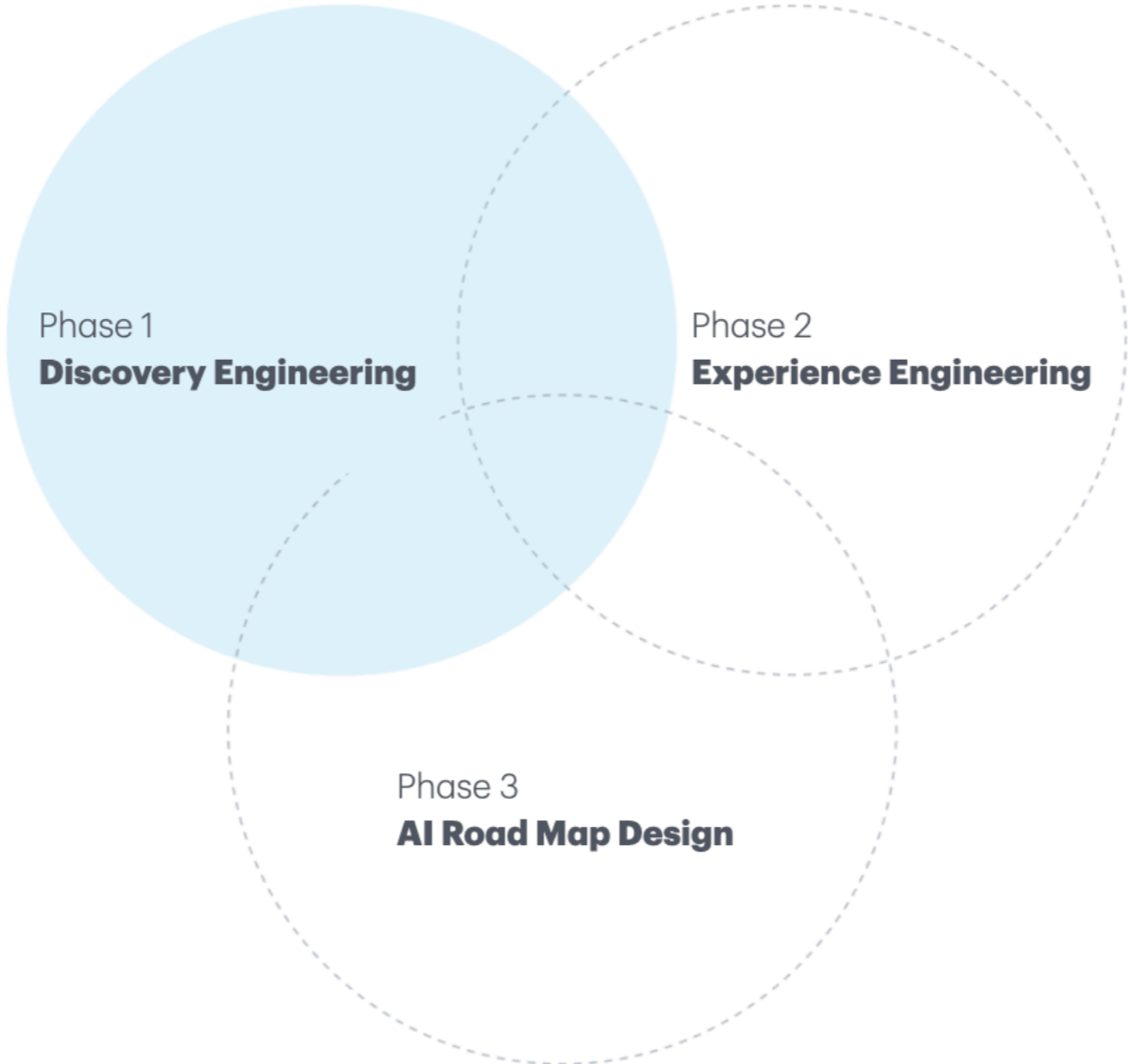


**We help medium-sized public & private organizations analyze and prototype AI capabilities.**



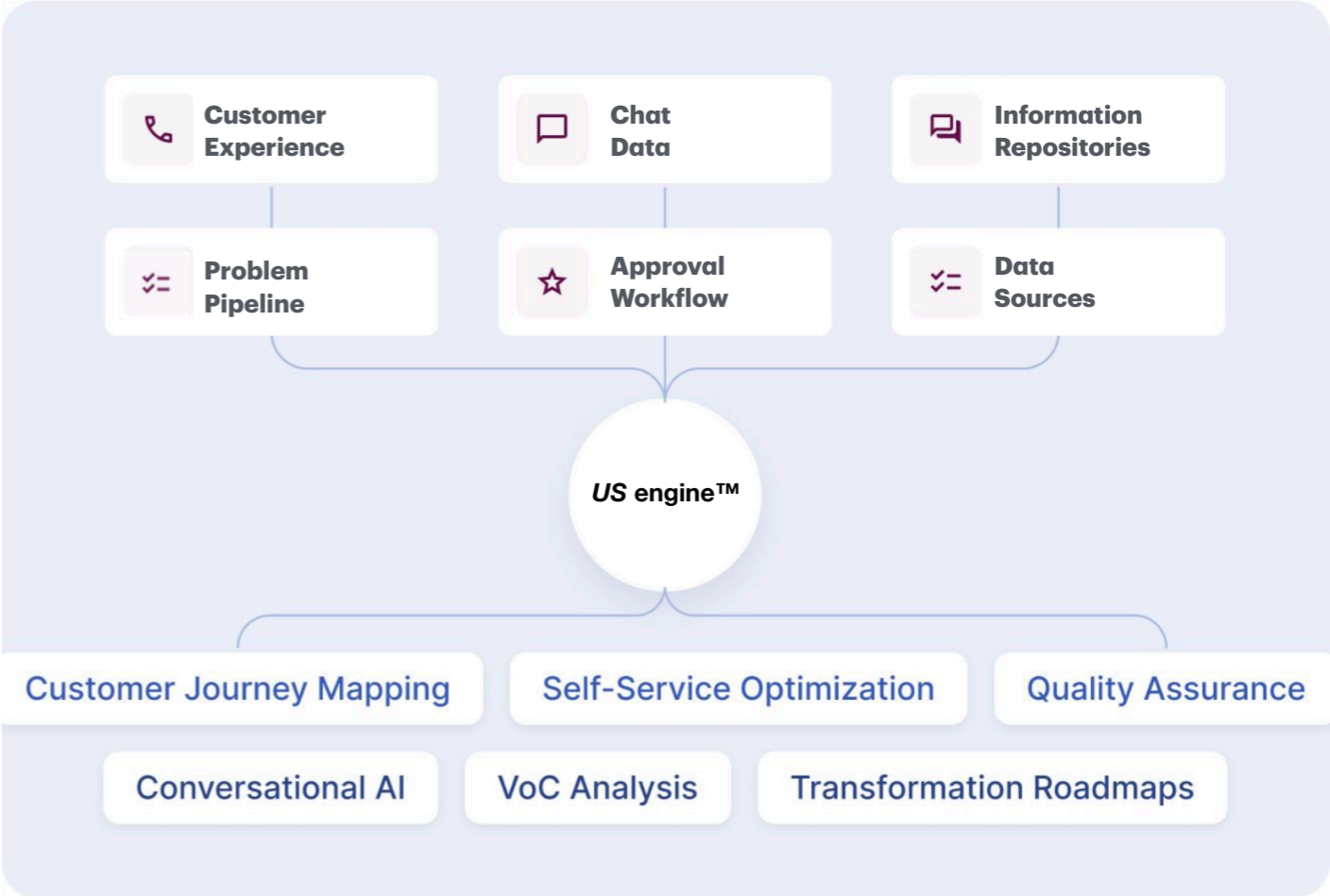
**Discover** how we help knowledge-based organizations, policymakers, and framework-driven businesses unlock the power of AI through our innovative *US* framework.



# Phase 1

## Discovery Engineering

During the discovery engineering phase, we analyze your data sources, map your internal question-and-answer workflows, and evaluate key processes to **identify opportunities for AI integration and customer value.**



# Better Insights, Better CX

## Phase 2 Experience Engineering

We prototype the AI user interface and customer experience, giving your team valuable insights into how artificial intelligence can **significantly enhance customer interactions and optimize business operations.**

**US engine™**

Prompt Conversation Analytics

Evaluate the following support conversation based on the criteria below.

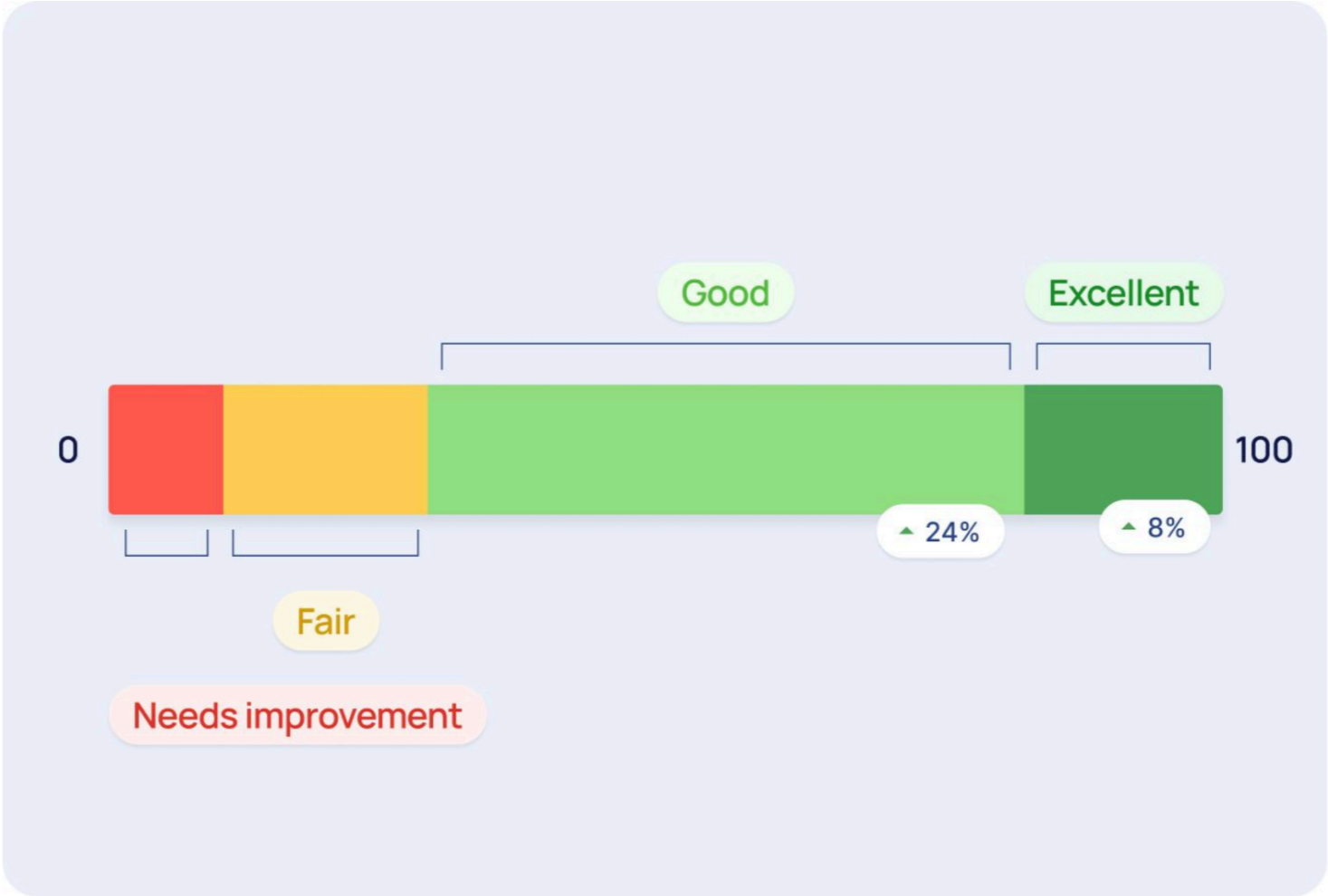
Criteria:  
Asking for information previously provided...  
Acknowledging customer issues...  
Resolution efficiency...

Run

2.4M Support Calls	Issues Identified	Score
<input checked="" type="checkbox"/> I'm having trouble managing my account online due to frequent glitches. Every time I try to log in I get a...	Empathy & Underst...	3
<input checked="" type="checkbox"/> My address is 1234 Main Street	Resolution Efficiency	3
<input checked="" type="checkbox"/> I'm sorry for the inconvenience. I'll forward your feedback to our team to see how we can improve t...	Unresolved	1
<input checked="" type="checkbox"/> My debit card was lost, and I need a replacement. How do I go about getting a new one?	Unresolved	2
<input checked="" type="checkbox"/> I can verify that for you. I'll check if your account settings are configured for international transactio...		5
<input checked="" type="checkbox"/> Can you help me check the status of my recent wire transfer? I haven't seen the funds reflected in my a...	Resolution Efficiency	4
<input checked="" type="checkbox"/> I'm unable to link my account to a third-party app for payments.		5

# Accelerate Customer Success

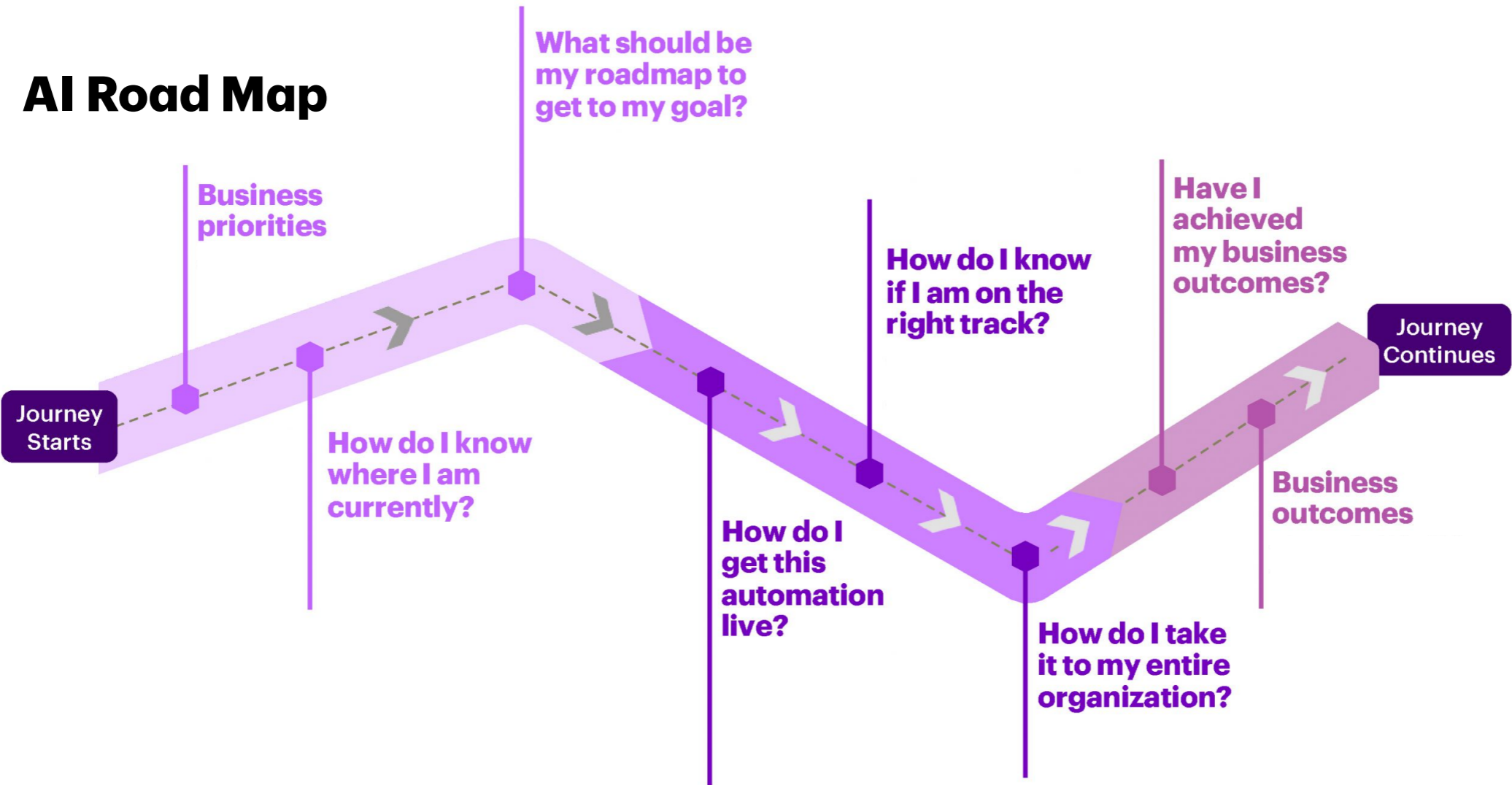
This acceleration enhances your CSAT and NPS scores by delivering a better customer experience and, more importantly, **providing the intelligence to understand the “what” and the “why” behind it.**



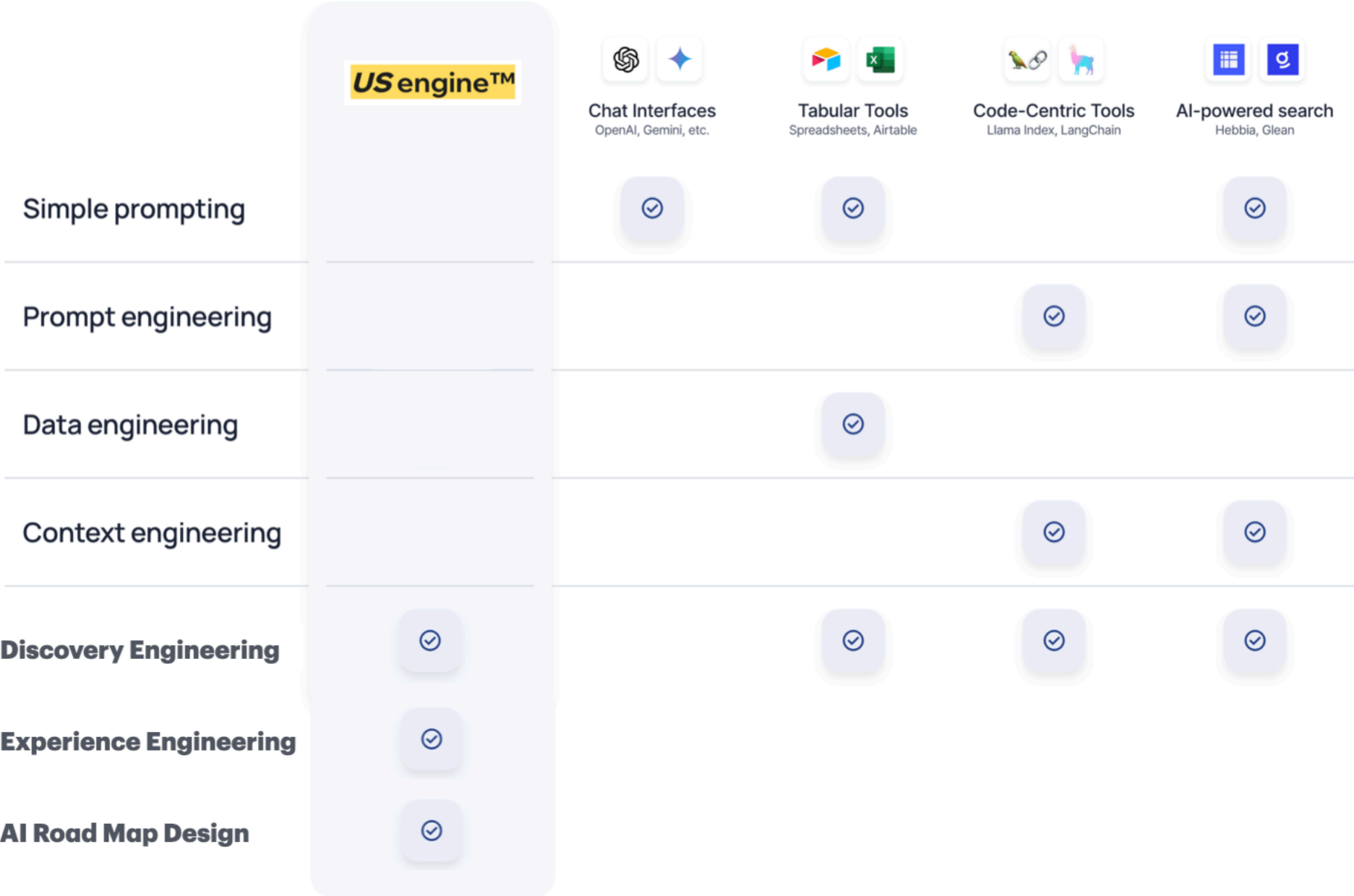
# Phase 3

## AI Road Map Design

With the analysis, internal partnerships, and prototypes in place, we can now support you in developing your AI business case and roadmap.



# We work on the most important part of your AI journey **zero to opportunity.**



Setup a 30 min call to go from

**zero to opportunity.**