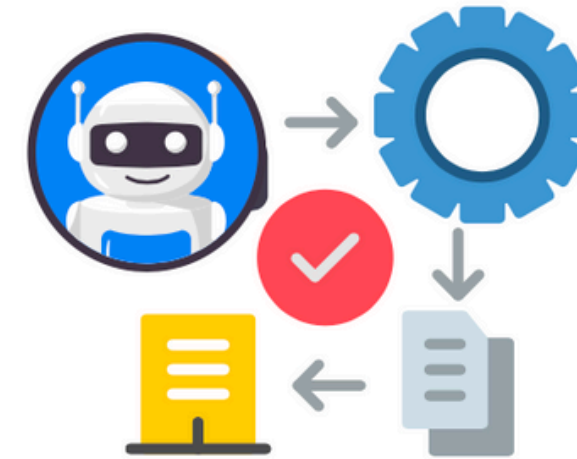
- **Analytics-Driven Insights**

Offer actionable insights from patient interactions to improve services and outcomes.



# Key Benefits for Your Healthcare Institution

- ✓ Reduced administrative workload for staff.
- ✓ Enhanced patient satisfaction and engagement.
- ✓ Accelerated patient onboarding and care delivery.
- ✓ Scalable and cost-effective customer service.



# Chatbot Solution Checklist –

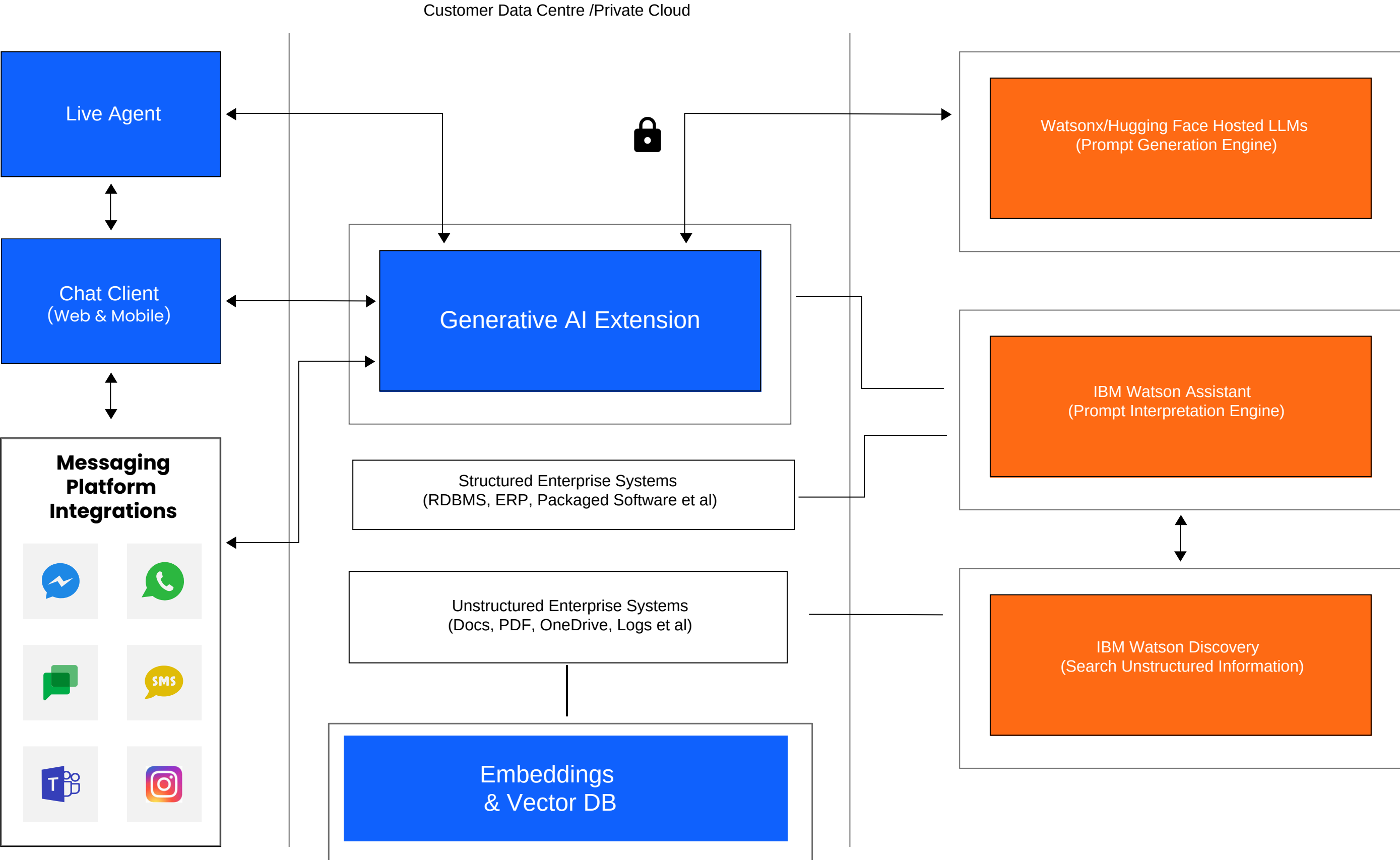
As you shop around for a Chatbot Solution ask your Vendor the following questions? Prepare a Check-list with Criteria for Technology, Platform and Solution Provider

Category	Functionality	IBM Bot	Bot Solution 2	Bot Solution 3
<b>Common</b>	Can the bot learn FAQs from Unstructured Repositories?	✓	✓	✓
	Can the bot integrate with existing & 3 <sup>rd</sup> party systems?	✓	✓	✓
	What about ongoing training? Can our staff, do it? Are there easy to use tools to do that? Show us	✓	✓	✓
	Is it multilingual? Does it support your target language?	✓	✓	✓
	Is the bot Omni-Channel? Meaning it will work on other social media channels & corporate communication channels?	✓	✓	✓
	What about conversational analytics?	✓	✓	✓
	Can it work in Voice?	✓	✓	
	Can it work on SMS?	✓		✓
	Can it work on Email? Not just Q&A but actual Email Conversations	✓		
	Does it have live Agent Solution bundled in?	✓		
	How fast can the bot learn from these systems?	<b>Days &amp; Weeks</b>	<b>Weeks &amp; Months</b>	<b>Months &amp; Years</b>
	Handle digression (jump from one-use to next?)	✓		
	Context aware – has a Memory (understands what was said earlier?)	✓		

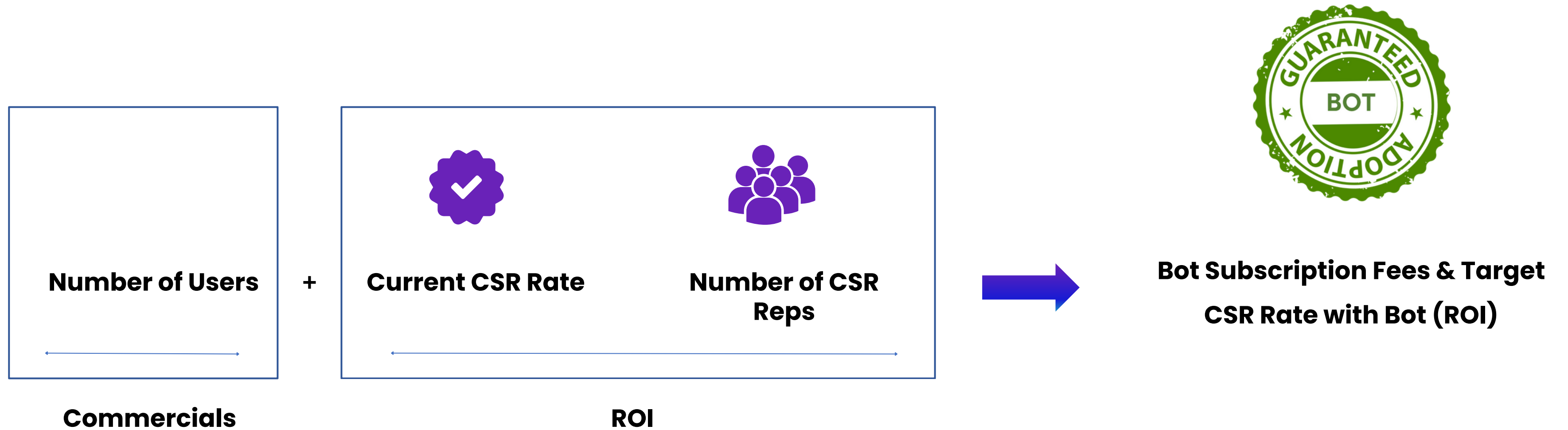


Category	Functionality	IBM Bot	Bot Solution 2	Bot Solution 3
	In unstructured systems can it handle tabular data?	✓		
	Is the bot having multi-modal dialog? Can it show multi-media? Will it handle incoming images?	✓		
	Does it have a ChatGPT or Bard kind of experience?	✓		
	Does it have guard rails? Will system prevent it from hallucinations?	✓		
	Will it be compliant with all regulatory requirements?	✓		
	<b>Does the vendor give a trial? Will I get to kick the tires? Show me!!</b>	✓		
<b>LOB (Customer)</b>	What about Advance Analytics?	✓	✓	✓
	<b>Is it just a Q&amp;A bot or can it do actual conversations? Show me!!</b>	✓		
<b>IT</b>	Is it secure? How can be sure?	✓	✓	✓
	Can it do Authentication & Authorization?	✓		✓
	Can my IT team do the changes using open standard technology and frameworks?	✓	✓	
	Deployment flexibility? Can I deploy solution on my private cloud> On-prem?	✓		
	Is the solution built on open standards?	✓		
	<b>Does it insure me from vendor lock-in? Show me!!</b>	✓		

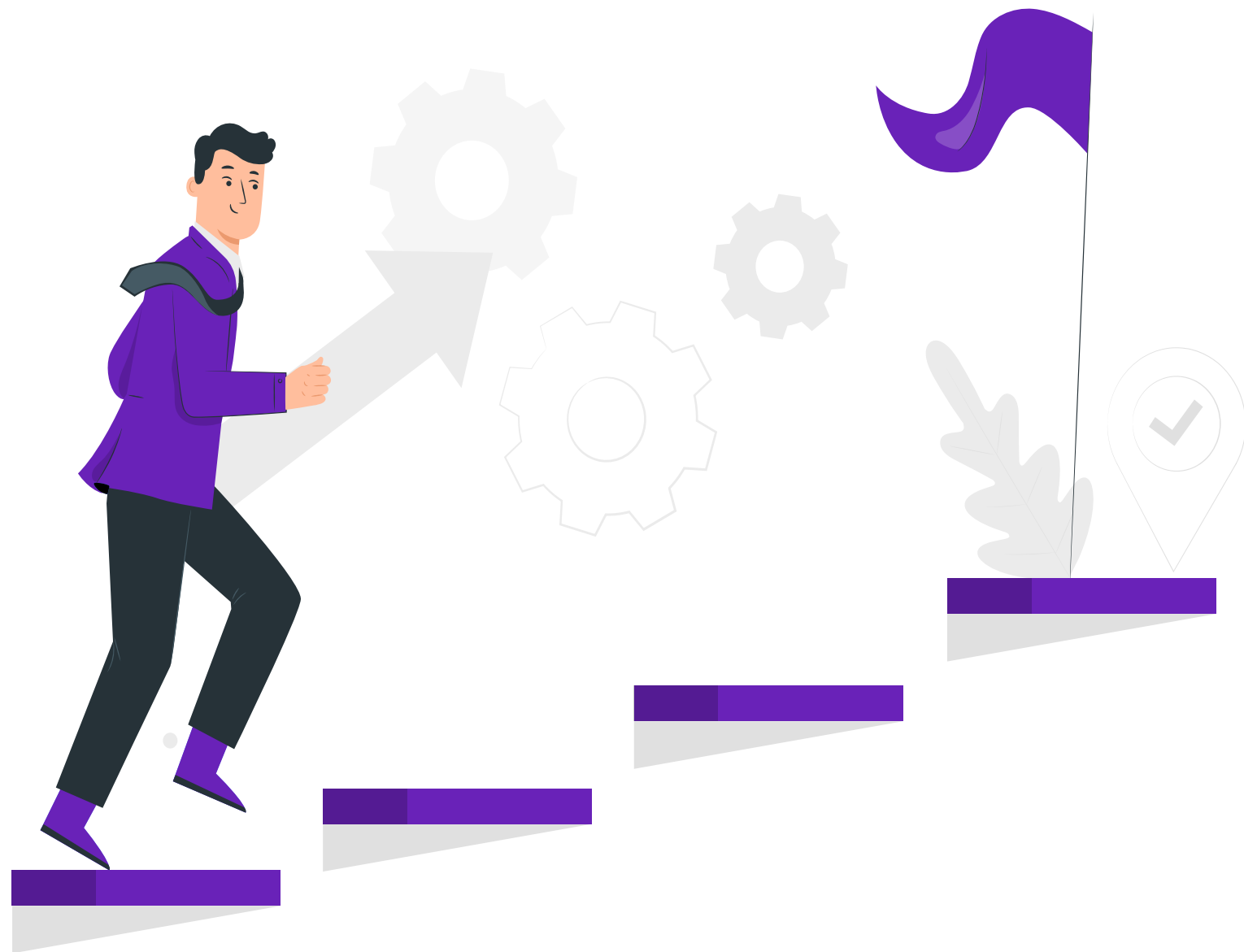
# Enterprise Grade Generative AI Powered Bot Architecture



# Requisite details to establish Commercials and ROI



# Proposed Next Steps



## Step 1

Understand Customer's Current Use-Case & check the Business Case (ROI)

## Step 2

If Business Case Makes sense & is approved then create a Future State with a customized Bot (POC)

## Step 3

Customer to kick the tires-Try & Test the Bot

# Questions in the Customer's Mind - Post First Meeting (Bot Store Demo)



## Bot Intelligence (End Solution Quality)

What if the Bot they deliver is not smart ?  
What if it Hallucinates?  
How secure is it?



## Bot Adoption

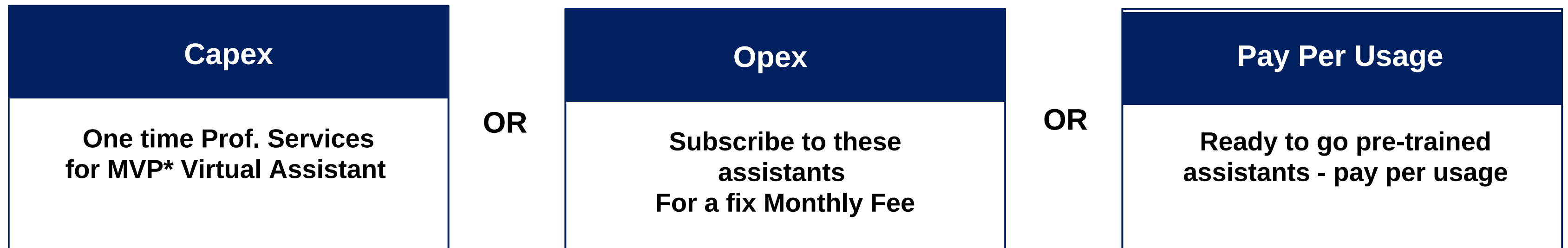
What if it does not get adopted?  
How do I protect my investment?



**Flexible - Outcome based Pricing**

# Solution Pricing – Professional Services Fee for Pre-Trained Assistants

- ✓ Enterprise grade Generative AI Experiences are delivered as solution/services assets built on open standards.
- ✓ They are available for outright purchase or for a monthly subscription fee



**\*MVP Scope Includes:** Delivering a production ready Cognitive Assistant, deployed on up to 3 channels, that is trained to digest upto 300 documents of 3 different categories and handle 3 transactional use cases/business functions including interacting with up to 3 backends.



webify.ai

*Thank  
you!*

**We appreciate your time and attention.  
For any questions, feel free to reach out.**

**[info@webify.ai](mailto:info@webify.ai)**

