



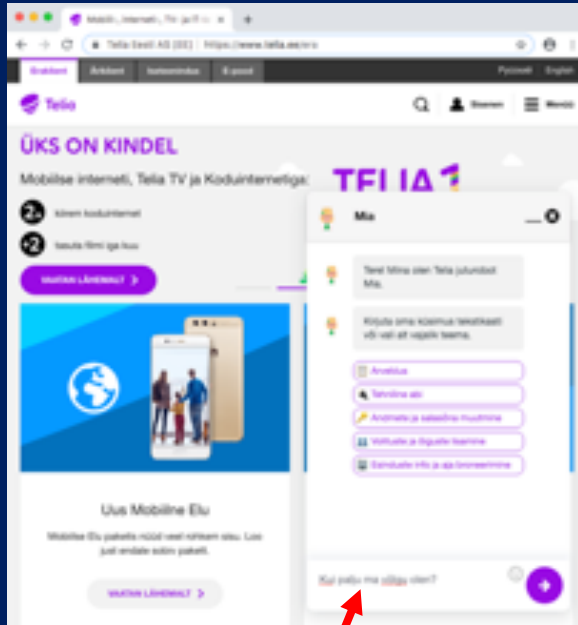
AI-based Virtual Assistants + Live Chat.

AlphaBlues company

- **What we do for you** – increase your staff efficiency and online sales.
- **Why we're doing it** - make machines smart to automate communication.
- **Company** – paying customers across Europe. Based in Tallinn, Estonia.
- **Founding team:**
 - **Indrek Vainu**, Harvard. Ex-CEO, 70+ person data science company.
 - **Hendrik Luuk** Ph.D, Neuroscience. Deep learning.
 - **Hannes Kinks** MSc. Machine learning / full stack engineer.

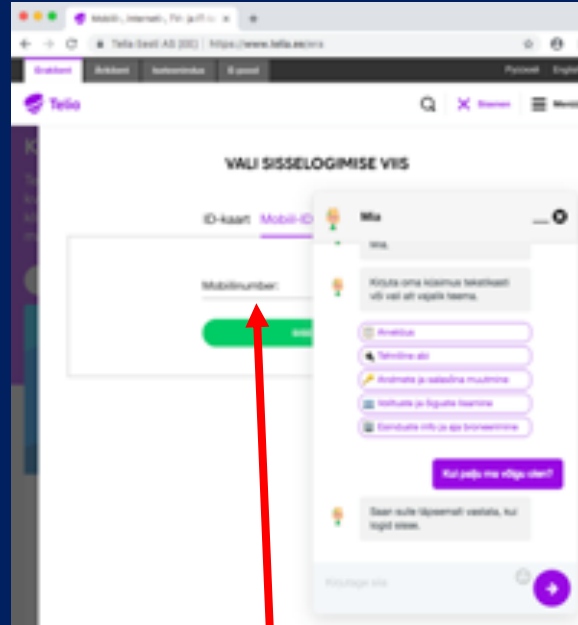


Authenticated account balance retrieval at Telia (Telecom)



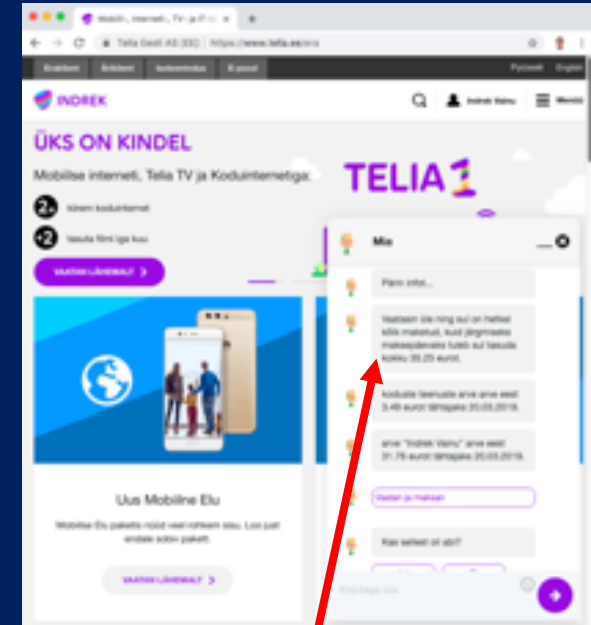
STEP 1.

Customer asks in natural language “How much do I owe you?”



STEP 2.

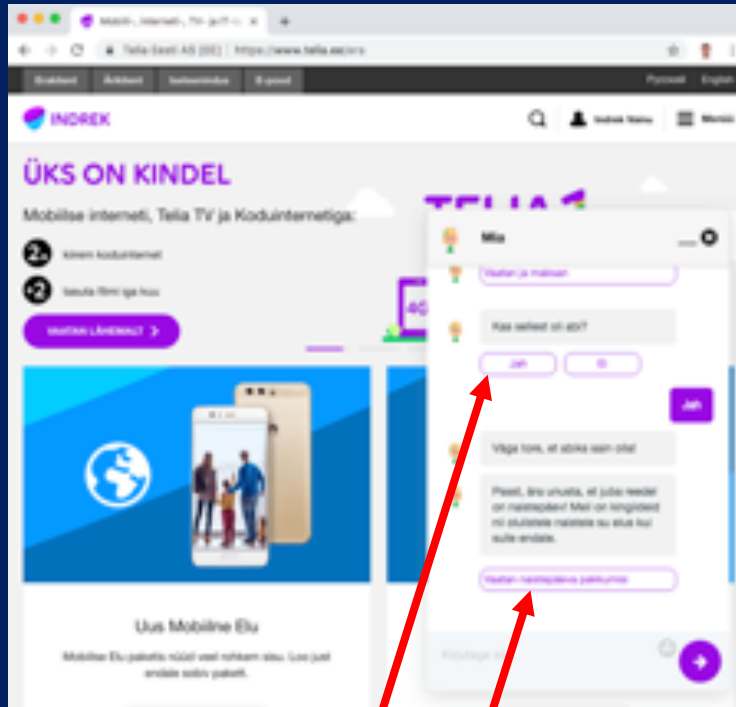
Virtual assistant tells customer to log in via regular authentication methods.



STEP 3.

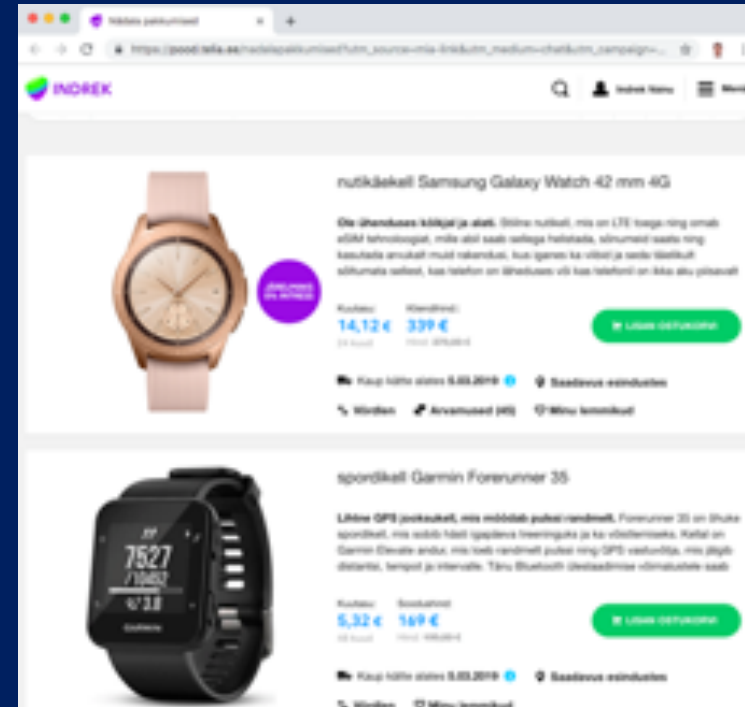
Virtual assistant checks data from Telia backend. Customer has an upcoming payment of €35.25 by the end of the month.

... followed by a personal sales recommendation



STEP 4.

If customer clicks that the answer was helpful, the virtual assistant triggers a sales call to action. In this case it is a suggestion to buy a gift for the upcoming Women's Day.



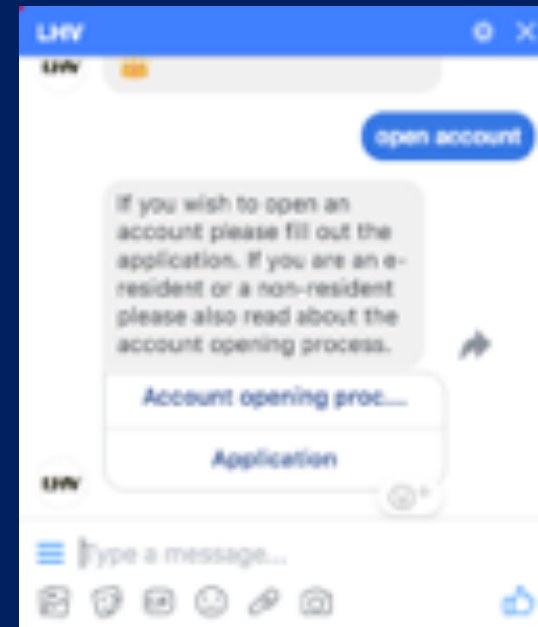
STEP 5.

Upon clicking the link in chat window the user is directed to a page with personalized gift suggestions.

LHV Bank (Banking)



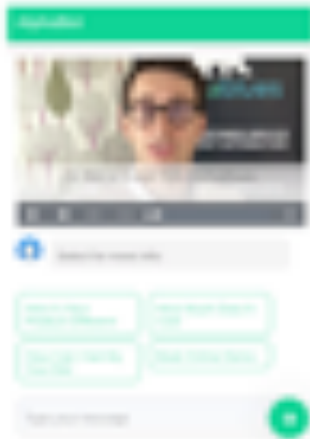
1. Message in Facebook



2. Get instant answers

- Automated customer service in Facebook for stock listed bank.
- Can talk with the company 24/7 in Estonian & English.

Flexible and powerful end-to-end chat automation.



1. Customizable chat window.
 Pictures, videos & custom fields.
 Custom logos and CSS.
 In websites, mobile, social networks.



2. Conversational interface builder.
 Intents & multi-dialogue. Non-technical UI.
 Powerful API – write custom-code to serve
 personalized info & offers to authenticated users.



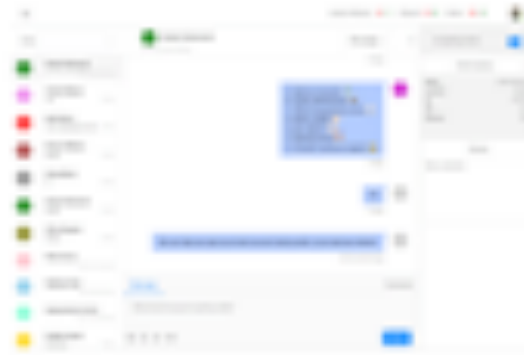
3. Custom AI and NLU
 Single & multiple intent detection.
 Language agnostic.
 Entity extraction & slot filling.

Flexible and powerful end-to-end chat automation.



4. Intelligent routing to agents

Prioritization by topics and URLs.
Custom variables.
Cloud or on premises deployment.



5. Smart live chat.

All standard live chat features.
Agent assist & suggested answers.
Automated bot training.



6. Detailed analytics.

Bot accuracy & solve rate.
Average response times for agents.
Workforce monitoring and planning.

Our product can be used to build custom voice bots.

Speech-to-text



Text-to-speech

