Executive Overview

Boost.ai's Conversational AI platform powers both customer-facing and internal chatbots and voicebots, delivering fast, accurate responses for seamless interactions. With a unique blend of predefined intents and generative AI, we handle complex inquiries efficiently while ensuring compliance and data security—ideal for regulated industries. Trusted by top brands, boost.ai helps scale support, enhance customer and employee experiences, and deliver rapid ROI.

Product & Service Offerings

- Conversational AI platform - powered by Generative AI
    - Chatbots
    - Voicebots
- Human Chat
- Agent assist (chat)

Sales Engineer Take On Best Fit

Boost.ai is a conversational AI platform with solutions developed to faciliate customer self-service and internal employee support (help desk, HR, onboarding/offboarding), as well as virtual assistants to live agents.

John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

Unparalleled performance to resolve every query

- Highest NLU score of any AI
- Reduce escalations to near zero - 10x decrease in escalations for one (sector/APT) client
- Unrivaled FSI intent data and ability to simultaneously draw up all relevant customer data

Secure platform designed to eliminate risk

- Security has always been an integral component of the boost.ai architecture and design
- Deployed in several highly regulated markets like finance, government, defense and airlines
- The boost.ai trust layer:
    - Data masking, pre-built guardrails, hallucination detection, complete audibility of all conversations (conversational AI and Generative AI)
    - Fine-tuned LLM models for FSI

- Hybrid model: use conversational AI for sensitive topics to stay in control, and Generative AI for less sensitive topics where control is less important

- ISO certified for security and privacy - ISO 27001 & ISO 27701

Rapid ROI

- Customers consistently get payback on their investment within the first year, often within a few months. For example, one client reduced operational cost by 20% and saw a 10x decrease in escalations.

- Scale to any size and complexity at minimal cost

- True no-code platform, designed for your customer service reps to work in the solution - no need for data scientist

Delivery assured - we go live!

- Every single one of our customers can provide a reference

- 100% of projects have been successful

Top Industries Served

- Financial Services
- Healthcare
- Government
- Insurance

Ideal Customer Profile

Primary target prospect: Financial services & insurance

- Industries: retail banks, corporate banking, insurance/pension, debt management, payment services, fintech, building societies (UK), credit unions (US)

- Key needs: CX - digitizing touchpoints, reduce/cap cost to serve, revenue uplift, FTE reassignment, self-serviced transactions, security & privacy compliance

- Primary use cases:

  - Customer interactions

  - Customer transactions

  - 2nd line support

  - Internal support (HR / IT)

Primary target prospect: Public sector

- Industries: Tax agencies, municipalities / local government, healthcare, immigration, social services

- Key needs: CX - availability, cost-efficiency, digital inclusion, digitisation, FTE reassignment, security & privacy compliance

- Primary use cases:

  - Citizen interactions

  - Citizen transactions

  - Internal support (HR / IT)

Primary target prospect: Telecommunications (or general contact center customer)

- Industries: Data & telephony providers, travel & leisure, utilities, energy, hardware

- Key needs: CX - speed of service, revenue generation, reduce/cap operational cost, FTE efficiency, FTE reassignment, upselling

- Primary use cases:

  - Customer service

  - Self-service upselling

  - 2nd line support

  - Internal support (HR / IT)

Qualifying & Technical Questions

- Are your customers experienceing long wait times, and do your support agents frequently handle repetitive queries?

- Do you find managing customer interactions during peak times overwhelming?

- Are there specific tasks you wish to automate (e.g. FAQs, booking, etc) to improve efficiency?

- What kind of investment is your company making in its larger digital presence?

- How do you ensure people convert when they visit your website?

- How are you experimenting and using data to optimize conversation rates?