Our enterprise AI understands natural language to solve complex problems.

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Conversational Interaction Conference
San Jose Feb 5
“70% failure on Messenger Platform”

$62\text{million}, \text{three years wasted by MD Anderson}$

6X case deflection rate: Coseer vs GSA
How to Reinvent Chatbots

- Don’t Use Standard Products
- Avoid Data Annotation
- Learn to Say No
- Process Ideas, not Keywords
- Actuate, not just Inform
An Accurate AI System

- AI Tool
- Domain Knowledge
- Specific Training Data
• Meant for structured data
• SME annotation is very expensive \(\rightarrow\) no iterations
• Annotation model is source of inaccuracy
Real enterprises do not have access to such volumes of annotated data.

- 2m datapoints with Tensorflow and Word2Vec
- Crowd-sourcing appeal by office of the President
Ability to say “I Don’t Know” is a key element of modular chatbots.
Chatbots must manage ideas in all possible expressions.
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<tr>
<th>Industry</th>
<th>Information Examples</th>
<th>Actuation Examples</th>
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<tr>
<td>Pharmaceuticals</td>
<td>• Finding specific content for drafting reports – text, tables, images</td>
<td>• Automatically add and annotate all relevant content to a docx</td>
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<tr>
<td>Technology</td>
<td>• Finding the right answer for technical queries of the users</td>
<td>• Automatically email relevant docs</td>
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<td></td>
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<td>• Automatically create ticket if needed</td>
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<tr>
<td>Manufacturing</td>
<td>• Educating executives about various SOPs for tasks like maintenance</td>
<td>• Automatically trigger authorization requests and other notifications</td>
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<tr>
<td>Construction</td>
<td>• Analyzing contracts for various terms as per templates</td>
<td>• Automatically find the best language for precedents of missing clauses</td>
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Thank you.