Executive Overview

- **Headquarters: San Mateo, California, United States**
- **Customer Support Automation Platform**
- **501 - 1000 Employees**
- **Trusted by 1100+ Enterprises**
- **16B+ Platform Conversations Annually**
- **135+ Languages Supported**
- **90% Automation in 30 days with Generative AI**

Product & Service Offerings

Yellow.ai's customer service automation platform automates 90% queries across 35+ channels with ease and reduces operational costs by 60%.Our platform seamlessly integrates with your existing technology stack or can function independently, eliminating the inefficiencies of manual processes and inadequate automation tools

1. Advanced Generative AI capabilities across chat & voice
2. Personalized, contextual omni-channel support (35+ channels, 135+ languages)
3. Platform is trained on 16 Billion conversations per year- richest datasets and most
4. accurate models with the highest recognition rates.
5. Easy to setup and deploy- No code, no manual workflows
6. Over 100+ out of the box integrations and 150+ pre-built templates Enterprise grade security- ISO, HIPAA, SOC2 & GDPR certified

Sales Engineer Take On Best Fit

Yellow AI offers a conversational AI platform whose aim is for 90% automation within 30 days of deployment, leveraging GenAI and LLM capabilities. The platform can be used across customer experience (CX), employee experience, and IT service management (ITSM) use cases.
John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

1. Advanced Generative AI capabilities across voice, chat & email for high efficiency &

2. Automation

3. Easy to setup and deploy at scale

4. Multi LLM architecture for accuracy and speed

5. Flexibility and customization for seamless integration

6. Extensive omni-channel support for better customer engagement

Benefits

- Up to 90% queries answered

- Decrease in ticket handling time by up to 35%.

- Reduce operational costs 50% faster time to market.

- No coding or training needed

- <1% hallucinations

- Avg response time of 0.6s

- Increase conversions by 50%

- Enterprise grade security- ISO, HIPAA, SOC2 & GDPR certified

- 80% containment out of the box; no rip and replace

- 150+ prebuilt templates for different use cases and industries

- Supports 35+ channels & 135+ languages

- Increase customer engagement by 60%

- Improve customer satisfaction by 40%

Top Industries Served

- Other

Ideal Customer Profile

For customer support teams which handle a large volume of chats, voice calls & tickets across multiple channels, and have to juggle across different solutions

Industries: Retail/ecommerce, Manufacturing, Utilities, BFSI, TMT, Business Services, Entertainment, BFSI

Designations Included:

- CxO: CEO/COO/CPO/CIO/CTO/CRO
- VP and directors: Head of Digital, Customer experience, Customer service and support,
- Head of Contact Center
- Head of Digital Transformation, Head of Innovation or AI,
- CX roles with Omnichannel, Web in the title

Qualifying & Technical Questions

1. How are you managing customers' queries and support now?

2. Are you looking to improve customer engagement, lead generation, conversion rates, or any other specific metrics?

3. What is the current business challenge your brand faces? If there's no challenge, is it a digital strategy initiative by your brand?

4. How important are personalization and tailored messaging in your communication efforts?

5. Do you feel there's room for improvement in terms of response time or consistency of messaging?

6. What are the key challenges your support agents face in ensuring good customer experience?

7. What level of customization or scalability are you looking for in an agent-assist product to meet your evolving needs?

8. How do you currently collect and leverage customer data?