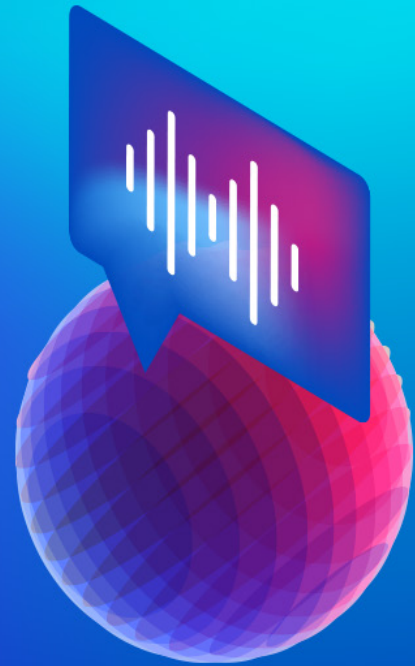


Hello,  
I'm ivy

Nice to meet you!



## SOLUTION SHEET - INTRODUCING IVY

# THE WORLD'S FIRST CONVERSATIONAL AI VOICE ASSISTANT

Need a helping voice at your call centre, help point or info terminal? Meet Ivy, your virtual assistant – the world's first artificially intelligent smart assistant for use in public spaces.

Ivy is here to support you with two key benefits - empowering your staff and elevating your levels of customer experience. To make it all possible, Ivy's conversational qualities are powered by cutting-edge AI technologies such as machine learning and natural language processing. All this is accessible through our Symphony Cloud services for reliable, fail-safe performance.

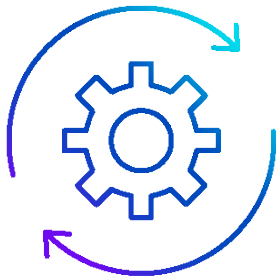


## IVY VOICE ASSISTANT WITH HUMAN CONVERSATION SKILLS

A call centre operator's life can often get very busy, even busy enough for them to wish for an assistant - a perfect one, if possible. One that works like a powerful computer but communicates like a human, and lends a helping voice in handling frequently recurring requests to lighten the workload. One that can deal with empty or malicious calls and provide instant guidance and information on a host of different topics. One that works around the clock, is never ill or tired, and never takes a holiday.

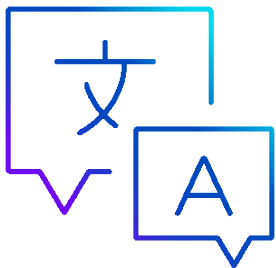
That ideal assistant has a name: **Ivy - Your Virtual Assistant By Commend.**

As the world's first conversational AI voice assistant for public spaces, Ivy's artificial intelligence allows her to communicate exactly like a human, as well as learning from each request and continuously improving her service. What more, Ivy can communicate in any language which allows her to provide increased levels of customer experience in virtually any environment.



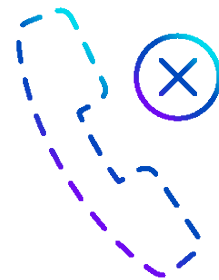
### AUTOMATE ROUTINE TASKS

by handling calls involving frequently asked questions, so staff are free to focus on urgent and high-priority tasks.



### MULTILINGUAL

Converse in various languages, providing real-time native language support for an enhanced bi-directional conversation experience.



### 'GHOST CALL' BUSTER

by recognizing and dealing with distracting, time-wasting empty (accidentally initiated) or malicious calls.



### CUSTOMER SERVICE 24/7

Ensure instant call response and lightning-fast customer service 24/7, resolving enquiries and providing automated voice transactions.



## IVY SOLUTIONS

# TRANSFORMING YOUR DAILY ROUTINE



### PARKING ASSISTANT

When it comes to managing customer expectations and assisting your operators, Ivy has you covered 24/7, 365 days a year. Ivy can provide support for customer challenges such as lost tickets or wayfinding information and respond in the native language she identifies. What's more, Ivy will deal with ghost calls, allowing your team to concentrate on high-priority, valuable tasks.

### SMART PASSENGER GUIDANCE

Ivy excels in providing increased customer experience at transport interchanges such as railway stations and airports. She can provide audible information on real-time train schedules, journey information, delays and local wayfinding FAQs such as 'where is the disabled toilet'. Allowing the commuters utilising your service, to do so with confidence.



### CAMPUS ASSISTANCE

Who wants to deal with thousands of students and their enquiries...? Ivy does! Ivy can provide an unparalleled level of service to students on campus. From wayfinding for first year students, to providing a safe harbour for people under duress. Ivy has the needs of your students at the forefront of her mind. She can integrate with student services to become a reliable member of your team and a way for students to communicate with you in multiple forms.

### BETTER MANAGEMENT

Where chatbots can be seen as a threat to control room staff, Ivy becomes part of the team. She can add real value by taking charge of the functions that create stress on staff and operations, allowing people to concentrate on the parts of their roles that provide value to both them and the business. Say goodbye to nuisance calls or aggressive behaviour and say hello to a working environment that people want to be a part of.

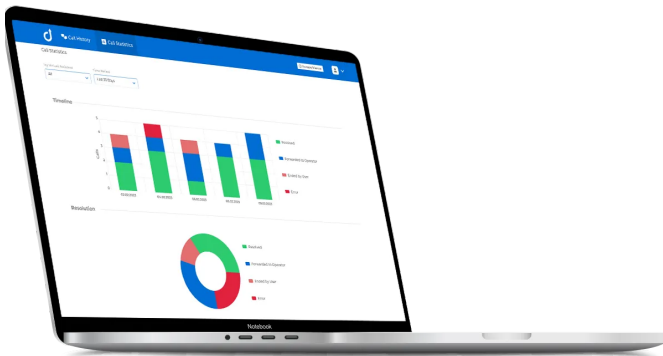




## IVY-DASHBOARD

# THE SECRET BEHIND IVY

The key to Ivy's talent lies in her ability to learn about real-life topics or scenarios and present back realtime data analysis on customer trends and business efficiencies.



### STATISTICS DASHBOARD

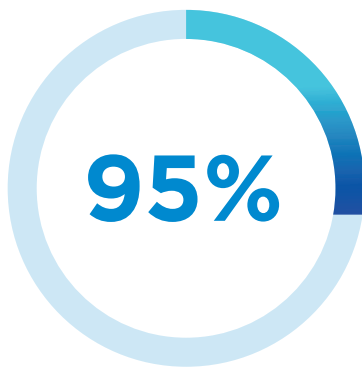
The Ivy dashboard monitors crucial conversation quality and performance indicators, including reaction times, calls per day, call duration, and per-call iterations. It provides visual overviews like the KPI dashboard, call timeline, and call heatmap. Additionally, it helps in training and optimizing Ivy's behavior as needed.

### CONVERSATIONAL ANALYTICS

The Ivy dashboard provides real world data that highlights keywords, emotional mapping and background noise analysis, meaning you get a full understanding of your customer's environments and needs. It also complies with local data protection regulations, ensuring data safety and security.

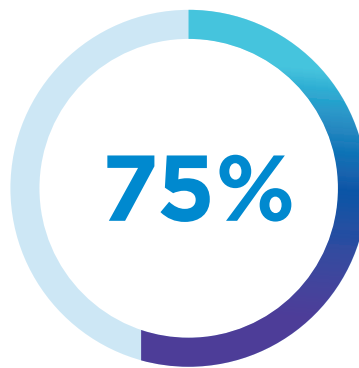
### TIME SAVED

Empty calls are simply handled by Ivy, freeing the operator to deal with urgent calls.



### CALL PICK-UP TIME

The average time can be reduced to less than 0.5 seconds, which represents an improvement in service quality.



### JOURNEY REQUESTS ANSWERED

Whilst employees handle urgent support requests, Ivy automates handling of wayfinding inquiries or tedious repetitive tasks.

### ENHANCE SERVICE QUALITY AND LIGHTEN OPERATOR WORKLOAD SIMULTANEOUSLY

\* The statistics data has been collected in close collaboration with experienced clients and experts in the fields of parking and public transport.



## IVY FEATURES

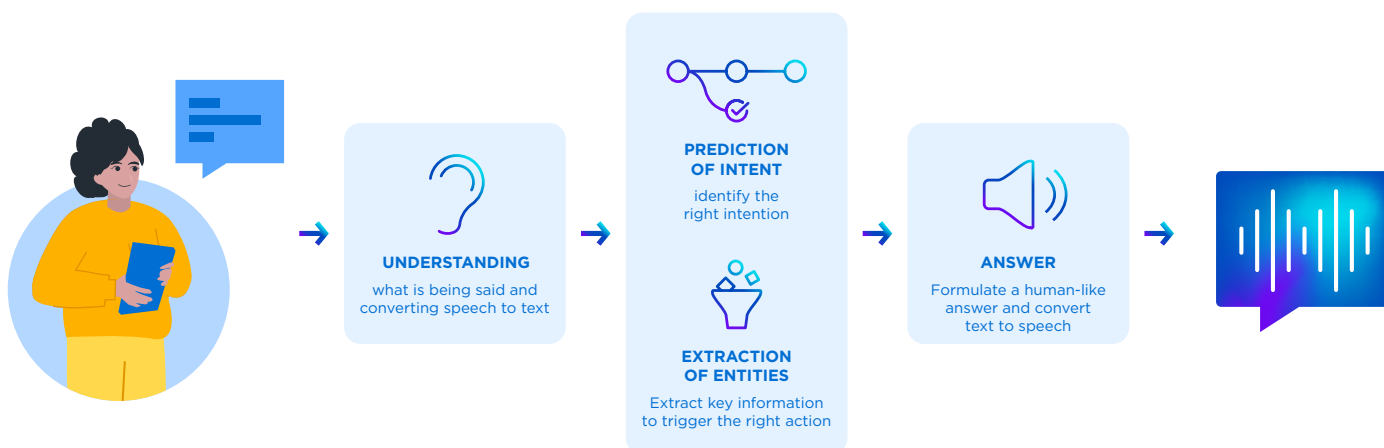
# WHAT IS CONVERSATIONAL AI?

Artificial Intelligence (AI) is the futuristic buzzword that's taking the world by storm! From self-driving cars to smart robots, AI has revolutionized our world, but its impact is not limited to machines alone.

In the realm of communication, AI has transformed the way we interact with technology. With cutting-edge solutions that simulate human conversations, AI has elevated voicebots to automation platforms that drive operational efficiency and experience. AI's unparalleled power has enabled companies to provide professional customer care services, once thought impossible! The future is here, and it's AI-powered!

## HOW IT WORKS

Conversational AI aims to simplify the interaction between humans and machines by 'understanding' and correctly answering user requests. But how does it work?



## THE VALUE OF CONVERSATIONAL AI



### BETTER CUSTOMER EXPERIENCE

Conversational AI technology can enhance the customer experience by providing a seamless and efficient 24/7 availability for customers to interact through direct messaging.



### POWERFUL HUMAN-AI SYNERGY

Empower your team with conversational AI. Automated routine and empty calls are identified and filtered out, allowing your team to focus on high-priority calls and reduce the levels of stress in their working environment.



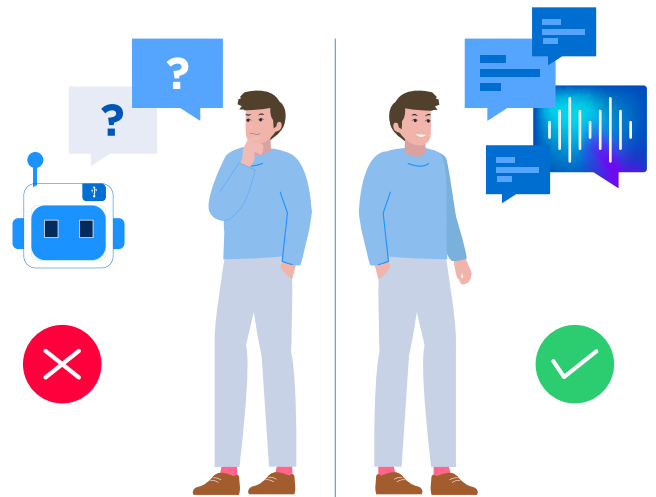
## WHAT IS THE DIFFERENCE?

# CHATBOT VS. CONVERSATIONAL AI

On the surface, chatbots and conversational AI may seem to be similar, but under the surface they operate in completely different ways.

Voicebots use keyword matching, which allows them to solve only a limited set of pre-defined problems, but conversational AI uses advanced techniques to 'understand' the intent behind a question and provide accurate and relevant responses. This makes conversational AI a much more powerful solution for complex queries and tasks.

	CHATBOT	CONVERSATIONAL
Online 24/7	✓	✓
Can cope with natural language	Keyword based	✓
Multi-level intent hierarchy	If/Then Statements	✓
Voice and conversational IVR	Text only	✓
Self-improving over time	✗	✓
Multi-lingual	✗	✓
Privacy & security compliant	✗	✓



## IVY DATA TECHNICAL INFORMATION



### IVY - YOUR VIRTUAL ASSISTANT

Concurrent calls:	max. 5 per Ivy Virtual Assistant
Initial response time:	Typical 0.5 sec, max. 3 sec
IVY licenses:	<p>E-CIVYFLEX-CTF - Annual Global License allows unlimited connected devices and one client</p> <p>E-CIVY1K-CPF - 1,000 IVY calls</p> <p>E-CIVY10K-CPF - 10,000 IVY calls</p> <p>E-CIVYKAPI-CTF - Annual knowledge API connection</p> <p>E-CIVYTI30-CTF - IVY all in. Annual global license inclusive of 30,000 IVY calls and one client</p> <p>What you need - Latest version of our SIS platform or Symphony Platform.</p>
Languages:	English, Dutch, French, German, Italian, Spanish