DRUID

Symbiosis III

Leverage the Full Potential of Your Existing Enterprise Data with AI Knowledge

Symbiosis
A SYMPHONY OF INNOVATION

Dan Balaceanu

Chief Product Officer, DRUID

Elena Branche

Product Director, DRUID

www.druidai.com

Sponsors: INTELLIXCORE   SER MICRO GROUP digital CLOSE TO YOU   EAS endpoint automation services

Connect Knowledge – For Every Role Within the Organization

Via ANY Channel

DRUID

Enterprise content From ANY Unstructured /Structured Data Source type
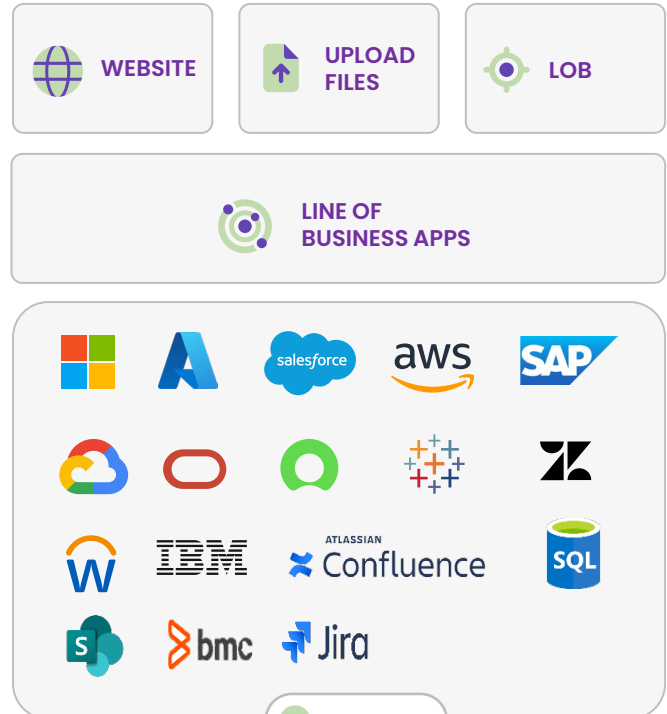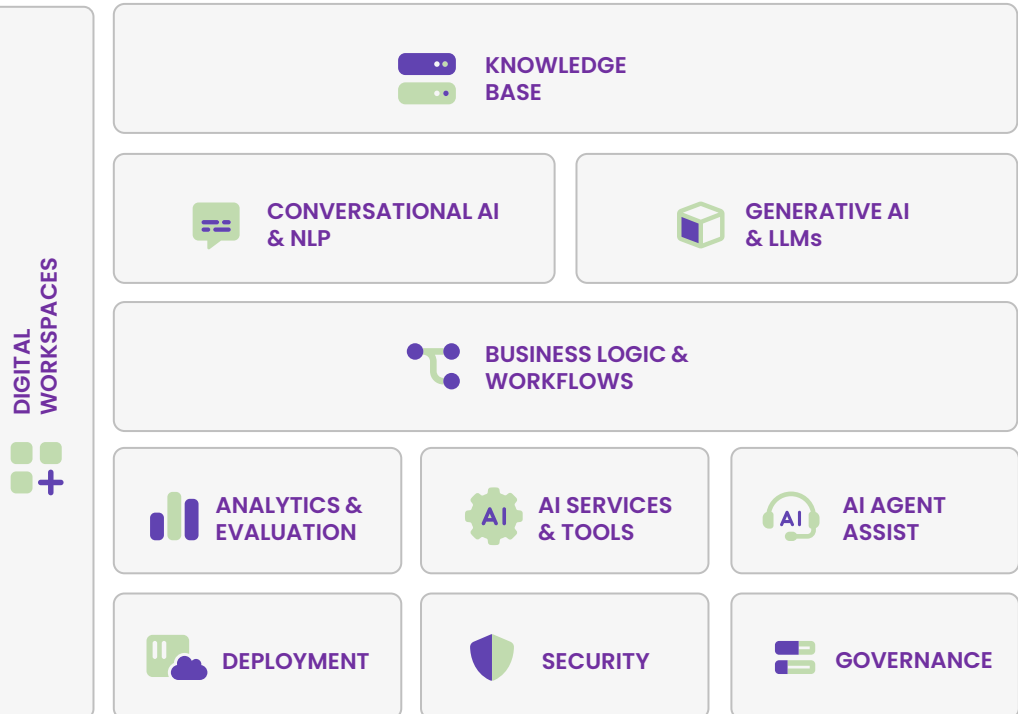
INTERNAL USERS

EXTERNAL USERS

DIGITAL WORKSPACES

KNOWLEDGE BASE

CONVERSATIONAL AI & NLP

GENERATIVE AI & LLMs

BUSINESS LOGIC & WORKFLOWS

ANALYTICS & EVALUATION

AI SERVICES & TOOLS

AI AGENT ASSIST

DEPLOYMENT

SECURITY

GOVERNANCE

WEBSITE

UPLOAD FILES

LOB

LINE OF BUSINESS APPS

+ more

+ more

Use Cases that can be delivered with Knowledge Base

Customer Success

Website Concierge
- Boost Net Promoter Score (NPS) by up to 30%
- Increase the time spent on the website by 12%

Product Recommendation
- Achieve a 15% increase in new deals
- Reduce the abandonment rate by 20%

Offer Comparison
- Realize a 15% increase in conversion rate
- Enable customers to make more informed decisions

Report a problem
- Reduce average response time by 40%.
- Issues that were previously reported via phone calls now take less than 3 minutes

Info: Product, Services, Location
- Faster response times: Reduced average response time by 50%

Promoter
- The virtual assistant promotes ongoing sales and special offers, leading to a 20% increase in customer engagement with promotions.

Employee Efficiency

Intranet Concierge
- 35% reduction in support tickets for common issues.
- Employee productivity increase by 20%

Consolidated enterprise search
- Information that took 15 minutes to find is now accessible in seconds.

Email Handling
- Average Handling Time reduced by up to 50% (support for faster replies_
- Saves up to 60% of manual agent tasks

Incident Handling
- Reduced misclassifications by 40%,
- Cut incident classification and resolution time by 35%.

Document review and comparision
- Improved Accuracy: The assistant increases accuracy by 30%
- Increased Efficiency: It speeds up document comparison by 50%, completing hours of work in minutes.

CC/Sales Agent Assist
- Reduce Customer Service Load by 35%, by allowing agents to focus on complex or high-priority inquiries