



When Chatbots Fail ...Collaborative Intelligence To The Rescue

Cosimo Spera, PhD

CEO, Co-Founder

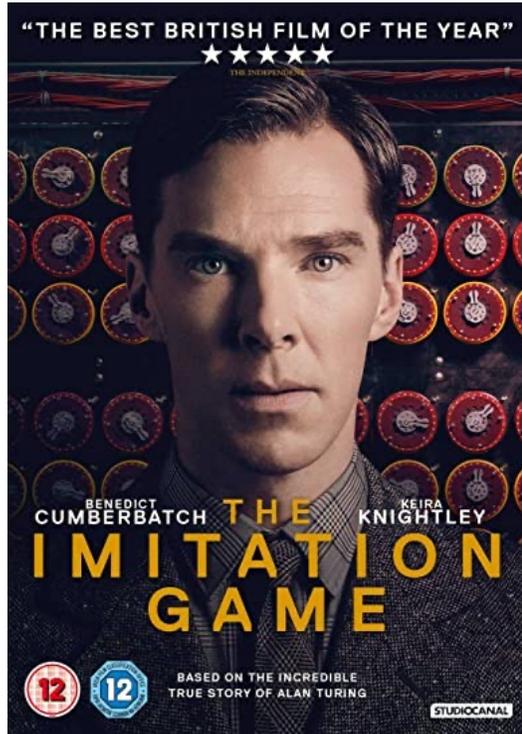
Cosimo@minervacq.com

@cosimospera

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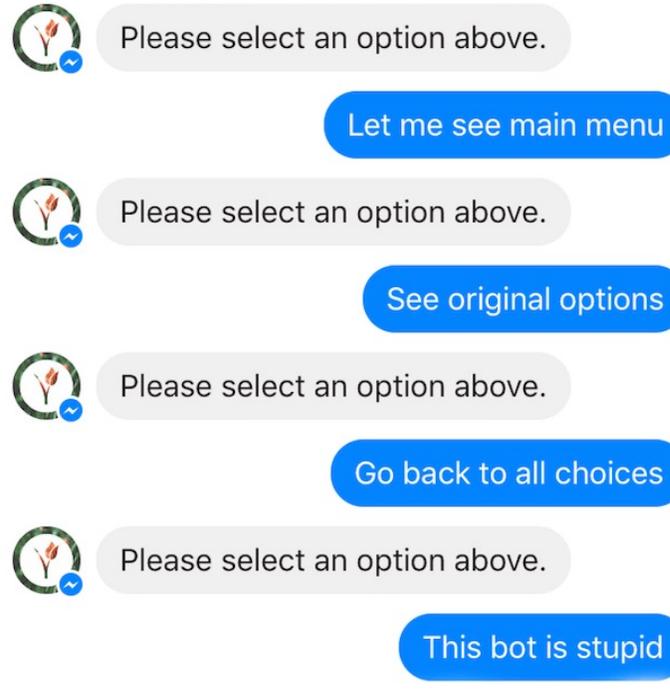


Most chatbots don't deliver on the CX promise



Not yet there yet!

No chatbot has beat the Turing test, with the exception of one.



Not all that advanced!

Most of chatbots are scripted and provide resolution for linear workflows

54% of US online consumers believe that interacting with a chatbot will have a negative impact on their quality of life.

- Forrester Research

Conversations need work!

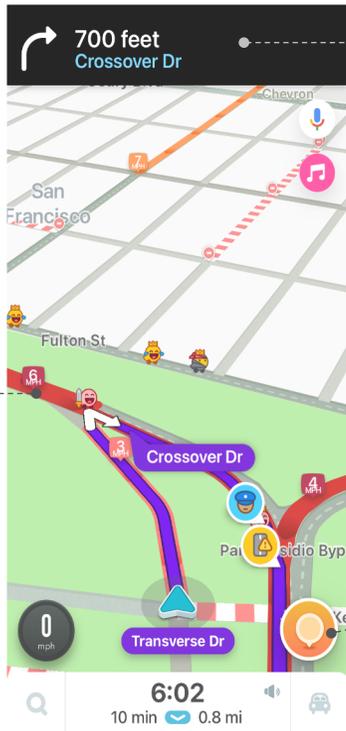
NL chatbots in many cases provide poor customer experiences

A man in a suit is sitting at a chess table, looking thoughtful with his hands on his head. The background shows silhouettes of chess pieces. The text is overlaid on a dark semi-transparent box at the bottom of the image.

Collaborative Intelligence characterizes Multi-Agent, Distributed Systems where each Agent, Human or Machine, is autonomously contributing to a **problem-solving** network

Minerva CQ | Collaborative Intelligence

An example of AI in everyday life and how it relates to Minerva.



Dynamically reroutes when circumstances change.

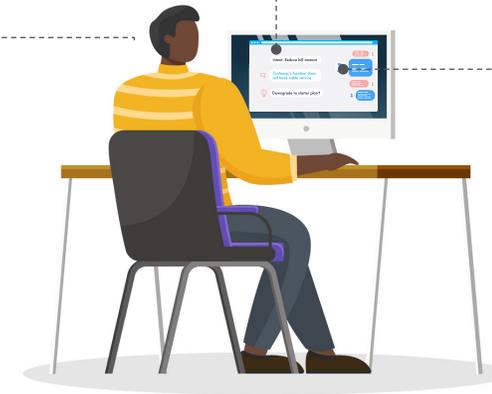
Displays the right info at the right time.

The wisdom of the crowd drives the system.



Displays the right info at the right time for the rep to quickly help the customer in real-time.

Dynamically adjusts the workflow when intent changes to help assist the rep.



The wisdom of the reps drives Minerva's accuracy.

- + • Which emotion does she display?
- o

Who can detect it faster a human or a machine?



Prediction :



Who can predict faster and better: human or machine



Active Contact

★ Jack Miller
So I'm looking at your order. It w...

+18049284027

EV Charger 32

jack@minervacq.com

Customer & journey context

Assist Resources

Order Status Cancellation

Offer EV Charger 40 with a discount
Offer a \$50 discount on EV Charger 40

Propensity-based model for best offer

Customer is upset

Check return reason
Confirm why the customer wants to return the unit

[Display Return Policy](#)
Return policy

Showing Shipments

Track	Order No	SKU/Item	Units	Order Date	Ship Date	Carrier	Consignee	Addr 1
Track	947651-55	110-000241	1	03-05-22	03-05-22	FedEx	Jack, Miller	221B Baker S

Sentiment and emotion detection (color-coded)

Realtime data dip and dynamic suggestions to guide agent

Reinforcement learning

Semantic analysis

NL, Context, Entity, Query

Jack 0m 11s
Yeah, hi, I need to return my **charger**.

0m 16s **You**
Oh, I'm so sorry to hear about that, sir. Any reason why?

Jack 0m 20s
Yeah, I'm really frustrated with it. Uh, it takes.

Jack 0m 32s
Takes forever to charge my my vehicle, My **Tesla**, it's a. It's a model X and I don't. I don't know. It just takes forever. I don't like it and I found **one** online from another company that will charge it much faster.

0m 35s **You**
I see.

0m 40s **You**
So I'm looking at your order. It was placed on **March 5**, and you have **the E**.

Case study: Enel X

The global leader in electrification and e-mobility



Revolutionizing electrification

- ✓ Increased first contact resolution **+12.5% | 69.5% to 82%**
- ✓ Reduced handle times by **44% | 9min to 5min, saving \$2.67 per call**
- ✓ Decrease onboarding time **by 75% | 20 days to 5 days***
- ✓ CSAT gap improved **by 50%**
- ✓ Improved sales performance and competitive analysis
- ✓ Optimized agent self-coaching and supervisor and QA leader coaching

Q & A

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