BACK TO THE SKIES WITH EVERIS EVA

ENTERPRISE AI CONVERSATIONAL ASSISTANT PLATFORM
Ana’s calling from home
Arriving to the airport
The Air Travel Assistant

- Ready to do
- Ready to listen
- 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
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

Source: everis analysis from a sample of different airlines.

AIRCRAFT 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.
VIRTUAL AGENT JOURNEY DESIGNED FOR DISRUPTION CASE IN ABC CHANNELS

**PASSENGER RELATED**

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

**Employee related**

- B2E - IT: Password reset and credentials management, LAN/WAN incident management, agent referral,
- B2E: People Finder, Payroll download, Frequently Asked Questions
- Refund & voucher request
- Loyalty points consultation
- B2E: People Finder, Payroll download, Frequently Asked Questions
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what is eva?
BRAND VOICE ENTERPRISE PLATFORM

USES ARTIFICIAL INTELLIGENCE TO CREATE THE BEST USER EXPERIENCE

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

THE ENTERPRISE PLATFORM TO CREATE AND MANAGE MULTIPLE VIRTUAL AGENTS

MULTI-BOT PLATFORM MULTI-LANGUAGE OMNI-CHANNEL

everis eva
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…
CREATE AS MANY BOTS AS YOU WANT. 🤖

EVA IS A REAL BOT FACTORY

CONNECT WITH USERS THROUGH ANY CHANNEL

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?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>SECURITY AND DATA PROTECTION</td>
<td>Differential</td>
</tr>
<tr>
<td>ENTERPRISE GRADE SOLUTION</td>
<td>Open scalable omnichannel multilanguage</td>
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<td>DIALOG MANAGER IS DIFFERENTIAL</td>
<td>No code dialog creation</td>
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<tr>
<td>DEPLOYMENT FREEDOM</td>
<td>EVA onpremise or EVA cloud</td>
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**Data Masking**
- Encrypted communications
HOW DO WE WORK?

Travel experts with

INTEGRATION LEGACY SYSTEMS

1. RESEARCH
2. IDENTIFY USE CASES
3. DEFINE THE JOURNEY
4. EVERIS AIRLINES
5. BUILD
6. DEPLOY

LISTEN PAX, REFINE AND CREATE NEW CASES

7. OPERATE
8. everis eva BRAND VOICE ENTERPRISE PLATFORM

Cutting-edge voice enterprise platform
WE RECOMMEND

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.
THANK YOU FOR YOUR ATTENTION

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