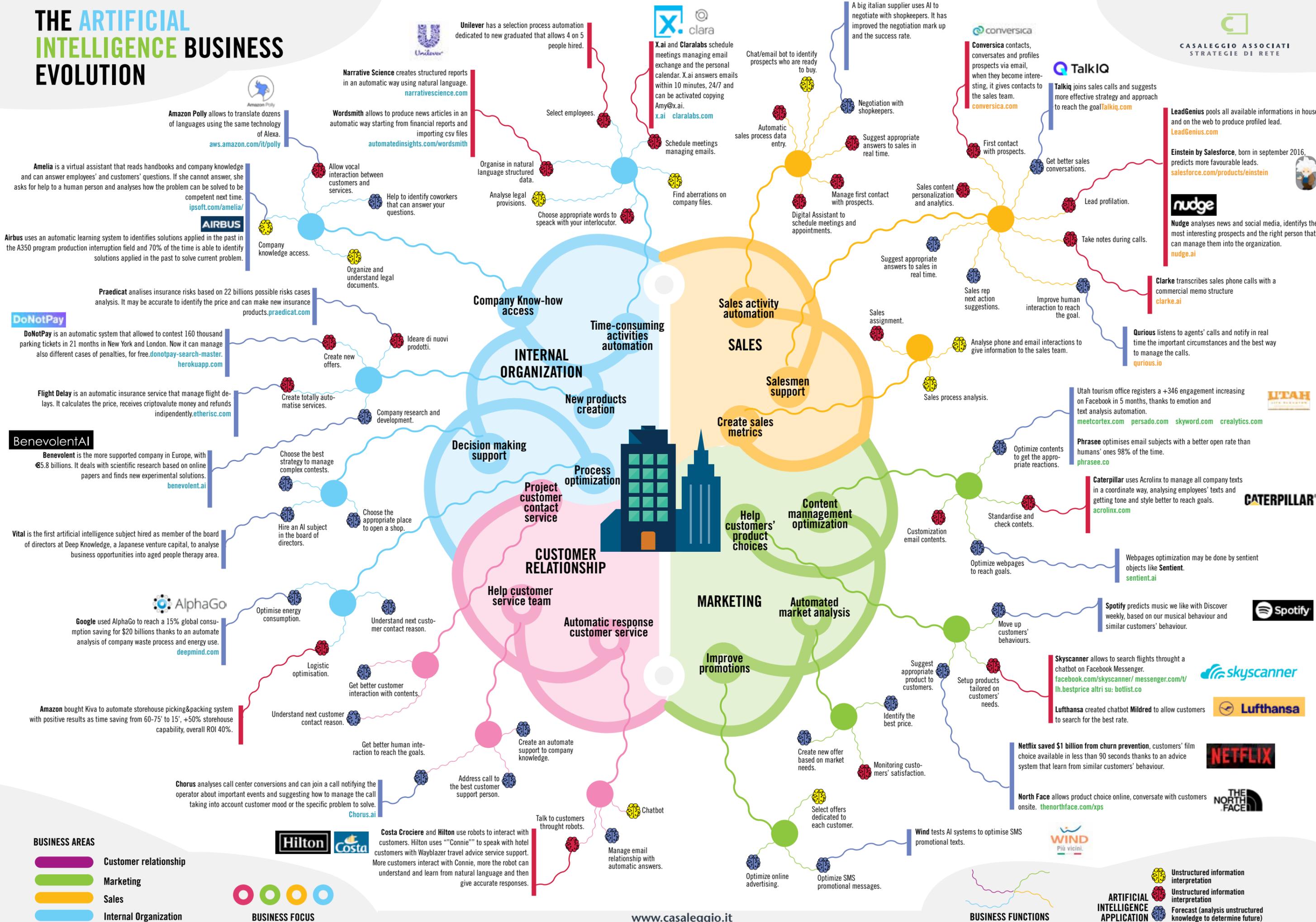


THE ARTIFICIAL INTELLIGENCE BUSINESS EVOLUTION



Amelia is a virtual assistant that reads handbooks and company knowledge and can answer employees' and customers' questions. If she cannot answer, she asks for help to a human person and analyses how the problem can be solved to be competent next time.
ipsoft.com/amelia/

AIRBUS uses an automatic learning system to identify solutions applied in the past in the A350 program production interruption field and 70% of the time is able to identify solutions applied in the past to solve current problem.
aws.amazon.com/it/polly

DoNotPay is an automatic system that allowed to contest 160 thousand parking tickets in 21 months in New York and London. Now it can manage also different cases of penalties, for free.
donotpay-search-master.herokuapp.com

Flight Delay is an automatic insurance service that manage flight delays. It calculates the price, receives criptovalute money and refunds independently.
etherisc.com

BenevolentAI is the more supported company in Europe, with €5.8 billions. It deals with scientific research based on online papers and finds new experimental solutions.
benevolent.ai

Vital is the first artificial intelligence subject hired as member of the board of directors at Deep Knowledge, a Japanese venture capital, to analyse business opportunities into aged people therapy area.

AlphaGo Google used AlphaGo to reach a 15% global consumption saving for \$20 billions thanks to an automate analysis of company waste process and energy use.
deepmind.com

Amazon bought Kiva to automate storehouse picking&packing system with positive results as time saving from 60-75' to 15', +50% storehouse capability, overall ROI 40%.

Chorus analyses call center conversions and can join a call notifying the operator about important events and suggesting how to manage the call taking into account customer mood or the specific problem to solve.
Chorus.ai

Costa Crociere and Hilton use robots to interact with customers. Hilton uses "Connie" to speak with hotel customers with Wayblazer travel advice service support. More customers interact with Connie, more the robot can understand and learn from natural language and then give accurate responses.

Unilever has a selection process automation dedicated to new graduated that allows 4 on 5 people hired.

Narrative Science creates structured reports in an automatic way using natural language.
narrativescience.com

Wordsmith allows to produce news articles in an automatic way starting from financial reports and importing csv files
automatedinsights.com/wordsmith

X.ai and Claralabs schedule meetings managing email exchange and the personal calendar. X.ai answers emails within 10 minutes, 24/7 and can be activated copying Amy@x.ai.
x.ai claralabs.com

Clarke transcribes sales phone calls with a commercial memo structure
clarke.ai

Quirious listens to agents' calls and notify in real time the important circumstances and the best way to manage the calls.
quirious.io

Conversica contacts, conversates and profiles prospects via email, when they become interesting, it gives contacts to the sales team.
conversica.com

TalkIQ joins sales calls and suggests more effective strategy and approach to reach the goal
Talkiq.com

LeadGenius pools all available informations in house and on the web to produce profiled lead.
LeadGenius.com

Einstein by Salesforce, born in september 2016, predicts more favourable leads.
salesforce.com/products/einstein

nudge analyses news and social media, identifies the most interesting prospects and the right person that can manage them into the organization.
nudge.ai

Utah tourism office registers a +346 engagement increasing on Facebook in 5 months, thanks to emotion and text analysis automation.
meetcortex.com persado.com skyword.com crealytics.com

Phrasee optimises email subjects with a better open rate than humans' ones 98% of the time.
phrasee.co

Caterpillar uses Acrolinx to manage all company texts in a coordinate way, analysing employees' texts and getting tone and style better to reach goals.
acrolinx.com

Webpages optimization may be done by sentient objects like **Sentient**.
sentient.ai

Spotify predicts music we like with Discover weekly, based on our musical behaviour and similar customers' behaviour.

Skyscanner allows to search flights through a chatbot on Facebook Messenger.
facebook.com/skyscanner/ messenger.com/t/lh.bestprice altri.su:botlist.co

Lufthansa created chatbot **Mildred** to allow customers to search for the best rate.

Netflix saved \$1 billion from churn prevention, customers' film choice available in less than 90 seconds thanks to an advice system that learn from similar customers' behaviour.

North Face allows product choice online, conversate with customers onsite.
thenorthface.com/xps

Wind tests AI systems to optimise SMS promotional texts.

BUSINESS AREAS

- Customer relationship
- Marketing
- Sales
- Internal Organization

