Powering Human Capability

# Meet RILEY.
# The Flamingo Ai
# Virtual Service Assistant.

A Conversational Ai Product for
your Customer Service Journeys
through Inquiries, Claims & Support.

# RILEY guides your customers through their service journeys

**RILEY is highly effective in automating customer service inquiries such as change of details; password resets; requests for information; on-boarding; change of plan and First Notice of Loss, for claims.**

Guides customers through their service journey from inquiry to claims and support.

**FULLY AUTOMATED MODE**

Assists employees with helpful, accurate and compliant responses as they guide customers through the service and support experience.

**HAVA MODE (Human Assisted Virtual Assistant)**

# 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**

RILEY is fast to deploy, designed for business people to configure and operate.

**Always learning**

RILEY constantly observes customer interactions, continually improving responses and cataloging new data to draw from.

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

# How RILEY works

Your RILEY deployment starts with a small foundational set of seeded questions and answers. RILEY can also ingest your historical data however, contrary to other Ai platform, she does not need this data to perform. This is due to her unique learning capability. On top of this, RILEY observes and manages customer interactions in real-time and learns very quickly. RILEY learns to understand the intent of the different phrasing from your customers' questions and is very accurate at providing the right response every time. RILEY is always on script, only providing answers that have been pre-approved and are compliant. Customer experience and security are top of mind for RILEY as she works 24/7 to guide your customers successfully through their service and support journeys,

# RILEY Features

## Features

**Structured service journey design**
RILEY guides customers through their service journeys in a conversational way to outcomes that best suit their needs.

**Fast pilot deployment**
RILEY typically deploys as an initial pilot for 8 weeks and is ready to scale from there.

**Quick to train & always learning**
Patented technology learns quickly from every interaction, enabling RILEY to become an expert quickly and understand the context of language. A typical deployment has 80% of learning in circa 7 weeks.

**Omni channel**
Can be used to power numerous customer interfaces including chat, voice, social media, text, personal assistants (Alexa, Google Assistant etc.).

**White box Ai**
RILEY can be easily inspected and audited. Modify language and content, simply and as often as required. No answer is given to a question that has not been authorized and approved for compliance.

**Multiple modes**
RILEY guides customers in Fully Automated mode, and assists employees in Human Assisted Virtual Assistant (HAVA) mode. allowing operators to join the customer conversation in real-time.

**Configurable branding & rich UI tool box**
Choose your logo, header, color scheme, avatar and format, displaying as full page or within an iframe. The Journey Builder feature provides a rich tool box of journey components, questions and media elements to use.

**Dashboard analysis**
Access the Flamingo Ai dashboard to conduct analysis, export data for other BI tools and understand the Ai Brain's decision making.

**Easy API integration**
Connects via APIs to your internal or external systems such as CRM, quotation, application, underwriting, payment or other.

**Simple & easy to understand pricing**
An initial setup and pilot fee, followed by simply SaaS monthly pricing.

## Benefits

**Improve response times**
Attend to your customer queries instantly and without frustrating wait times.

**Improve satisfaction**
Improve customer and employee satisfaction as you provide a more consistent, efficient and personalized service experience, and augmented team capacity.

**Divert humans to higher value tasks**
With RILEY, employees can be freed up from simple tasks and released to focus on higher value customer engagement.

**Own your configurable service journeys**
Flamingo Ai provides the unique power to accurately map, measure and improve your customer journeys, through simple configuration. This is all done by your business people without the need for data scientists or technical specialists.

**Scale infinitely & reliably**
Train the Ai Brain easily and scale infinitely, amplifying your ability to support, service and re-sell to customers. With RILEY, you augment your capacity to handle an unlimited volume of customer interactions 24/7, without the risk of quality control.

**Improve team efficiencies**
RILEY helps you to reduce your costs of service, scale your support capacity and reduce the wait times associated with under-staffing.

**Mine your data**
RILEY provides you real-time data and analytics from your customer interactions, seamlessly ordering and indexing the conversational data into structured information, that can then be mined for your purposes.

**Feed insights back into the business**
RILEY provides real-time insights into your customers' needs and buying behaviors, that can be fed back into the business to improve customer experience, product design, product expansion, messaging and modelling.

## For more information or a demonstration

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