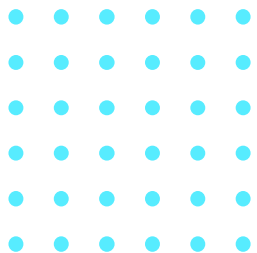


# BACK TO THE SKIES WITH EVERIS EVA

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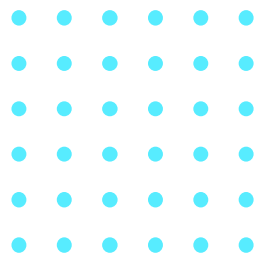
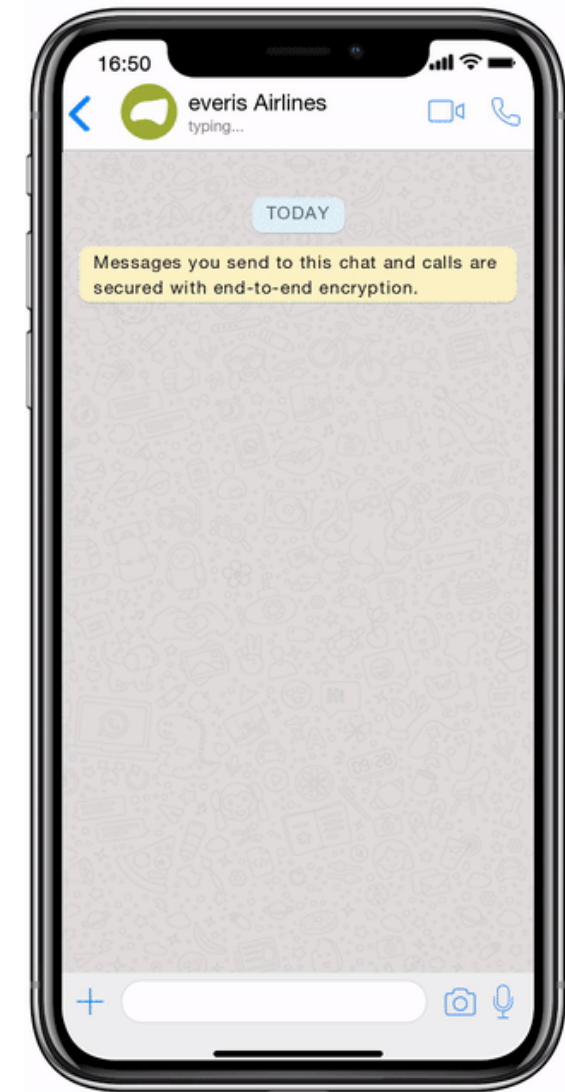
ENTERPRISE AI CONVERSATIONAL  
ASSISTANT PLATFORM

# Ana's calling from home





# Arriving to the airport





an **NTT DATA** Company

# The Air Travel Assistant

Ready to **listen**

Ready to **do**

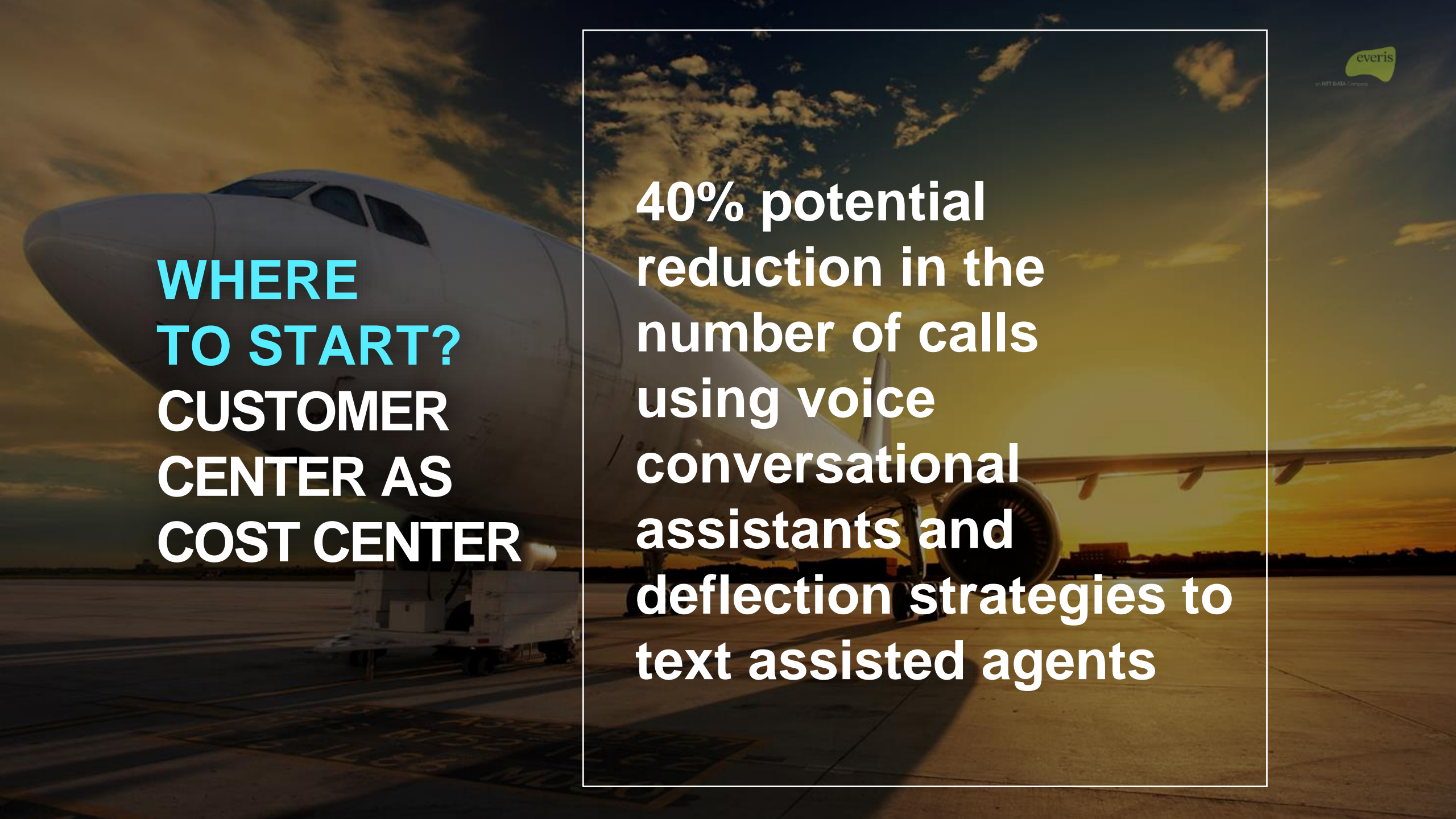
Ready to **talk**

- **Shifting to digital & cost effective channels**

- **Listening to your customers and Reacting fast**

- **Increasing revenues of the airline, selling more.**





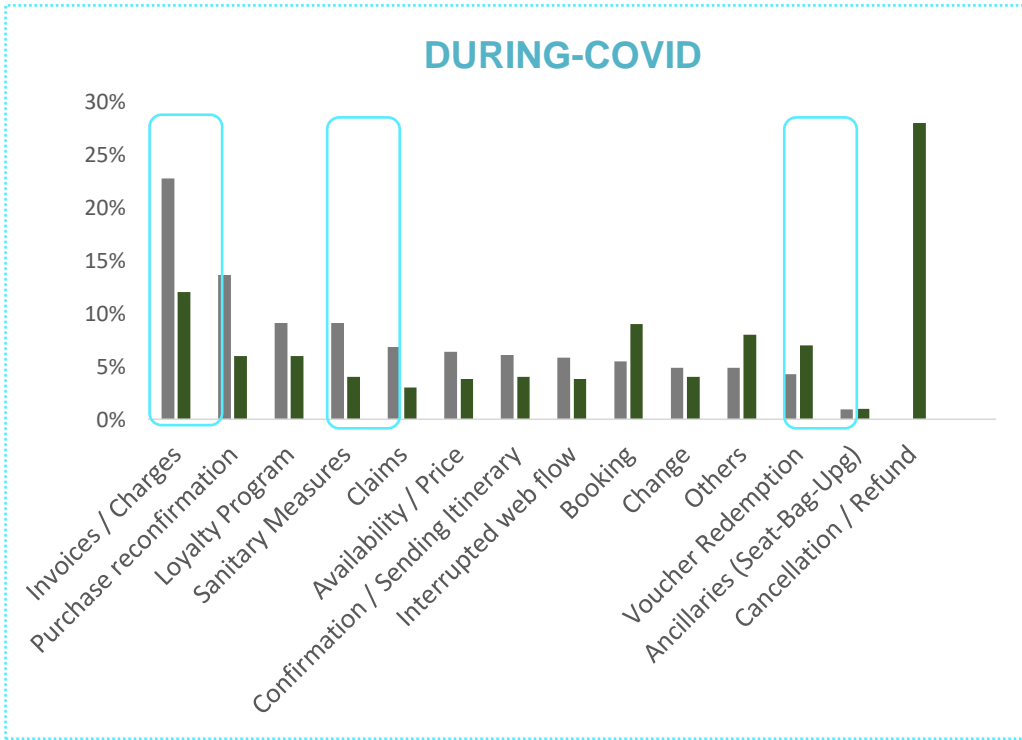
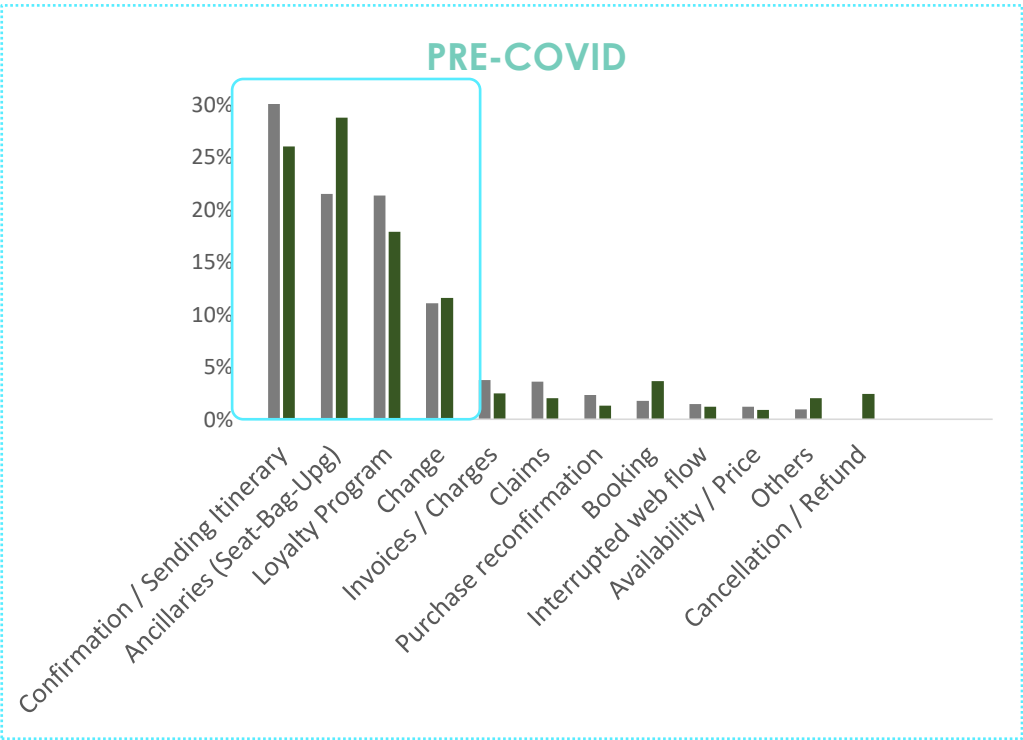
**WHERE  
TO START?  
CUSTOMER  
CENTER AS  
COST CENTER**

**40% potential  
reduction in the  
number of calls  
using voice  
conversational  
assistants and  
deflection strategies to  
text assisted agents**

# SHARE OF CALLS & AUTOMATION POTENTIAL

4 MOST RELEVANT CASES IN NUMBER OF CALLS SUM THE 80% OF THE SAVINGS POTENTIAL COMBINING EVA'S COGNITIVE CALL CENTRE SOLUTION AND TEXT ASSISTANTS

AIRLINES CONTACT CENTERS HAVE SUFFERED A HIGH PRESSURE ON THEIR OPERATION DUE TO THE INCREASE OF REQUESTS RELATED TO REFUNDS, SANITARY MEASURES, BORDER CONTROL INFORMATION, CLAIMS, ETC. THE USE OF AN AUTOMATED ASSISTANT HERE IS KEY FOR ASSUMING PEAKS OF DEMAND WITH A COST-EFFECTIVE TECHNOLOGY.



Source: everis analysis from a sample of different airlines.

■ % Automation potential

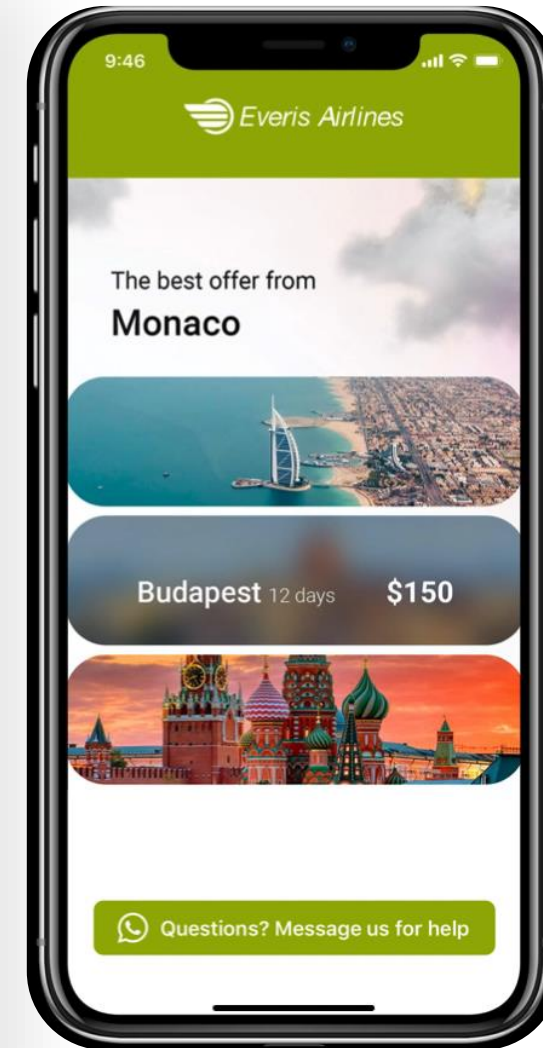
■ % calls per use case

# PASSENGER RELATED

- ▶ Check-in
- ▶ Booking
- ▶ Loyalty password reset
- ▶ Loyalty points consultation
- ▶ flight voucher redemption
- ▶ Disruption management (notification, flight alternatives, assistance)
- ▶ Flight status
- ▶ Voluntary changes
- ▶ Refund & voucher request
- ▶ baggage calculation
- ▶ Health & Security measures

# Employee related

- ▶ B2E - IT: Password reset and credentials management, LAN/WAN incident management, agent referral,
- ▶ B2E: People Finder, Payroll download, Frequently Asked Questions



**VIRTUAL  
AGENT  
JOURNEY  
DESIGNED  
FOR  
DISRUPTION  
CASE IN ABC  
CHANNELS**





**what is  
eva?**

USES ARTIFICIAL  
INTELLIGENCE TO  
CREATE THE BEST USER  
EXPERIENCE

CREATES A  
PERSONALIZED  
VIRTUAL AGENT FOR  
YOUR BRAND,  
AUTOMATING WRITTEN  
AND SPOKEN  
CONVERSATIONS

everis eva   
BRAND  
VOICE  
ENTERPRISE  
PLATFORM

MULTI-BOT  
PLATFORM  
MULTI-LANGUAGE  
OMNI-CHANNEL

THE ENTERPRISE  
PLATFORM TO CREATE AND  
MANAGE MULTIPLE  
VIRTUAL AGENTS




## REFERENCES

Credentials in several sectors and use cases

More than 4 million users are interacting each month with our conversational assistants, 21 implementation projects in 9 countries, and growing...



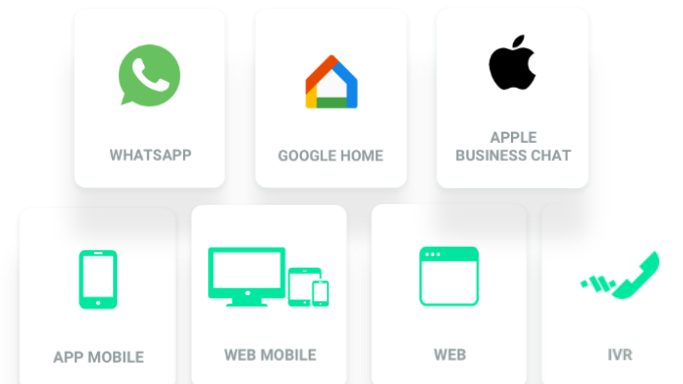
## multi bot platform

**CREATE AS  
MANY  
BOTS AS YOU  
WANT.** 


**EVA IS A REAL  
BOT FACTORY**

## omni- channel solution

 **CONNECT WITH  
USERS  
THROUGH  
ANY CHANNEL**



## multi language

**CREATE BOTS**  **IN SEVERAL  
LANGUAGES**

ENGLISH, CHINESE, HINDI, SPANISH  
FRENCH, ARABIC, RUSSIAN, ,  
PORTUGUESE, INDONESIA, GERMAN,  
JAPANESE,

TURKISH, KOREAN, ITALIAN, POLISH,  
UKRAINIAN, THAI, DUTCH, SWEDISH,  
DANISH, NORWEGIAN

## eva dialog manager

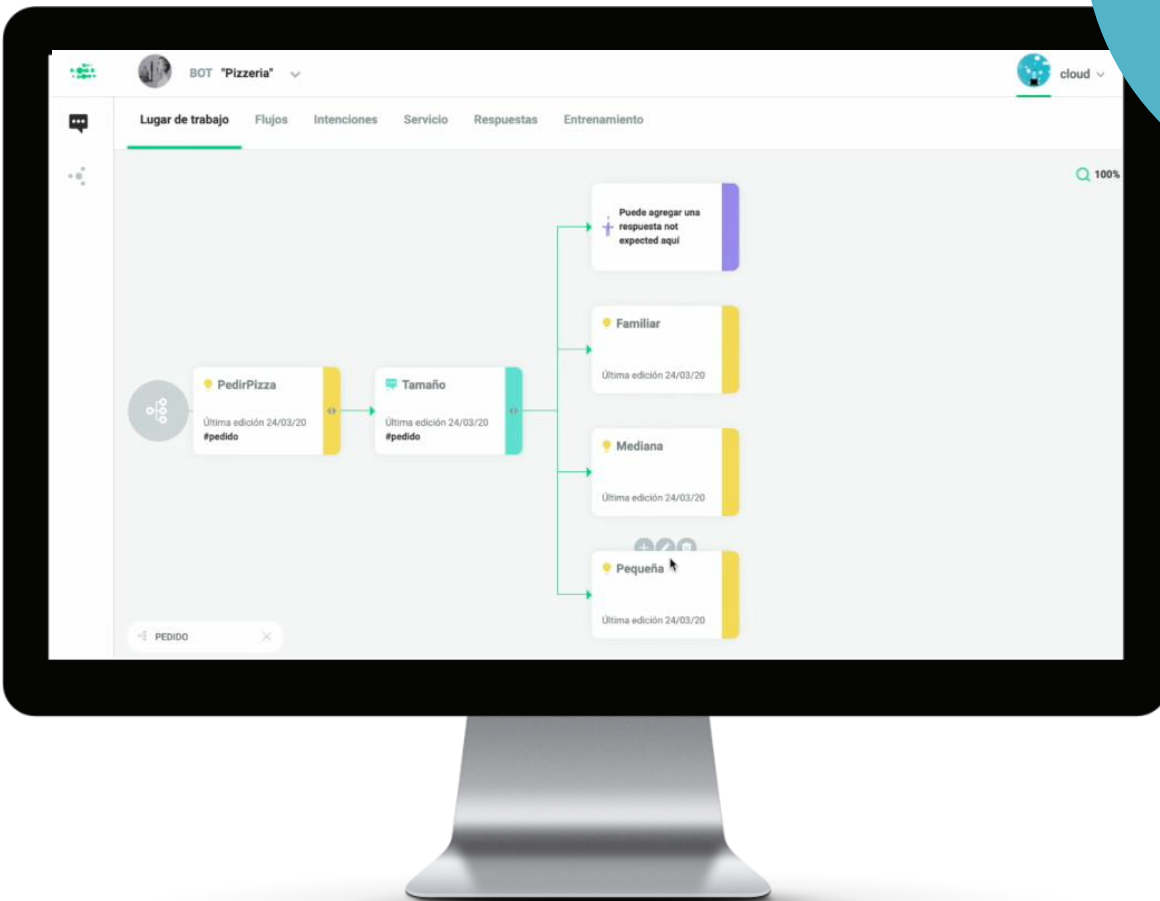
### THE BEST TOOL FOR UX WRITERS

- CREATE CONVERSATION FLOWS GRAPHICALLY
- CREATE RICH ANSWERS BY USING TEMPLATES, BUTTONS, IMAGES, VIDEOS, CAROUSELS

## everis cognitive engine

### CLEVER EVERIS COGNITIVE ENGINE

- HIGHLY SCALABLE
- EASY TO DEPLOY IN ANY CLOUD INFRASTRUCTURE
- FULL MANAGEMENT FROM EVA COCKPIT
- CAN BE TRAINED SPECIFICALLY FOR THE CLIENT'S NEEDS



# WHAT MAKES US DIFFERENT?



**SECURITY AND  
DATA PROTECTION**

**DATA MASKING  
ENCRYPTED  
COMMUNICATIONS**



**ENTERPRISE  
GRADE  
SOLUTION**

**OPEN  
SCALABLE  
OMNICHANNEL  
MULTILANGUAGE**



**DIALOG  
MANAGER IS  
DIFFERENTIAL**

**NO CODE  
DIALOG  
CREATION**



**DEPLOYMENT  
FREEDOM**

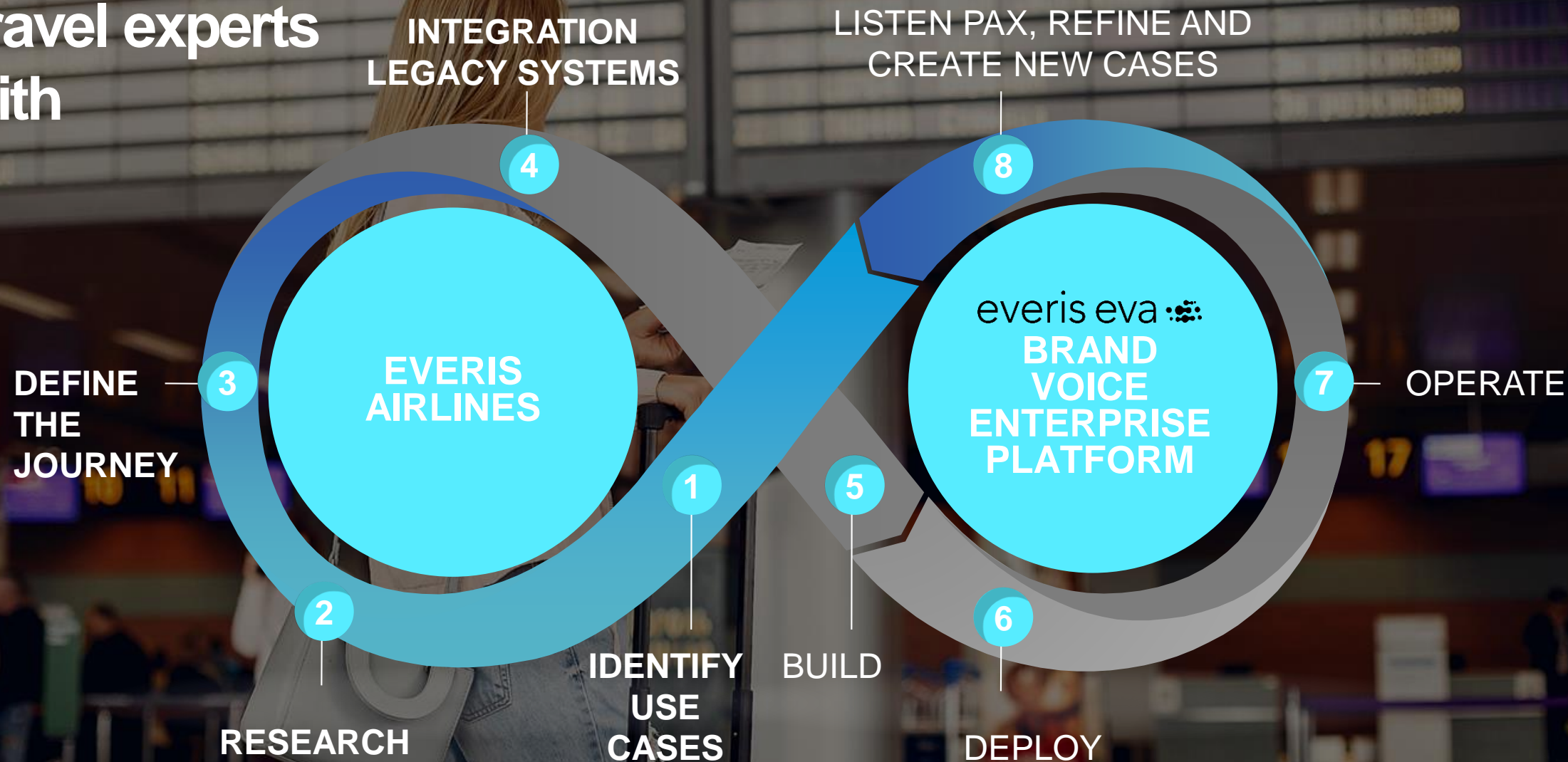
**EVA  
ONPREMISE  
OR EVA  
CLOUD**



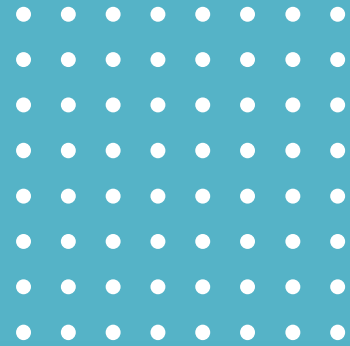
# HOW DO WE WORK?

Travel experts  
with

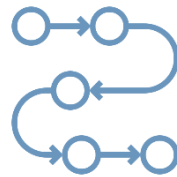
Cutting-edge voice  
enterprise platform



# WE RECOM MEND



**RIGHT  
ARCHITECTURE  
AND RIGHT  
PRODUCT**



**BUILD  
MVPS**



**TALKING, NOT  
CODING.  
REDUCES THE  
COST OF  
DEVELOPMENT**



**FROM  
CONVERSATION  
TO VALUABLE  
INSIGHTS**

# SUMMARY

**REDUCE UP TO 40% IN CALL CENTERS CALLS  
AMONG OTHER SAVINGS**

**MORE THAN 20 YEARS OF EXPERTISE IN AIRLINES**

**EVERIS EVA, CREATE JOURNEYS BRINGING  
CONTINUITY TO THE CUSTOMER EXPERIENCE IN  
SEVERAL CHANNELS**

**EVA MEETS THE HIGHEST STANDARDS ON  
SECURITY REQUIREMENTS AND SCALES FAST IN  
MULTICOUNTRY AND MULTILANGUAGE SCENARIOS.**



[www.everis.com](http://www.everis.com)  
[www.eva.bot/](http://www.eva.bot/)

everis eva 🤖

THANK YOU  
FOR YOUR  
ATTENTION

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