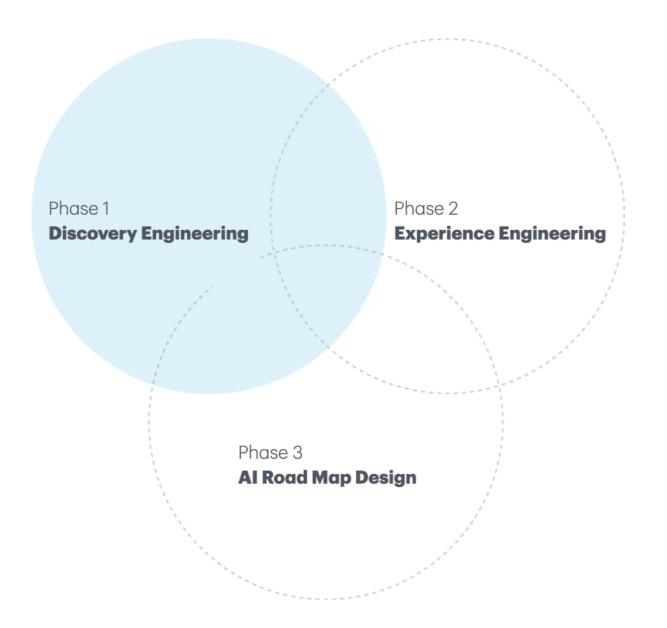


We help medium-sized public & private organizations analyze and prototype Al capabilities.





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



Learn more about our new prototyping AI framework called  $\underline{\textit{US}}$ 



#### 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 Al integration and customer value.** 

Customer Experience	Chat Data	Information Repositories					
	Approval Workflow	∠= Data     Sources					
Y							
US engine™							
mer Journey Mapping	Self-Service Optimiza	ation Quality Assurance					
Conversational AI	VoC Analysis Trans	sformation Roadmaps					
	<ul> <li>Experience</li> <li>Problem Pipeline</li> <li>mer Journey Mapping</li> </ul>	<ul> <li>Experience</li> <li>→ Data</li> <li>⇒ Problem Pipeline</li> <li>↓ Approval Workflow</li> <li>US engine™</li> <li>US engine™</li> </ul>					

Learn more about our new prototyping AI framework called <u>US</u>



#### 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.** 

### Better Insights, Better CX

	-		<i>•</i>
US engine™	<ul> <li>2.4M Support Calls</li> </ul>	Issues Identified	Score 🕼
Prompt       Conversation Analytics         Evaluate the following support conversation based on the criteria below.       Criteria:         Asking for information previously provided       Acknowledging customer issues         Resolution efficiency       Resolution efficiency	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
	My address is 1234 Main Street	Resolution Efficiency	3
	I'm sorry for the inconvenience. I'll forward your feedback to our team to see how we can improve t	Unresolved	1
	My debit card was lost, and I need a replacement. How do I go about getting a new one?	Unresolved	2
	I can verify that for you. I'll check if your account settings are configured for international transactio		5
Run	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
	I'm unable to link my account to a third-party app for payments.		5



#### **Accelerate Customer Success**

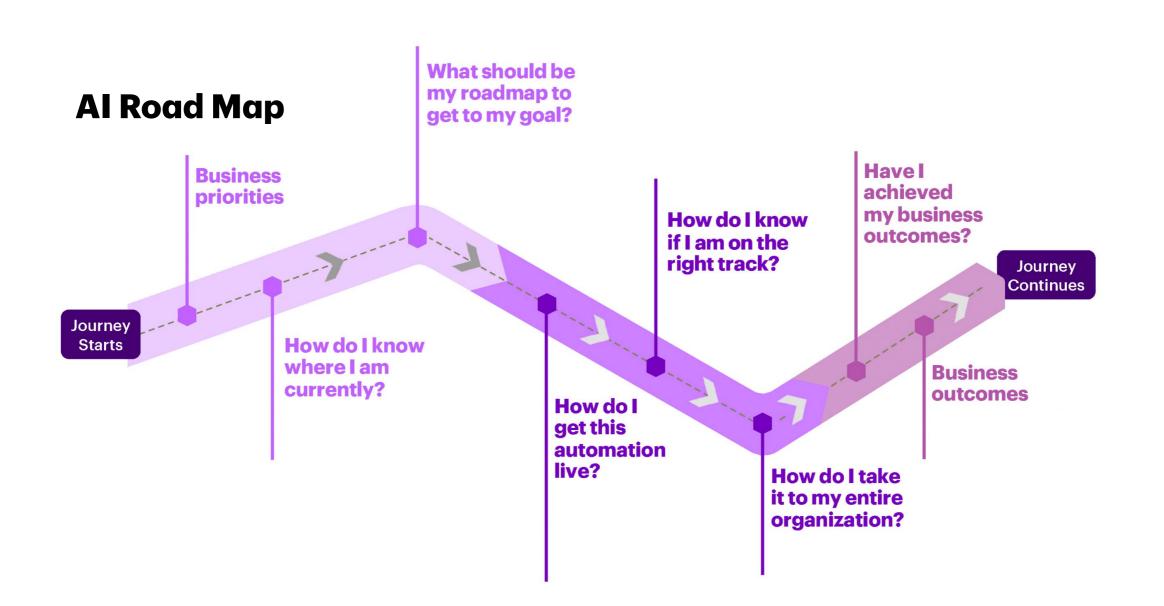
This acceleration enhances your CSAT and NPS scores by delivering a better customer experience and, more importantly, **providing the intelligence to understand the "what" and the "why" behind it.** 





#### Phase 3 Al 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 Al journey **zero to opportunity.**

	<b>US</b> engine™	Chat Interfaces OpenAl, Gemini, etc.	Tabular Tools         Spreadsheets, Airtable	Code-Centric Tools	Al-powered search Hebbia, Glean
Simple prompting		$\odot$	$\odot$		$\odot$
Prompt engineering				$\odot$	$\odot$
Data engineering			$\odot$		
Context engineering				$\odot$	$\odot$
<b>Discovery Engineering</b>	$\odot$		$\odot$	$\odot$	$\odot$
Experience Engineering	$\odot$				
Al Road Map Design	$\odot$				

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#### Setup a 30 min call to go from

# zero to opportunity.