



Conversational AI

Discover the future of interaction with Conversational AI, where technology meets human-like dialogue. This innovative solution is transforming how we connect, engage, and collaborate in an increasingly digital world.

 www.wappnet.ai 

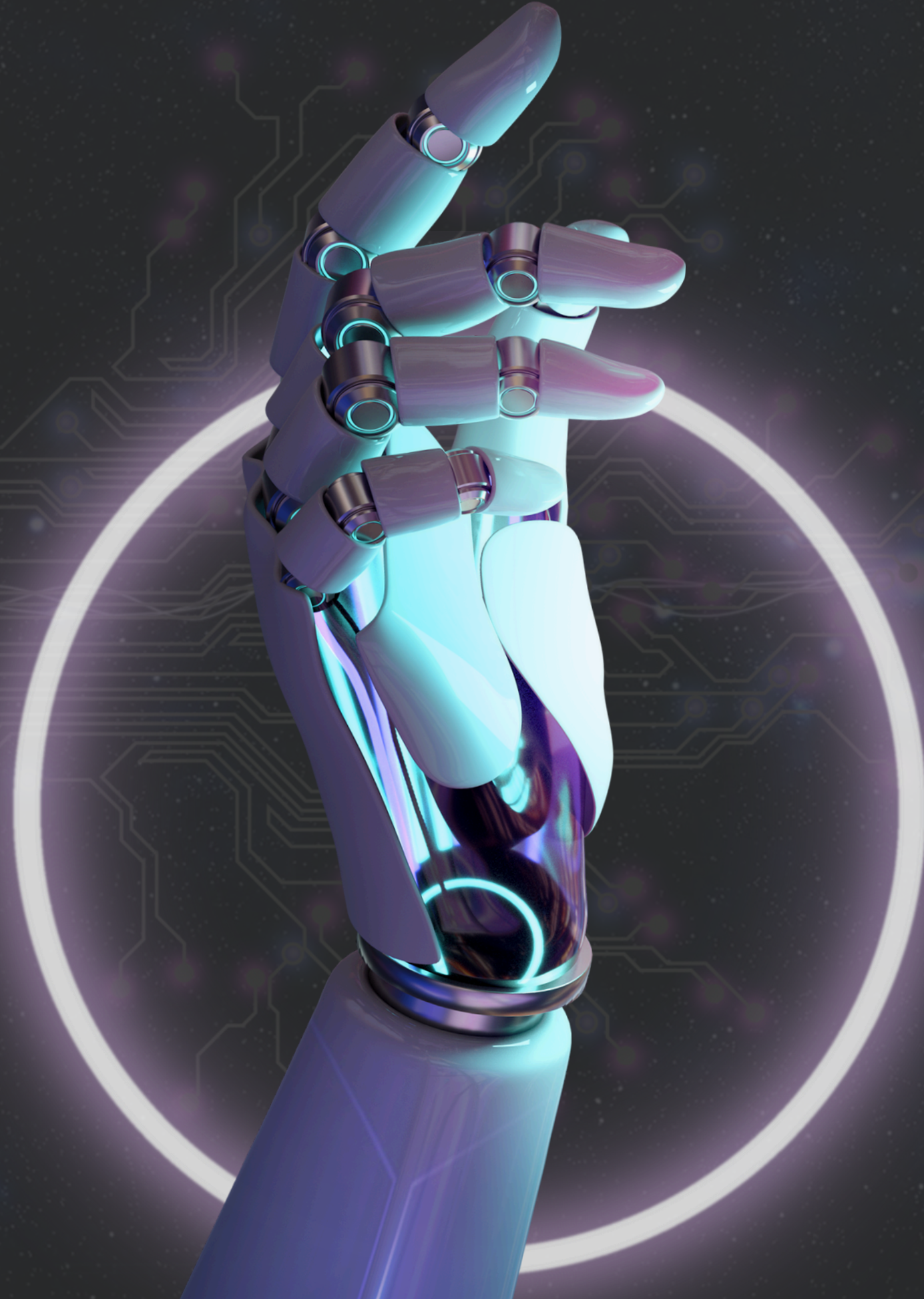
Foundation

Conversational AI represents a groundbreaking approach to developing computer systems that can engage in interactive, human-like dialogue. By integrating advancements in natural language processing, machine learning, and dialogue management, it creates intelligent bots capable of communicating seamlessly through both text and voice. This technology allows computers to comprehend and respond to user inputs in a way that feels genuinely conversational, enhancing user interactions and experiences.



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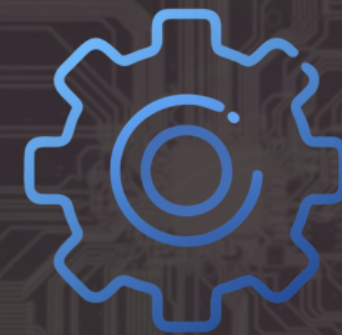
Why Future is All About Conversational AI /AI Agents?

In today's fast-paced, digital world, customer expectations are evolving rapidly. Businesses need to stay ahead of the curve, and conversational AI is the key to delivering exceptional experiences and operational efficiency.

Here's why conversational AI is essential for your business in 2024:

1. **Always Available:** Keep your customers happy with round-the-clock support.
2. **Work Smarter:** Let AI handle repetitive tasks so your team can focus on what matters.
3. **Tailored Experience:** Connect with customers on a personal level using data-driven insights.
4. **Smart Decisions:** Use AI insights to make better business choices and stay ahead.
5. **Grow Easily:** Scale your customer service effortlessly as your business expands.

Components of Conversational AI / AI Agents



Natural Language
Processing (NLP)



Automatic Speech
Recognition (ASR)



Machine Learning (ML)



Data Mining

How does Conversational AI / AI Agents work?



User Input

The user speaks or types a request to start the conversation.



NLP

The AI deciphers what the user means and identifies their intent.



NLU

Tracks conversation to ensure accurate, logical responses.



Backend Processing

The AI fetches data from connected systems.



NLG

The AI deciphers what the user means and identifies their intent.

Types Of Conversational AI / AI Agents



AI Chatbots

AI-powered chatbots are software programs that simulate human-like messaging interactions with customers



Voice bots

Voice bots are AI-powered software that allows a caller to use their voice to explore an interactive voice response (IVR) system.



Interactive Voice Assistants

Interactive voice assistants (IVAs) are conversational AI systems that can interpret spoken instructions and questions using voice recognition and natural language processing.



Let's Explore Our Distinguished

Conversational AI Solutions

Empowering Diverse Industries



Banking

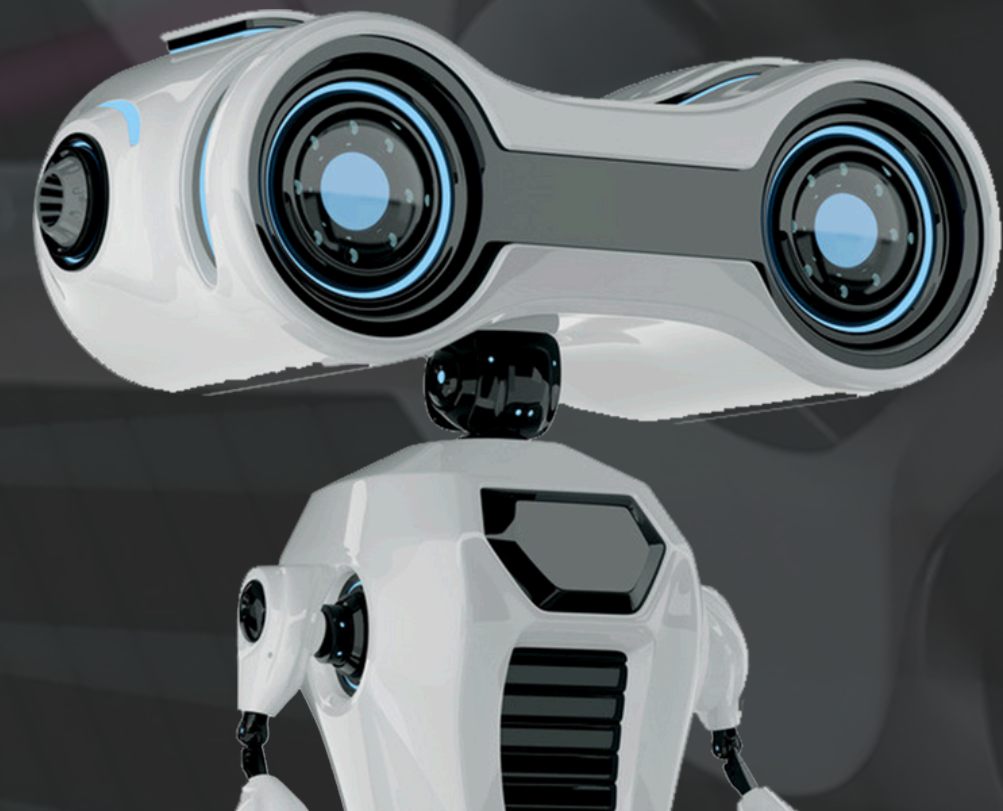
Banks are embracing conversational AI to make banking more convenient and accessible. With these advanced voice, message, and chat capabilities, you can manage your finances like never before. Imagine effortlessly checking your transaction history, setting and tracking savings goals, transferring funds, and handling bill payments, all with just a few simple commands. Whether you're sending money to loved ones or vendors, our AI-powered banking solutions are here to make your financial life smoother and more personalized.

The Challenge

A leading financial institution aka Bank needed a smarter way to handle the flood of internal calls and requests to its finance department. They sought an intelligent virtual assistant to manage queries about financial claims, payments, and approval workflows. By offloading routine tasks to this voice agent, the bank aimed to free up their finance team to concentrate on higher-value activities like conflict resolution, problem-solving, policy development, and strategic planning.

Our Approach

To manage high call volumes, we analyzed customer intents and streamlined interactions with a multi-language AI voice agent. This agent securely validates users with a multi-layered authentication process, reducing the workload on customer representatives and saving resources. It uses encrypted communication to protect sensitive data and ensure compliance, providing real-time access to account and loan information while enhancing voice recognition for more natural interactions.



Results

The intelligent assistant, available around the clock and scalable as needed, has greatly improved accessibility, efficiency, and employee satisfaction. It's cut the finance department's workload by 90%. Plus, we've seen faster call handling, higher resolution rates, more secure user verification, and better insights into call sentiment and issue resolution thanks to the dynamic dashboard.



**Reduction in
Contact Center
Workforce**



**90% decrease in
customer query emails**



**93% Decrease in Ticket
Resolution Time**



Hospitality

The hospitality industry is embracing intelligent virtual assistants to create unforgettable, personalized experiences for guests. With smart voice, messaging, and chat features, hotels can effortlessly help travelers book and manage their stays. This not only boosts customer support but also streamlines operations, reducing call volumes and costs. By harnessing this technology, hotels are transforming the guest experience into something truly seamless and engaging.

The Challenge

As consumer engagement shifted, a five-star hotel realized it needed to connect more effectively with customers who preferred calling over checking availability, bookings, and inquiries online. The hotel aimed to reduce direct call expenses, optimize resource allocation, save time, and manage multiple inquiries simultaneously while providing 24/7 support. To tackle the high volume of booking inquiries, the hotel sought our expertise in travel and hospitality technology to develop an intelligent AI voice assistant capable of efficiently handling customer inquiries.

Our Approach

We began by analyzing various booking methods to merge interface-driven and telephonic bookings into a single seamless experience. By implementing a Conversational AI strategy, we aimed to replace traditional contact centers, significantly reducing the need for human resources. This intelligent voice assistant is designed to learn and adapt continuously, resulting in a flexible and engaging interaction that feels human-like and responsive to customer needs.



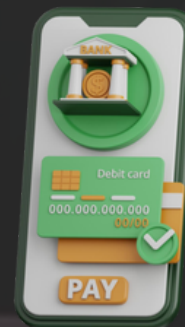
Results

With the implementation of our intelligent AI voice assistant, users can now book hotel rooms within minutes, making the process quick and efficient. Payments can be made on the go or deferred, with immediate booking confirmation upon payment. Guests can also make special requests seamlessly during the booking process. Additionally, the assistant facilitates easy cancellation of bookings in the same call, eliminating the need for cumbersome IVR systems and reducing user frustration. This conversational approach has transformed the customer experience, offering a more engaging and hassle-free interaction.



92%

Bookings Under 05 mins.



90%

Instant Payment Processing



75%

Operational Cost Savings



Healthcare

Advancements in conversational technologies are transforming how healthcare providers engage with patients. By leveraging chatbots and voice assistants, hospitals can create more personalized interactions that build trust and encourage adherence to treatment plans. This not only enhances patient engagement but also leads to better health outcomes. Additionally, the real-time data generated from these conversations allows healthcare teams to deliver tailored care that truly meets the needs of each individual.

The Challenge

A renowned healthcare facility faced significant hurdles during peak hours, with patients waiting excessively to connect with reception. In urgent situations, this delay could compromise patient care. Receptionists often found it difficult to recommend the right doctor based on a patient's symptoms, resulting in further delays in booking appointments. Additionally, the organization struggled to manage and utilize vast amounts of data spread across various formats and locations, preventing effective insights and timely decision-making.

Our Approach

To address these challenges, we analyzed open-source data to understand patient behavior and gaps in the booking process. We found that many patients resort to home remedies due to unavailable doctors or booking difficulties. In response, we created a conversational AI system that efficiently evaluates patient requests, suggests doctors based on symptoms, and allows for patient preferences. Once details are provided, the assistant seamlessly schedules the appointment and sends confirmation via email or SMS.



Results

The implementation of our conversational AI has significantly improved the appointment booking process. Patients can now book appointments with ease, leading to a smoother experience and quicker access to healthcare. Reception staff are relieved from handling constant calls, allowing them to dedicate more time to in-person patient care. Additionally, the AI automates scheduling, effectively managing conflicts and optimizing the hospital's resources for better service delivery.



85%

Reduction in Patient's Average Wait Times



96%

Decrease in Patient Complaints Related to Booking



100%

Elimination of Manual Data Entry Efforts



Logistics

In the logistics industry, intelligent virtual assistants are transforming customer interactions by providing hyper-personalized support through voice, messaging, and chat. These tools make it easy for customers to track, collect, and manage their delivery packages, enhancing the overall experience. This not only increases customer engagement but also improves delivery success. Additionally, real-time data from these interactions helps logistics teams identify customer sentiments and tailor their support to meet individual needs effectively.

The Challenge

A leading logistics company faced considerable challenges related to customer expectations for timely deliveries. Customers frequently requested their packages ahead of schedule, leading to frustration as they navigated multiple platforms to track their orders. The cumbersome process involved visiting the ordering site, then the service site, and entering a tracking number to check delivery status. This complicated journey, along with the inability to access packages directly, left customers feeling anxious and disconnected, ultimately impacting their satisfaction.

Our Approach

To tackle these issues, we designed a logistics bot capable of facilitating flexible delivery options, including the ability for customers to pick up their packages directly from the warehouse if delays occur. By leveraging AI, the bot efficiently understands customer requests, authenticates users, and delivers real-time information directly to their registered phone numbers or emails, minimizing the need for manual intervention. This seamless process reduces the burden on human staff while maintaining personalized service.



Results

The implementation of our intelligent logistics solution led to significant outcomes. There was a marked reduction in the contact center workforce, freeing up resources for other critical areas. The system also allowed for service expansion without overloading human agents. Customers enjoyed easy tracking and management of their deliveries, while the AI could seamlessly transfer calls to human representatives for complex queries, such as undelivered packages. This improved efficiency enhanced customer satisfaction and optimized overall operations.



91%

**Drop in Customer
Inquiries About Delivery
Status**



80%

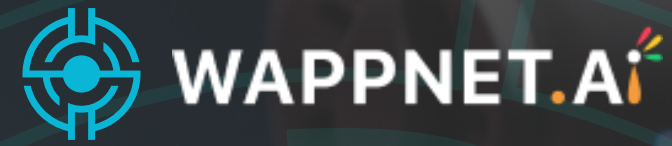
**Reduction in Contact Center
Workforce**



88%


**Increase in
Customer Success Rate**





Thank You!

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