



Intelligent Virtual Assistants

to automate customer and employee experiences



PROBLEM

- Running a customer support function effectively is **COSTLY**
- Robotic, **formulaic answers** with chatbots and IVR
- **Time limits** of human support
- A lot of **different channels** of customer support

SOLUTION



One platform. Boundless possibilities.

Provide best-in-class Intelligent Virtual Assistant experiences. Whether you're a startup or established enterprise, our intelligent virtual assistant offerings will help you fuel innovation, improve metrics.

- Increase CTR
- Improve CX and reduce cost
- Happier customers increase ER & NPS
- Cut Customer Support Costs

- Low-Code to Limitless Solutions
- Every Use Case
- Voice + Digital Experiences
- For Customers, Employees + Agents

2x

uptick in employee efficiency

10x

conversions vs. traditional digital

20%

boost in customer satisfaction

90%

automation containment rates

50%

decrease in agent attrition rates

PRODUCT

Stay-in-Touch

With users anywhere, anytime

Virtual assistants built on the platform are available on channels where your customers and employees are.

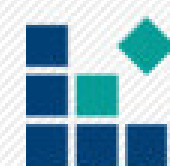
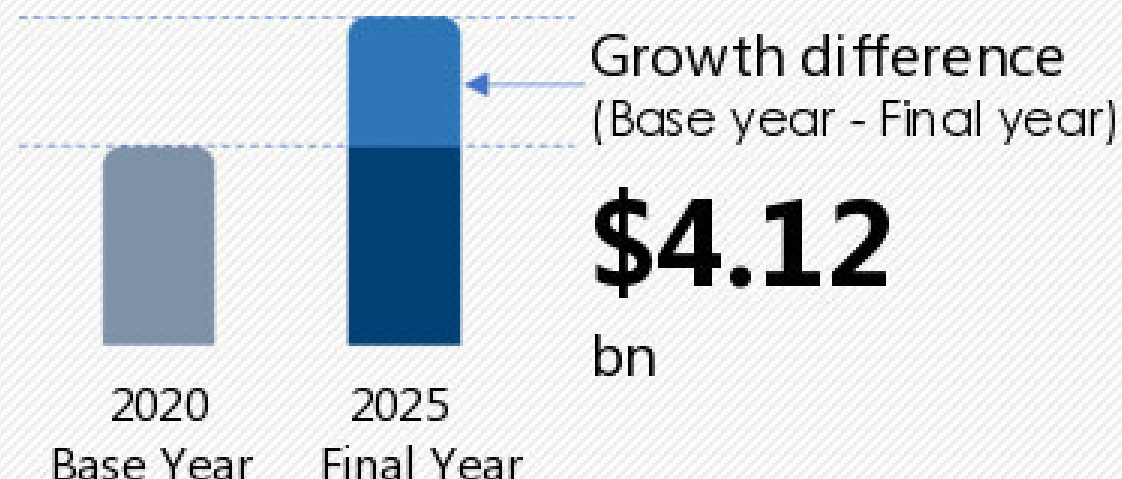
These assistants can:

- Be easily enabled on over 30+ voice and digital channels within a few clicks **24/7**
- Continue the same conversation across channels in multiple languages
- Integrate into CRM and back-office systems



GLOBAL VIRTUAL ASSISTANT MARKET 2021-2025

CAGR of (2020-2025)



The market is **FRAGMENTED** with several players occupying the market share



One of the **key drivers** of the market will be the **demand for enhanced customer service**



Key Players

- Alphabet Inc.
- Amazon.com Inc.
- Apple Inc.
- CX Co.
- eGain Corp.



40%

of the growth will originate from **APAC**

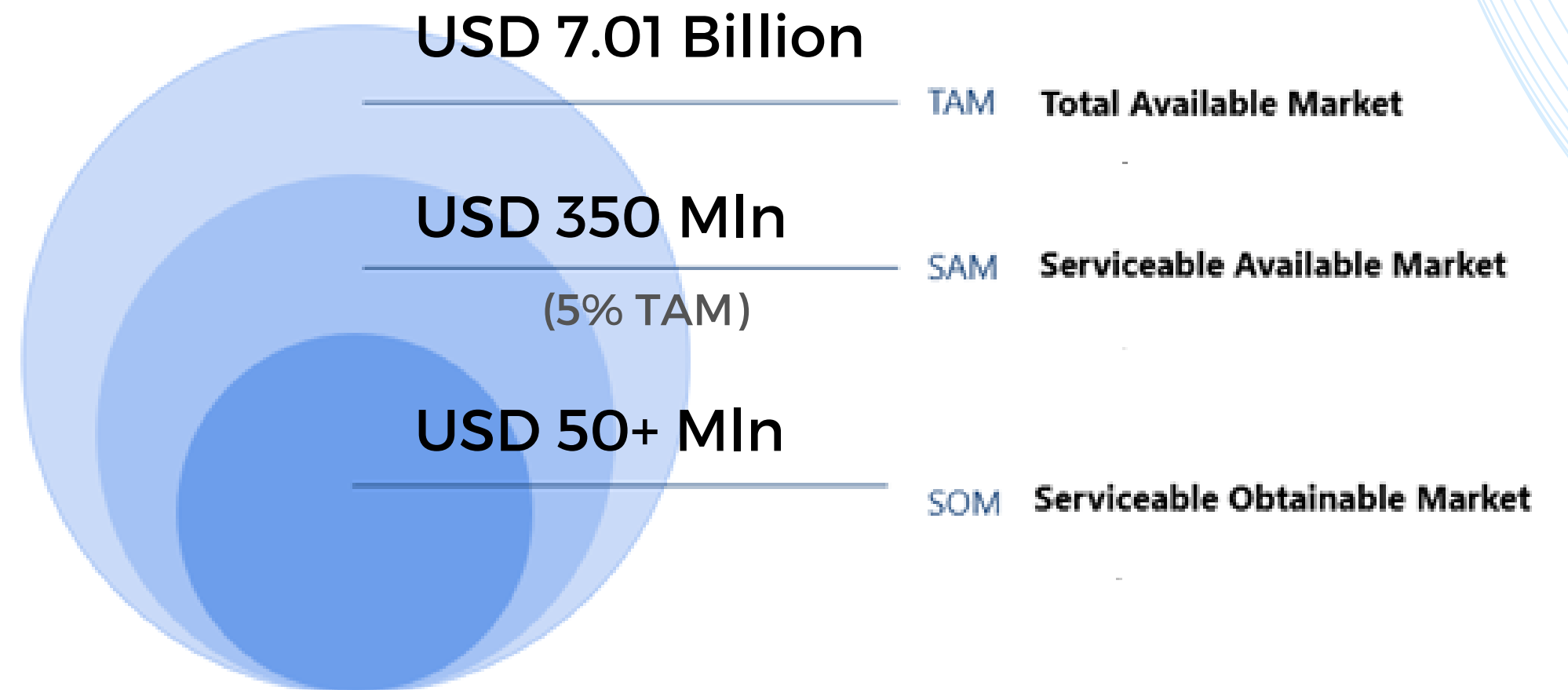


Market Segmentation By Enduser

- Automotive
- BFSI
- Government
- Retail

TARGET MARKET

Intelligent Virtual Assistant Market Growth Worth \$47.57 Bn Globally by 2028, Driven by High Adoption of Chatbots – Exclusive Report by The Insight Partners
The global intelligent virtual assistant market size to grow from USD 7.01 billion in 2021 to USD 47.57 billion, by 2028 with an estimated CAGR of 31.9% from 2022 to 2028; it is further bifurcated by service, technology and end-user






Intelligent Virtual Assistant Market Growth Worth \$47.57 Bn Globally by 2028, Driven...

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GlobeNewswire News Room / Nov 16, 2022

1 STEP - VOICE ROBOT XDIALER

AUTOMATIC CALL BY ROBOT
Use robocalling to call your customer
base.

 375296060000.mp3
00:39
+375296060000
 Марина
39 с. 14.03.2022 04:20:33
 e6c1235ba651f836b3a429cd46530f43

00:02 A: Добрый день я робот
Арсений...вы звоните по объявлению
00:09 B: Да
00:13 A: Как к вам можно обращаться
00:15 B: Марина
00:17 A: Очень приятно назовите
полный адрес объекта
00:22 B: Улица сухаревская тридцать

QIRA. DEFINING AUTORESPONDERS



DIALOGUE ANALYSIS

Диалог

3 отдел - Черн 2021-10-28 12:29 - Исходящий - +790944
+791891

0:00 / 4:09

Запись - 76666.mp3

1:11 Собеседник
Те он уже будет **готов купить** и внести задаток вы десять тысяч скинете

1:16 Чернов
Общая стоимость какая будет мне так но получается

1:20 Собеседник

AUTOMATIC PHONE ROBOT XDIALER

xDialer






Главная

Звонки

2021/08/24 - 2022/02/20

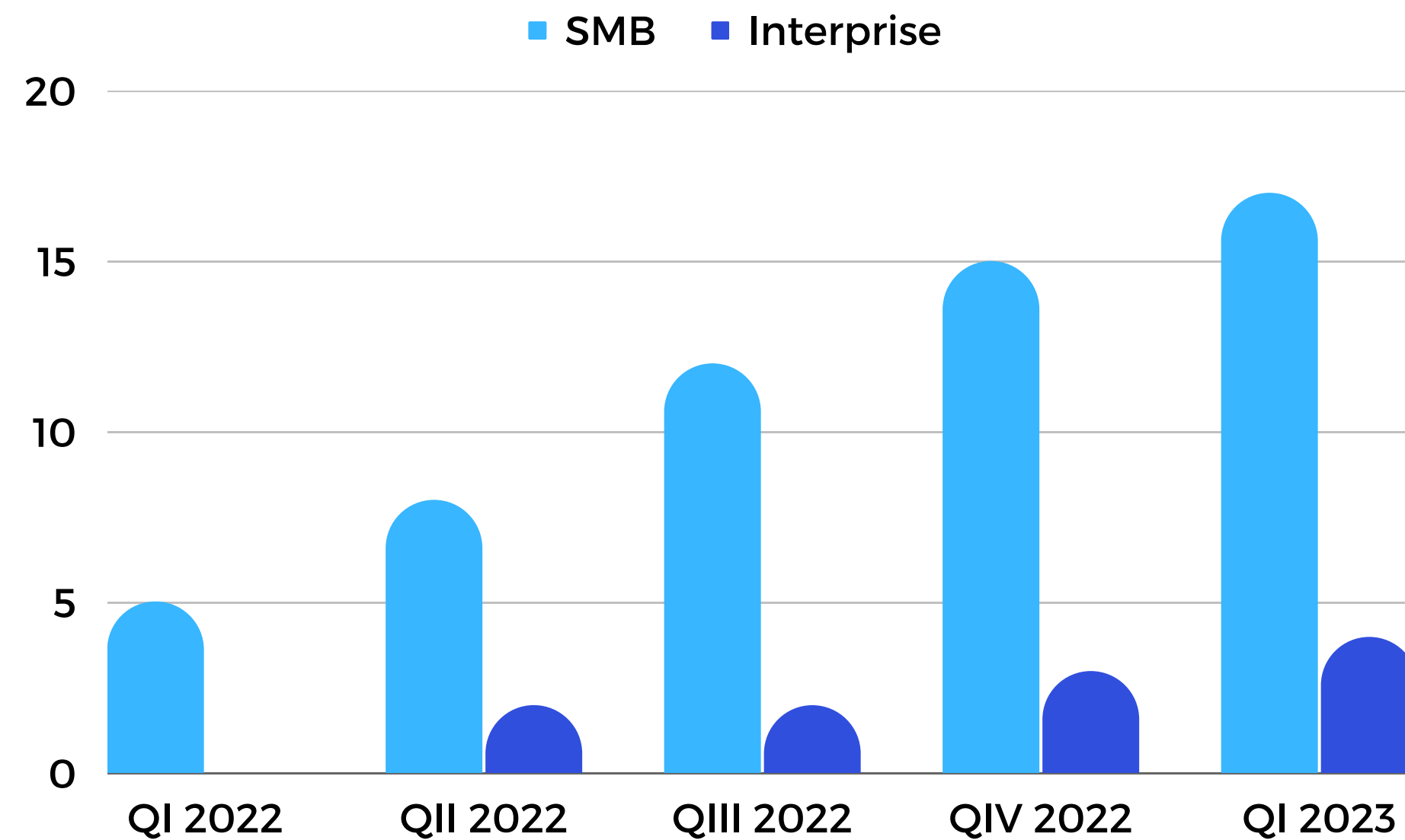
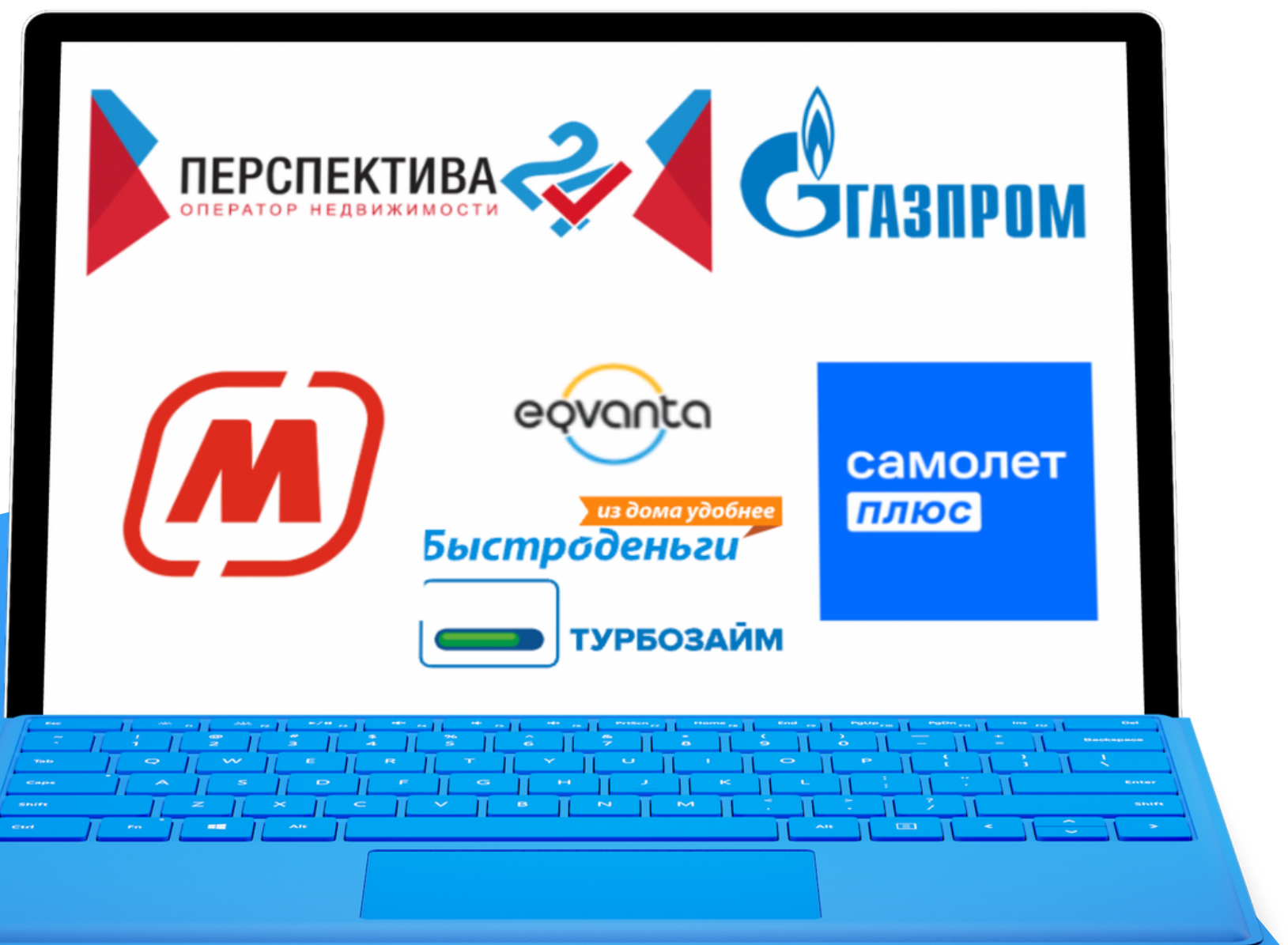
слово,фраза фраза

Очистить

#	Абонент	Дата	Направление	От <=> Кому	Запись	Диалог	Время	Links	%
35900.	 Плечкова	2021-12-05 09:24	Входящий	+79182096830 <=> +79628788401	0:00 / 2:16	монологов 23		_повторить_	50%
35890.	 3 отдел - Чернов	2021-12-04 16:56	Исходящий	+79094454160 => +79182050037	0:00 / 9:04	монологов 70		_повторить_	50%
35716.	 4 отдел - Шинга	2021-12-04 10:34	Входящий	+79288536595 <=> +79094645502	0:00 / 4:05	монологов 30		_повторить_	50%
35709.	 3 отдел - Чернов	2021-12-04 10:08	Исходящий	+79094454160 => +79182050037	0:00 / 0:54	монологов 15		_повторить_	50%
35696.	 Гончарова	2021-12-03 16:58	Исходящий	+79628677135 => +79661118555	0:00 / 3:44	монологов 52		_повторить_	50%
35345.	Сорокина	2021-12-02 18:23	Исходящий	+79628788392 => +79184089752	0:00 / 12:13	монологов 189		_повторить_	50%

TRACTION

Founded Date (Xdialer)
03.2022



FROM CUSTOM DEVELOPMENT TO -> PRODUCT DEVELOPMENT & BOXED SOLUTION



HOLISTIC VIRTUAL AGENT PLATFORM

Serve your customers on all digital support channels, including chat, email, messaging, social media, and more

CUSTOM AUTOMATION SOLUTIONS

Your virtual agent is trained on your historical data, so its responses are completely customized to your brand

SUPPORTED INTEGRATIONS

CRM and back-office systems are connected to our no-code platform. The result? Fast and effective resolutions for your customers on chat, email, messaging, voice and social.

AI THAT LEARNS AND GROWS

Industry-leading and self-learning AI coupled with our Training Center means your virtual agent gets better with time

PRODUCT OR A BOXED SOLUTION

IVA

SmartChat

VoiceChat

Integration
CRM, Back-
office etc

Unique
Custom
DataBase (?)

Industrial
templates

Intelligent Virtual Assistants for:

HR

Call-
Center

Customer
Care

Nealth
care

Real
Estate

Welness

E-com

Education

BUSINESS MODEL

SOFTWARE-AS-A-SERVICE (SAAS) SUBSCRIPTIONS



OUR TEAM



**Anastasia
Andrizh**
CEO/CPO

- Founder & CEO Aveeva (FashionTech)
- II acceleration programs IIDF, GenerationS (1 place in track creative)
- II rounds of venture investments
- Product Management experience - 4+ years



**Denis
Tabilov**
CFO/CBDO

- Founder & CEO Xdialer
- Founder&Owner of call center with 100+ employees
- Official partner of the real estate agency "Perspektiva 24" and Samolet developer (recruitment, service quality control and leads generation by voice assistant)



**Mike
Zakharishchev**
CTO

- Co-founder of lead generation and quality control projects
- Experience in developing products related to voice neural networks - 10+ years
- Developer of Own neural network

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