



# TALK OF THE TOWN: HOW CONVERSATIONAL AI IS RESHAPING AUTOMATION

CONVERSATIONAL ARTIFICIAL INTELLIGENCE CHIMES INTO IT HELP DESKS, EMPLOYEE SUPPORT, AND CUSTOMER SERVICE TO CREATE AUTOMATIONS THAT WOW.



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# EXECUTIVE SUMMARY

## HOW CONVERSATIONAL AI ENTERED THE CONVERSATION

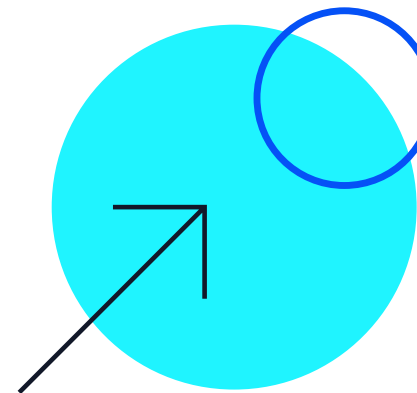
Flashback to 2014. We all gathered around the tower of Alexa, awaiting our turn to ask a question.

What's the value of pi?

Will it rain today?

Alexa, say something funny!

The device did more than dispense lullabies and dad jokes. It paved a new trend—**humans got comfortable chatting with machines**. And now, with Conversational AI, they're better than ever at talking back.



You've probably heard the headlines: computers can now pen love letters and take a stab at the Bar Exam. The sudden upskill is thanks to leaps in large language models, like ChatGPT. Technology can now make sense of huge data troves and piece it together into fresh prose, mimicking how we communicate with one another. But how can your business take advantage of smooth-talking tech?

**Conversational AI (CAI)** extends far beyond one-off, parlor game questions. Now, you can hold full conversations with chatbots, virtual assistants, and smart speakers. The friendly rep on the other end of a support call might just be an AI-powered conversationalist. Backed by **Natural Language Processing (NLP)**, CAI can recommend products, help an employee submit a time-off request, schedule appointments, and so much more.

Every industry is tapping into Conversational AI's gift for gab to power customer support lines, internal communications, and IT help desks. It's a boon for nearly every industry—perhaps that's why one-third of businesses are folding it into their automation strategy.<sup>1</sup>

<sup>1</sup> McKinsey, "The state of AI in 2022: a half decade in review"

# HOW CONVERSATIONAL AI REWRITES THE RULES OF AUTOMATION

THE TALKATIVE TECHNOLOGY IS THE NEW MUST-HAVE  
COMPANION IN YOUR HYPERAUTOMATION SUITE.

# WHAT IS CONVERSATIONAL AI?

We all have that special persona we co-opt when trying to communicate with a computerized “How can I help you today?”

Loudly, we break our sentences into halting chunks. We repeat ourselves. We slow our speech even more. Inevitably, we try to push a secret code of buttons to bypass a phone tree for a human agent.

If we’re deep in an FAQ database, we frustratingly test a variety of requests to hopefully find the right recipe of phrases.

These were all clever workarounds because technology wasn’t yet able to understand the tics, quirks, and nuances of human speech. Now, times have changed dramatically: with Conversational AI, we can just be ourselves.

**According to Gartner,  
by the end of 2023,  
70% of customers  
will prefer to use speech  
interfaces to perform  
self-service interactions.<sup>2</sup>**

Conversational AI smashes the language barrier between humans and machines to create a more collaborative relationship. **Conversation is back-and-forth, free-flowing—almost like chatting with a friend or co-worker.**



Chatbots are no longer restricted to fixed answers or rigid scripts.



Conversations can be non-linear (just like they are in real life!)



And it’s available to use in voice or text-based chats.

## 01 HOW CONVERSATIONAL AI ENTERED THE CONVERSATION

### YOU CAN ASK QUESTIONS LIKE:

I am leaving for a wedding on Thursday.  
Will my order arrive in time?

Is January 12th an available date I can  
request off of work?

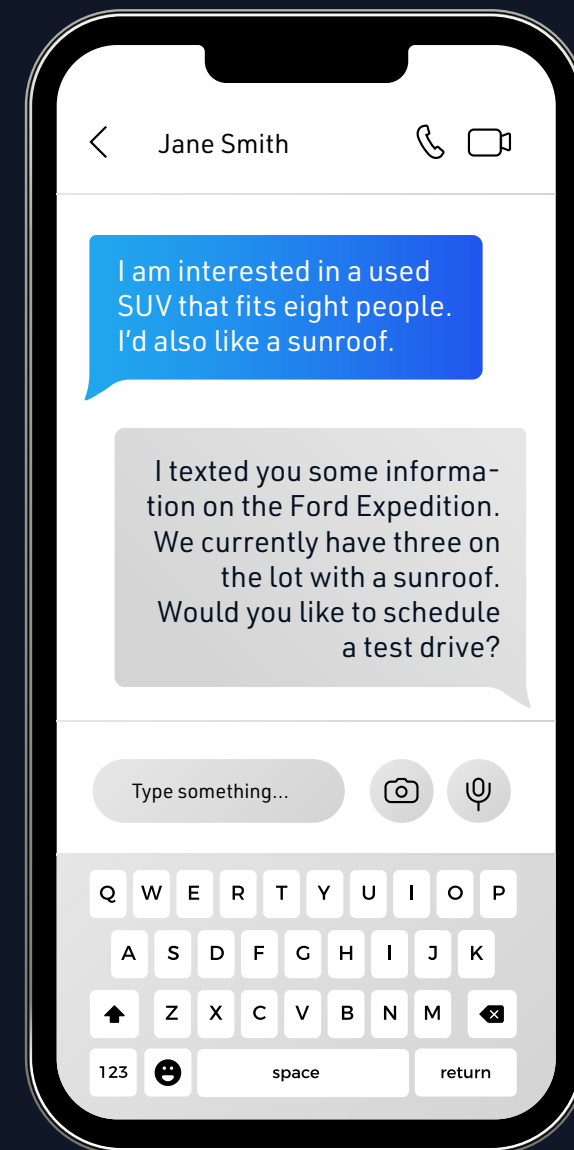
With Conversational AI, you can describe problems, ask questions, or submit requests the same way you'd talk with a pal.

### AND GET HELPFUL, NATURAL-SOUNDING REPLIES:

Yes, Roberta! Your order is en route  
and scheduled to arrive on Tuesday  
by 10PM. I hope you have a great trip!

Yes, no other team members have  
requested that day off. Should I submit  
a formal request on your behalf?

70% of customers are using self-service options. But only 9% are able to resolve their issues there.<sup>3</sup> Conversational AI creates smarter interactions that improve the usefulness of your hyperautomation strategy.



# SEE CONVERSATIONAL AI IN ACTION

Meet Andrew. He's interested in a new internet plan.

But he's not a seasoned tech pro. Most provider websites are a little confusing. He's just not familiar enough with the terminology to understand how his internet usage translates into gigabytes, upload speeds, and download speeds.

Instead of getting overwhelmed by another bloated comparison chart, or getting frustrated because he can't think of the right words to find the FAQ he needs, he lands on a company that uses a Conversational AI assistant.

Andrew feels relieved!

*Finally, he can ask questions on his terms.*

**Andrew**

I am interested in a new home internet plan, but don't know which one is best for me.

**CAI**

Hi Andrew! I would be happy to help you. What does your daily internet usage look like?

**Andrew**

I work from home and do daily Zoom calls. My children like to stream movies and play PlayStation games at the same time. Which plan would be right for me?

*In the background, CAI gets to work, calculating his potential usage and comparing it to available plans.*

**CAI**

Thanks! Here's a document with the two plans that are best for simultaneous video conferencing and gaming.

**Andrew**

Wow! That was easy. I'd like to go with Option A for my home. But my boss would also like me to talk with your small business team about options for our local office in Austin where 30 people work.

**CAI**

Sure thing! I'll connect you with our small business team right away.

The chat instantly connects Andrew with Jennifer, a small-business specialist. CAI passed along the transcript of its conversation with Andrew, so Jennifer knows what products he selected on the home end. Jennifer also knows that Andrew is looking for service in Austin, and the business has about 30 employees. Andrew doesn't need to repeat questions—and they can instantly dive into the relevant details.

## INSIDE CONVERSATIONAL AI

The company did not have to train CAI on Andrew's precise question. They didn't even need to format their organizational knowledge into a painstaking structure.

Just by uploading their FAQs and a table with available plans, CAI absorbed the information as-is.

It then stitched together the most relevant and helpful information to address unexpected scenarios.

# HOW CONVERSATIONAL AI BENEFITS YOUR BUSINESS

SEE WHY CAI-RELATED TECHNOLOGIES TOP THE LIST OF  
ENTERPRISE ARTIFICIAL INTELLIGENCE USE CASES.<sup>4</sup>



# WHAT ARE THE TOP BENEFITS OF CONVERSATIONAL AI?

## GET THE MOST OUT OF YOUR EXISTING HYPERAUTOMATION INVESTMENT

Underneath the hood, CAI does more than chat. Every exchange can serve as a trigger point, activating tasks and processes that live in external apps. Conversations can activate invoicing, HR procedures, client relations activities, and more.

## REDUCE CART ABANDONMENT

A consumer overloaded with unanswered questions will usually hit the 'X' button.

Self-service options let them chime in with questions throughout the buying process, improving the likelihood of a successful sale.

## IMPROVE AVERAGE HANDLING TIME (AHT)

With CAI, you can interact with even more customers throughout the day—and improve resolution time dramatically.

Think of password resets—a seemingly innocent request. But with millions of customers, they can quickly add up. One bank was able to reduce password resets from 20 minutes down to 4 minutes using Conversational AI.

## ACCESS NEW INSIGHTS

Computers listen and talk with customers, but they also analyze conversations.

You'll unlock a new trove of intelligence that was completely untraceable in the past. Insight into sentiments, buying patterns, and decision processes become a can't-miss part of a winning sales and marketing strategy.

## EFFORTLESS INTERACTIONS

Customers flock to companies that serve convenient experiences. With Conversational AI, you'll be one of them.

Nearly one-third of customers will consider switching to a competitor after one poor customer service interaction.<sup>5</sup> With CAI, you'll make solving a problem or getting an answer easier than ever before. And you'll hang onto your customers' loyalty in the meantime.

## WELCOME CITIZEN DEVELOPERS

Conversational AI continues breaking down barriers between employees and business apps. Instead of complex coding, CAI lets them speak a language they already know—heading up the next wave of low-code/no-code app development.

## **IDC PREDICTS THAT BY 2026, USING AI WILL INCREASE WORKPLACE PRODUCTIVITY BY OVER 25%.<sup>6</sup>**

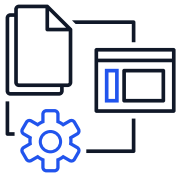
AI-powered chats extend beyond the bounds of conversation. Conversational AI knows more than what to say next—it can integrate with other automation technologies and processes.



CAI can trigger Robotic Process Automation (RPA) bots.



A CAI agent's decision can kick off an automated process.



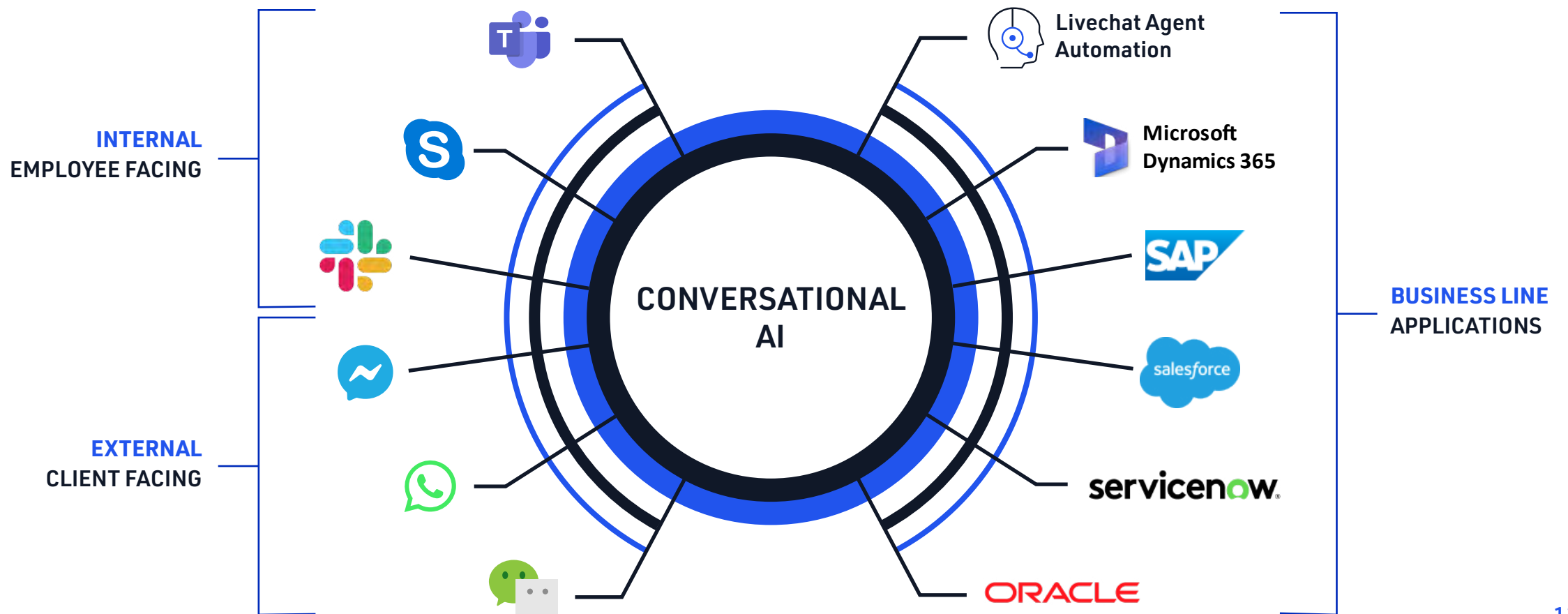
CAI connects with other automation platforms and apps to build an end-to-end process. A chat can generate ServiceNow tickets, drop client insights into Salesforce, or update an employee address in your HR system.



Chatbots can collect missing documents and pass them along to your Intelligent Document Processing (IDP) software for data extraction.

**CAI becomes an invaluable link in your tech stack, breaking standalone conversation out of its box and into the whole of your automation strategy.**

## BRIDGING THE GAP BETWEEN EMPLOYEES AND THEIR SYSTEMS



# IGNITING THE CONVERSATIONAL AI BRAINSTORM

HERE'S A QUICK PEEK INTO SOME OF THE TASKS  
INDUSTRIES ARE COLLABORATING ON WITH CAI.

## EXPLORE THE USE CASES THAT DRIVE A SUCCESSFUL CAI STRATEGY

If you've come this far, you're likely overflowing with ideas of how your organization can work alongside Conversational AI.

Create personalized product recommendations	Generate reports	Collect feedback after a purchase, presentation, or course	Learn about customer interests and preferences	Reset passwords
Proactively collect missing documentation	Every conversation becomes searchable	Ask appropriate follow-up questions	Share delivery updates	Review student transcripts
Register to vote	Help higher ed admissions teams find relevant application forms	Teach students about basic needs programs	Understand a customer's mindset	Open new accounts
Process time-off requests	Discuss relevant services	Schedule appointments, repairs, or reservations	Walk new employees through onboarding materials	Process refunds
Generate follow-up actions	Compile quotes or estimates	Answer FAQs without customers needing to use ultra-specific keywords	Find out more about employee benefits	Resolve error codes

# CONVERSATIONAL AI IN FINANCIAL SERVICES

Customer Onboarding	My Account	Front Desk Assistant	Customer Service	Credit Deferral
<ul style="list-style-type: none"><li>• Lead Capturing</li><li>• Product Information</li><li>• Offering / Calculator</li><li>• KYC Retail / Corporate</li><li>• Agent Live Chat</li><li>• Account Opening</li><li>• Electronic Signature</li><li>• Document Builder</li></ul>	<ul style="list-style-type: none"><li>• Customer 360</li><li>• Personal Data Updates</li><li>• My Tasks</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• My Tasks</li><li>• Concierge (External and Internal Users)</li></ul>	<ul style="list-style-type: none"><li>• FAQ Contact Center Integration</li><li>• Ticket Management</li><li>• Document Generation</li><li>• Live Chat</li><li>• Personal Data Updates</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• Loan Origination</li><li>• KYC Retail / Corporate</li><li>• Credit Deferral</li></ul>
15%-30% increase in signed contracts.	45%-60% decrease in time to serve customers.	10%-25% decrease in operational costs.	30%-45% faster time to value.	97% decrease in time to process customer request.

# CONVERSATIONAL AI IN RETAIL

Product	My Account	Order Management	Customer Service
<ul style="list-style-type: none"><li>• Lead Capturing</li><li>• Product Information</li><li>• Pricing / Discounts</li><li>• Promotions</li><li>• Offering / Calculator</li></ul>	<ul style="list-style-type: none"><li>• My Cards</li><li>• Favorite Products</li><li>• My Cart</li><li>• Order History</li><li>• Refunds</li><li>• Warranties</li><li>• My Reviews</li><li>• Vouchers / Discounts</li></ul>	<ul style="list-style-type: none"><li>• Order Tracking</li><li>• E-Payment</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• Live Chat</li><li>• Ticket Management</li><li>• Claim Management</li><li>• Product Change</li><li>• Refunds</li><li>• Document Generation</li><li>• Satisfaction Surveys</li></ul>
Up to 95% reduced time in inventory search.	45%-60% decrease in time to serve customers.	30%-45% faster time to value.	20%-35% increase in customer satisfaction.

# CONVERSATIONAL AI IN HEALTHCARE

Healthcare Assistant	My Account	Live Chat	Customer Service	Manager's Assistant
<ul style="list-style-type: none"><li>• Online Triage</li><li>• Waiting Room</li><li>• Covid Screening</li><li>• Onboarding</li></ul>	<ul style="list-style-type: none"><li>• Account 360</li><li>• EMR</li><li>• Personal Data Updates</li></ul>	<ul style="list-style-type: none"><li>• Multi-Chat</li><li>• Route to Human</li><li>• Route to Team</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• Services and Prices</li><li>• Doctor / Clinic Finder</li><li>• Appointment Management</li></ul>	<ul style="list-style-type: none"><li>• Capex / Opex Approvals</li><li>• Contract Approvals</li><li>• Salary Increase Approvals</li><li>• T&amp;E Management</li><li>• Document Generation</li><li>• Electronic Signature</li></ul>
40%-55% faster closing process.	45%-60% decrease in time to serve customers.	10%-25% decrease in operational costs.	30%-45% faster time to value.	40%-50% improvement in reporting productivity.

# CONVERSATIONAL AI IN HUMAN RESOURCES

Self Service / HR Admin	Recruitment	Compensation and Benefits	Talent Management
<ul style="list-style-type: none"><li>• Payroll</li><li>• Timesheets</li><li>• Account 360</li><li>• FAQ / Internal Business Regulations</li><li>• Certificates</li><li>• WFH Requests</li><li>• Leave Requests</li><li>• Update Personal Data</li></ul>	<ul style="list-style-type: none"><li>• Prescreening</li><li>• Onboarding Before Employment</li><li>• Onboarding After Employment</li><li>• Offboarding</li><li>• Recruitment Process Management</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• Insurance Providers</li><li>• Health Claim</li><li>• Retirement Benefits</li><li>• Rewards and Recognition</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• Performance Management</li><li>• Appraisals</li><li>• Training</li></ul>
<b>35% - 65%</b> reduction in administrative HR tasks.	<b>30%-45%</b> decrease in time to hire.	<b>15%-40%</b> increase in employee satisfaction.	<b>20%-35%</b> improvement in staff satisfaction.

# CONVERSATIONAL AI IN IT HELPDESK SUPPORT

Service Requests	Helpdesk Automations	Live Chat	Reports	Troubleshooting
<ul style="list-style-type: none"><li>• Ticket Management</li><li>• Incident Reporting</li><li>• Procurement Requests</li></ul>	<ul style="list-style-type: none"><li>• Ad Account Provisioning</li><li>• Password Reset</li><li>• Unlock Ad User</li><li>• Create VPN User</li><li>• Virtual Machine Provisioning</li><li>• Security Alerts</li><li>• System Errors</li></ul>	<ul style="list-style-type: none"><li>• Predifined Messages</li><li>• Route to Human</li><li>• Agent’s KPIs</li><li>• Analytics</li></ul>	<ul style="list-style-type: none"><li>• Back-Office Reports</li></ul>	<ul style="list-style-type: none"><li>• FAQ</li><li>• Error Code Inquiry</li><li>• Self Diagnosis Features</li></ul>
<div>35%-50% increase in employee satisfaction.</div>	<div>60%-85% decrease in time to serve employees.</div>	<div>10%-25% decrease in operational costs.</div>	<div>35%-55% improvement in reporting productivity.</div>	<div>40%-60% improvement in IT HelpDesk productivity.</div>

## CONVERSATIONAL AI IN SALES SUPPORT

### Sales REP Automations

- FAQ Onboarding
- Client 360 View
- Product 360 View
- Lead Generation
- Contract Management
- KPIs Metrics
- Bonus Calculator

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**25%-40%** improvement in sales reps' productivity.

### Manager's Assistant

- Team Overview
- CAPEX / OPEX Approvals
- Contract Approvals
- Salary Increase Approvals
- T&E Management
- Document Generation
- Electronic Signature

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**15%-30%** decrease in time spent on approvals.

# CONVERSATIONAL AI: PUTTING TOGETHER THE PIECES

UNDER THE HOOD, YOU'LL FIND MORE THAN CONVERSATIONAL CHOPS.  
HERE ARE THE TECHNOLOGIES THAT MAKE CONVERSATIONAL AI POSSIBLE.

# THE TECH BEHIND CONVERSATIONAL AI

## NATURAL LANGUAGE PROCESSING

Computers aren't passive bystanders in communication, plucking from dry, pre-written scripts. They become active participants in conversation, inviting customers to ask questions and describe problems in a language that feels natural.

## NATURAL LANGUAGE GENERATION

Machines are familiar with the quirks, ticks, and emotional tells of the human language. Here's where they pick up the skill to not just understand us, but talk back.

As you saw in the Andrew example, the CAI assistant did not just regurgitate prepared dialog. It was able to draw on the company's knowledge base to generate entirely new sentences tailored to Andrew's real-time questions.

## SENTIMENT ANALYSIS

Tap into a customer's impression of your product or service. Conversational AI can "sense" whether a customer is thrilled or frustrated, and develop a course of action. If the CAI agent senses a conversation is going south or additional expertise is needed, the call is seamlessly handed over to a human rep.

## HYPERAUTOMATION

Conversational AI is not a standalone app. It closely collaborates with your other automations. CAI agents can look up information, connect with back-end systems, and send texts or emails for the customer to review mid-call.

## MACHINE LEARNING

Best yet, each conversation is a training tool. With each interaction CAI learns more about your broader customer and user base. It also gains deeper insight into an individual's preferences and needs.



## FULL CIRCLE AUTOMATION: ENTER GENERATIVE AI

97% of customers will back out of a purchase process that feels inconvenient.<sup>7</sup>

Artificial intelligence uses its language skills for more than hosting conversations—and headlining the charge is ChatGPT.

Standing in as a translator between humans and technology, tasks that used to take days or require hundreds of lines of code can run in an instant. Instead of hosting a back-and-forth dialog, Generative AI composes fresh content based on input data.

Enlist ChatGPT to take on important tasks in enterprise processes like:



Summarize content like meeting notes, call logs, or customer surveys



Write FAQs based on raw data like PDFs, call logs, and social media messages



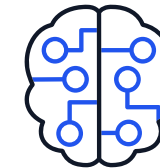
Autocomplete works in progress



Categorize a deep trove of documents by type, highlight similarities, or pinpoint inconsistencies



Review regulatory documents, red-flag potential violations, and propose changes



Compile insights based on social media posts

**Conversational AI connects with customers on their terms, flattening any speed bumps slowing a sale.**

# BEATING BARRIERS TO INTERNAL BUY-IN

BRINGING THIS KIND OF CONSUMER-LIKE  
EXPERIENCE TO THE WORKPLACE

## AS WITH ANY NEW TECHNOLOGY—NOT EVERYONE IN YOUR COMPANY WILL BE IMMEDIATELY ONBOARD

Your co-workers may be skeptical.

Others clutch their old ways closely.

It's human nature. We want our work to feel valued and appreciated. Overcoming the view that CAI is a collaborator, instead of a threat, is all in how you train your team.

How can you get team members excited and engaged with change? Here are common questions you might face—and how you can show that with CAI, the human experience always comes first.

In an SAP study of 200 companies, those that used chatbots for employee support had a 17% higher employee retention rate than those that did not use chatbots.

### ***WON'T AI REPLACE MY JOB?***

Conversational AI shoulders low-level questions, clearing the queue for human representatives.

Team members will have more bandwidth to focus on larger-scale issues or spend more time with high-value clients.

### ***CONVERSATIONAL AI WILL NEVER UNDERSTAND OUR CUSTOMERS LIKE I DO.***

Conversational AI helps you glean even more about your customers!

It can decipher conversations to understand customer attitudes, track potential issues, and pinpoint fresh opportunities. Used effectively, Conversational AI grants sales, marketing, and HR reps with more insight they can use to better succeed in their roles.

### ***I WON'T RECOGNIZE MY NEW JOB RESPONSIBILITIES.***

Top talent will love to break free of mundane, swivel-chair tasks.

They can move into the type of meaningful work that keeps employees excited, engaged, and most importantly—onboard.

### ***I JUST DON'T UNDERSTAND HOW ALL THIS NEW TECHNOLOGY WORKS...***

Spend time training employees on Conversational AI tools. The secret sauce is in human and machine collaboration.

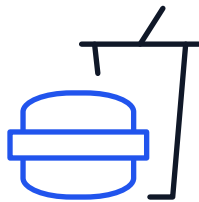
Combined with human ingenuity, employees can find new and exciting ways to engage with artificial intelligence.

# CASE STUDIES

SEE HOW 3 REAL BUSINESSES ARE USING CONVERSATIONAL AI TO  
EXPAND HOW CUSTOMERS AND EMPLOYEES INTERACT WITH BUSINESS.

**CASE STUDY:**  
**CONVERSATIONAL AI SLASHES**  
**MANUAL SUPPORT EFFORT FOR**  
**THE WORLD'S LARGEST**  
**RESTAURANT BY 46%.**





**Industry:**  
**CONSUMER GOODS**

One of our clients is the largest restaurant chain in the world, generating a revenue of \$21.08 billion. With 38,000 restaurants in 122 countries, they warmly welcome guests in all corners of the globe.

## WHY THEY NEEDED CONVERSATIONAL AI

Questions from franchises all over the world overwhelmed the restaurant's IT team. It became a challenge to maintain their key duties while also satisfying the high volume of requests rolling through each day.

## CONVERSATIONAL AI SERVES UP A SATISFYING SOLUTION TO THIS RESTAURANT CHAIN

- New AI-enabled IT helpdesk connected employees with Conversational AI agents.
- The CAI assistants were available 24/7 in any timezone, answering questions rapidly no matter where the franchise was located.

The CAI tool did more than use its words. It

- sourced photos, like examples of in-store marketing campaign setups, to provide even more context.

Integration with SAP using UiPath RPA to

- provide relevant vendor and payment information.

## CONVERSATIONAL AI= A RESTAURANTEUR'S RECIPE FOR SUCCESS



46% reduction in manual time spent on IT issues.



24/7 round-the-clock availability.



100% compliant with organizational security requirements.

**CASE STUDY:**  
**SEE HOW ONE FRENCH**  
**PHARMACEUTICAL COMPANY**  
**USED CONVERSATIONAL AI**  
**TO BOOST CUSTOMER**  
**SATISFACTION BY 25%.**





**Industry:**  
**HEALTHCARE**

This client, a French pharmaceutical company, generated global sales of around €4.7 billion, with 22,000 employees in 149 countries in 2020.

## WHY THEY NEEDED CONVERSATIONAL AI

The company's sales team hosts daily in-pharmacy events all over the country. Coordinating details with location managers and attendees became impossible to manage manually.

## CONVERSATIONAL AI BECOMES A LIFELINE FOR THIS HEALTHCARE TEAM

- A new virtual assistant answers questions 24/7.
- Integrated with product catalogs and event calendars to answer detailed questions about upcoming sales events like locations, instructors, starting hours, curricula, and more.
- Supports over 200 sales reps coordinating daily events.

## CONVERSATIONAL AI = BREATHING NEW LIFE INTO PHARMACEUTICAL SALES OPERATIONS



30% reduction in administrative busy work for the sales team.



25% improvement in customer satisfaction due to a faster response time.



15% more accurate on the back-end than manual processes.

**CASE STUDY:**  
**EXPLORE HOW ONE OF THE  
WORLD'S LARGEST INSURANCE  
COMPANIES REDUCED THE  
AVERAGE HANDLING TIME OF IT  
SUPPORT TICKETS BY 47%.**





**Industry:**  
**INSURANCE**

Operating in 44 countries, this client is one of the largest insurance companies in the world. They have a revenue of almost €100 billion, with 160,000 employees supporting 103 million customers.

## WHY THEY NEEDED CONVERSATIONAL AI

The current IT support system for corporate users was inefficient and time-consuming. So the company decided to migrate to a new software platform. But the transition was bumpy: the IT team was burdened with questions, limiting their ability to perform their core duties.

## HOW CONVERSATIONAL AI BECAME ONE OF THEIR SMARTEST MOVES

- Answered questions for users transitioning from the current system to Windows.
- Can authenticate users through their email address so they can access the system easily.
- Deployed on the company intranet and WhatsApp for added convenience.
- Integration with ServiceNow auto-creates tickets for issues requiring human support.

## CONVERSATIONAL AI=PEACE OF MIND FOR THIS INSURER'S IT TEAM



47% improvement in AHT.



24/7 support for employees working in different time zones.



30% boost in user satisfaction.

## READY TO GET STARTED? LET'S START A CONVERSATION

Ask any of the millions of proposers that popped the question over the years: smart speakers started as quite the fun party trick.

But they also opened the doors to a new era—one where machines can seamlessly interpret language and participate in free-flowing, real-time conversation. Now, every industry from retail to healthcare and banking to higher-ed, can chime in quickly and accurately with the power of Conversational AI.

According to Gartner, customer service is the biggest influencer of the customer experience.<sup>8</sup> Companies stalled by endless communication simply never had the time to compete. CAI shoulders the support tasks team members were too busy with in the past. Your team can focus on the areas where humans shine: serving the unpredictable, improbable, and unexpected moments—the ones that make all the difference to your users, employees, and customers.

Find out how Roboyo can help you maximize value, boost performance, and reach Next Level. Now.

**BOOK A MEETING >>>**

ROBOYO **NEXT  
LEVEL  
NOW**

## CONTACT US

Roboyo is here to help you capture the exponential power of hyperautomation - enabling you to succeed at speed and get to the Next Level. Now

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