



Symbiosis III

Revolutionize how Your Business Operates with Conversational Business Apps and Generative AI



www.druidai.com



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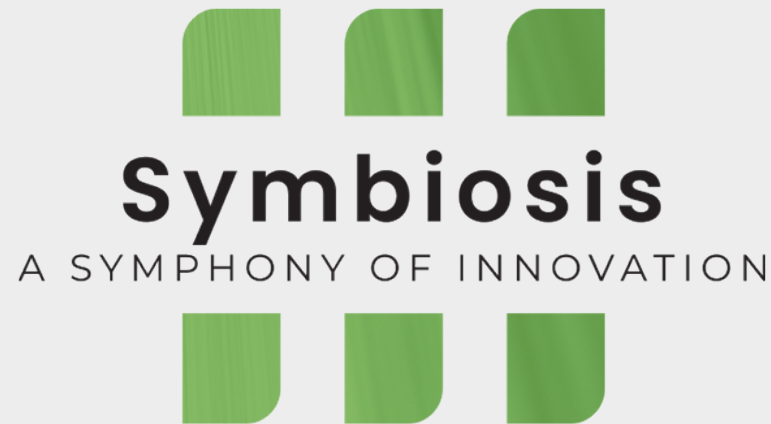
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A Day in the Life of a Customer Support Manager:

Empowering Customer Service Through Conversational AI

Meet Andreea!

A happy client who ordered a Tesla

- Andreea successfully orders a Tesla and receives an advance invoice via email.
- She makes the payment through her bank.
- A few days later Andreea receives a notification stating that the advance invoice was not paid.
- Confused and concerned, she decides to visit the leasing company for clarification.
- The next day, Andreea arrives at the leasing company and approaches the reception area.
- She is greeted by a robot **AVATAR** designed to assist customers.



Meet Jenny!

A Customer Support Manager

Jenny is a dedicated Contact Center Manager who constantly finds herself struggling to complete tasks on time.

Despite her hard work, she often feels overwhelmed and unable to meet deadlines, leading to frustration and exhaustion.

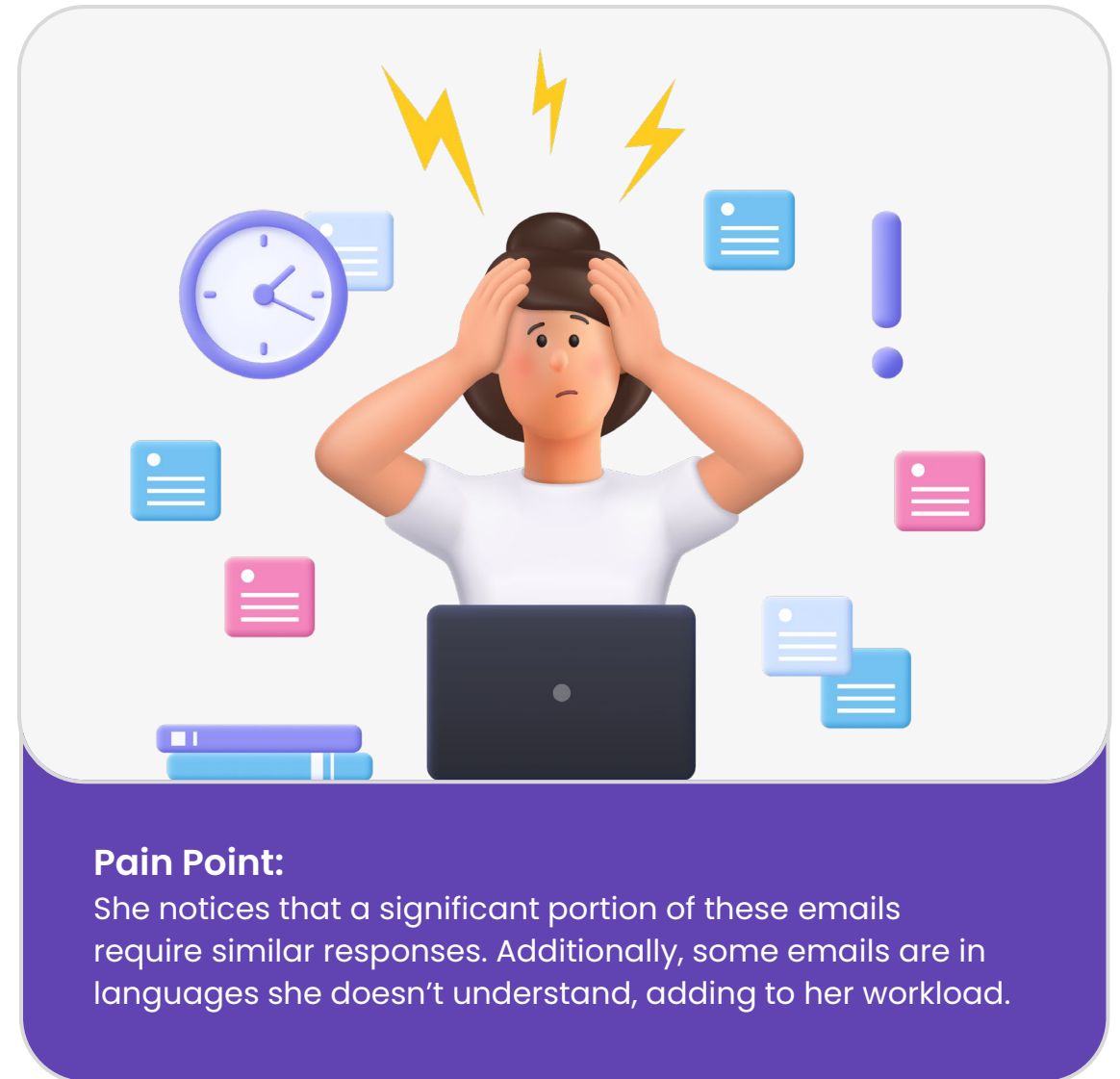
The demands of her role weigh heavily on her, leaving her feeling upset and drained as she navigates the challenges of managing her daily tasks and ensuring customer satisfaction.



Jenny's interaction with the Smart Email handling Solution powered by DRUID Conductor

Daily Routine Start

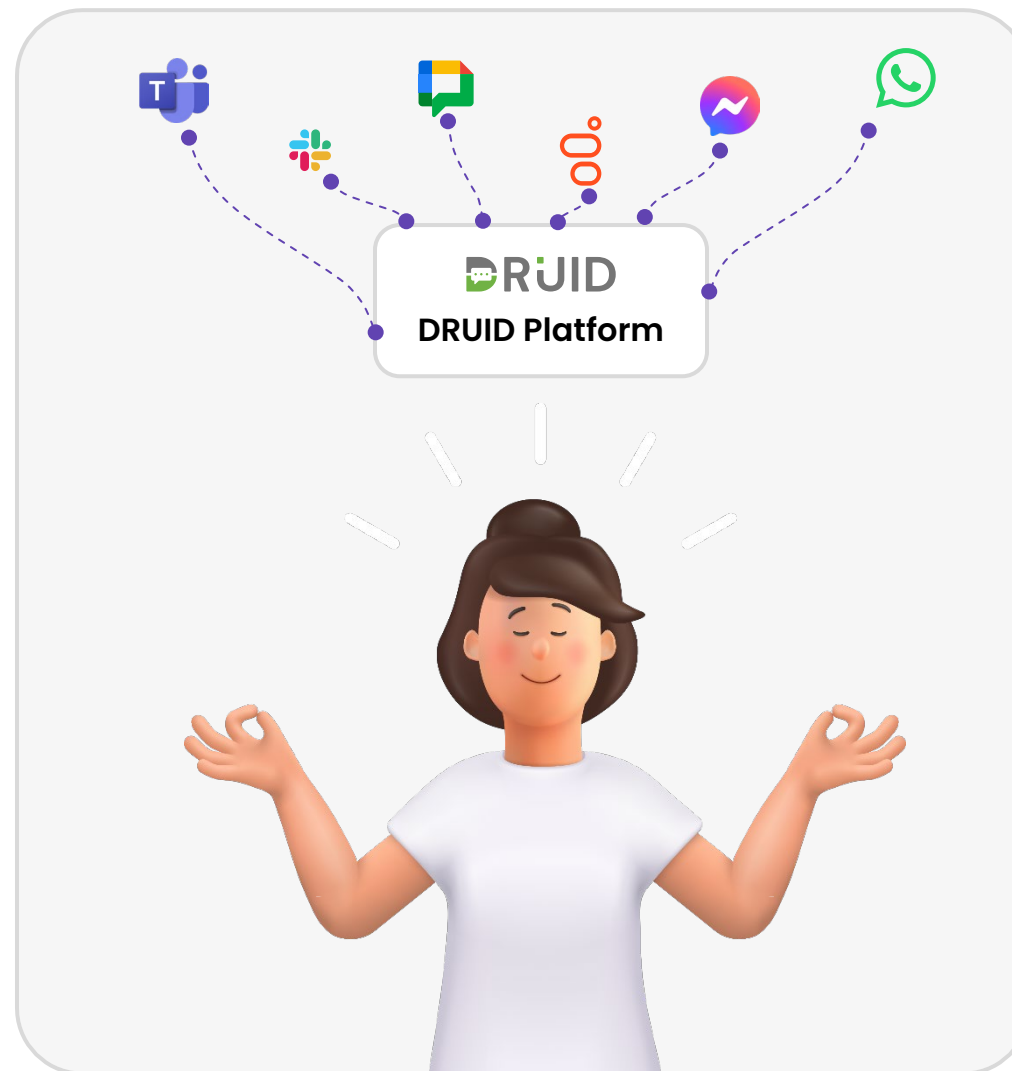
- **Time:** 8:30 AM
- **Activity:**
Jenny logs into her email account, where she immediately sees hundreds of unread emails from clients, colleagues, and partners.
- **Action:**
Jenny begins sorting through the emails. Many are inquiries about account details, payments, loan applications, and financial advice.



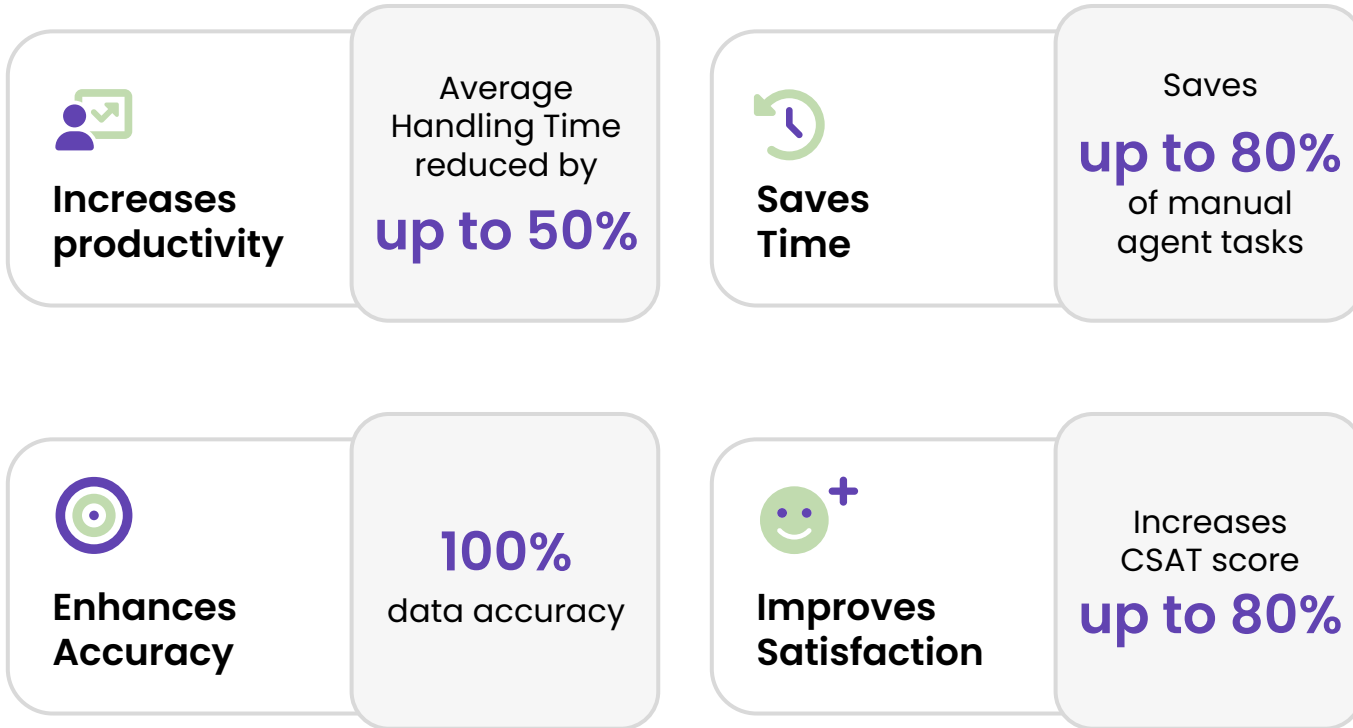
Pain Point:

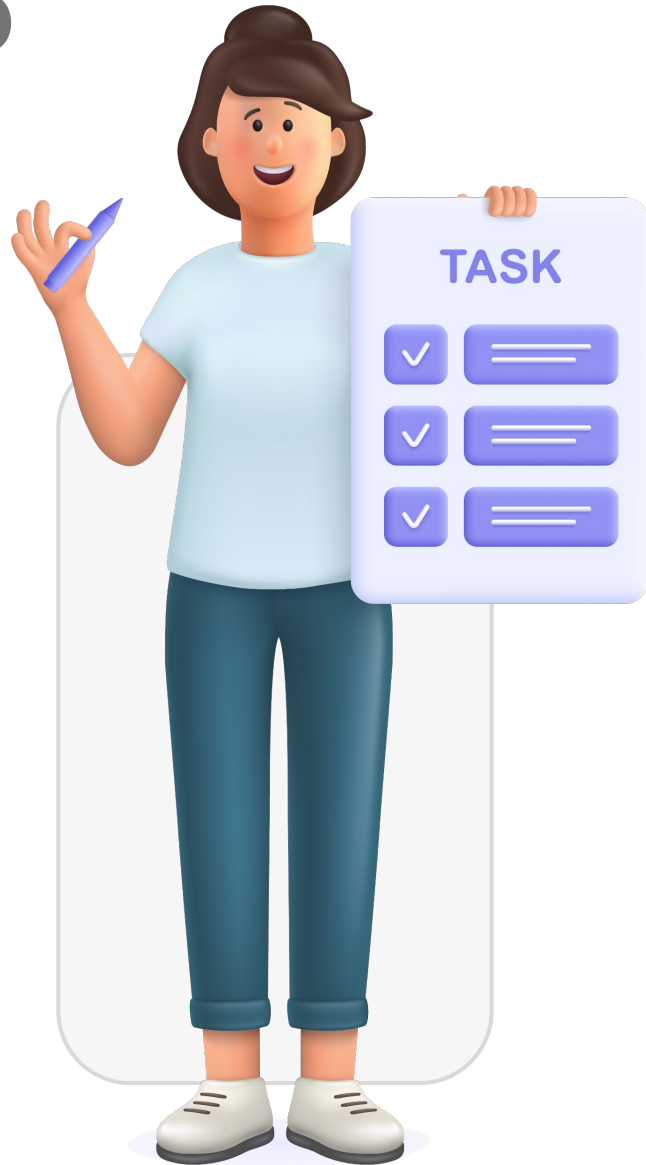
She notices that a significant portion of these emails require similar responses. Additionally, some emails are in languages she doesn't understand, adding to her workload.

Let's see how DRUID can improve Jenny's life!



Streamline Email Processing and Handling with Gen AI and Intelligent Automation





Wrapping Up the Day

Completing tasks guided by the virtual assistant

- **Time:** 5:00 PM
- **Activity:**
After managing a busy day of client emails and client interactions, Jenny realizes she needs to complete a few administrative tasks before leaving the office.

Reminder of Pending Tasks

- **The notification:**
Jenny receives a Teams notification from the Virtual Assistant.
- He reminds here that there are a few more tasks waiting for her input

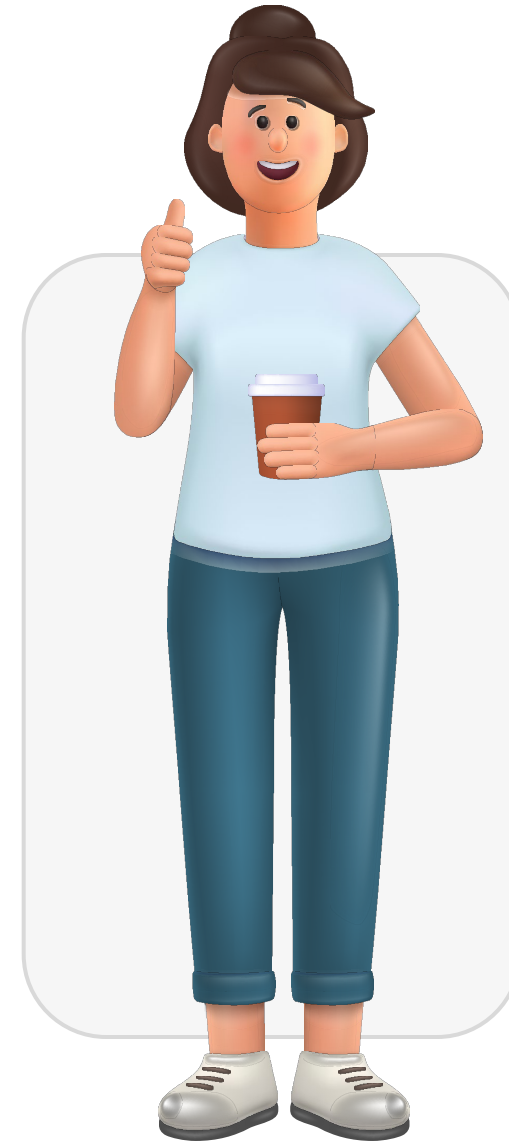
How DRUID Conductor helped Jenny?



- 85% straight through processing on Invoice and PO operations against ERP systems;
- Dynamic and aggregated knowledge at one question away from an Unified Conversational Interface;
- Smart insights and analytics;
- Reduced onboarding time through conversational interface;
- The VA not only enhances her productivity but also allows her to focus on building client relationships, making her workday more efficient and less stressful, increasing CSAT by 50%
- AND....



...more Energy for a Better **WORK-LIFE Balance**





Symbiosis

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Thank You!

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