



**Meet LIBBY.**

The Flamingo Ai  
Knowledge Engine.

An Ai powered Knowledge Platform  
to give you a deeper level of  
customer insight.

# LIBBY acts as an insight and inquiry engine, allowing you to query conversational data for intelligence

**LIBBY ingests large, complex unstructured data sets and uses Ai to mine the data and allow analysis.**

Use LIBBY to mine data, monitor, and generate previously unknown insights using the Flamingo Ai Machine Learning Brain.

Query LIBBY with questions to understand insights, opportunities and commercial insights related to your conversational data.

## Flamingo Ai's Difference

Flamingo Ai is a true machine learning company deploying a powerful Conversational Ai platform for Enterprise

### **Unsupervised**

We use Unsupervised Machine Learning, which means learning is exceptionally fast and requires only small data sets to become proficient.

### **Reinforcement**

Reinforcement Learning feeds information back to the Brain from all customer and employee interactions to ensure continual learning.

### **Easy deployment**

LIBBY is fast to deploy, designed for business people and requires no technical data science expertise to configure and operate.

### **Culture of security**

Cloud agnostic, hosted how and where you need it – SOC2 Type 1 Certified & PCI compliant.

## LIBBY can be used to:

1. Ingest large unstructured data sets including conversational data
2. Analyze large data sets and generate previously unknown insights related to customers' experiences, product, processes and more.
3. Self-organize information into new categories that provide a new lens on the data.
4. Identify areas of poor customer experience, product issues and process inefficiencies.
5. Identify where a Virtual Assistant may be deployed to assist customers or employees.
6. Build custom reports that provide you commercial advantage.

# LIBBY Features

## Features

### Find patterns from unstructured data

Use LIBBY's search capability to find answers and patterns in unstructured data.

### Distil large data

Perform quick searches on large volumes of data.

### Apply lenses

Apply meta data to a document galaxy and apply a specific lens or question to dive deeper.

### Visual navigation

Navigate a document galaxy visually.

### Find improvement opportunities

Perform analysis of contact center conversational data to identify areas to improve the customer experience.

### Analyze emails

Perform analysis of large volumes of email data to understand patterns in the data.

### Communication improvement

Use LIBBY to provide data that can be used to develop automated responses for customers.

### Modelling

Perform modelling of customer behavior.

### Churn management

Identify at risk customers.

## Benefits

### Fast to deploy

LIBBY can be deployed quickly as an 8-week pilot with a scaling period afterwards.

### Readily available 24 / 7

With vast capacity to handle multiple processes and inquiries at one time, LIBBY is completely scalable to your internal teams.

### Quick to train & always learning

Patented technology learns quickly from your data sets, becoming an expert quickly and understanding the context of your language.

### Configurable branding & rich UI tool box

Choose your logo, header, color scheme, avatar and format, displaying as full page or within an iframe.

### Reporting

Work with Flamingo AI Data Scientists to generate reports you want that provide specific commercial value to your organization.

### Easy API integration

Connects via APIs to your systems if required.

### Simple & easy to understand pricing

An initial setup and pilot fee, followed by simply SaaS monthly pricing.

### Data Science as a Service

Our Data Scientists can help analyze and interpret the findings of LIBBY, as well as create models and scenarios for various applications of LIBBY that drive commercial value for your organization.

## For more information or a demonstration

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