



webify.ai

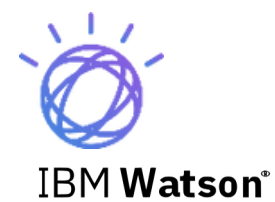
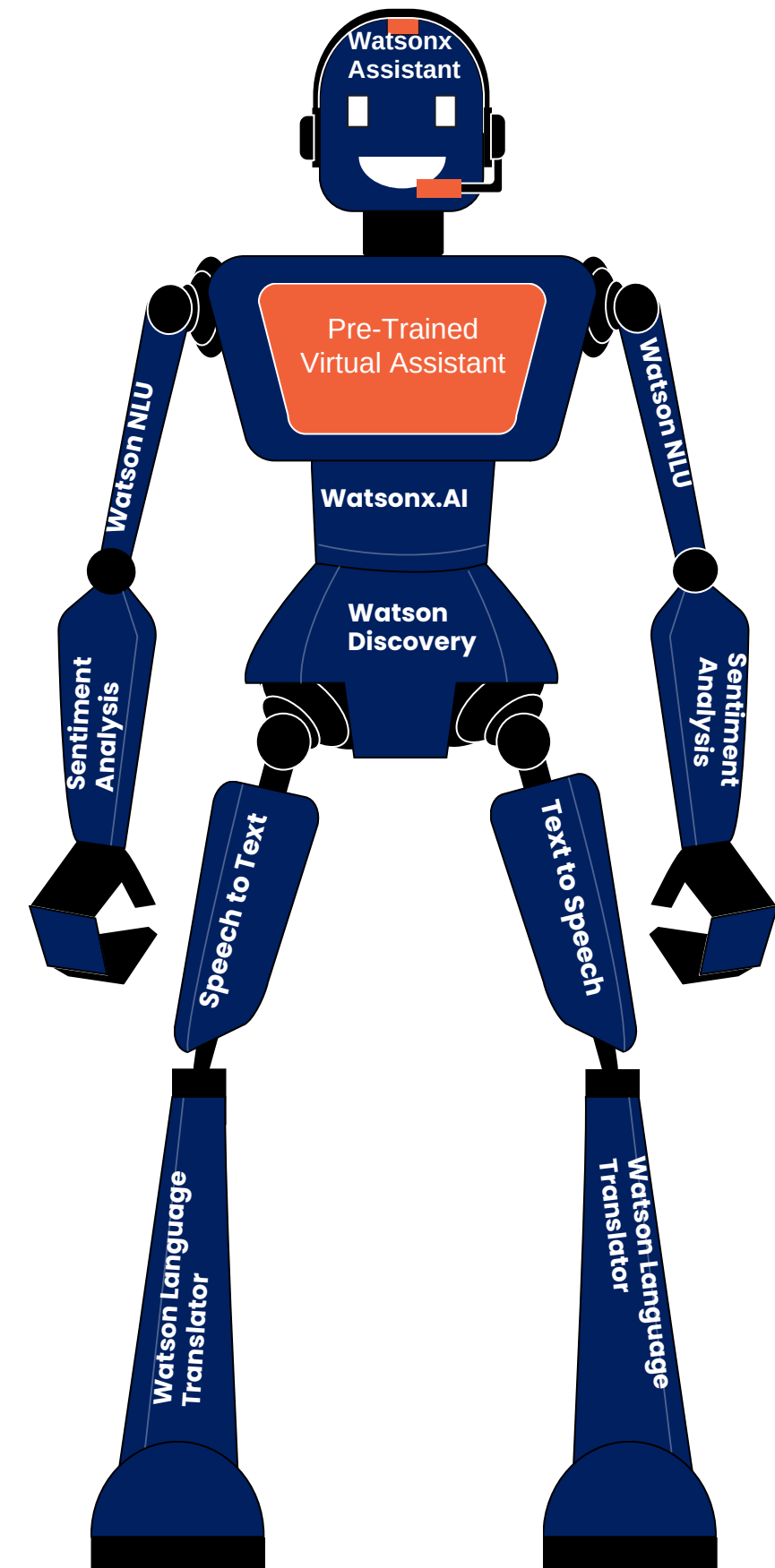
Agentic AI Chatbot for Hospitals and Clinics (Powered by IBM Watsonx)

Improving patient care, reducing work, and streamlining services.



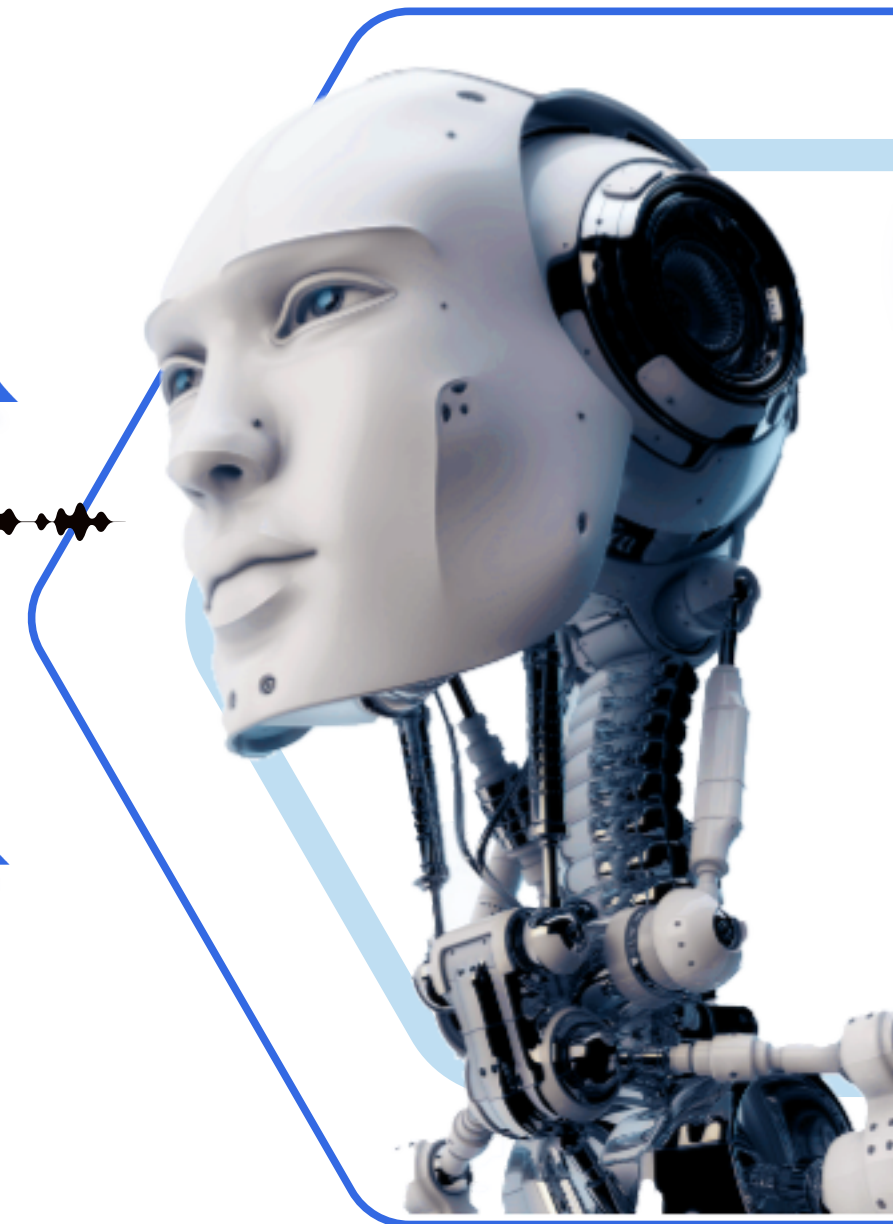
Webify.Ai: A Conversational AI Company

- 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

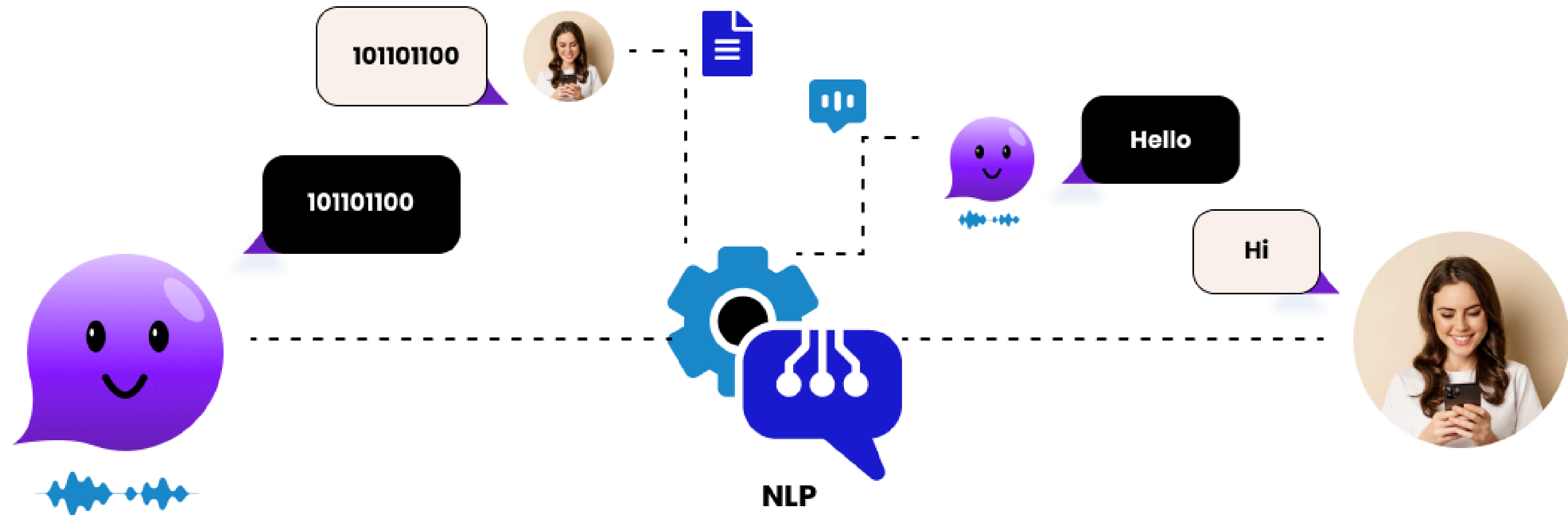


IBM's Watsonx powered Bot Solutions – NextGen Bot Solutions

- 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.

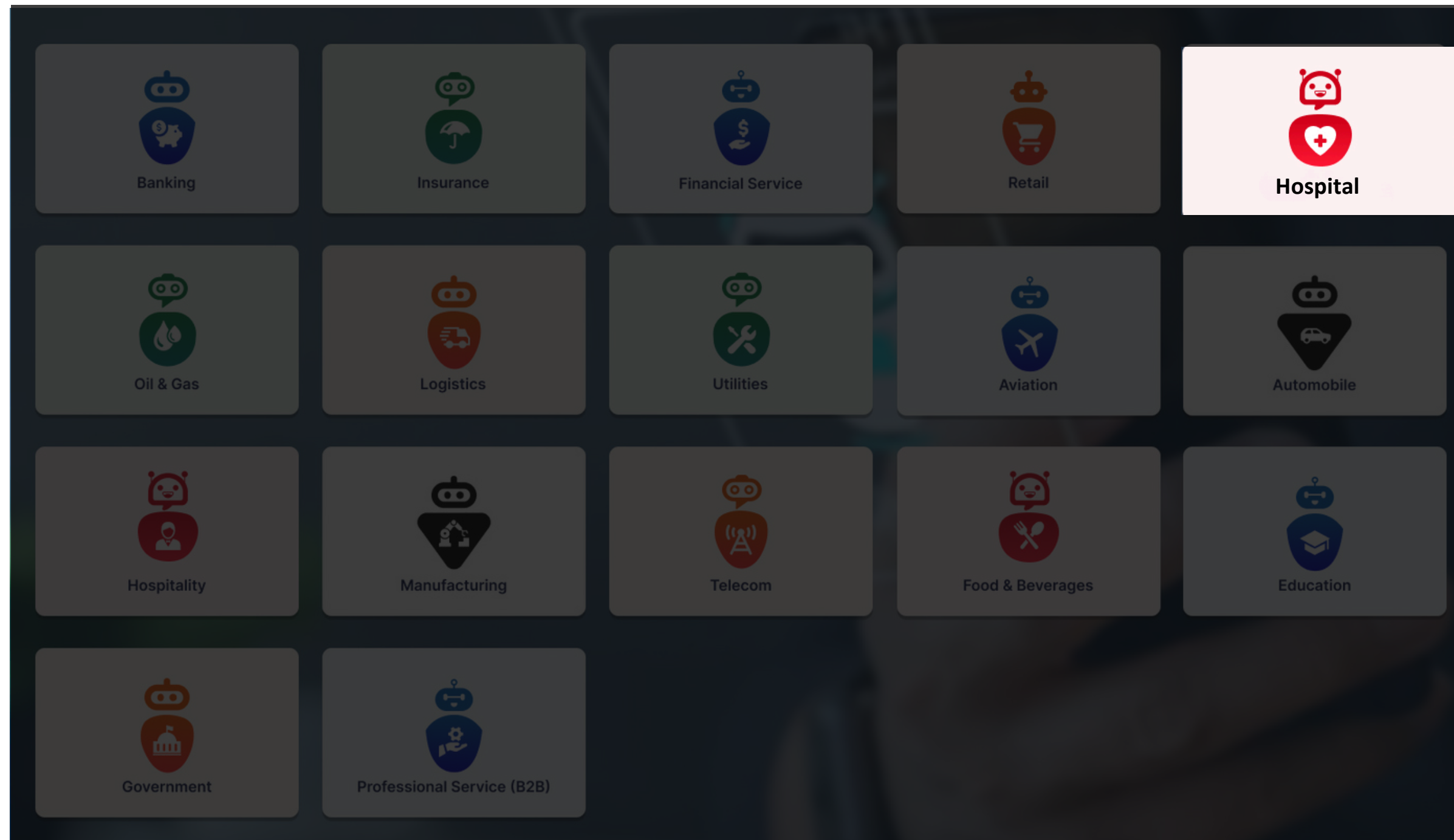


- At Webify, our focus on integration of cutting-edge NLP technology along with Generative AI platforms sets us apart from the competition. Our Watsonx Powered Bots harness the capabilities of Generative AI and Large Language Models (LLMs) from IBM Watsonx.AI as well as open-source platforms like Hugging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

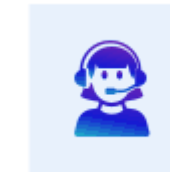


- This flexibility allows customers to choose the Foundation Model that best suits your needs, giving the user the freedom of choice.

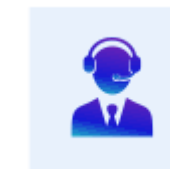
IBM Bot Store - A Catalog of Pre-Trained Virtual Assistants



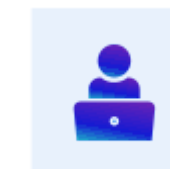
Pre-Trained Virtual assistants for specific roles



Customer Service Assistant



Agent Service Assistant



Employee Service Assistant

POWERFUL FEATURES

Built to optimize hospital and clinic operations with smart automation, ensuring seamless patient support, efficient scheduling, and improved care.

■ 24/7 Patient Support

Always available to handle patient queries, providing instant answers.

■ Medication Reminders

Ensures patients adhere to their treatment plans by sending timely reminders.

■ Instant Appointment Booking

Simplified scheduling, reducing patient wait times and enhancing efficiency.

■ Medical Queries Assistance

Offers immediate support for common medical inquiries, easing the burden on staff.



SMART HEALTHCARE AUTOMATION

Automate hospital and clinic operations with AI-driven efficiency, enhancing patient care, reducing staff workload, and cutting operational costs seamlessly.

Efficiency Boost

Automates patient queries, appointment scheduling, and reminders, saving valuable time and improving hospital and clinic workflows.

Better Experience

Provides 24/7 personalized support, ensuring faster responses, reduced wait times, and an overall improved patient journey.

Staff Relief

Minimizes repetitive tasks, allowing healthcare professionals to focus more on quality patient care and essential medical services.

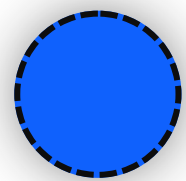
Cost Savings

Reduces dependency on extra administrative staff, cutting down operational expenses while maintaining efficiency in healthcare services.

EASY INTEGRATION

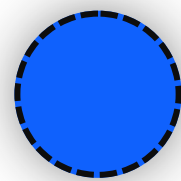


Our AI chatbot integrates smoothly with your existing hospital and clinic systems, ensuring a seamless transition without disrupting your operations.



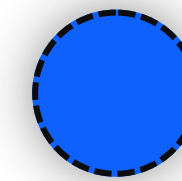
EHR INTEGRATION

Connects seamlessly with Electronic Health Records (EHR), ensuring real-time updates and accurate patient information for better care.



NO SYSTEM OVERHAUL

Enhances existing hospital and clinic systems without major changes, improving efficiency while maintaining current workflows.



DATA SECURITY

Ensures encrypted, secure handling of patient data, meeting strict healthcare compliance standards for privacy and protection.

Hospital and Clinics 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

Enterprise Grade, SMART & SAFE™ Bots



WhatsApp



FB Messenger



SMS



Instagram



Google Chat



Email



MS Teams



Slack



Sametime



Google Home



Alexa



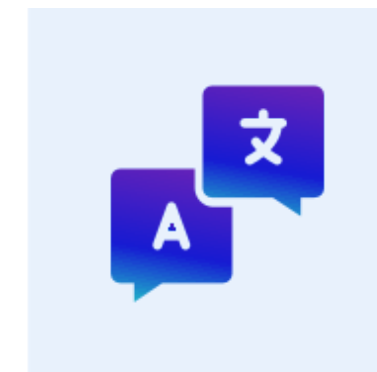
Voice

S – Secure (IBM)

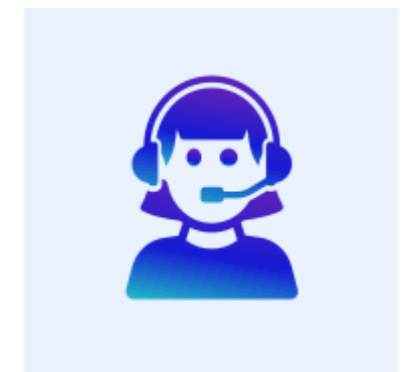
A – Accurate (Trained until 99%)

F – Fast Rollout (Days & Weeks)

E – Ease of Use & Training



Multilingual



Live Agent Solution
Bundled-In

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



Chatbot Solution Checklist –

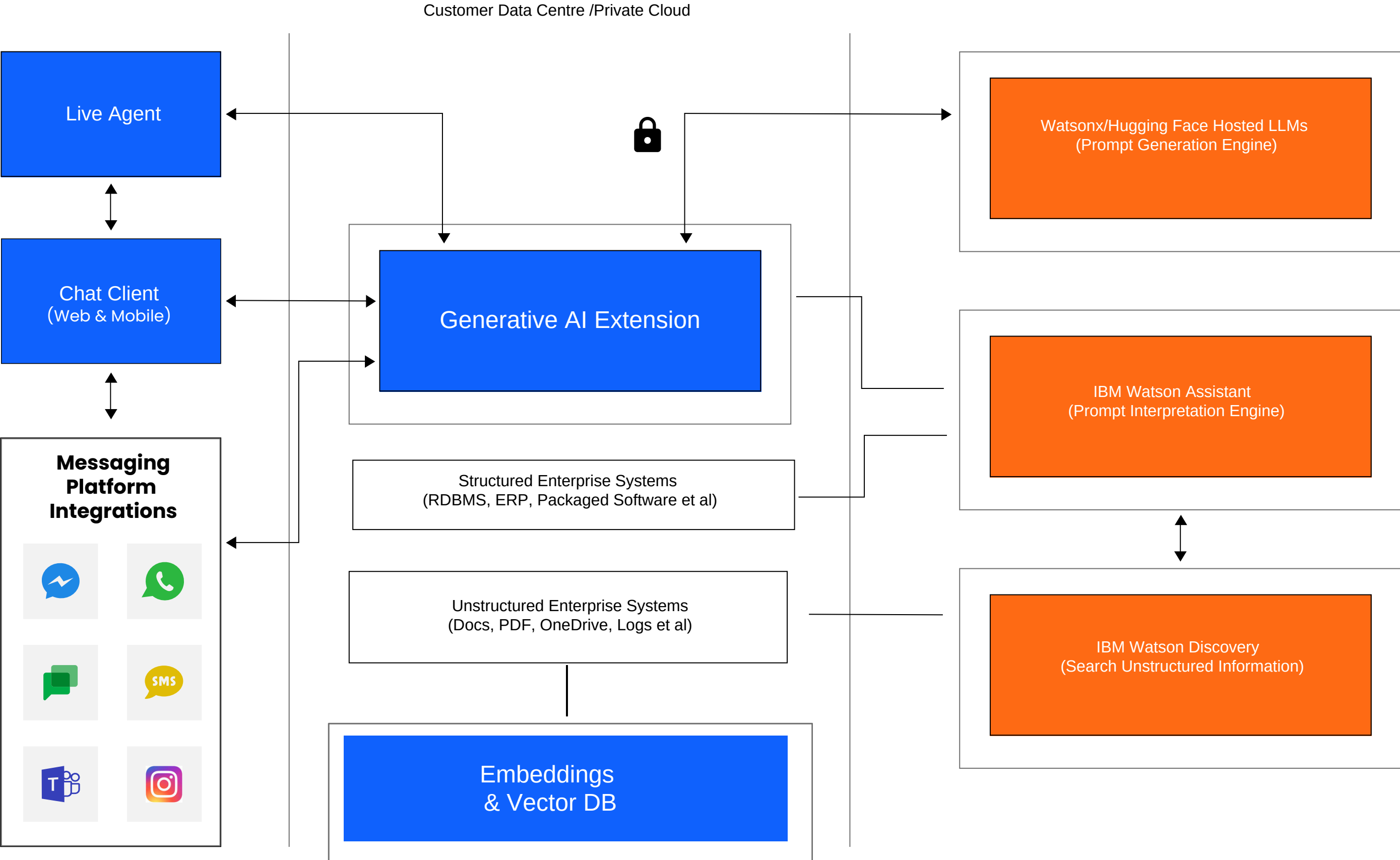
As you shop around for a Chatbot Solution ask your Vendor the following questions? Prepare a Check-list with Criteria for Technology, Platform and Solution Provider

Category	Functionality	IBM Bot	Bot Solution 2	Bot Solution 3
Common	Can the bot learn FAQs from Unstructured Repositories?	✓	✓	✓
	Can the bot integrate with existing & 3 rd 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?	Days & Weeks	Weeks & Months	Months & Years
	Handle digression (jump from one-use to next?)	✓		
	Context aware – has a Memory (understands what was said earlier?)	✓		

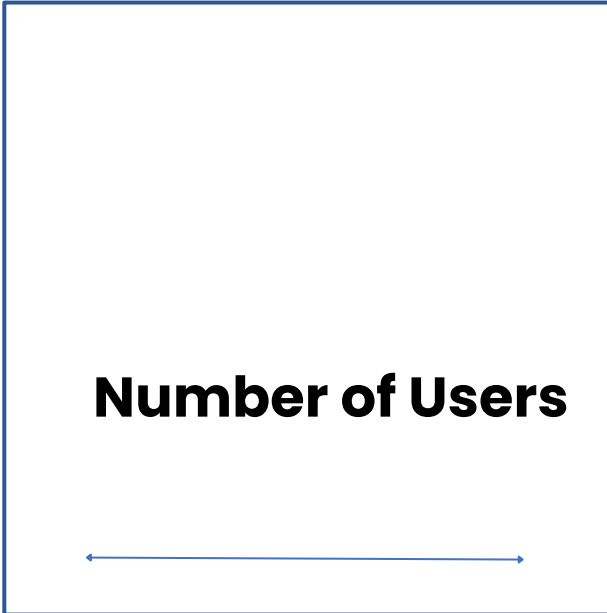
Category	Functionality	IBM Bot	Bot Solution 2	Bot Solution 3
	In unstructured systems can it handle tabular data?	✓		
	Is the bot having multi-modal dialog? Can it show multi-media? Will it handle incoming images?	✓		
	Does it have a ChatGPT or Bard kind of experience?	✓		
	Does it have guard rails? Will system prevent it from hallucinations?	✓		
	Will it be compliant with all regulatory requirements?	✓		
	Does the vendor give a trial? Will I get to kick the tires? Show me!!	✓		
LOB (Customer)	What about Advance Analytics?	✓	✓	✓
	Is it just a Q&A bot or can it do actual conversations? Show me!!	✓		
IT	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?	✓		
	Does it insure me from vendor lock-in? Show me!!	✓		

Don't Purchase a bot without trying because a Dumb Bot could put your reputation and more importantly the Company Brand in Danger & @ Risk

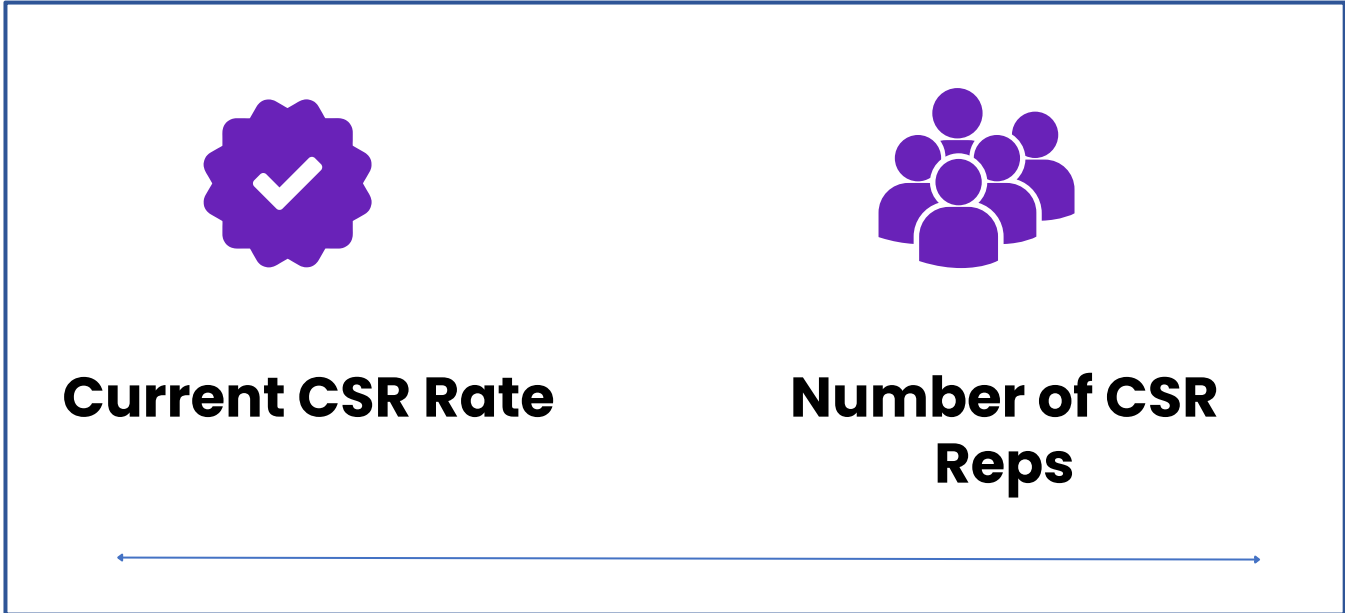
Enterprise Grade Generative AI Powered Bot Architecture



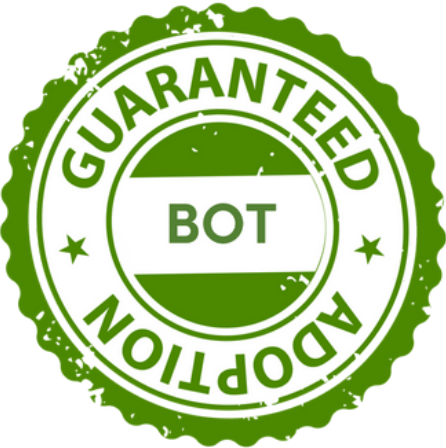
Requisite details to establish Commercials and ROI



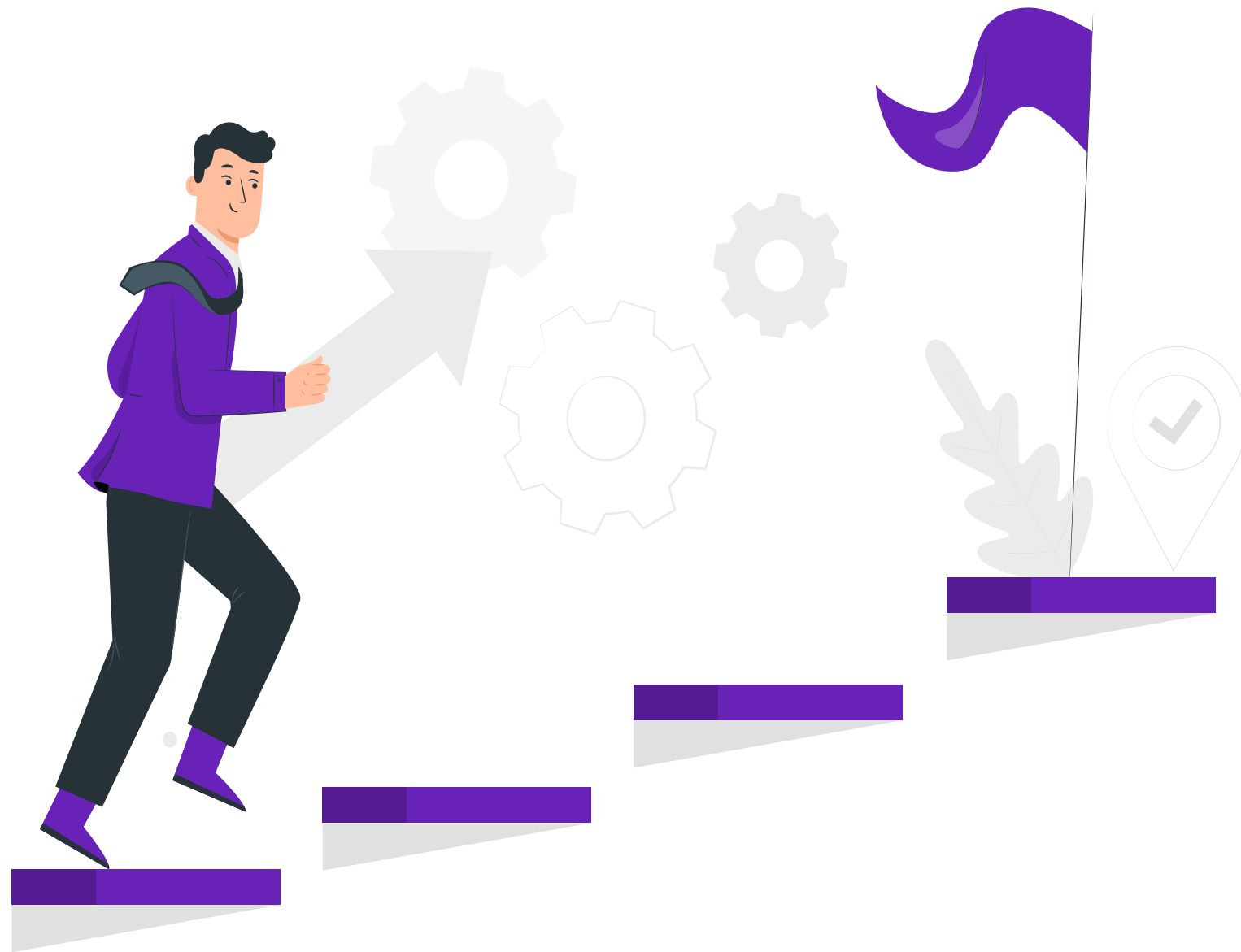
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**Bot Subscription Fees & Target
CSR Rate with Bot (ROI)**



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

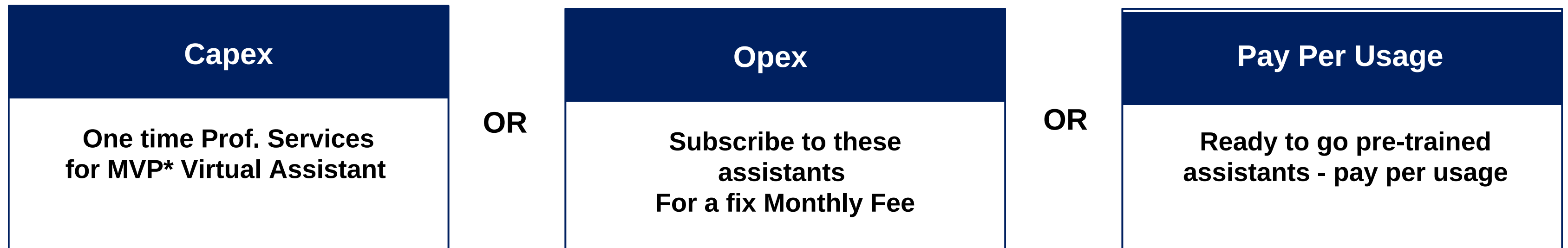
What if it does not get adopted?
How do I protect my investment?



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.



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*Thank
you!*

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

info@webify.ai

