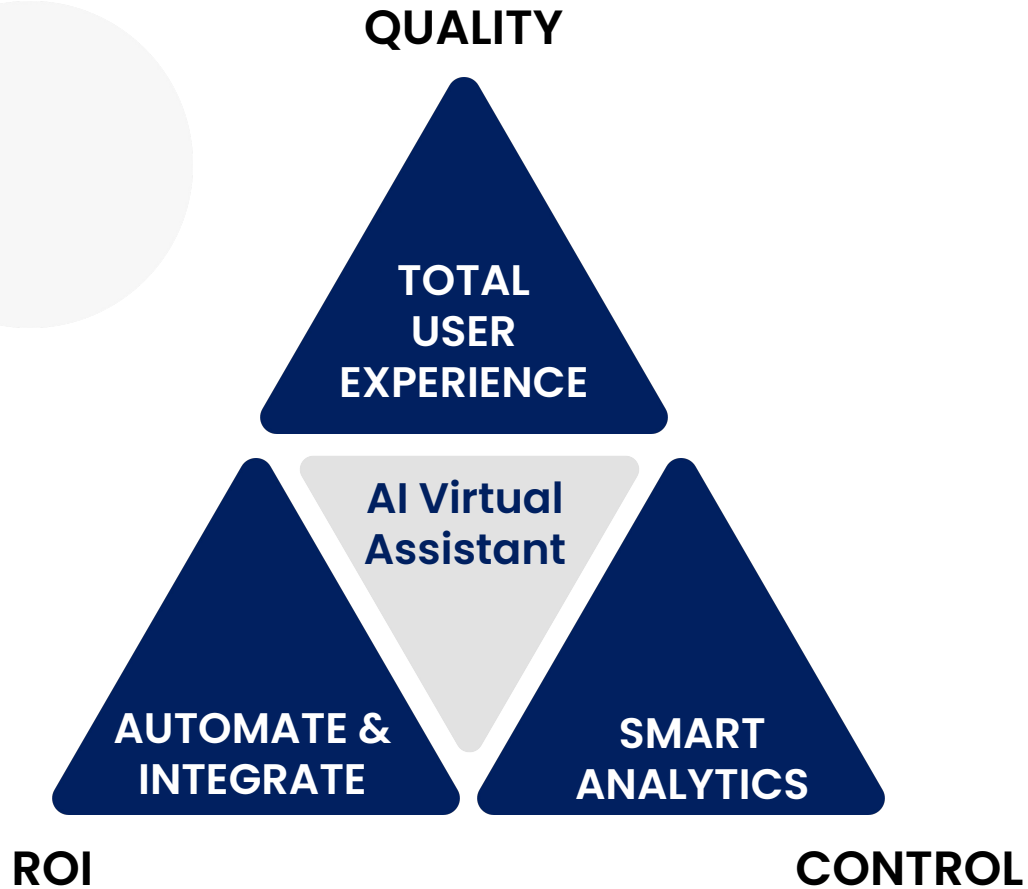AYA DATA

Revolutionize Your Customer Experience with the Power of Conversational AI Chatbots

Platform partner DRUID

Conversational AI chatbots help businesses **enhance customer interactions across any communication channel, any task and any system**

QUALITY

TOTAL USER EXPERIENCE

AI Virtual Assistant

AUTOMATE & INTEGRATE

SMART ANALYTICS

ROI

CONTROL

Save time and lower cost

99% of repetitive tasks resolved automatically - allow people to focus on work that matters.

Enhance user experience

70% increase in workforce productivity with a UX layer for all users' interaction with any business process.

Improve quality

50% increase in CSAT by eliminating user error and increase consistency through standardized processes.

Boost engagement

125% increase in customer lifetime value with personalized interaction gateways exactly where users spend time.

AYADATA

Our AI chatbot solution is Equipped With Features That Are Widely Appreciated

Strong NLP NLU engine including semantic and sentiment. 70+ languages for voice and text

Covers an extensive language pack fine-tuned for African accents (voice), all major world languages and delivers an accuracy of over 98%.

All communication channels

We integrate with all major channels, including mobile apps, websites, WeChat, MS Teams, WhatsApp, all social media channels (Facebook, LinkedIn etc)

Largest array of connectors on the market

Connectors to all business apps like RPA, Salesforce, Microsoft apps, and SAP or offer the alternative to integrating with existing systems via API.

Document understanding with AI-powered OCR

Companies can collect, extract and use information from any kind of document. All business formats are accepted (pdf, excel, doc etc)

Dynamic document builder with e-signature

Build documents in real-time based on templates, data extracted and user submissions and leverage e-signatures to authenticate

Military-grade security

Technology enables 2-factor authentication and has AES 256 Conversation data encryption, Multiple deployment options, SSO with active directory, ISO 27001, and Kubernetes.

AYADATA

Our AI chatbot solution is Equipped With Features That Are Widely Appreciated

Live agent support

Our platform provides a user interface for handover to customer service agents for handling multiple complex conversations that require human support.

Integrations with Chat GPT & other LLMs

Secure integrations with other NLP engines including Chat GPT, RASA, LUIS, Dialogflow etc. as a knowledge provider and response generator

Multiple deployment options

AI chatbots can be deployed over cloud, on-premise or hybrid depending on business requirements

RPA integrations

End to end automation of businesses processes using Uipath natively or via APIs with Blueprism and other 3rd party RPA software

Timely delivery with Solution Library

Over 500 prepacked conversation templates and pre-configurations across range of industry and use cases that help kickstart implementation.
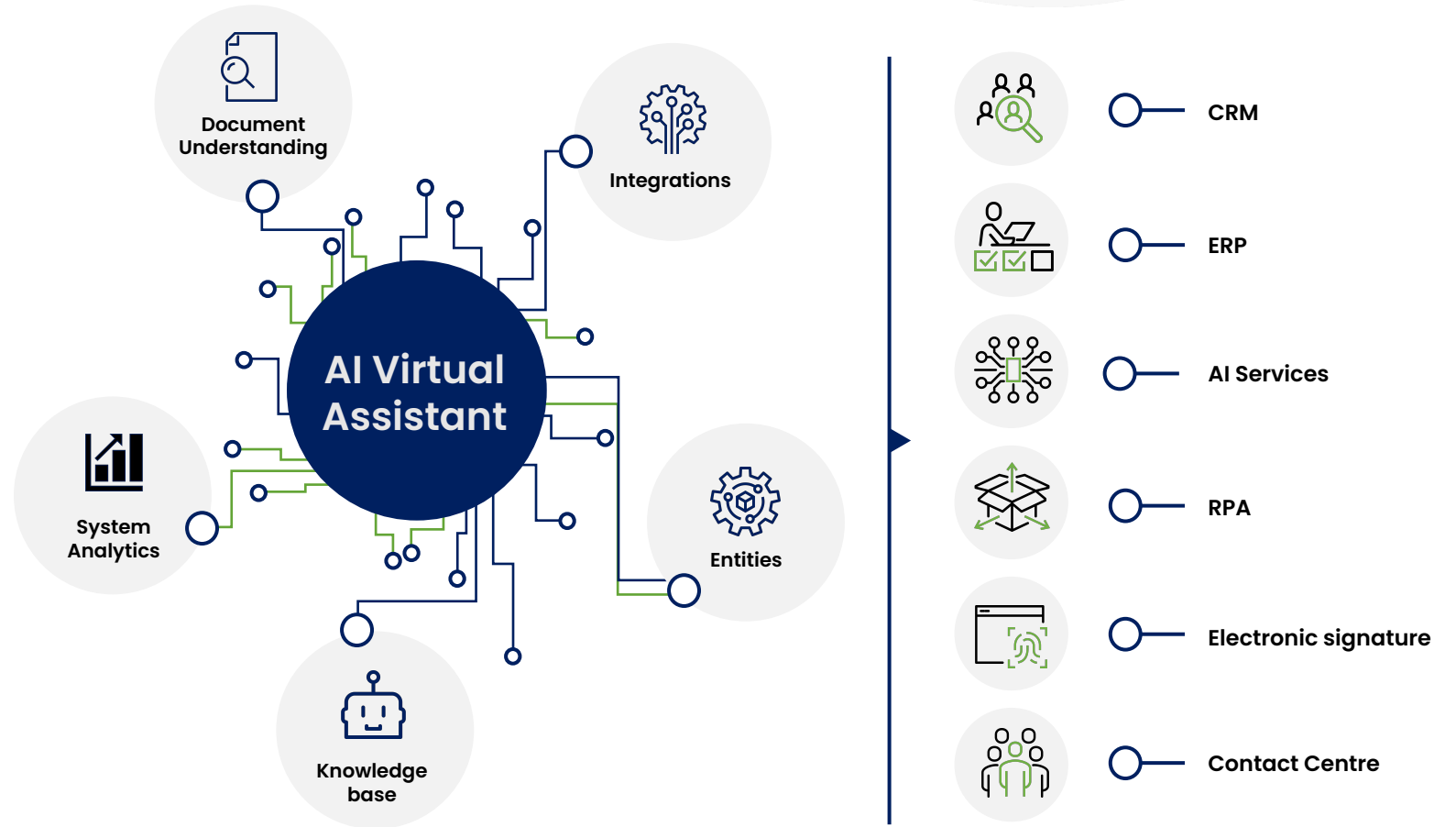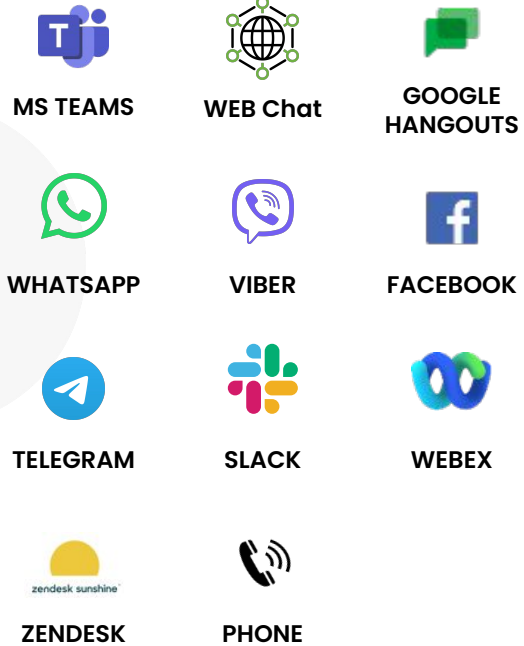
System analytics and reports

Comprehensive dashboard to gain valuable insights about customer interactions, preferences, and other usage statistics of AI chatbots

AYADATA

Seamless Frontend to Digital Operations

MS TEAMS
WEB Chat
GOOGLE HANGOUTS
WHATSAPP
VIBER
FACEBOOK
TELEGRAM
SLACK
WEBEX
ZENDESK
PHONE

Document Understanding
Integrations
System Analytics
AI Virtual Assistant
Entities
Knowledge base

CRM
ERP
AI Services
RPA
Electronic signature
Contact Centre

AYADATA

MegaBot capability becomes the single point of contact for any technology or process.

MS TEAMS · WEB · AUDIO (audiocodes) · WHATSAPP · VIBER · TELEGRAM · WEBEX · MESSENGER · SLACK · ZENDESK (zendesk sunshine)

KNOWLEDGE HUB OR FAQ · OPEN A NEW TICKET · REQUEST CUSTOMER 360 · **MEGABOT** · SUBMIT TRAVEL EXPENSE · REQUEST PASSWORD UPDATE · REQUEST A LEAVE

servicenow · salesforce · SAP · UiPath · workday
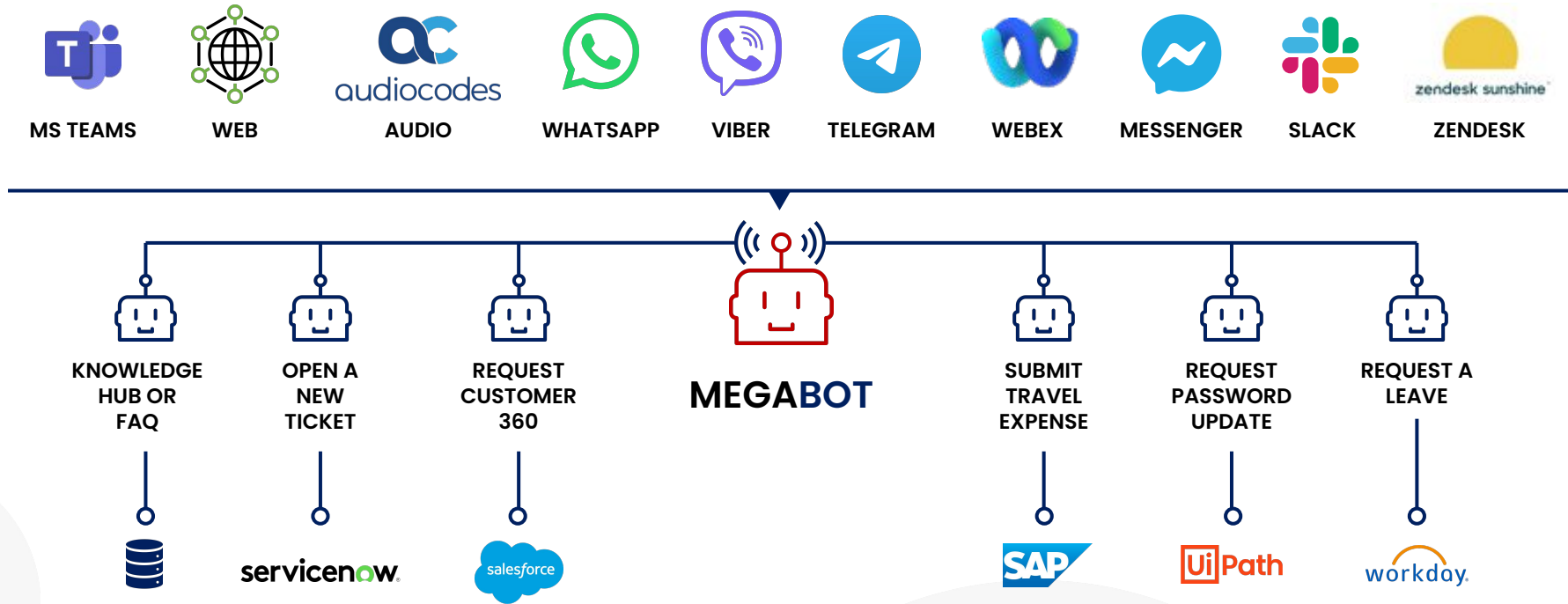
MegaBot is a powerful conversational AI system that can handle multiple conversations simultaneously, while enabling human-like interactions.

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Delivering value for the entire business continuum

Banking   **Insurance**   **Healthcare**   **Retail**   **Aviation**   **Telcos**   **Logistics**   **Gov't/NGO**
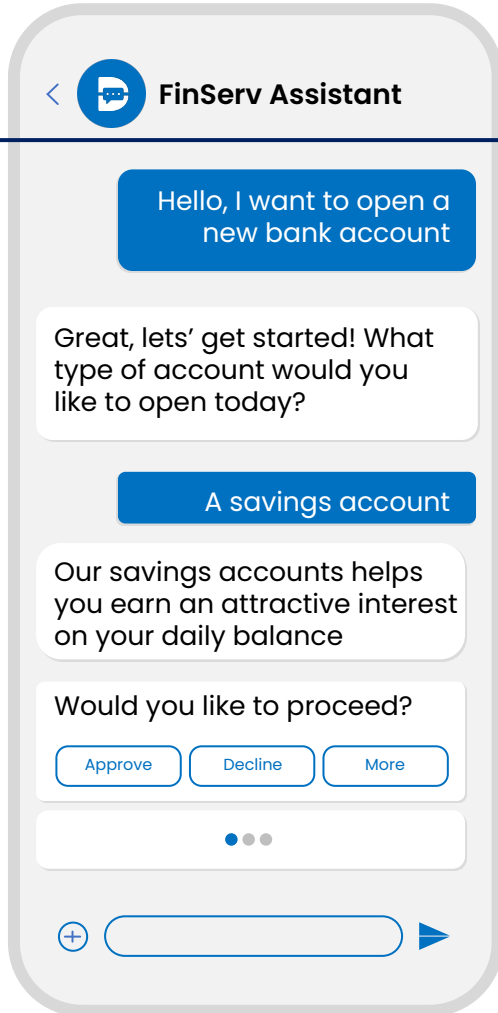
Customer Care, Contact Center, Finance, HR, IT Helpdesk, Legal, Marketing & Sales...

Omnichannel Customer Conversational Experience

Unified employee conversational experience

AYADATA

AI Chatbot Assistant in Banking

FinServ Assistant

Hello, I want to open a new bank account

Great, lets' get started! What type of account would you like to open today?

A savings account

Our savings accounts helps you earn an attractive interest on your daily balance

Would you like to proceed?

Approve | Decline | More

AI chatbot use cases in Banking

Customer Onboarding

15%-30% increase in signed contracts

- Lead Capturing
- Product Information
- Offering/Calculator
- KYC Retail/Corporate
- Live Chat SME Support
- Account Opening
- Electronic Signature
- Document Builder

My Account

45%-60% decrease in time to serve customers

- Customer 360
- Personal Data Updates
- My Tasks

Front Desk Assistant

10%-25% decrease in operational costs

- FAQ
- My Tasks
- Concierge (External And Internal Users)

Customer Service

30%-45% faster time to value

- FAQ
- Contact Centre Integration
- Ticket Management
- Document Generation
- Live Chat
- Personal Data Updates

Credit Deferral

97% decrease in time to process customer request

- FAQ
- Loan Origination
- KYC Retail/Corporate
- Credit Deferral

AYADATA

AI Chatbot Assistant in Insurance

InsuServ Assistant

I want to make an insurance claim

Hello there, I am here to help you with your insurance claim.

Insurance can be claimed on the following events:
- Death
- Accident
- Injury

Has one or more of these occurred?

yes

You may qualify for cover. Let me help you submit a claim.

AI chatbot use cases in Insurance

Policy Generation

15%–30% increase in signed contracts

- Lead Capturing
- Product Information
- Offering/Calculator
- KYC Retail/Corporate
- Live Chat SME Support
- Account Opening
- Electronic Signature
- Document Builder

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30%–45% faster time to value

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- Ticket Management
- Document Generation
- Live Chat
- Personal Data Updates

Insurance Claim

97% decrease in time to process customer request

- FAQ
- Loan Origination
- KYC Retail/Corporate
- Credit Deferral

AYADATA

AI Chatbot Assistant
in Healthcare

Healthcare Assistant

My 4 year old has 38C fever and a stuffy nose

Hello, I've detected symptoms fever and stuffy nose. This might be a common cold.

We recommend seeing a pediatrician. Would you like me to schedule an appointment?

Yes

Here's a list of vacancies we have for tomorrow morning. Please choose one:
07:10 – Dr. Martin Philips
08:40 – Dr. Jean Grey
10:20 – Dr. Andrew Tanner

AI Chatbot use cases in Healthcare

Healthcare Assistant

35%-50%
faster closing process

- Online Triage
- Waiting Room
- Covid Screening
- Onboarding

My Account

45%-60%
decrease in time to serve customers

- Account 360
- EMR
- Personal Data Updates

Live Chat

10%-25%
decrease in operational costs

- Multi Chat
- Route To Human
- Route To Team

Customer Service

30%-45%
faster time to value

- FAQ
- Services And Prices
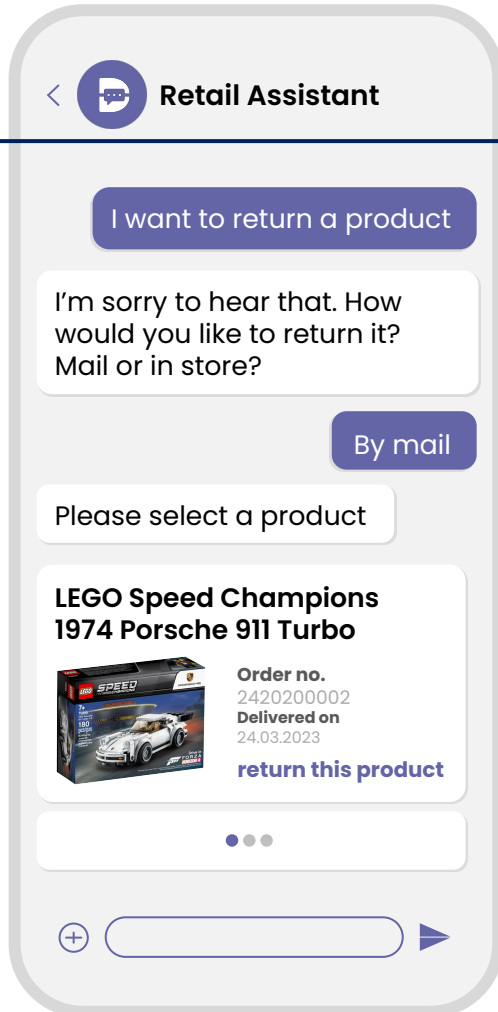- Doctor/Clinic Finder
- Appointment Management

Pharmacy Assistant

40%-50%
improvement in service delivery

- Medication information
- Refill requests
- Order tracking
- Inventory check
- Pricing
- Pharmacy locator
- Live Consultations
- Symptom checker

AYADATA

AI Chatbot Assistant
in Retail

Retail Assistant

I want to return a product

I'm sorry to hear that. How would you like to return it? Mail or in store?

By mail

Please select a product

LEGO Speed Champions 1974 Porsche 911 Turbo

Order no.
2420200002
Delivered on
24.03.2023

return this product

● ● ●

AI Chatbot use cases in Retail

Customer Onboarding

Up to 95%
reduced time in inventory search

- Lead Capturing
- Product Information
- Pricing/Discounts
- Promotions
- Offering/Calculator

My Account

45%-60%
decrease in time to serve customers

- My Cards
- Favorite Products
- My Cart
- Order History
- Refunds
- Warranties
- My Reviews
- Vouchers/Discounts

Supply Chain

55% increase
in operational efficiency

- Inventory Control And Optimization
- Truck Route Tracking
- Personnel Information
- Invoice Processing
- Integrated Data Analytics
- Demand Forecasting
- Meeting Scheduler
- Document Generation

Order Management

30%-45%
faster time to value

- Order Tracking
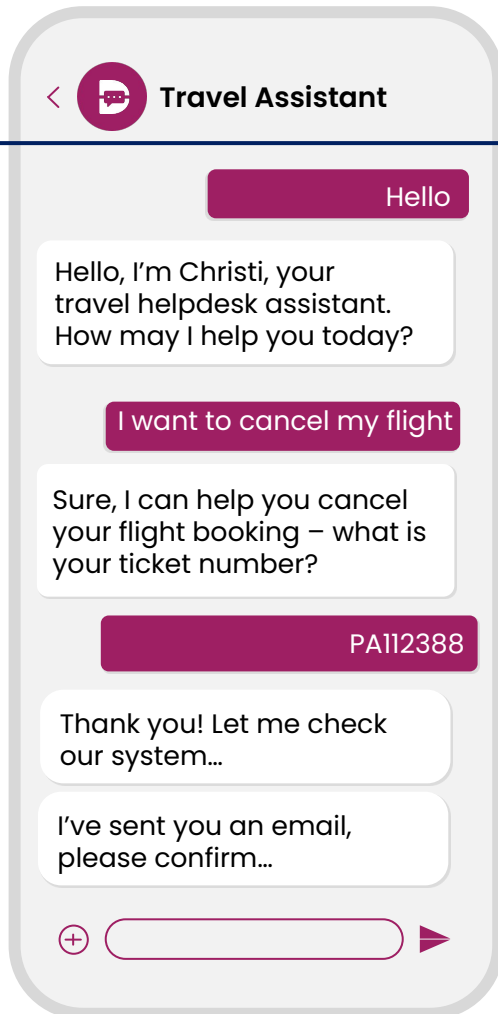- E-payment
- Amend An Order
- CRM/ERP Update

Customer Service

20%-35% increase
in customer satisfaction

- FAQ
- Live Chat
- Ticket Management
- Claim Management
- Complaint Management
- Product Change
- Refunds
- Document Generation
- Satisfaction Surveys

AYADATA

AI Chatbot Assistant
in Customer Service

Travel Assistant

Hello

Hello, I'm Christi, your travel helpdesk assistant. How may I help you today?

I want to cancel my flight

Sure, I can help you cancel your flight booking – what is your ticket number?

PA112388

Thank you! Let me check our system...

I've sent you an email, please confirm...

AI Chatbot use cases in Customer Service

Airline Customer Service

25%-40% improvement **in customer rep productivity**

- Customer service support
- Pre-flight assistance
- In-flight services
- Post flight assistance
- Travel information
- Frequent flyer programs
- Offers and promotions
- Language assistance

Logistics Management

45% – 60% **decrease in time to serve customers**

- Lead capturing
- Product Information
- Pricing/Discounts
- Offering/Calculator
- AWB Tracking
- Order History
- Order Tracking
- Smart Documentation
- FAQ
- Ticket management
- Complaint management

Telco Contact Centre Automation

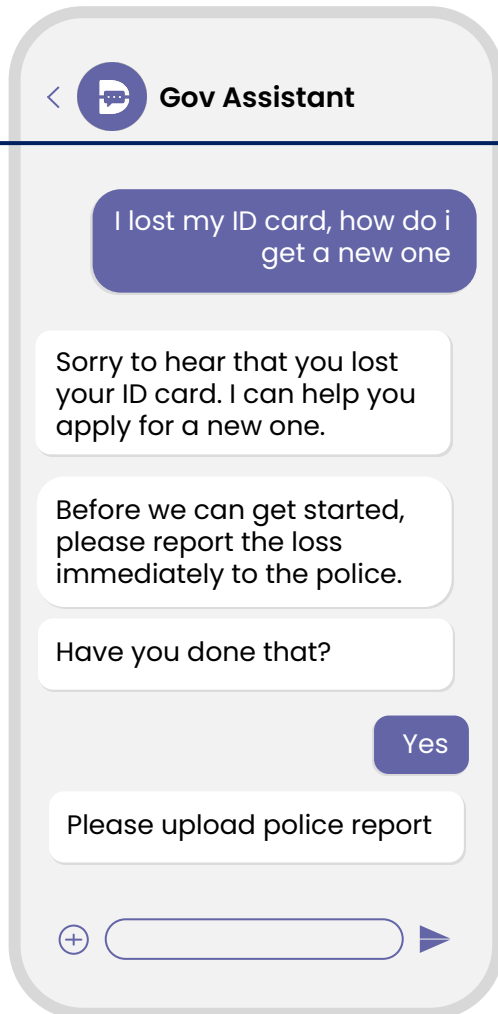**35%-60%** **decrease in time spend on routine tasks**

- Customer inquiries
- FAQs
- Billing and payments
- Service activation/porting
- Appointment scheduling
- Technical support
- Product information
- Account management
- Complaint Resolution
- Self-Service Support
- Feedback and surveys

Utilities Management

30%-45% **improvement in productivity**

- Ticket management
- incident reporting
- FAQs
- Live chat
- Billing and payments
- Feedback collection
- Regulatory compliance
- Language support
- Maintenance updates

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AI Chatbot Assistant
in Government & NGO

Gov Assistant

I lost my ID card, how do i get a new one

Sorry to hear that you lost your ID card. I can help you apply for a new one.

Before we can get started, please report the loss immediately to the police.

Have you done that?

Yes

Please upload police report

AI Chatbot use cases in Government & NGO

Electronic Government

Up to 60% improvement in service delivery

- FAQs
- Policy Information
- Process Automation
- E-Payment
- Complaints management
- Passport applications
- Police reports
- Election management
- Agent live chat

Emergency Response

45%-60% decrease in time to deliver relief

- FAQs
- Contact centre integration
- Complaints management
- Relief management
- Surveys
- Emergency alerts
- Agent live chat

Process Automations

55% increase in operational efficiency

- Business Registration
- Smart Documentation
- Voter registration
- Permit/license applications
- Integrated Data Analytics
- E-payment
- Document Generation

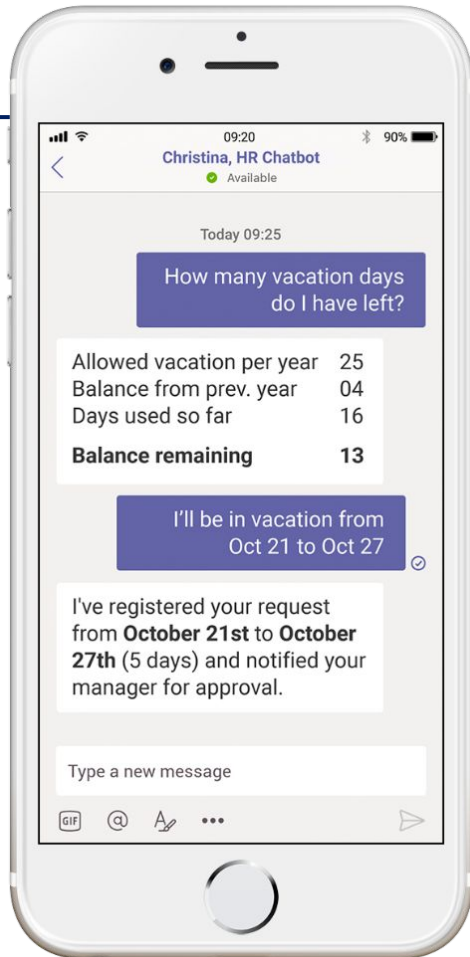### Program & Service Delivery

25%-60% increase in target engagement

- FAQ
- Program information
- Beneficiary enrollment
- Volunteer onboarding
- Fundraising
- Advocacy/Awareness
- Training & capacity building
- Tracking and reporting

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AI Chatbot Assistant
in Human Resources

09:20 ∗ 90%

Christina, HR Chatbot
⊘ Available

Today 09:25

How many vacation days
do I have left?

Allowed vacation per year	25
Balance from prev. year	04
Days used so far	16
Balance remaining	**13**

I'll be in vacation from
Oct 21 to Oct 27

I've registered your request
from **October 21st** to **October
27th** (5 days) and notified your
manager for approval.

Type a new message

AI Chatbot use cases in HR Operations

SELF SERVICE \ HR ADMIN

35-65% reduction in administrative HR tasks.

- PAYROLL
- TIMESHEETS
- ACCOUNT 360
- FAQ/INTERNAL BUSINESS REGULATIONS
- CERTIFICATES
- WFH REQUESTS
- LEAVE REQUESTS
- UPDATE PERSONAL DATA

RECRUITMENT

30%-45% decrease in time to hire.

- PRESCREENING
- ONBOARDING BEFORE EMPLOYMENT
- ONBOARDING AFTER EMPLOYMENT
- OFFBOARDING
- RECRUITMENT PROCESS MANAGEMENT

COMPENSATION AND BENEFITS

15%-40% increase in employee satisfaction.

- FAQ
- INSURANCE PROVIDERS
- HEALTH CLAIM
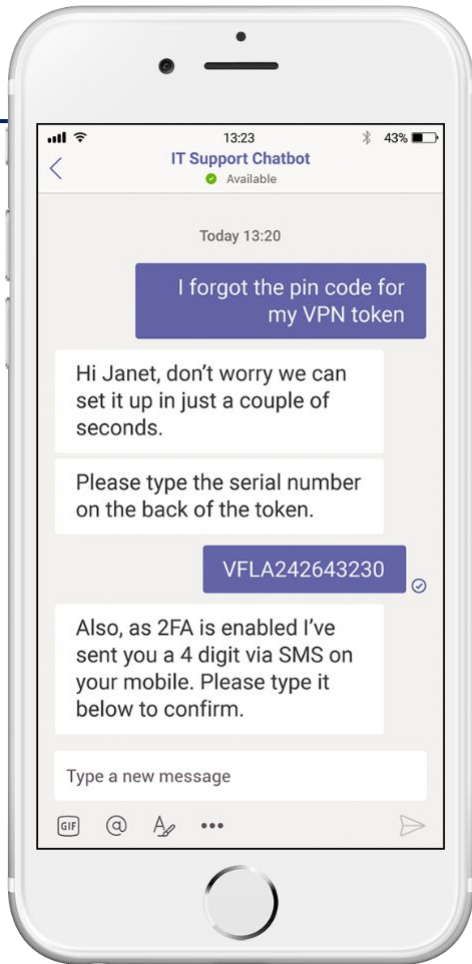- RETIREMENT BENEFITS
- REWARDS AND RECOGNITION

TALENT MANAGEMENT

20%-35% improvement in staff productivity.

- FAQ
- PERFORMANCE MANAGEMENT
- APPRAISALS
- TRAINING

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AI Chatbot Assistant
in IT Helpdesk Support

> **IT Support Chatbot**
> ● Available
>
> Today 13:20
>
> I forgot the pin code for my VPN token
>
> Hi Janet, don't worry we can set it up in just a couple of seconds.
>
> Please type the serial number on the back of the token.
>
> VFLA242643230
>
> Also, as 2FA is enabled I've sent you a 4 digit via SMS on your mobile. Please type it below to confirm.
>
> Type a new message

AI chatbot use cases in IT Support

SERVICE REQUESTS

35%-50% increase in customer satisfaction.

- TICKET MANAGEMENT
- INCIDENT REPORTING
- PROCUREMENT REQUESTS

HELPDESK AUTOMATIONS

60%-85% decrease in time to serve.

- AD ACCOUNT PROVISIONING
- PASSWORD RESET
- UNLOCK AD USER
- CREATE VPN USER
- VIRTUAL MACHINE PROVISIONING
- SECURITY ALERTS
- SYSTEM ERRORS

LIVE CHAT

10%-25% decrease in operational costs.

- PREDEFINED MESSAGES
- ROUTE TO HUMAN
- AGENT'S KPIS
- ANALYTICS

REPORTS

35%-55% improvement in reporting.

- BACKOFFICE REPORTS

TROUBLE SHOOTING

40-60% improvement in Help Desk productivity.

- FAQ
- ERROR CODE INQUIRY
- SELF DIAGNOSIS FEATURES

AYADATA

All The Existing Customers Certified **DRUID SOLUTION** As Being One Of Their **BEST INVESTMENTS**

US Air Force

HR use case. Thorough security audit => DRUID security approved by federal defence authority.

Continental

FAQ. Advanced document search and retrieve in customer knowledge base system (deployment through Roboyo)

Bank of South Africa (Capitec).

HR admin, self-service, recruitment and talent management. Integration with SAP Success Factors.

CW Credit Union Jamaica

Customer support and onboarding, CBA for Jamaican credit unions, addressable market size 201 credit unions.

Kmart

+90k customers server in real-time. +5M messages in the first 3 months from going live

AXA Insurance

IT helpdesk use case. 47% time saved for IT support and 30% increase in customer satisfaction.

Parker Hannifin

HR use case. First Kubernetes deployment.

Texas Children's Hospital

Ensure vaccination status of + 13k medical and administrative staff.

AYADATA

Our Business Process

1. Project Planning and Technical Information
- Business analysis
- Technical processes

2. Solution Planning and Design
- Proposal of solution architecture
- Financial proposal

3. Development of Solution
- Develop conversational flows
- Integration with 3rd party systems

4. Customer Review
- Customer testing and feedback
- New development requests

5. Chatbot Deployment
- Performance monitoring
- System improvements

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Our **Pricing Structure**

Platform Cost   +

- Annual subscription to Druid platform
- Host unlimited number of bots at a time
- Reports and analytics

Price per Bot   +

1. Annual subscription for each bot
2. Additional charges for integrations and add-ons:
   - WhatsApp License
   - Electronic Signature
   - Voice
   - Machine translation at authoring time
   - Machine translation at conversation time
   - OCR
   - Live Chat
   - etc.

Implementation Fees

- One time fee
- Based on complexity of each bot

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Want to see a live demo?
Get in touch.

info@ayadata.ai
www.ayadata.ai