



Floatbot[®]

Floatbot UNO - Automate Contact Center operations and Increase Agent Productivity

Floatbot, Inc

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Introduction to Floatbot UNO

Floatbot is a complete Conversational AI platform to build comprehensive Voicebots and Voice enabled Chatbots



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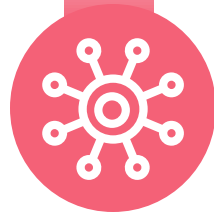
Floatbot is Deep Tech ‘No Code’ Conversational AI platform to configure Voicebot, Chatbot, Agent Assist and ASR-as-service

Automate – Engage – Analyze




‘No Code’ bot platform
(enabled by **450,000+** lines of code)

Omni channel
unified chat & voice platform



200M+
unique users & **1B+**
AI messages
100M+
Calls Processed

ISO 9001
and
ISO 27001
certified platform



AI Patent
pending technology

30+
enterprise clients



Global Footprint
North America,
Middle East, India,
APAC

Floatbot is SaaS based “No Code”, Omni-Channel Conversational AI platform that is working to automate contact center operations through Conversational AI



Customers



Partners



Awards & Recognition



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Key Value Propositions

Meet your business KPIs that matters most



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End to End Conversational AI platform for contact centers

(one of the very few platforms globally)

CX Automation



Floatbot Omni-channel Chatbot

- ✓ Omni-channel integration with 15+ touch-points
- ✓ Cognitive QnA
- ✓ Fall back to live chat
- ✓ Co-browsing
- ✓ Audio chat
- ✓ Video chat
- ✓ Generative AI / ChatGPT integration



Floatbot UNO Voice bot

- ✓ Native integration with Contact Center solution
- ✓ Voice Biometrics

Agent Automation



Floatbot AI Agent Assist

- ✓ Works with Chat or Voice channels
- ✓ QnA on unstructured data and knowledge-base articles
- ✓ Conversational Workflow
- ✓ Decision Tree
- ✓ Real-time suggestions/nudges
- ✓ Compliance
- ✓ Sentiment Analysis
- ✓ Real-time Call Analytics

Call Analytics



Floatbot NEO - Speech-to-text As a Service

- ✓ ASR as service for developer community



40%

Reduction Customer Support Cost



60%

Calls deflection



80%

Increase in Customer Experience



50%

Increased Agent productivity

The Value Propositions

1. Margin Improvement
2. Revenue Growth
3. Improved Customer Experience and CSAT Score
4. Increase Digital Sales
5. Increased Agent Productivity

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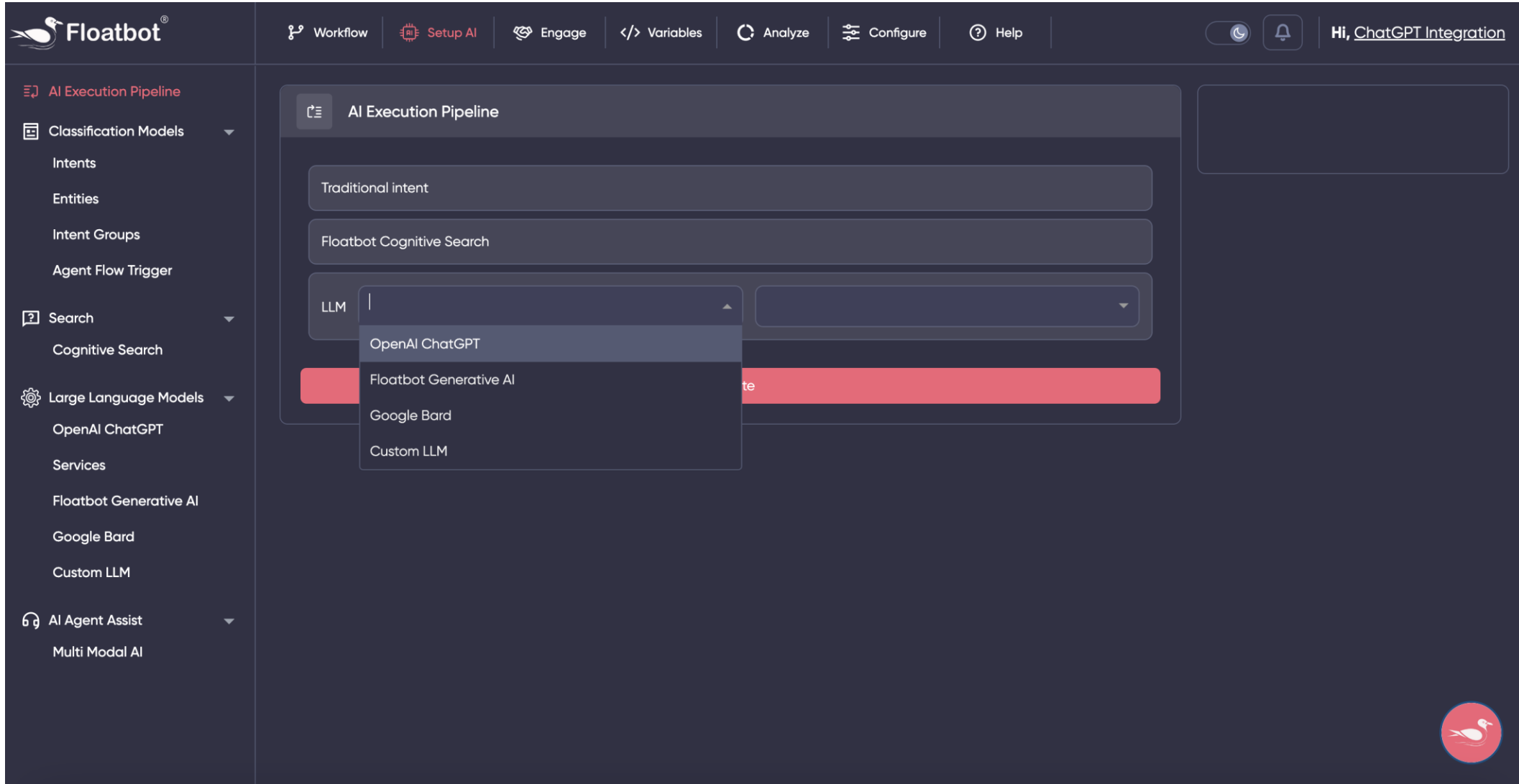
Floatbot Deep-Tech AI platform

Floatbot is a SaaS based full stack Conversational AI platform



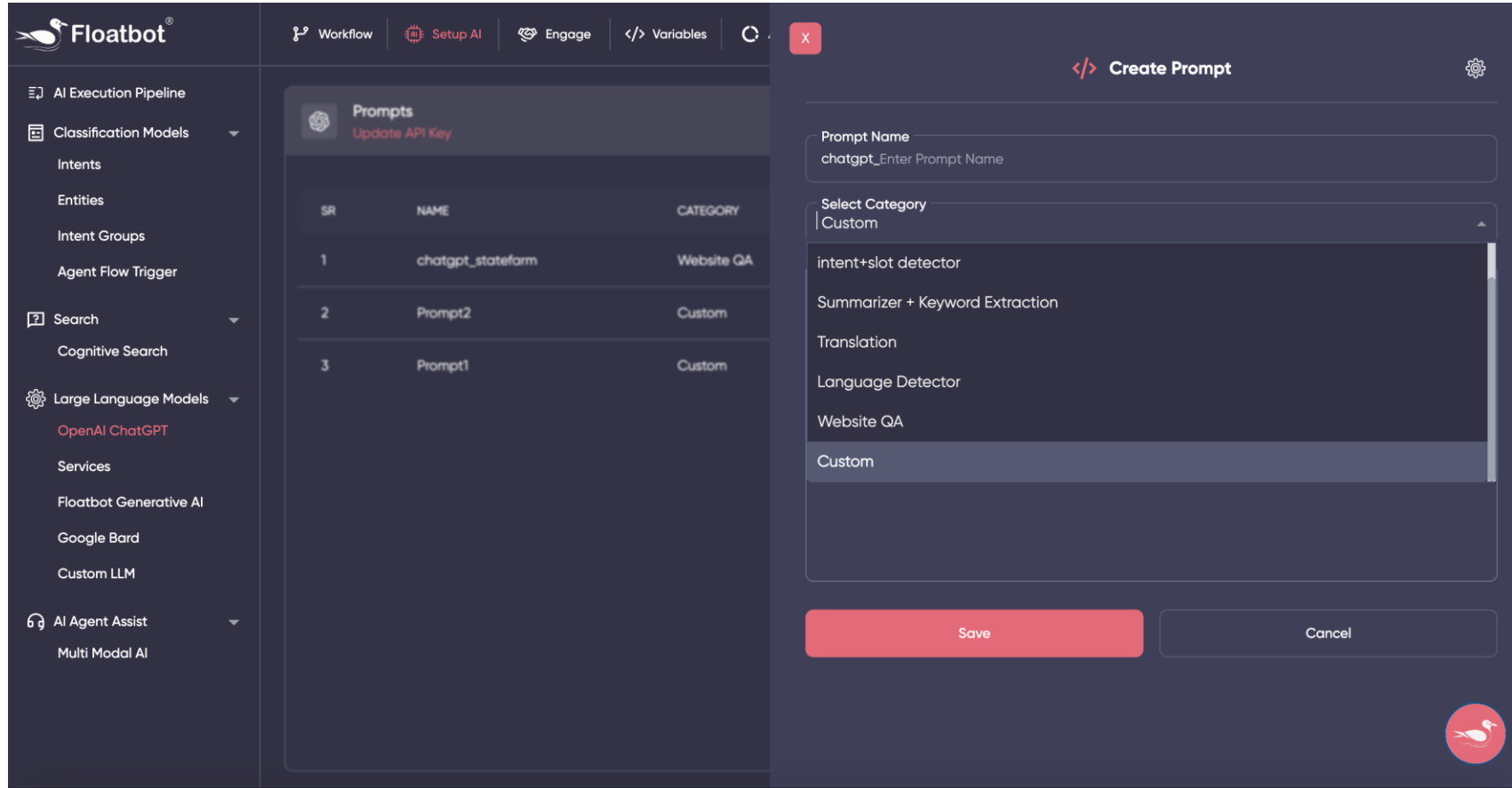
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Floatbot Conversational AI + Cognitive Search + LLM, Generative AI, ChatGPT, Google Bard



The screenshot displays the Floatbot configuration interface for an AI Execution Pipeline. The top navigation bar includes tabs for Workflow, Setup AI, Engage, Variables, Analyze, Configure, and Help. The main workspace shows a pipeline with three stages: Traditional intent, Floatbot Cognitive Search, and LLM. A dropdown menu is open for the LLM stage, listing options: OpenAI ChatGPT, Floatbot Generative AI, Google Bard, and Custom LLM. The left sidebar contains a navigation menu with categories like AI Execution Pipeline, Classification Models, Search, Large Language Models, and AI Agent Assist. The top right corner shows a user profile for 'Hi, ChatGPT Integration' and system icons for dark mode and notifications.

Floatbot Conversational AI + Cognitive Search + LLM, Generative AI, ChatGPT, Google Bard



The screenshot displays the Floatbot interface. On the left is a navigation sidebar with categories like 'AI Execution Pipeline', 'Classification Models', 'Search', 'Large Language Models', and 'AI Agent Assist'. The main area shows a 'Prompts' table and a 'Create Prompt' modal.

SR	NAME	CATEGORY
1	chatgpt_stateform	Website QA
2	Prompt2	Custom
3	Prompt1	Custom

The 'Create Prompt' modal includes a 'Prompt Name' field (containing 'chatgpt_Enter Prompt Name'), a 'Select Category' dropdown (with 'Custom' selected), and a list of categories: 'intent+slot detector', 'Summarizer + Keyword Extraction', 'Translation', 'Language Detector', 'Website QA', and 'Custom'. At the bottom are 'Save' and 'Cancel' buttons.

Pre-defined GPT Prompts for:

- Call Summary: Agent handover summary
- AI nudges/suggestions for agents
- Language detection
- Translation
- Enhanced complex query understanding
- Contextualized responses
- Better voice and chat experience

Use Large language models / ChatGPT to make Natural language based API calls that connect to your data, talk to APIs, and solve complex problems



Floatbot SaaS based Deep-tech No-Code Platform

Deep-tech

- NLP / NLU Engine in 150+ languages
- AI Conversational Engine
- Voice Engine
 - Speech to Text
 - Text to Speech
- Speech adaptation for better accuracy
- Unsupervised Learning
- End-to-end (ETE) deep learning based models
- Performs with noisy environment
- **Speech-to-text as Service (API)**
- **Voice Biometric as Service (API)**

- Performance
 - 91%+ NLP Accuracy
 - 95%+ Speech to Text Accuracy
 - < 500 ms overall call response time
 - < 100 ms NLP/NLU (ETE processing)
 - < 50 ms STT & TTS (ETE processing)
 - Proven 30% higher accuracy than Google ASR in Singapore English

Platform Functionality

- No Code Bot Builder platform
- Unified Platform to configure
 - Chatbot
 - Voicebot
- Native Contact Center integration with Avaya, Genesys, Cisco, Five9, NICE InContact
- Pre-trained w 1000's of AI Knowledge-base on Insurance, Banking, Utilities
- 1000+ templates for Digital Sales, Customer Support, Agent Productivity
- Omni Channel – Integrates with 14+ Customer touch-points
- Self-learning Bots
- Multi-lingual - 150+ languages
- SaaS based Cloud or On-premise based
- Analytics
 - Funnel view
 - User behavior & satisfaction
 - Application drop rates
 - Outbound & lead gen
 - Bot performance



AI Benchmark

Milestone	Result
NLP/NLU [end to end processing]	<100 ms
Speech to Text, Text to Speech [End to end processing]	<50 ms
Overall response time on call	<500 ms
Concurrency tested in Floatbot Platform	500 Concurrent calls
NLP/NLU Accuracy	90%
End to end security audited	Yes
Setup Multi-lingual NLP/NLU/NER/Speech to Text/Text to Speech	Yes
Bot Interruption	Yes
Bot waiting on call upon user's request	Yes
AMD [Answering Machine Detection]	Yes
Orchestration of multi-AI engine specific to language in same call session	Yes

Floatbot AI Capabilities



ASR Accuracy : 30% more accurate than google for Singlish



500,000+ Calls automated Daily



NLP Accuracy : 95+% accuracy in Text Classification and Token Classification



ASR response time : around 30ms for a single audio file.



NLP response time : around 120ms for Text + Token classification with CPU server



ASR concurrency : 50+ concurrency < 200 ms response time with a single V100



NLP concurrency : 10,000+ concurrency with CPU server

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Floatbot NEO – ASR as a Service

Build Advanced Voice Applications



Floatbot®

Floatbot NEO – ASR-as-a-Service

Floatbot NEO offers the next-generation ASR technology, helping you build advanced voice applications leveraging Floatbot's deep tech ASR technology.



**Accurate speech
detection with
proven 99%
accuracy**



**4X faster
transcription**



**Voice
biometrics
login
available for
users**



**Supported on
cloud as well
as on-
premise
environment**



**Available on
Desktop,
Mobile app,
Web, and
Chrome
Plugin**



**Simple,
Easy-to-
Use UI.**



**Supports
10+
languages**

Floatbot is end-to-end security audited, secure platform - HIPAA, GDPR, PCI DSS, SOC 2, HITRUST, ISO 27001 certified. We are committed to maintaining your data privacy.

	Floatbot NEO – ASR as a Service	Other ASR
Industry specific ASR models for Insurance, Banking, Financial Services	Yes	No
Fine tune ASR model based on Customer's Voice Data	Yes	No
Pre-trained Models	Yes	Yes
Supports Real time streaming	Yes	Yes
Supports offline mode (API-Enabled)	Yes	Yes
WER	For English Model <ul style="list-style-type: none"> • 3.8 on Librispeech dev-clean • 8.2 on Librispeech dev-other • 3.6 on Librispeech test-clean • 8.0 on Librispeech test-other • 2.5 on WSJ Eval 92 • 3.6 on WSJ Dev 93 • 8.4 on NSC Part 1 	Varies from Vendor to Vendor
Response time	<50 ms for 10 second audio file	300-900 ms
Speech Adaption or Word Boosting	Yes	Yes

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Floatbot Armor – Voice Biometrics

Deploy voice biometric solution in your customer authentication applications without coding.



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Floatbot Armor – Voice Biometrics

Deploy voice biometric solution in your customer authentication applications without coding. Ensure security with Floatbot's advanced voice recognition technology that can accurately identify and verify the user's identity. Provide a secure, convenient authentication option to your customers.

Why Floatbot Armor?

- Language Independent
- Channel Independent - Supports IVR, bots, and agent communication
- Creates unique voiceprint
- Quick voice authentication within 2-3 seconds
- Active and Passive voice authentication

Floatbot is end-to-end security audited, secure platform - HIPAA, GDPR, PCI DSS, SOC 2, HITRUST, ISO 27001 certified. We are committed to maintaining your data privacy.

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Floatbot UNO - Use Cases

Automate Contact Center operations, Increase Digital Sales,
and Agent Productivity



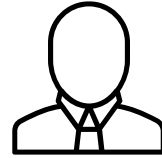
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Floatbot UNO – Automate contact center operations



Increase Digital Sales

- Interactive Q&A for Products/Services
- Conversational AI sales journey on Chatbot or Voicebot
- Robo-advisory



Agent Assistance

- IVA listens to customer on call and give real-time suggestions to agent on Chat
- Floatbot AI can learn from unstructured knowledge-base of agents



Automate Outbound Calls

- Automate outbound calls such as debt collections, payment reminders, renewals
- Seamless fallback on Chatbot for user to continue interaction



Contact Center Operations

- Automate Inbound Customer Support Calls
- Seamless integration with contact center solutions
- Multi-language support on calls
- Transfer to agent for escalation



Omni-Channel Experience

- Process Continuity across channels
- Unification of Conversations and enabling availability across organization



Automate Tele-marketing

- Outbound calls using Voicebot
- Lead qualification
- Lead engagement and nurture
- Schedule appointment with agent

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Floatbot – Platform deep-dive

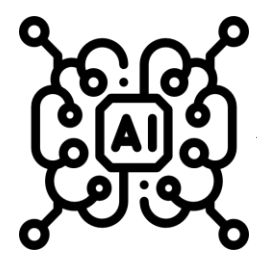
Proven Scalable, Robust, end-to-end Security audited platform



Floatbot[®]



Floatbot - Full-stack SaaS Platform



AI Knowledgebase

Pre-trained with 1000's of AI rules for Banking, Insurance

GPT & NLP & NER

Intent classification and Entity extraction

Voice AI

Speech to Text, Text to Speech
Voice Biometric as Service

Integration with Contact Center

Voicebot integrates with Contact Center for call automation

Contextual AI

Human-like conversation with Contextual AI

Up-skilled for Sales Journey

AI and Conversational journey optimised for Insurance Sales

AI Framework to Increase Accuracy

Automates monitoring AI accuracy, compare with multiple models at scale

No Code Bot builder platform

Configure and launch bot 90% faster Post launch Enhance bot without coding

Integration with Enterprise Solutions

Pre-integrated with Banking, Insurance solutions

System Intents & Entities

AI NLP and NER libraries specific to Insurance

Detailed Analytics

Of application funnel, user behaviour & bot performance

Multi-Lingual

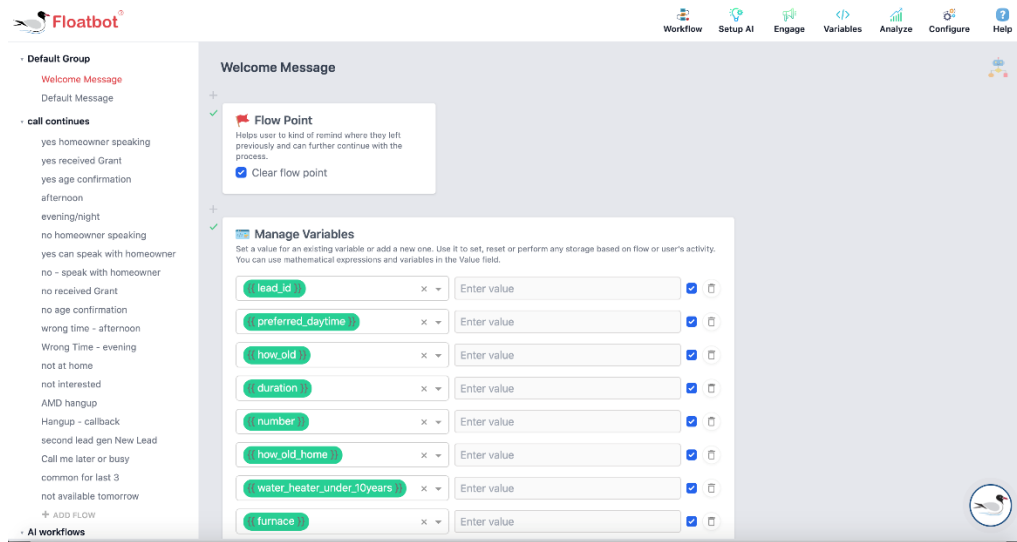
Out of box support for 150+ languages

Floatbot Omni-Channel

Built once – Deploy everywhere



Floatbot No Code Platform

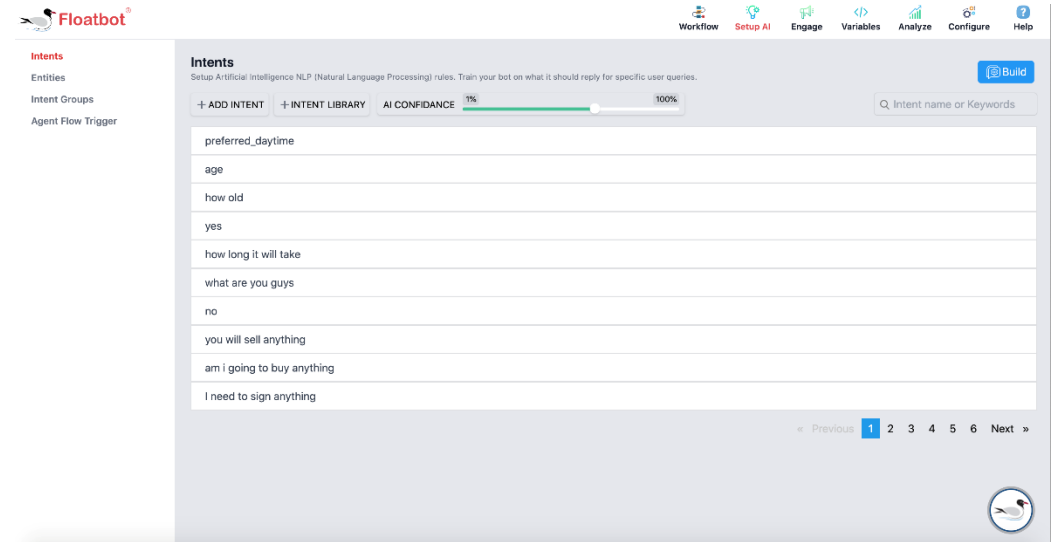


Welcome Message

Flow Point
Helps user to kind of remind where they left previously and can further continue with the process.
 Clear flow point

Manage Variables
Set a value for an existing variable or add a new one. Use it to set, reset or perform any storage based on flow or user's activity. You can use mathematical expressions and variables in the Value field.

lead_id	Enter value	<input checked="" type="checkbox"/>
preferred_daytime	Enter value	<input checked="" type="checkbox"/>
how_old	Enter value	<input checked="" type="checkbox"/>
duration	Enter value	<input checked="" type="checkbox"/>
number	Enter value	<input checked="" type="checkbox"/>
how_old_home	Enter value	<input checked="" type="checkbox"/>
water_heater_under_10years	Enter value	<input checked="" type="checkbox"/>
furnace	Enter value	<input checked="" type="checkbox"/>



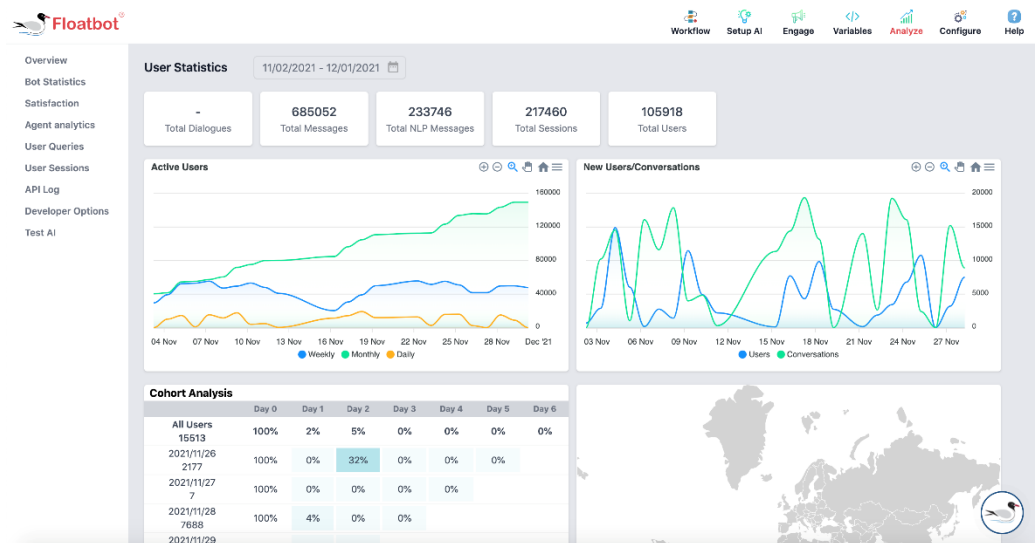
Intents
Setup Artificial Intelligence NLP (Natural Language Processing) rules. Train your bot on what it should reply for specific user queries.

AI CONFIDANCE: 1% (slider to 100%)

Intent name or Keywords

- preferred_daytime
- age
- how old
- yes
- how long it will take
- what are you guys
- no
- you will sell anything
- am i going to buy anything
- I need to sign anything

« Previous 1 2 3 4 5 6 Next »



User Statistics (11/02/2021 - 12/01/2021)

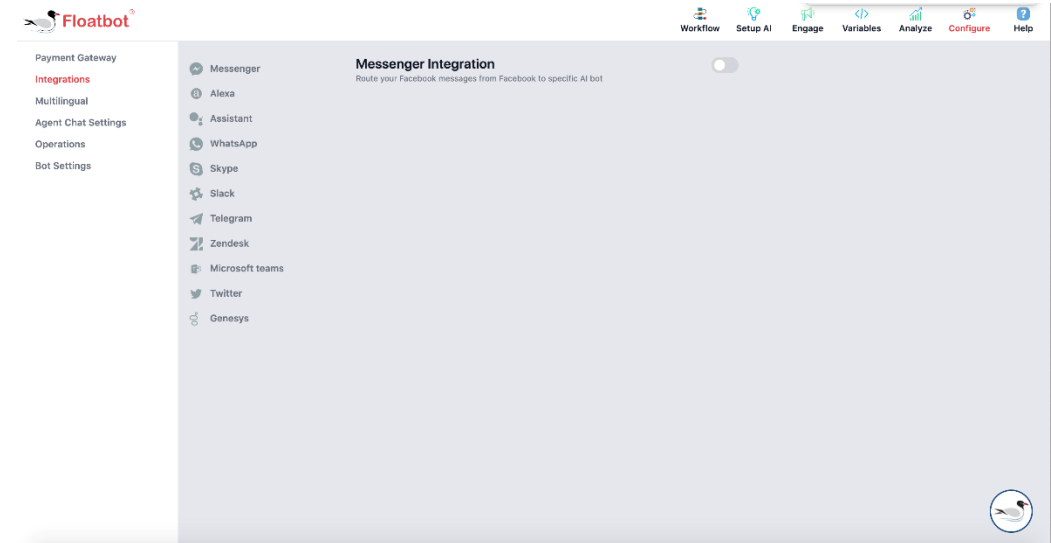
Total Dialogues	685052	233746	217460	105918
Total Messages	Total NLP Messages	Total Sessions	Total Users	

Active Users (Line chart showing Weekly, Monthly, and Daily trends)

New Users/Conversations (Line chart showing Users and Conversations trends)

Cohort Analysis

	Day 0	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6
All Users	100%	2%	5%	0%	0%	0%	0%
2021/11/26	100%	0%	32%	0%	0%	0%	0%
2021/11/27	100%	0%	0%	0%	0%	0%	0%
2021/11/28	100%	4%	0%	0%	0%	0%	0%
2021/11/29	100%	0%	0%	0%	0%	0%	0%

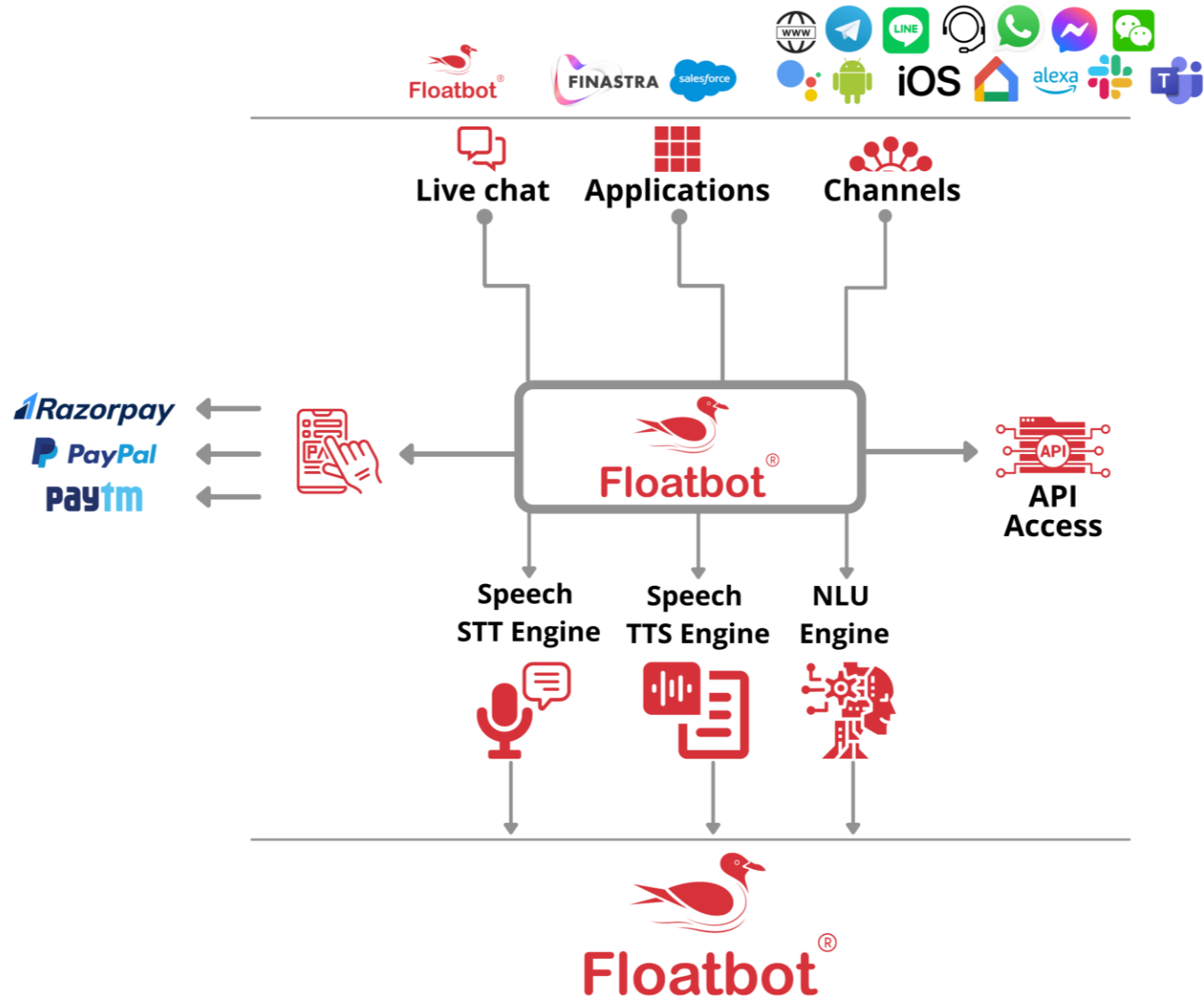


Integrations

Messenger Integration
Route your Facebook messages from Facebook to specific AI bot

- Messenger
- Alexa
- Assistant
- WhatsApp
- Skype
- Slack
- Telegram
- Zendesk
- Microsoft teams
- Twitter
- Genesys

Floatbot High Level Solution Architecture



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Floatbot's Powerful NLP Engine



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Floatbot's Powerful NLP Engine



High Accuracy

- 91%+ NLP Accuracy
- Less than 100 milliseconds NLP/NLU (ETE processing)
- Pretrained on industry specific knowledgebase



Cognitive Q and A

- Question-Answer Capabilities from unstructured data
- Can self-learn from unstructured data



Multilingual

- 150+ languages supported
- Language detector



Advanced NLP Features

- Slot filling
- Supports wide range of pretrained system/general entities, e.g., Alphanumeric data
- Grammar correction capabilities
- Neural machine translation

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Floatbot Agent Assist - Boost Agent Productivity with Intelligent AI Agent Assist



Floatbot[®]

Boost Agent Productivity with Intelligent AI Agent Assist



AI Agent Assist takes care of the trivial tasks, such as looking for information in the script or documents, so your human agents can focus on delivering customer delight, building relationships, generating sales opportunities, and closing deals.

Cognitive Q and A:

Floatbot's AI agent assist performs a cognitive search over structured data. Unlike keyword search, it uses NLU, Semantic Search, and Fuzzy Matching to understand the question and find an appropriate context in the unstructured data. Then, an appropriate answer is formulated from the context with the help of advanced neural networks

Self-Learning

You don't have to exclusively train your bot. It self-learns from an unstructured agent knowledgebase

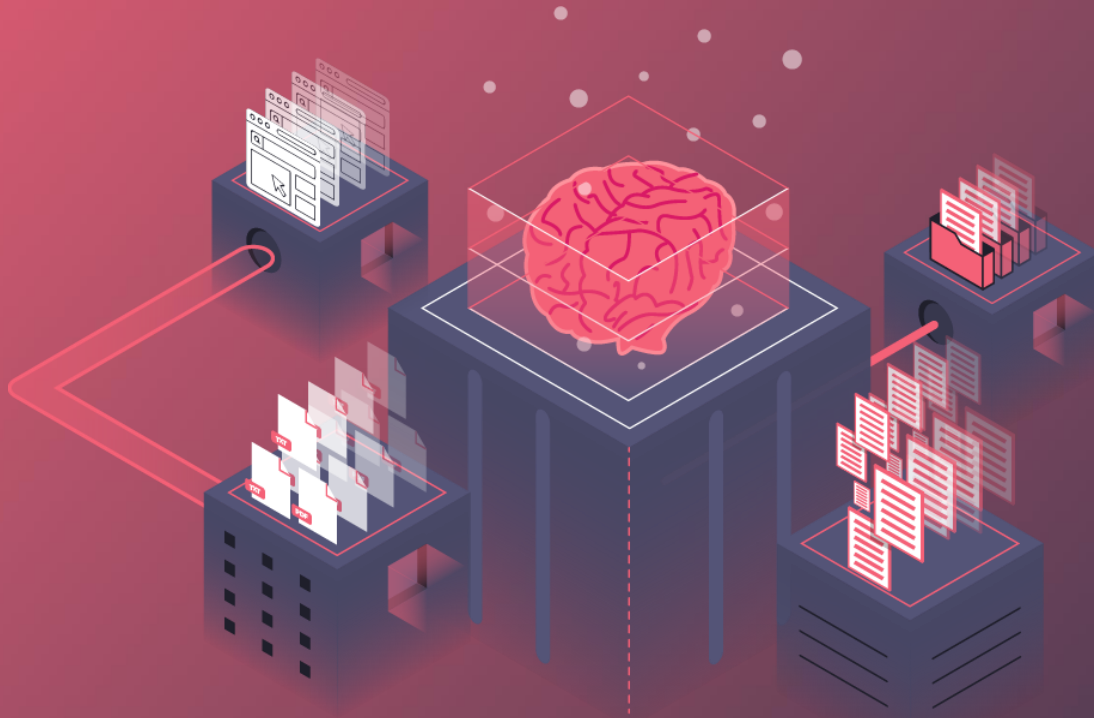
Ask a Virtual Assistant (Chat in – Chat Out)

While talking to your customers, your agents can ask the AI Agent Assist (a chat or voice interface) to find information. The bot finds information quickly, sparing the human agent to sift through the pages of the script or other documents.

Ask a Virtual Assistant (Voice in – Chat Out)

AI Agent Assist listens to the call, understands what the customer wants (analyzing the context, intent, and sentiments), and suggests appropriate answers to the human agent in real-time.

It enables human agents to solve customers' issues quickly, reducing MTTR (Mean Time To Resolve).



AI Agent Assist

Problem Solving

- Intent driven answer
- Workflow
- Decision Tree

Knowledge-base Management

- QnA on unstructured KB, past cases, PDF, website content to resolve user query in less than 5 seconds

Nudges

- Suggestions for pre-sales, sales conversation

Sentiment

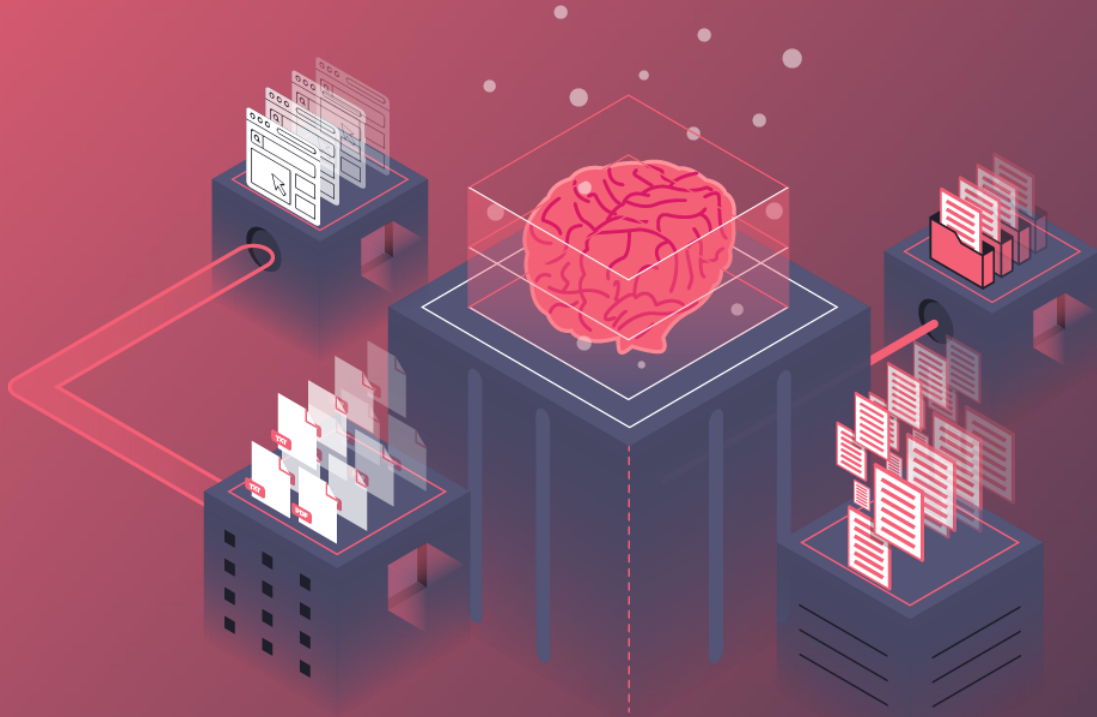
- User Sentiment based suggestion

Agent Feedback


- Flag inappropriate language or words of agent

Compliance


- Flag conversation for any compliance issues



QnA on unstructured KB, past cases, PDF, website content to resolve user query in less than 5 seconds

AI Assist	KB
 my laptop is overheating	
Overheating issue of ASUS laptop	
Stop and freezes on ASUS logo	
Notebook How to boot the system from USB flash drive-CD-ROM	
Notebook How to fix Keyboard problems	

Decision Tree

AI Assist	KB
 my laptop is overheating	
Overheating issue of ASUS laptop	
Stop and freezes on ASUS logo	
Notebook How to boot the system from USB flash drive-CD-ROM	
Notebook How to fix Keyboard problems	

Workflow

AI Assist KB

? why my internet speed is too slow?

Slow internet speed

Before we continue can you please provide you full name?

Jack Aranda

Jack Aranda

If you like we can troubleshoot otherwise i can also issue replacement for you

troubleshoot replacement

Nudges/Suggestions for pre-sales, sales conversation



AI Assist KB

? why my internet speed is too slow?

Recommended Flow

Slow internet speed

User sentiment-based suggestion

AI Assist KB

? Why is my router blinking blue?

TT If the blue light is blinking fast, it indicates that the router is booting up. It will turn solid blue once it connects to the Internet.

⚠ Customer is anxious Try and reassure ×

AI Assist KB

? I want to know if I am eligible for a personal loan

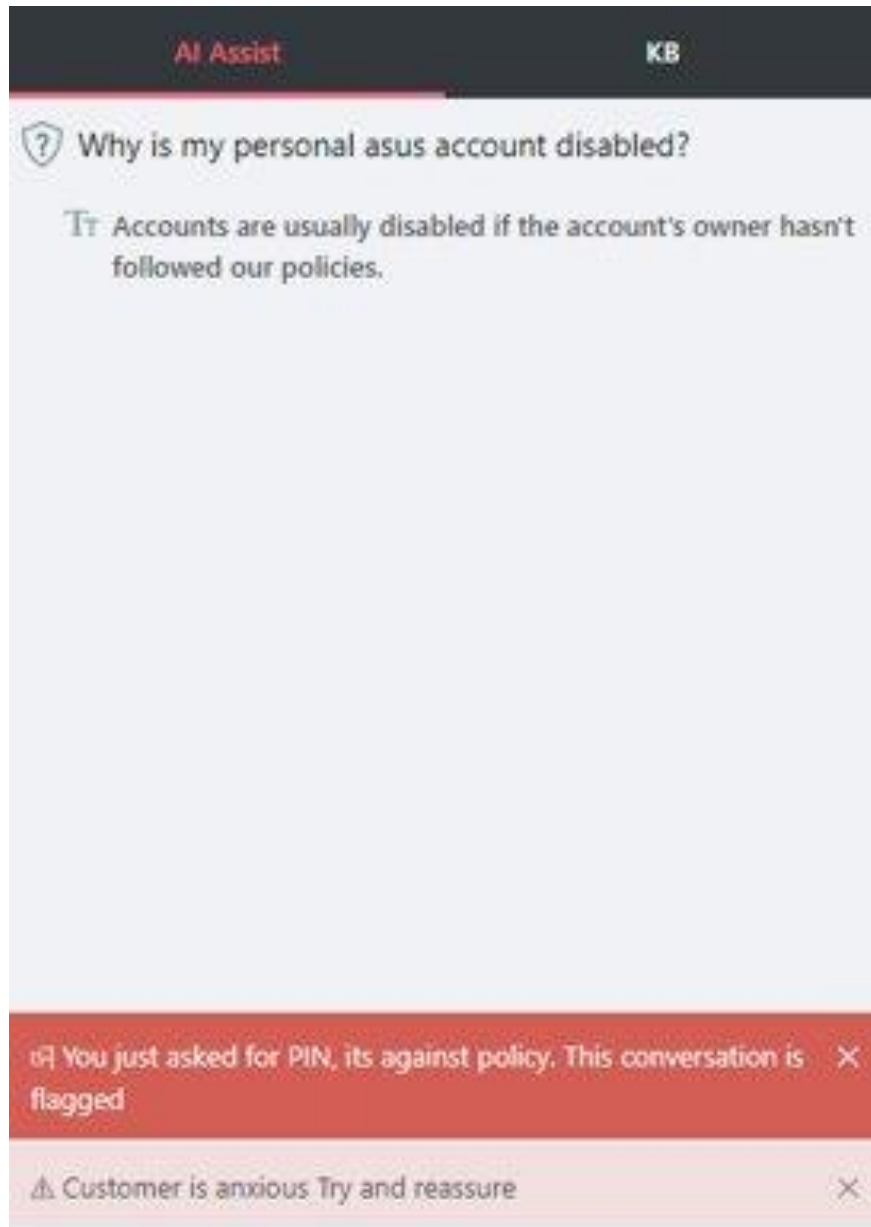
i LOAN ELIGIBILITY

Eligibility for a personal loan

- The IBA Personal Loan is available to all existing IBA Premier Clients
- Are you an IBA Premier Client?
- Can you please tell me your account number so I can check if you're eligible?

Intent-Driven Answer

Flag inappropriate language or words of agent

A screenshot of a chat interface. At the top, there are two tabs: "AI Assist" (highlighted in red) and "KB". The main chat area shows a question: "Why is my personal asus account disabled?" followed by an answer: "Accounts are usually disabled if the account's owner hasn't followed our policies." At the bottom, there are two warning messages in a red bar: "You just asked for PIN, its against policy. This conversation is flagged" and "Customer is anxious Try and reassure".

AI Assist KB

? Why is my personal asus account disabled?

TT Accounts are usually disabled if the account's owner hasn't followed our policies.

⚠ You just asked for PIN, its against policy. This conversation is flagged

⚠ Customer is anxious Try and reassure

10 Pricing



Floatbot®

Transparent, value-based pricing models are available

For Voicebot

- a) Price per call
- b) Price per minute
- c) Price per port per month/year - unlimited calls per port
- d) Price per API request

For Floatbot NEO – ASR as a Service

- a) Price per hour
- b) Price per agent (for unlimited transcription)

Floatbot Omni-Channel Chatbot

Price per session

Floatbot QnA - AI Agent Assist

Price per Agent per year



Floatbot[®]

A Complete Conversation AI Voicebot platform

Thank you!

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