

Our enterprise AI
understands natural language
to solve complex problems.



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Conversational Interaction Conference

San Jose Feb 5

YoY – Number of Rounds and Total Funding

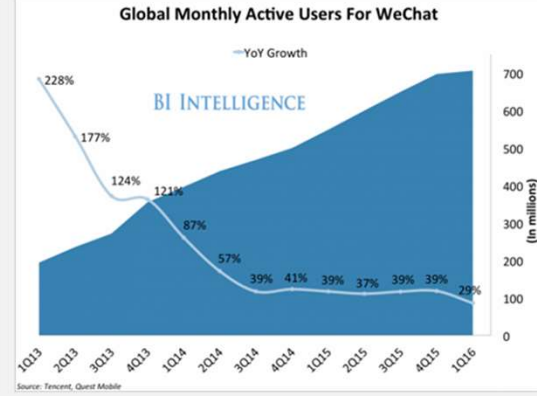
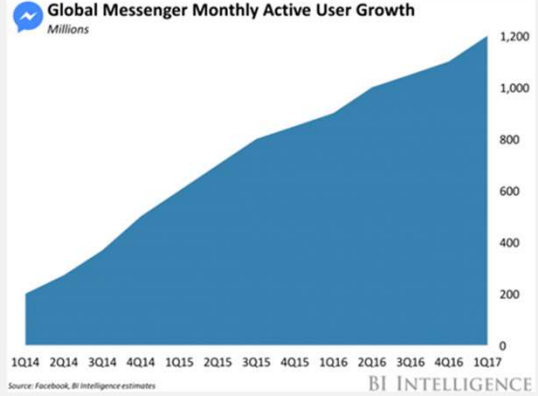
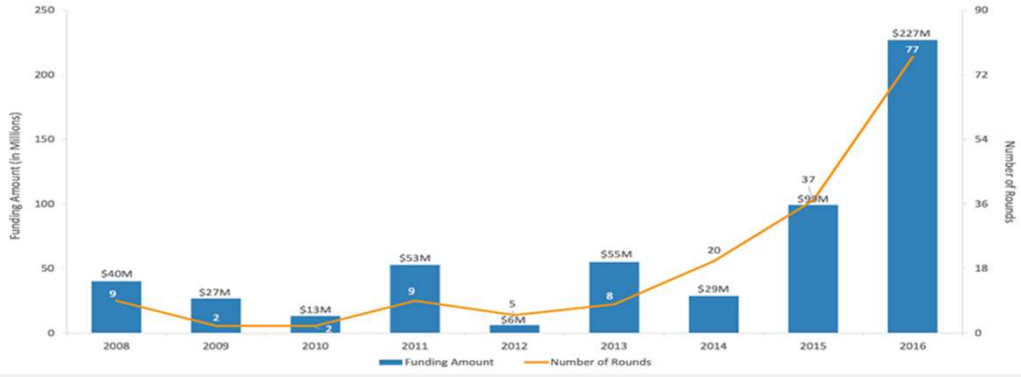
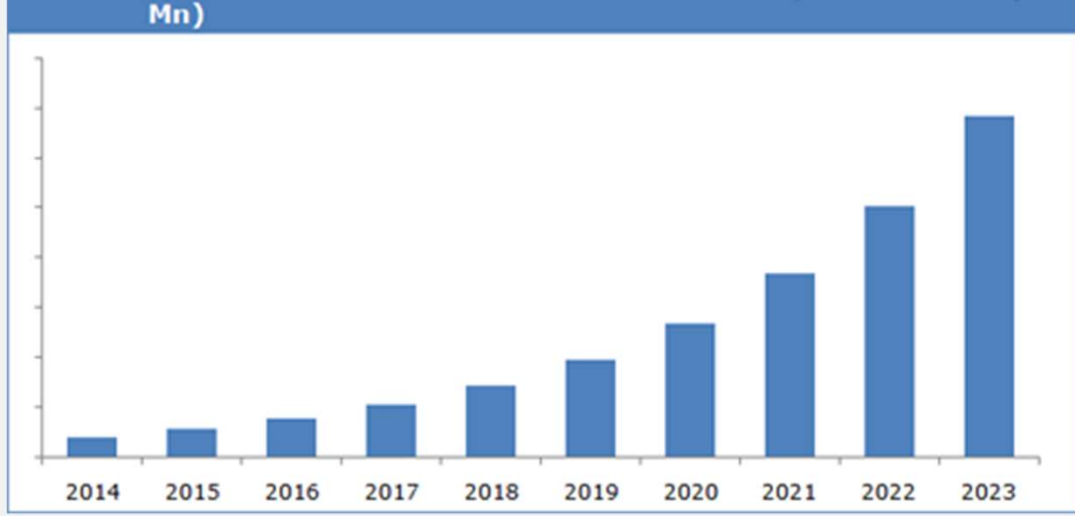


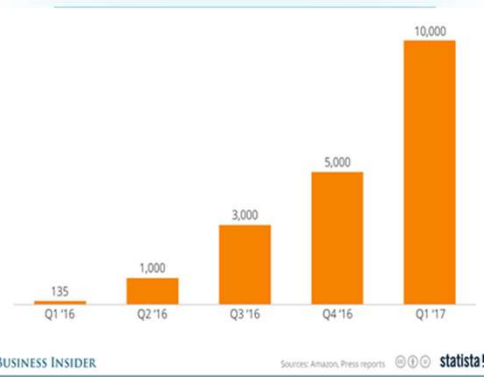
FIG. 1 Global Chatbots Market Revenue and Growth, 2014 – 2023 (US\$ Mn)



Tech Chart of the Day

Amazon's Alexa Is a Fast Learner

Number of third-party skills available for Amazon's virtual assistant Alexa



Getting smarter: growth in digital assistant systems



The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rectangular background.

"70% failure on
Messenger
Platform"



\$62million,
three years
wasted by
MD Anderson

The Google logo, consisting of the word "Google" in its multi-colored font.

6X case
deflection rate:
Coseer vs GSA

How to Reinvent Chatbots

Don't Use
Standard
Products

Avoid Data
Annotation

Learn to
Say No

Process
Ideas, not
Keywords

Actuate,
not just
Inform



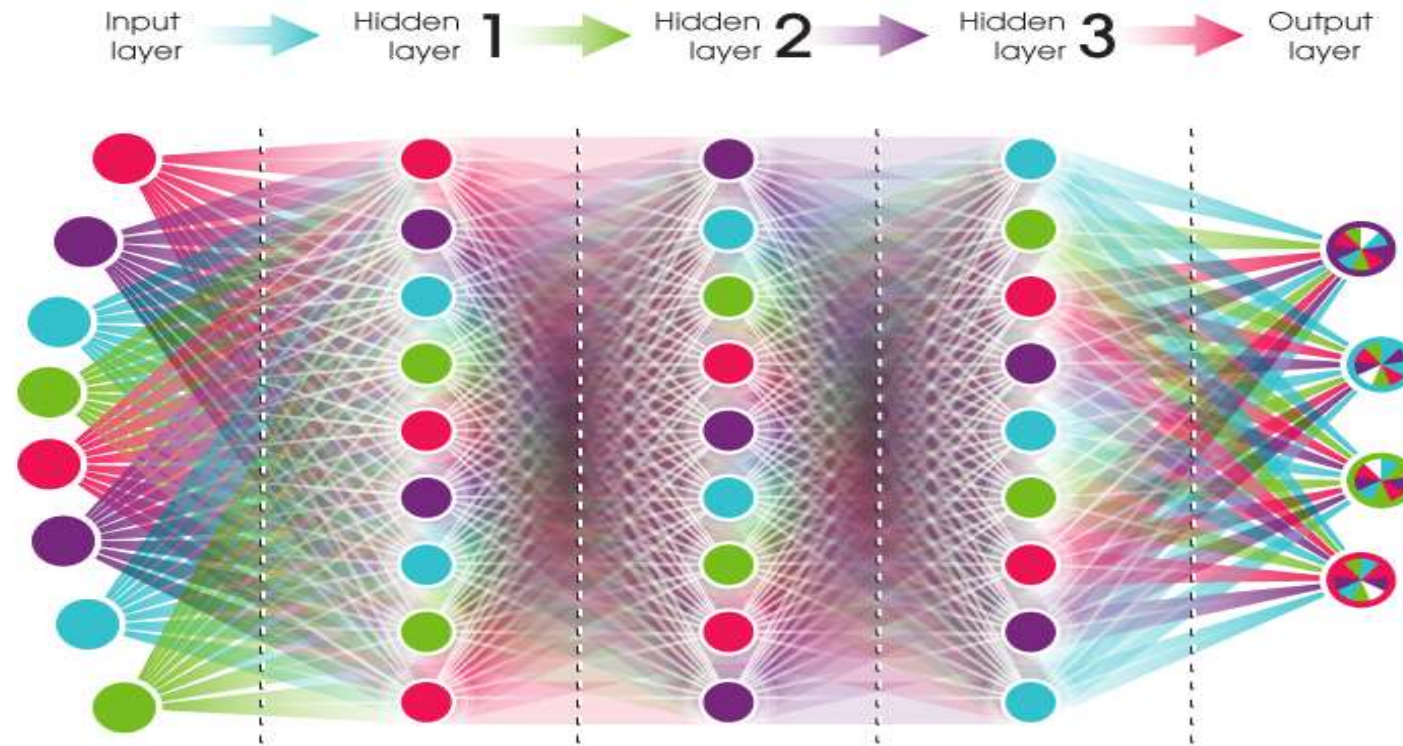
An Accurate AI System

AI Tool

Domain
Knowledge

Specific
Training
Data

DEEP NEURAL NETWORK



neuralnetworksanddeeplearning.com - Michael Nielsen, Yoshua Bengio, Ian Goodfellow, and Aaron Courville, 2016.

- Meant for structured data
- SME annotation is very expensive
→ no iterations
- Annotation model is source of inaccuracy



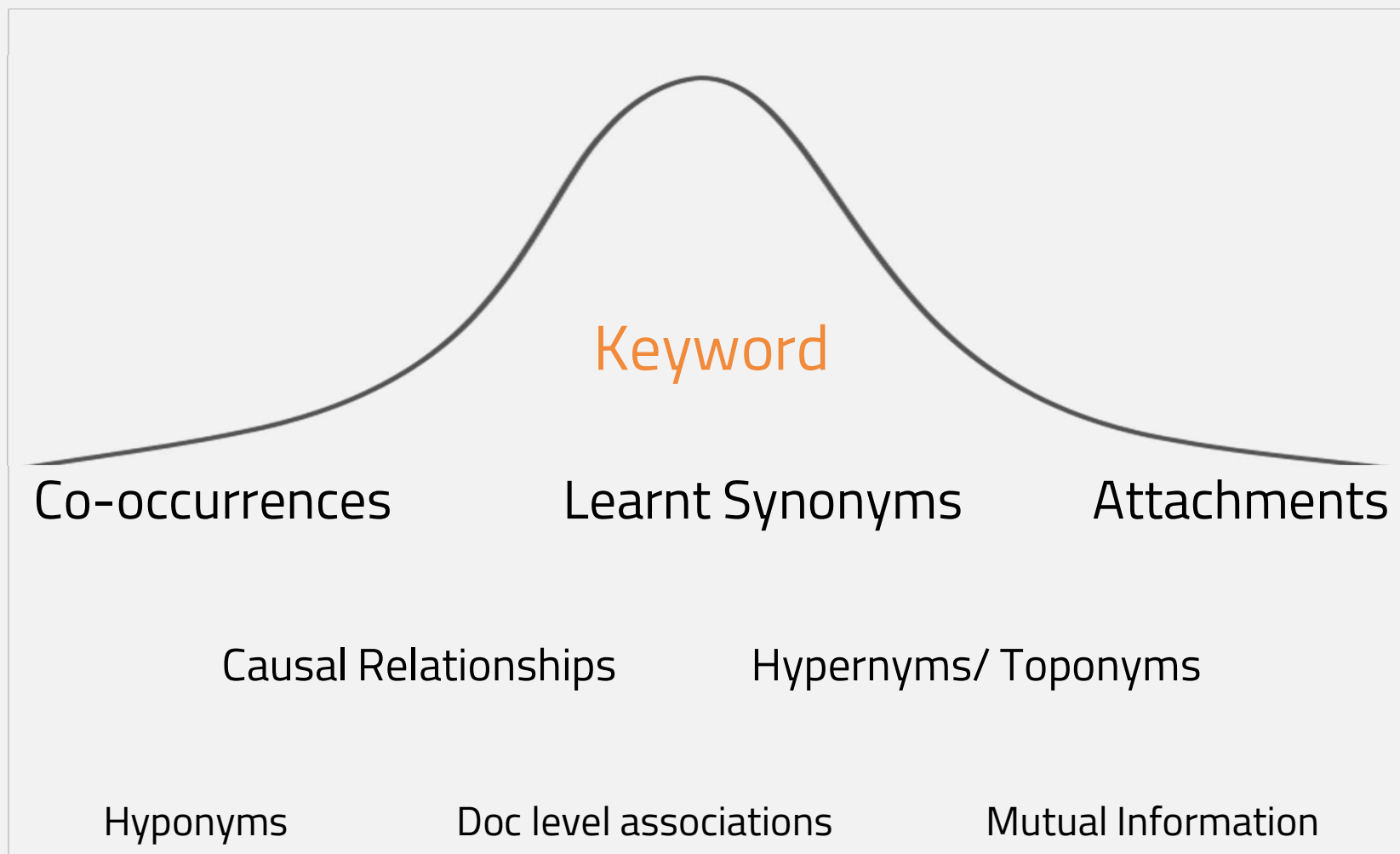
- 2m datapoints with Tensorflow and Word2Vec
- Crowd-sourcing appeal by office of the President

Real enterprises do not have access to such volumes of annotated data.

I don't
know

Ability to say
"I Don't Know"
is a key element of
modular chatbots.





Chatbots must manage ideas in all possible expressions.

Industry

Information Examples

Actuation Examples

Pharmaceuticals

- Finding specific content for drafting reports – text, tables, images

- Automatically add and annotate all relevant content to a docx

Technology

- Finding the right answer for technical queries of the users

- Automatically email relevant docs
- Automatically create ticket if needed

Manufacturing

- Educating executives about various SOPs for tasks like maintenance

- Automatically trigger authorization requests and other notifications

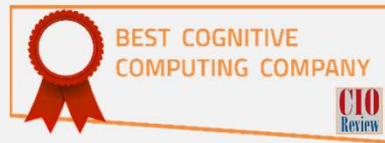
Construction

- Analyzing contracts for various terms as per templates

- Automatically find the best language for precedents of missing clauses



Thank you.



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