Powering Human Capability

Meet ROSIE.

The Flamingo Ai
Virtual Sales Assistant.

A Conversational Ai Product for
your sales journeys. From Inquiry to
Quote to Application and Purchase.

Powering Human Capability

Rosie guides your customers through their purchase journeys

ROSIE is highly effective in automating your customers' needs and requirements across assessments, quotations, applications, issuing binding policies and payments.

Guide customers through their journey from inquiry to quote, application, purchase and payment.

FULLY AUTOMATED MODE

Assists employees with helpful, accurate and compliant responses as they guide customers through the sales journey.

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 that 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

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

Always learning

ROSIE 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 ROSIE works

Your ROSIE deployment starts with a small foundational set of seeded questions and answers or the ingestion of your historical data. From there, ROSIE observes your customer interactions in real-time to learn very quickly. Through observation, interaction and reinforcement, ROSIE learns to understand the intent of your customers' questions and quickly adapts to identify meaning and provide highly accurate responses, guiding customers through their journey to an outcome. ROSIE is always on script, only providing answers that have been pre-approved and are compliant. Customer experience and security are top of mind for ROSIE as she works 24/7 to guide your customers successfully through their purchase experience.

ROSIE Features

Features

Structured sales journey design
Guiding customers through the sales journey in a conversational way to outcomes that best suit their needs.

Fast pilot deployment
ROSIE 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, becoming an expert quickly and understanding the context of language.
A typical deployment has 80% of learning in circa 7 weeks.

Omni Channel
ROSIE can be used to power numerous customer interfaces including chat, voice, social media, text, personal assistants (Alexa, Google Assistant).

White Box AI
ROSIE 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
ROSIE 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 and external systems such as CRM, quotation, application, underwriting, payment and more.

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

Benefits

Improve sales completion & conversion
Improve completion of the sales process, from inquiry to quote, application and purchase.

Improve satisfaction
Improve customer and employee satisfaction as you provide a more consistent, efficient and personalized sales journey, and augmented team capacity.

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

Own your configurable sales journey
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 sell to and service customers. With ROSIE, you augment your capacity to handle an unlimited volume of customer interactions 24/7, without the risk of quality control.

Improve sales efficiencies
ROSIE helps reduce costs of sales, scale your sales capacity and reduce the wait times associated with under-staffing.

Mine your data
ROSIE 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
ROSIE 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