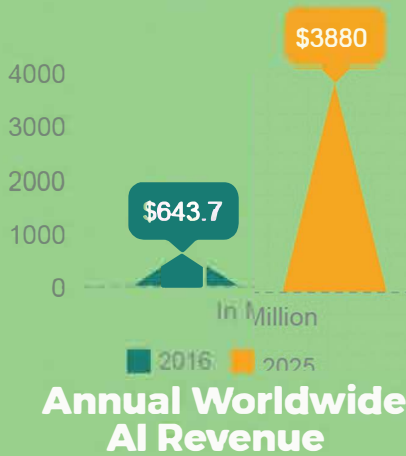


# Artificial Intelligence Artificial No More

Forrester Predicts Investment In Artificial Intelligence Will Grow

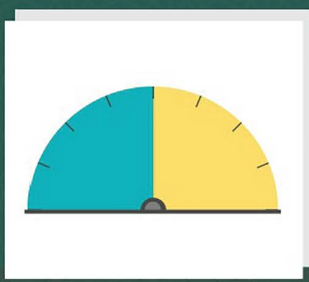
**300%**  
IN 2017



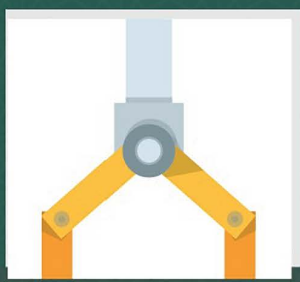
Businesses that use AI, Big Data and IoT to uncover new business insights

"will steal \$1.2 trillion per annum from their less informed peers by 2020." – Forrester

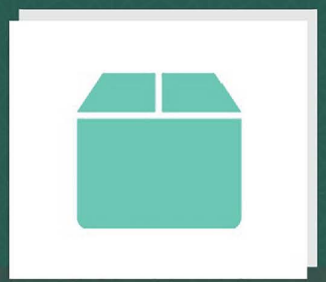
## What are the Industry Expectations from AI



Enhanced Customer Experience



Improved Business Efficiency & Automation



New Business Models, Products & Services

### AI Deployment Model for Successful AI Customer Journey

#### Recognition

Face/Image/Voice Recognition



Search & Content Analytics



IoT & Sensor Data



Anomaly Detection



#### Learning

Deep/Machine Learning



Context Aware Processing



Personalization



#### Decision Management

Digital Assistants



Recommendation



Streaming Analytics



Robotic Process Automation



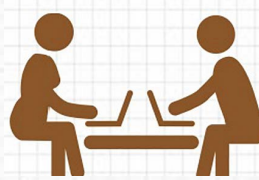
## AI Platforms, Solutions & Accelerators



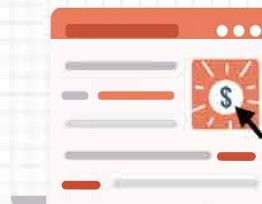
mCaaS  
Content Creation, Content Insights, Content Monetization & beyond



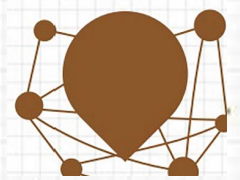
DASP  
Digital Assisted Sales/Service Platform with Emotion Detection



DC/EoB  
Digital Customer/Employee Onboarding



PRIMER  
Cognitive Pricing and Merchandising Solution



MIDAS  
M2M and IoT Data Analytics Solution



Direct Sales up by

**40%**



**20%**

Aided Sell Monetization of Core Content



**\$2M**

Per annum Cost savings for Global Home Improvement Retailer



**10%**

More cross-sell up-sell opportunities



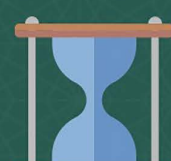
**40%**

Reduction in Resolution Time



**\$2M**

Upsell for Global Top 10 Home improvement retailer



**60%**

Reduction in Summarization Time



**37%**

Increase in end Customer Satisfaction