

Harnessing Generative AI for Enterprise Virtual Agents



Maria Eilola
Strategic Partner Manager
boost.ai

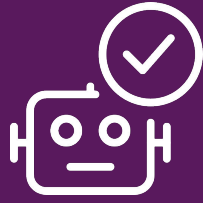
Agenda

- **Who is boost.ai**
- **Trends in the market**
- **Generative AI in customer service**



Delivering outstanding customer experiences





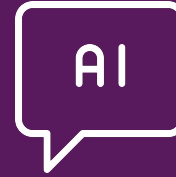
550+

live virtual
agents



4000+

certified
AI trainers



60m+

automated
conversations

Founded in 2016 | 140 employees | Offices in the US, UK & Nordics

Powerful integrations



zoom



Customer experience and servicing is at a critical moment globally



6%

YoY growth in contact volumes



50%

of managers have seen increased employee attrition



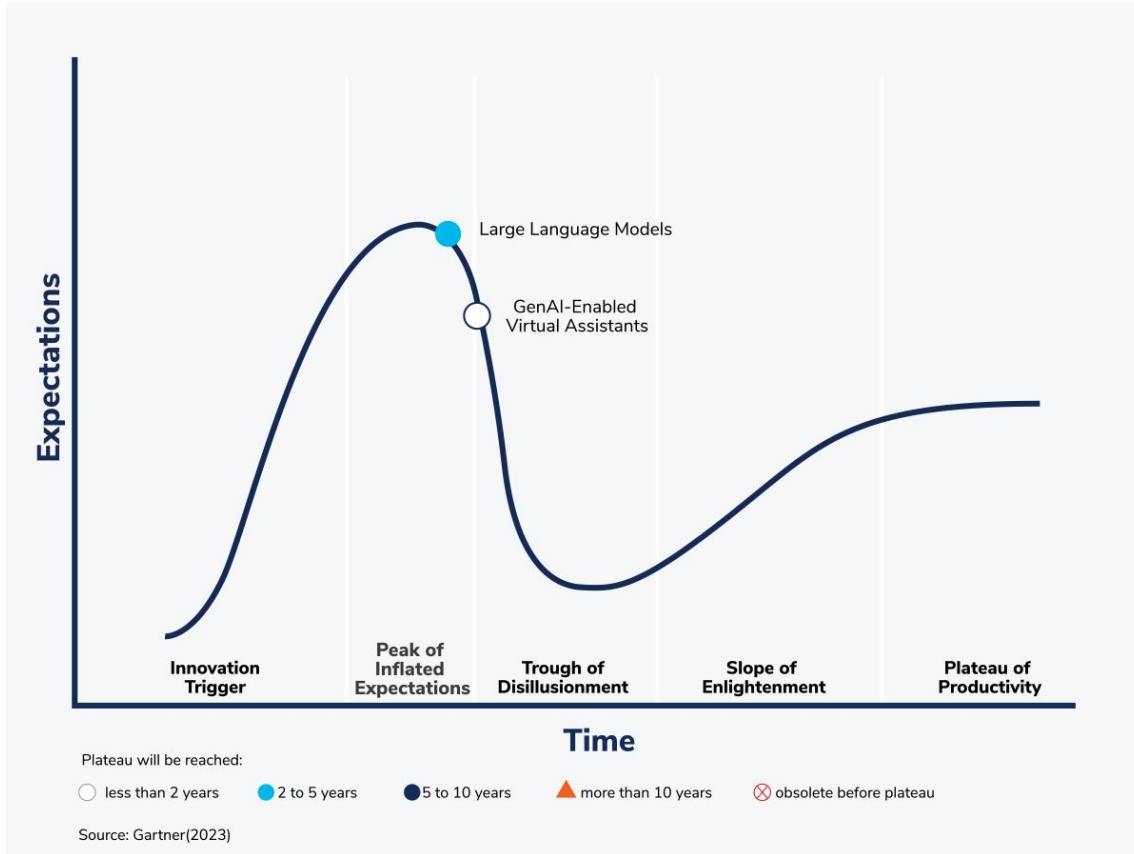
5.4x

growth in self-service adoption in financial services customers

Gain the value of generative AI in customer service



Generative AI hype cycle



Generative AI **empowers** **customer service** to:

- ★ Engage in **personalized and human-like** automated interactions with customers.
- ★ Gain **popularity** as the main channel with your end-customers.
- ★ Enable more automation with **lower effort** (do more with less).





We



Generative AI

responsibly

Generative AI & customer service

- common concerns



Factual correctness

Will Generative AI and LLMs be able to **handle interactions accurately**?




Data privacy

Can we remain **compliant** with data protection regulations?



Cost & effort

Will implementing LLMs and Generative AI be a **complex project**?



Boost.ai + LLM empowered Functionalities

- Examples

The market **Dynamics**

With the rise of ChatGPT and the limitless possibilities of Generative AI, now is the time where enterprises benefit from the fact that even **end-users love interacting with AI!**

The background is a solid teal color. In the center, there is a large, faint, light-teal graphic of a speech bubble with a star inside. The text "Thank you" is centered over this graphic in a white, bold, sans-serif font.

Thank you



Delivering outstanding customer experiences



Maria Eilola
maria@boost.ai
+358442775282