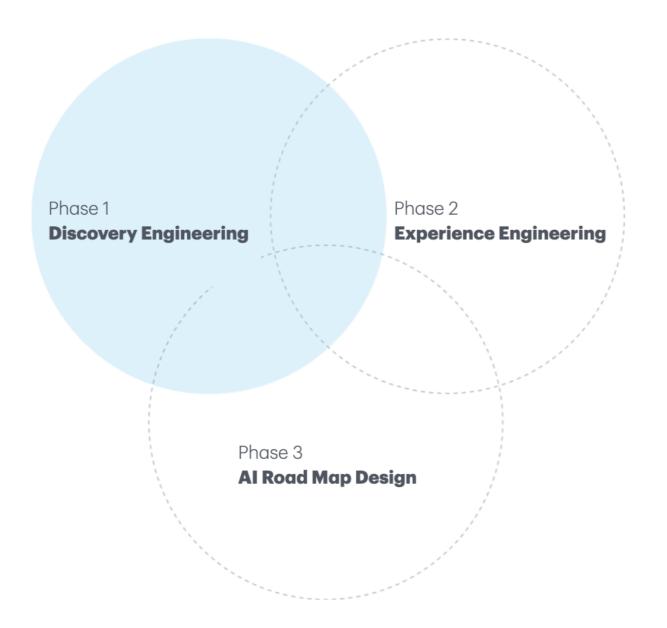


We help medium-sized public & private organizations analyze and prototype Al capabilities.





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					
	 Experience Problem Pipeline mer Journey Mapping 	 Experience → Data ⇒ Problem Pipeline ↓ Approval Workflow US engine™ US engine™ 					

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™	 2.4M Support Calls 	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

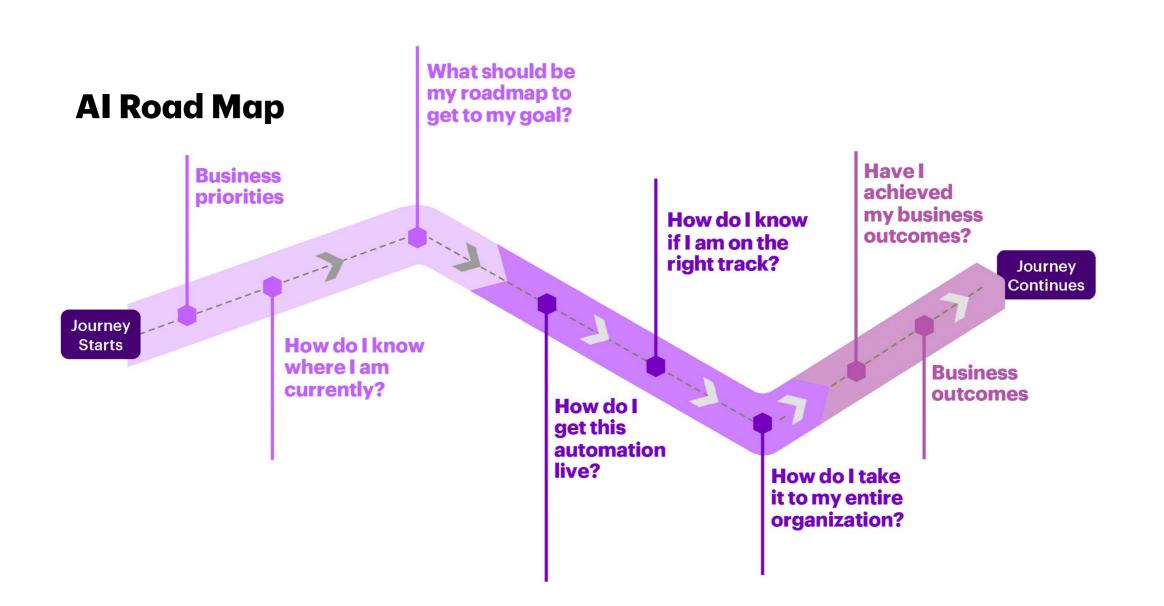
This acceleration enhances your CSAT and NPS scores by delivering a better customer experience and, more importantly, **providing the intelligence to understand the "what" and the "why" behind it.**





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.**

	US 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
Discovery Engineering	\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.