Google Cloud

yosh.AI

Transforming contact center towards

AI Assisted Communication

powered by Google LLM



Yosh products / solutions

February 2024

Yosh.AI intro

01

Google Cloud

Transforming Your business through automation with GenAI and conversational AI towards **AI Assisted communication**.

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+6 years
In conversational AI
~200
chatbots
& voicebots

+30
countries

automated:
> 10M requests
> 3M minutes

Retail
Finance
Public Sector

SELL | SERVICE
Premier Partner
Google Cloud

SPECIALIZATION
Contact Center AI
Google Cloud

DIFFERENTIATION
Partner of the Year
2022
Google Cloud

ISO/IEC 27001
Information Security Management
CERTIFIED

The only certified Partner for Europe for Google Contact Center CCAIP

	Retail	Finance	Public sector
UK			
Germany			
CEE	     		

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LPP / Reserved apparel retailer - 2 years transformation journey

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~120
chatbots & voicebot

~4M
interactions automated

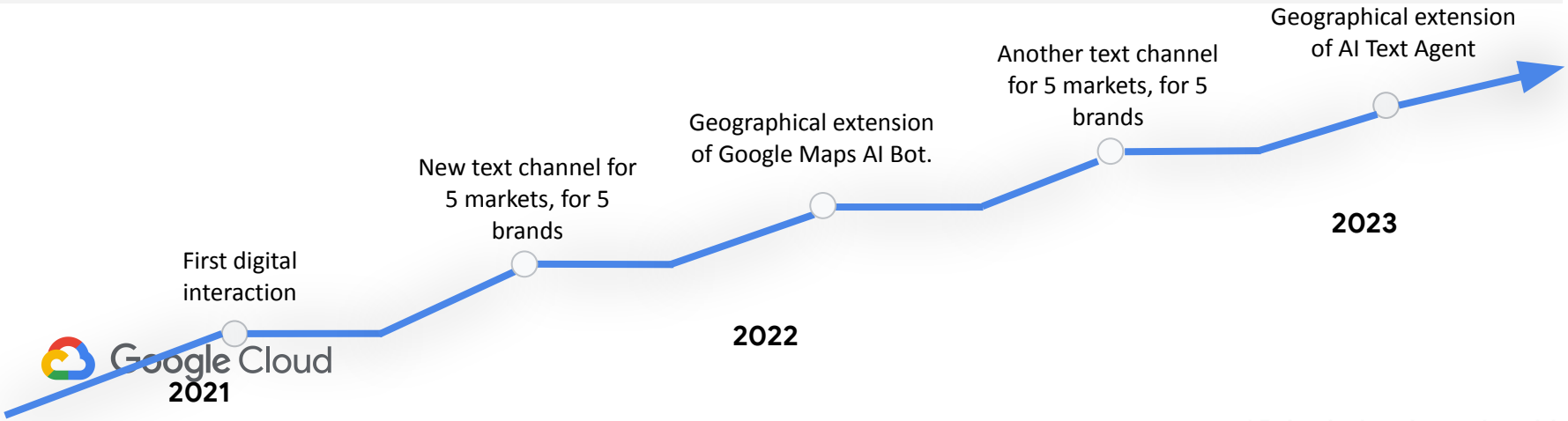
~20
countries

www, FB, Google Maps, Contact Center Genesys

in only 2 years over $2M savings generated*

Number of Interactions

2021 - 8k | **2022 - 1,5mln (+ 18000% y/y)** | **2023 - 2,3mln (+ 53% y/y)**



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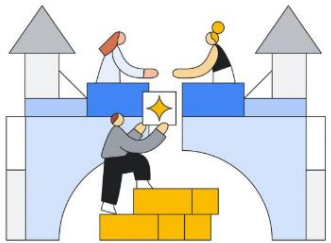
* Estimation based on market pricing

LPP case - transformation journey with Yosh.AI support- Yosh & Google Success Story

How an international fashion company transforms customer service experiences with conversational AI



July 26, 2023

Tomas Kasman
Head of Marketing CEE, Google Cloud

Laura Nowakowska
Field Sales Representative, Google Cloud

LPP S.A. (LPP), a Polish international fashion company that manages five clothing brands, maintains an extensive e-commerce footprint and operates over 2,000 brick-and-mortar stores in almost 40 countries. With double-digit growth across all brands and markets, LPP increasingly relies on artificial intelligence (AI) and machine learning (ML) to automate and transform customer service experiences.

"Sales of LPP brands are rising throughout Europe. In 2022, foreign revenue constituted approx. 57% of the Group's entire receipts," says Dawid Telepski, Contact Center Director, LPP S.A. "AI and ML play a major role in boosting revenue—and reducing operating costs—by empowering customer service representatives to more efficiently connect and communicate with people."

Scaling customer service with Dialogflow CX and Yosh.AI

https://cloud.google.com/blog/topics/partners/lpp-uses-ml-to-drive-conversational-ai

CCC shoe retailer - 3 years transformation journey

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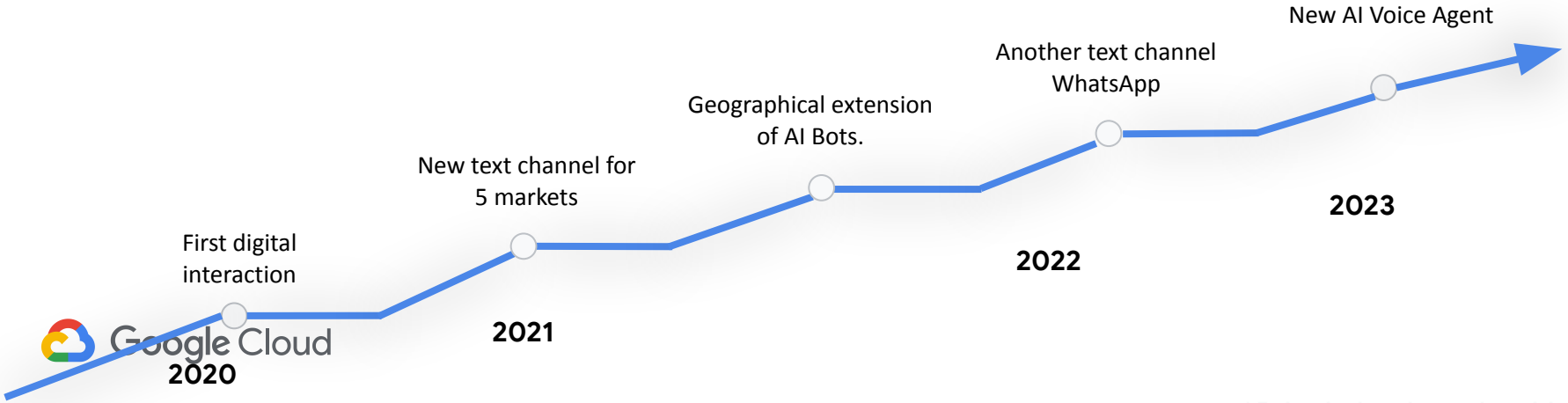
~50	~2M	12	www, FB, Whatsapp, Contact Center telephony
chatbots & voicebots	interactions automated	countries	

Over 55% of calls are being handled by voicebot.

Number of Interactions

2020 - 150k **2021 - 640k** (+ 330% y/y) **2022 - 750k (+ 17% y/y)** **2023 - 1 mln** (+ 33% y/y)



Google Cloud

* Estimation based on market pricing

Markerstudy Insurance group - 2 years transformation journey

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Google Contact Center Products Range

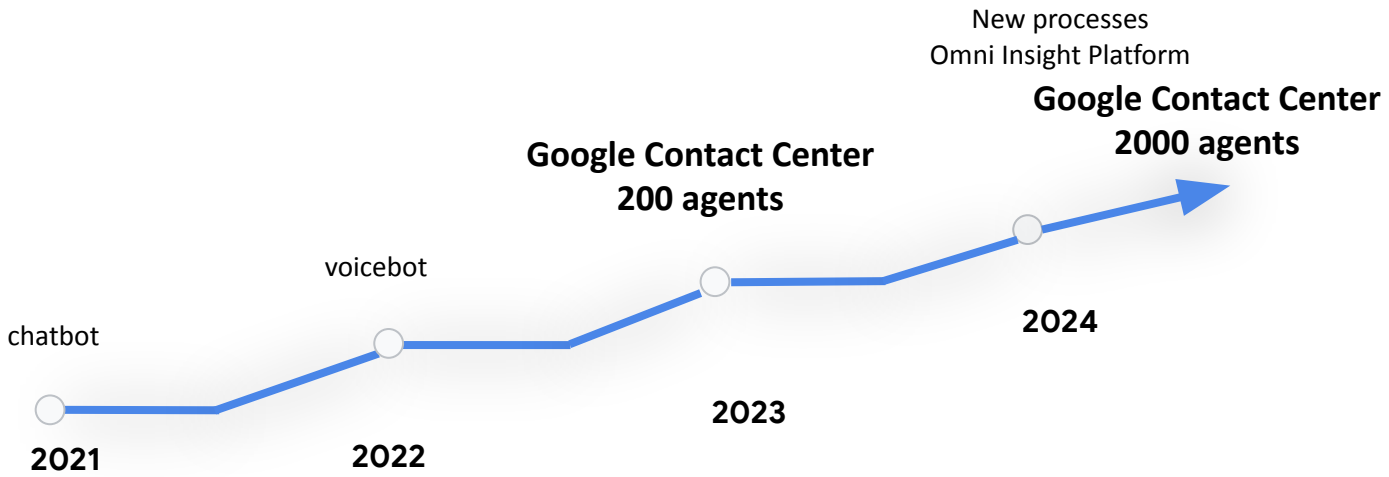
Chatbot, voicebot, CCAIP

~1.6M

interactions automated

~ 75% of calls authentication process is handled by voicebot.

Number of Interactions 2022 Chatbot- 0,1M 2023: Chatbot - 0,5 mln Voicebot ~ 1 mln CCAIP 200 agents



Google Cloud

Yosh.AI - leading Google partner with
Generative AI solution Quality Assurance Platform for Orange



Google Cloud Partner

Thomas Kurian

CEO, Google Cloud

- **Orange** is exploring a next-generation contact center with Google Cloud. With customers in 26 countries, the global telecommunications firm is testing generative AI to transcribe the call, summarize the exchange between the customer and service representatives, and suggest possible follow up actions to the agent based on the discussion. This experiment has the potential to dramatically improve both the efficiency and quality of customer interactions. Orange is working closely with Google to help ensure data protection and make sure that systematic employee review of Generative AI output and transparency can be implemented.

https://cloud.google.com/blog/products/ai-machine-learning/google-cloud-at-io-2023

AI Assisted Communication Platform - architecture

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End Customer Team



AI Text Agent

Web, mobile, digital channels
FAQ + processes

AI Voice Agent

Support and deflection on telephony channel
AI call steering

AI Email Agent

Automation of emails drafting

AI Agent Assist

Real time support for CC agents

Knowledge source

All interactions ingestion

Management Team



salesforce

CRM

Knowledge Base

Documents
URLS
API's
CRMs

GenAI Omni Insight Platform

Topics modeling
Sentiment,
Quality of CC service
Trends
Automation areas

Internal teams:

HR, Finance, Marketing

GenAI Chatbot Search

Internal communication channels

Building your long-term AI transformation strategy- Timeline & stages

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	Stage 1 Pilot- Validation	Stage 2 Strategy	Stage 3 Implementation & Continuous improvement
For who?	**Management Team** Business Team Contact center	**Management Team** Business Team Contact center	**Business & Contact Center Team** Contact Center Agents Employees
Product	GenAI Omni Insights Platform/ Pilot Chatbot Customer support/ Pilot	GenAI Omni Insights Platform/ Full scope	GenAI Quality Assurance Platform 1. CC Chatbot 2. CC Voicebot Chatbot Agent Assist Chatbot / employee search (HR, Finance, Marketing)
Result	**2 products validated**	**Insight Analysis & Transformation Strategy**	**Automation across multiple teams**
Timeline	**1 month**	**2 months**	**12-18 months**

GenAI Omni Insights platform - main functionalities

GenAI Omni Insights platform: omnichannel Management team

1. A comprehensive view of the CC to create a communication transformation strategy
    a. Base for long term plan towards AI Assisted Communication Platform
    b. Verification of the Contact Center Quality Assurance
2. Continuous Quality Assurance monitoring
3. AI and data driven identification of the automation areas



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GenAI Omni-Insight Platform

Proprietary + Confidential

Generative AI Products & solutions

02

Google Cloud

Executive summary: Yosh GenAI Products powered by Google LLM and Vertex AI

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Basic info: Yosh products powered by Google generative AI

Products available: all powered by Google LLM

1. GenAI Omni Insights
2. BotGenAIrator platform
3. Text/voice AI Agent
4. Agent AI Assistant
5. Mail Assistant
6. Workshops on Google GenAI products & POC

Product readiness: Products are ready for deployment after the customisation

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Product #2 : Bot GenAIrator Platform powered by PaLM2

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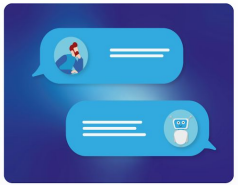
yosh.AI Bot GenAIrator

Welcome to the future of conversational AI

Introducing our latest innovation:

Unlock the future of customer service with our AI-powered solution, designed to handle up to 70% of client issues instantly. Our Text AI Agent is accessible, easy to set up, and customizable for businesses of all sizes. Experience an upgrade in customer interaction, streamlined data integration, and harnessed data management, all built on the most advanced large language models available. Bring your business operation to the next level and step into the future with our innovative AI tool powered by the latest models of Chat GPT and Google Bison.



Features

- Assists with solving up to 70% of issues and questions instantly
- Engages with your clients in natural interactions
- Effortlessly create, personalize, and launch – all within a single day
- Simple to modify the prompt for preventing hallucinations
- Clear reindexing process to keep your data always up to date
- Supported with most advanced large language models accessible

yosh.AI PLATFORM

- Home
- Dashboards
- LLM Bot Builder
- LLM Bot Editor
- LLM Bot Deployment
- Chat
- Users
- Help
- System Settings

Company: WSCC

Bot: POC Bot

CREATE MY BOT

Bot configuration

Display Name (Internal Name for the Bot)

Bot Description: An FAQ bot for WSCC

LLM Model: GOOGLE_BISON_1

Embedder Model: GOOGLE_BISON_1

Temperature: BALANCED

Persona: NORMAL

Name of the bot (what users will see): Yoshi

Organization Name: WSCC

Greeting: Hello I am an AI Agent named Yoshi.

Fallback Message: Ooops, I am not sure how to answer that.

Bot language: ENGLISH

Add URLs to your Knowledge Base

URL #1

ADD A URL

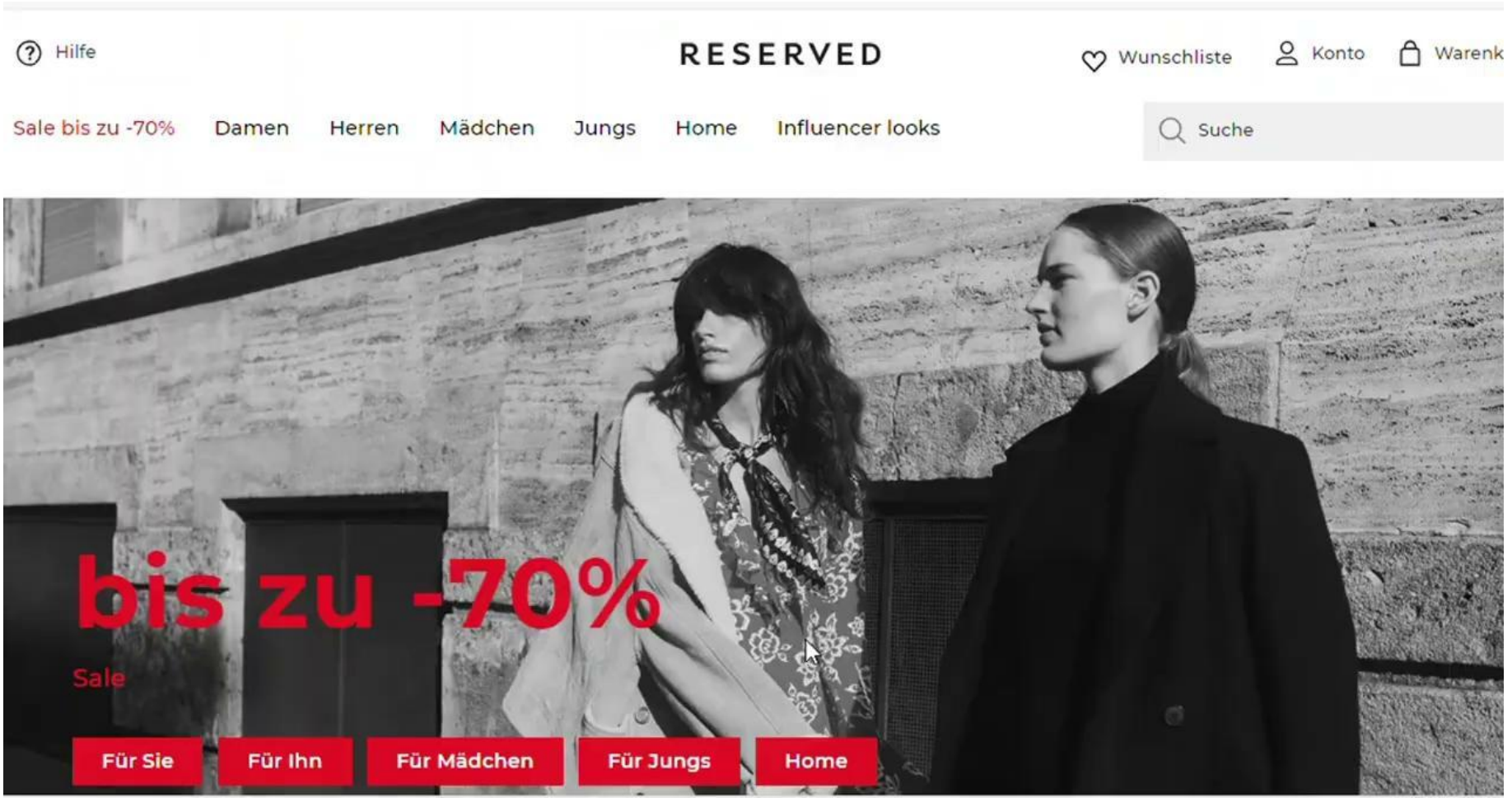
Drop files here or click here to upload.

Allowed *.pdf

Drop files here or click browse thorough your machine

Support

LPP case ~ 120 chatbots- transformation journey with Yosh.AI, Yosh.AI & Google Success Story



Product #3 : voice AI agent- Markerstudy Insurance Group - authentication process

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Demo GenAI MailAssistant- improve by min. 30% efficiency of your Contact Center Agents

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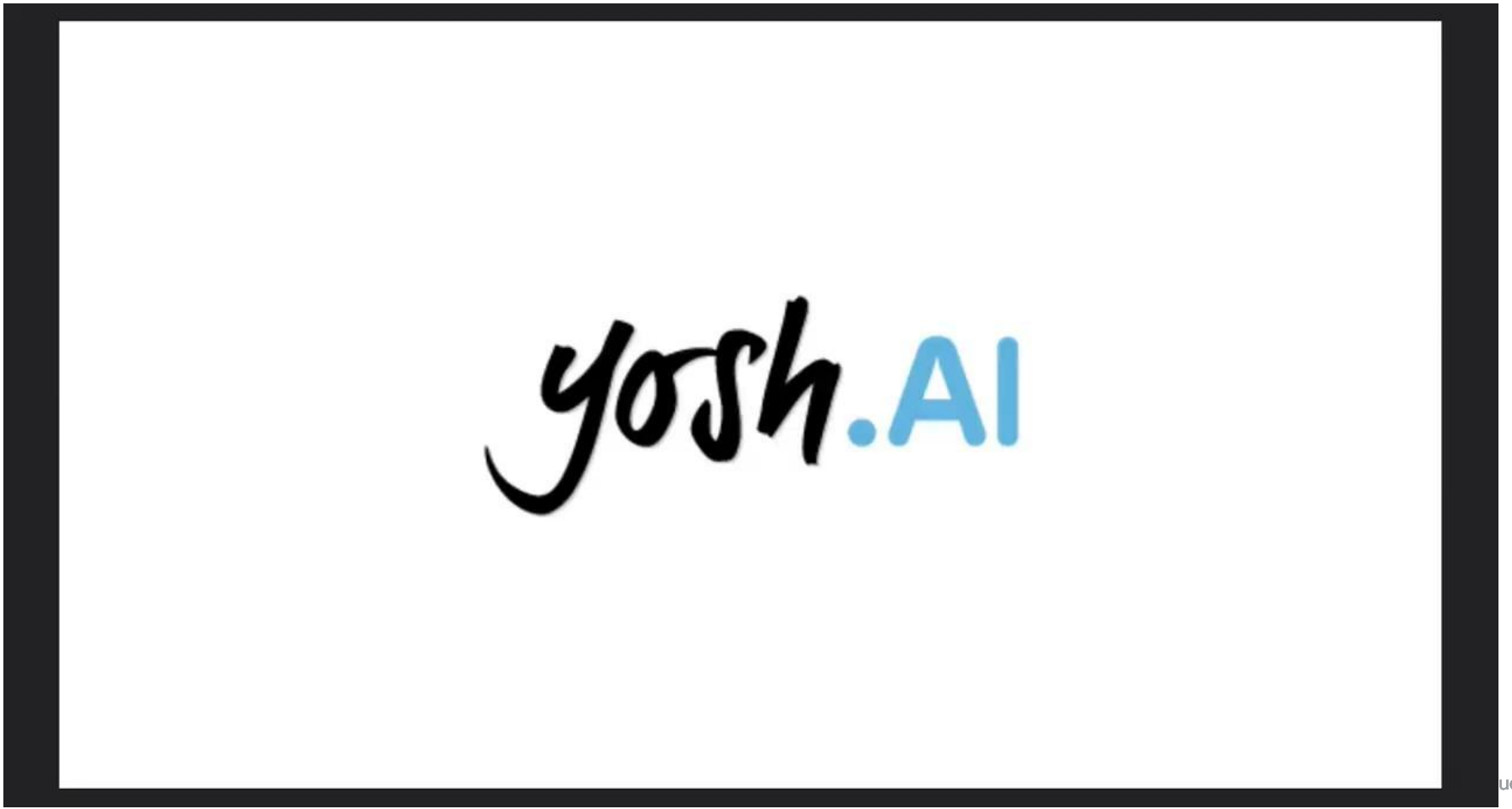

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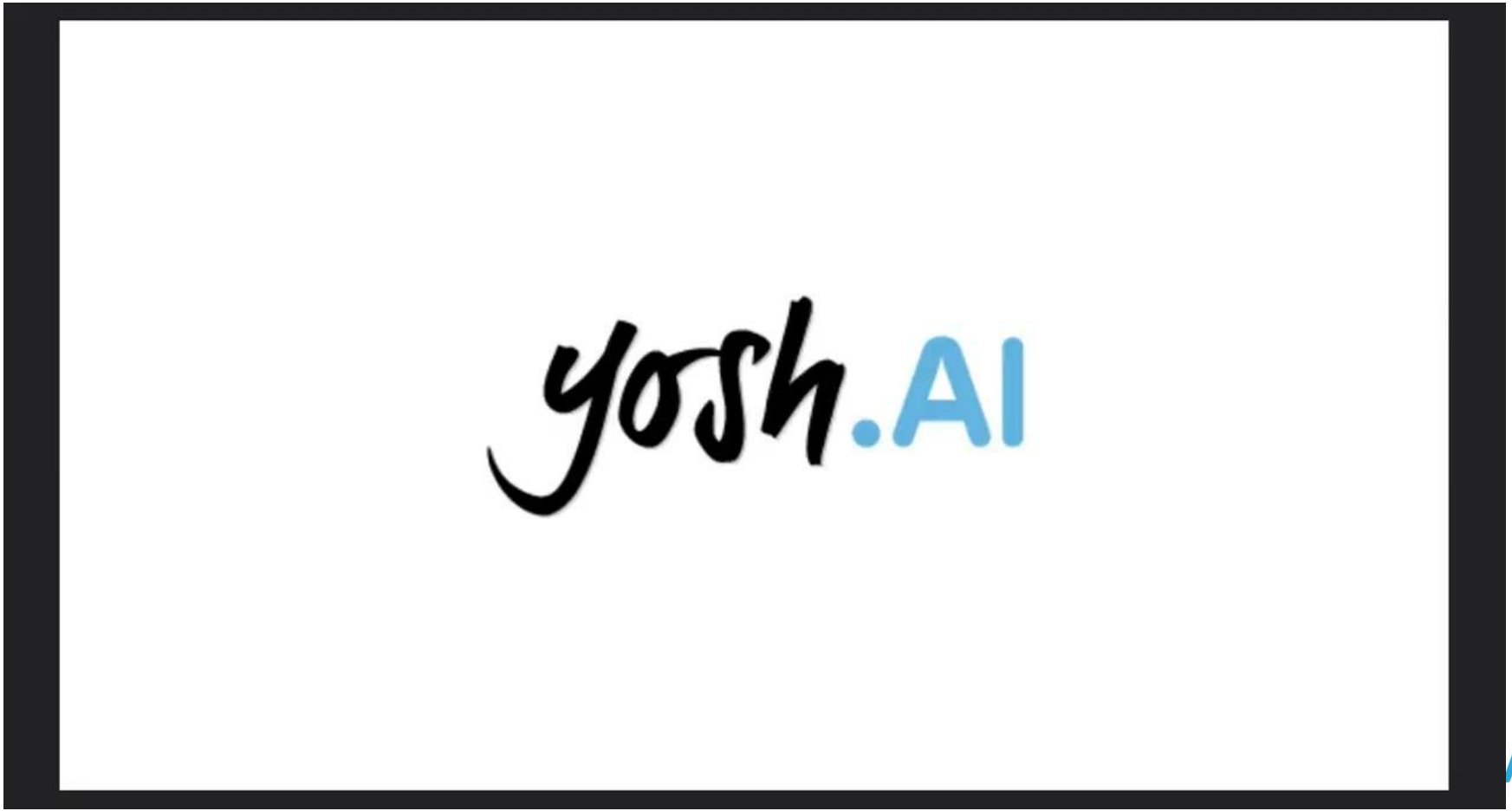
Demo GenAI Agent Assist- improve by min. 30% efficiency of your Contact Center Agents



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Thank you!

For further information, please contact

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