How to get started with Conversational AI

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boost·ai

About Boost.ai

What is "conversational ai"

Case Studies

Get started

boost·ai

Extensive experience for enterprises around the globe

250+
live virtual agents

3000+
certified AI Trainers

20m+
automated conversations

Unrivalled track-record
50% of clients switched to boost.ai after experimenting and learning what they need to succeed.

Customer-facing expertise
More than 200 organizations worldwide use boost.ai's conversational AI to automate human interactions.

Third-party recognition
Boost.ai is regularly featured in guides and reports by leading researchers and analysts.

Gartner

Market guide

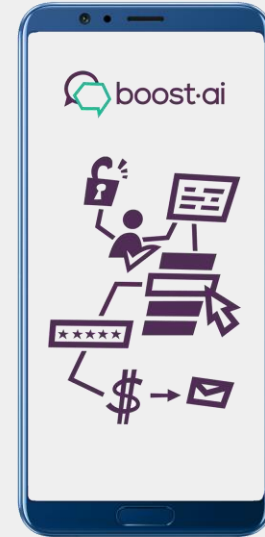Santander Consumer Bank   Nordea   DNB   nets   telenor   Telia   EOS   Tryg

Don't let assumptions of what was possible **yesterday**
be the reason you miss out on the incredible things **today**

Where to create value?

Service & support
External virtual support agent

- Automate a portion of customer service and support
- Increase self-service rates & support capacity
- Cost-effective 24/7 support
- Handle unexpected peaks

Internal knowledge
Internal virtual agent

- Centralized knowledge base
- Convenient and anonymous
- Cost-effective 24/7 support
- Agent assist with Smart Replies

Sales optimization
External virtual sales agent

- Automated sales
- Self-service and web-form guidance
- Increase up-sell and cross-sell
- Design and optimize customer journeys

Banking success: DNB

automated front line support in 6 months

55%

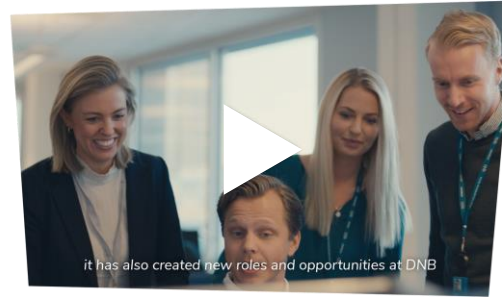of all customer support to live chat automated

22%

of all customer support automated

10.000+

fully automated daily customer interactions

DNB

it has also created new roles and opportunities at DNB

MONTH 6
20% total automation

START MONTH -2
Project start

MONTH 0
Launch

MONTH 4
Logged-in availability

Banking success: SR-Bank sees
incredible results from 'chat first' strategy

42%

of all B2C and B2B customer support automated

75%

prefer virtual agent over human support

SpareBank 1
SR-BANK

Jan. 17	Jan. 18	Jan. 19	Oct. 19	Sept. 19
Project start	VA equals 20 FTEs	VA equals 31 FTEs	In-chat authentication	34% CS traffic automation
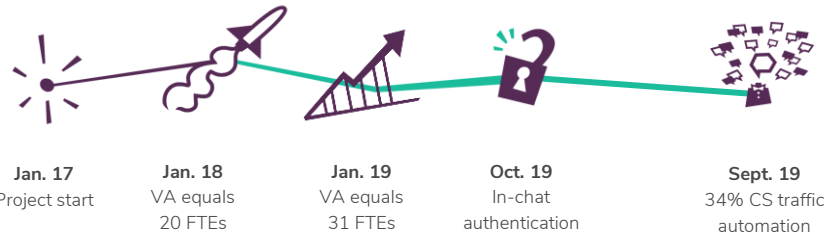
Public sector success: Frida the virtual agent

boosts welfare in the Nordics

220 FTEs

human agents required to handle the amount of daily messages Frida automated during COVID-19

4 of 5 users

prefer getting help from Frida, even when given the option to talk to a human agent

270.000+

conversations fully automated in just 1 month

" We simply wouldn't have made it through this time without Frida. "

Jørn Torbergsen

Director of NAV Contact Center

Market predictions

Customer-facing industries stand to greatly cut expenditure thanks to conversation AI. In research conducted by Capgemini, which included companies across banking, insurance and retail it was revealed that the adoption of conversational AI resulted in **a greater than 20% reduction** in both customer service cost and overall customer churn.

Gartner is similarly optimistic, stating in a July 2019 report that, by 2025, customer service organisations that embed AI in their multichannel customer engagement platform will **elevate operational efficiency by 25%.**

"I really don't care how I get help, as long as I get it when and where I need it."
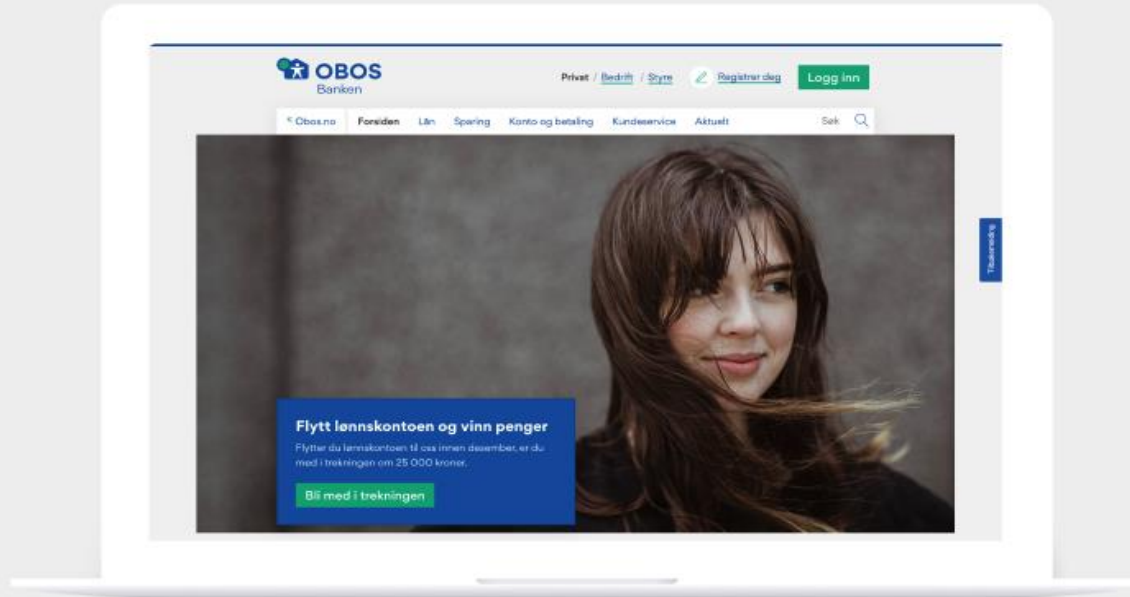
- everyone, ever

The starting point

https://obos.bank.no

We continue

with scanning your site to find pages

We found

258 pages
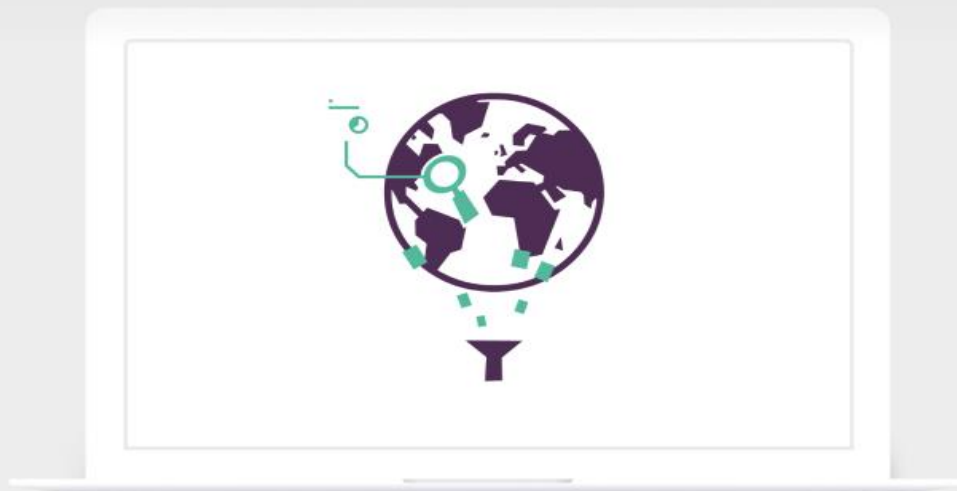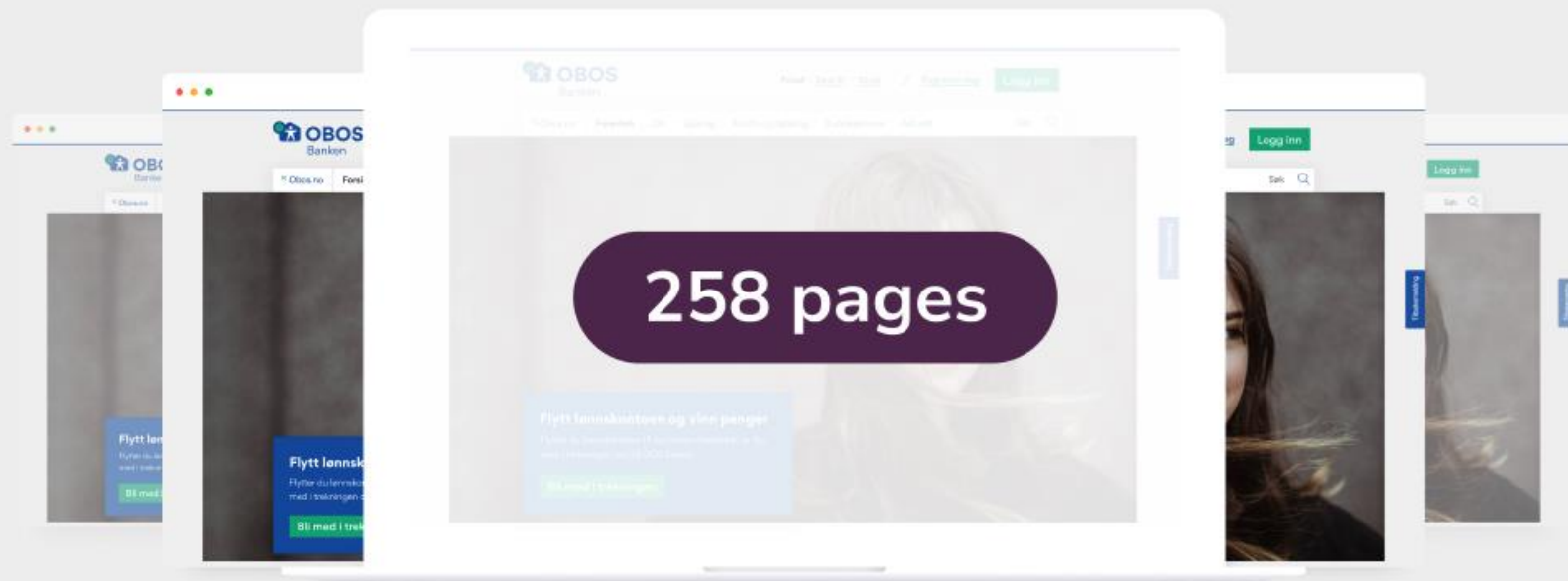
as a foundation for our work

Intents

1000 From data source

Our AI has identified these intents based on information that was found in given sources

300 Enriched

Based on our domain understanding we have enriched the model with even more knowledge

1300 Total

We have now created a running start and are already far beond most year old virtual agent projects

Training data

30 000 Training sentences

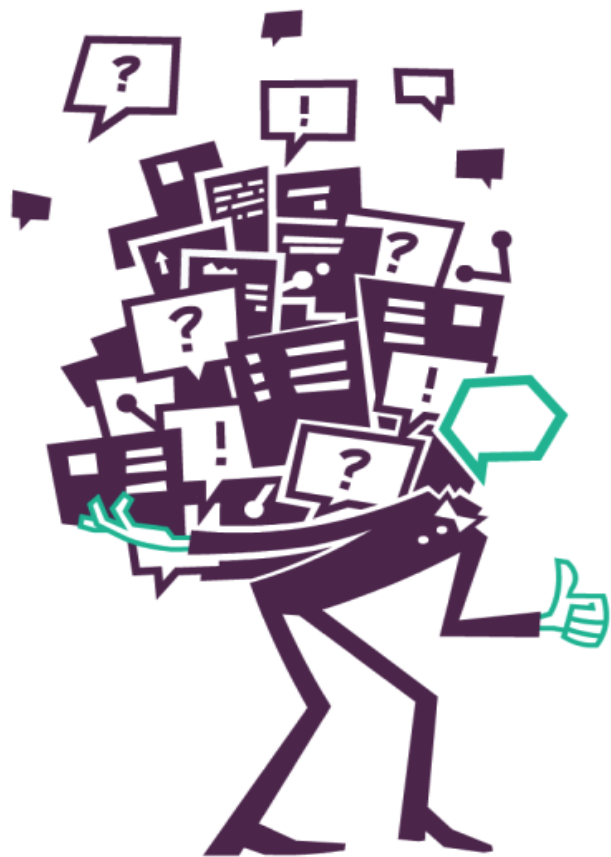The virtual agent already have a foundational understanding of all the intents added

360 0000
Estimated utterance understanding

Using our superbe language processing and understanding the virtual agent can identiy intens for a huge number of user utterances

Summed up

We have saved you

258

FTE working days

in project setup time, planning, prioritizing, intent
creation, training data creation, the list goes on...

What is next?

1. You evaluate

After just a few days, the VA is operational and ready for testing. We will give you one month of free trial.

2. You learn

Our fast and easy online courses turn a client's staff into AI Trainers who can manage the virtual agent and automate requests.

3. You own

With in-house AI Trainers, the client feels in control of the total cost of ownership and can sync automation, business and budget needs.

TRIAL

DEAL

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