yellow.ai

Nextgen Total Experience Automation Platform

for delighted customers & happier employees

Yellow.ai's global customer footprint

1800+
Global Enterprise Customers

4B+
Platform Conversations Quarterly

135+
Languages Supported

60%
Automation in first 30 days of go-live

Redefining how customers interact with businesses

CONVENTIONAL

Multi-channel journeys

CUSTOMER

BUSINESS
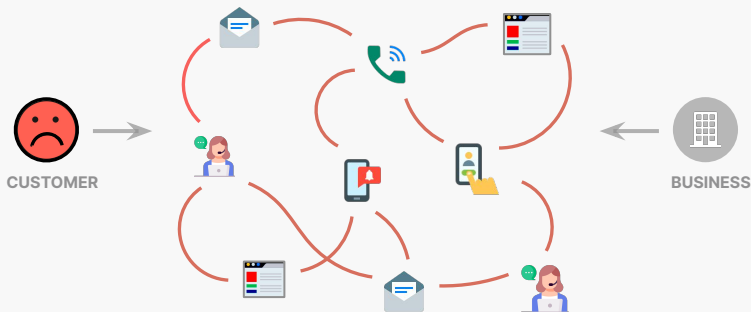
⊗ **SILOED**   ◎ **SLOW**   ⊘ **BROKEN**

FUTURE

Conversational CX

CUSTOMER

BUSINESS

⚡ **FAST**   ✎ **SEAMLESS**

yellow.ai for Total Customer Experience Automation

Upsell/cross-sell suggestions

Subscription Suggestions

Lost cart/interest Recovery

Seamless Payments

Meetings Management

AI + Human helpdesk

Conversational Commerce Automation

Targeted Lead Nurturing

Ticket Resolution

Lead Qualification

Feedback Management

Customer Engagement Automation

Customer Support Automation

Inbound Visitor Engagement

Remarketing & Loyalty Engagement

yellow.ai

Total Customer Experience Automation

yellow.ai for Total Employee Experience Automation

Identity And Access Management

Critical Alerts & Monitoring

Incident Management

Access provisioning

Conversational ITSM

Voice of Employees

Sourcing & Contracting

HR Virtual Assistant

Order Management

Payroll & Leave Management

Conversational HR

Vendor Management

Conversational Supply-Chain

Onboarding Automation

Query Resolution

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Total Employee Experience Automation

The Yellow.ai platform

Yellow.ai

Build

Conversation Studio

Orchestration

Personalisation

Automate

Workflow Engine

Integrations

Respond & Engage

ACTIVE LEARNING

Omni Channel Inbox

Recommendation & Learning Engine

AI Agent Assist

Outbound Notifications

Campaign Manager

Omni Channel Engagement

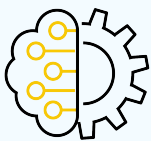Channels

Low Code Platform
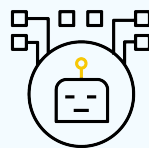
Robust NLP Engine | **Infused with ML & AI**
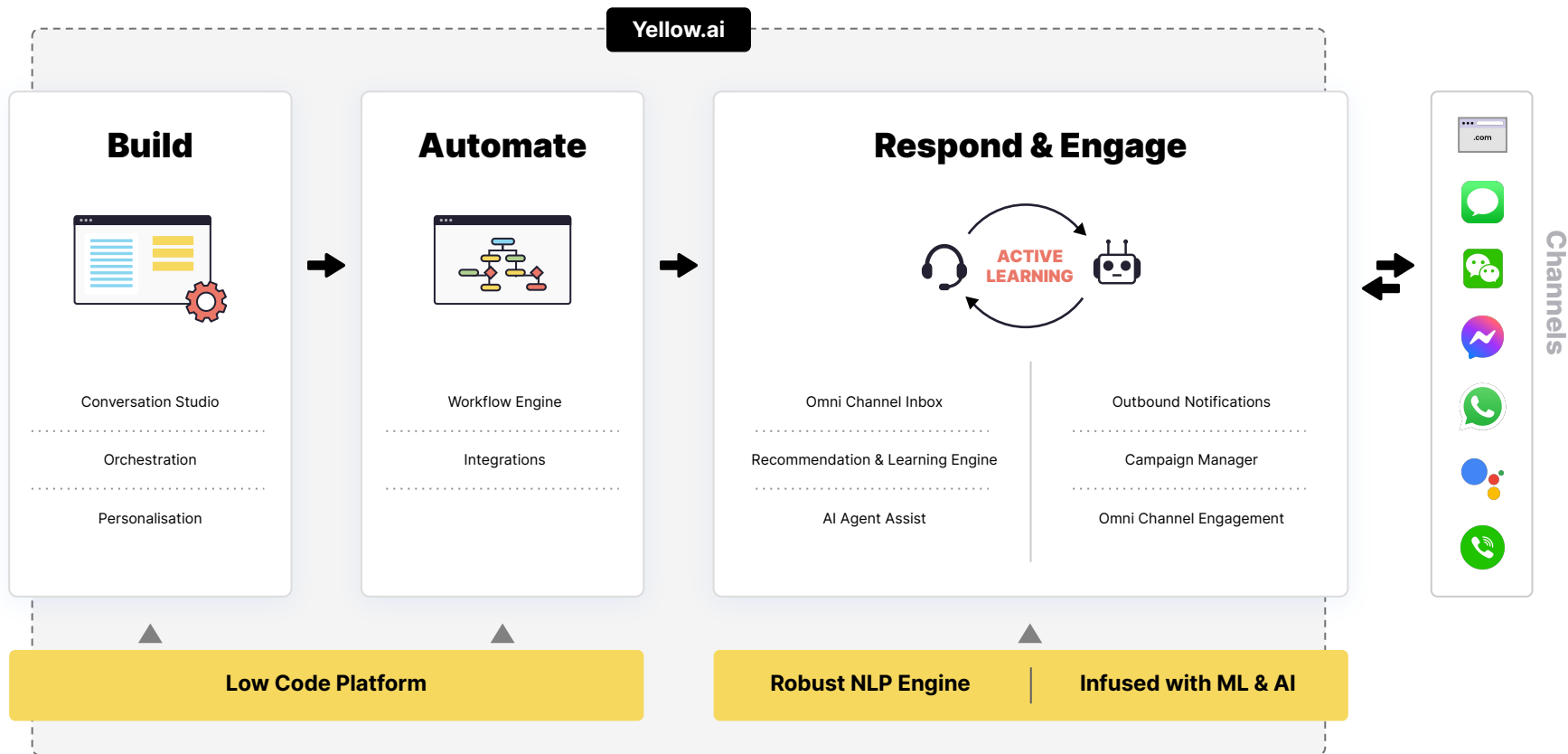
TOP ENTERPRISE-READY SOLUTIONS & CAPABILITIES

AI Knowledge Management using Document Cognition

Voice Automation
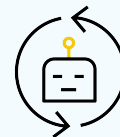
RPA Integration

OCR Image Recognition

Campaign Management

Proprietary NLP Engine

Conversational Analytics

Intent and Exception Handling

Universally Multi-lingual

Predictive Support

Analytics Dashboard

Live Agent Transfer
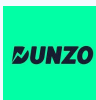
POWERFUL INTEGRATIONS WITH ECOSYSTEM LEADERS

INVENTORY / ORDER MANAGEMENT	shopify	WOO COMMERCE	Magento An Adobe Company	SAP Hybris	DRUPAL COMMERCE
PAYMENTS	PayPal · midtrans · paytm · PAYZAPP · Square · SETU · Braintree · Razorpay · PayU				
LOGISTICS	shadowfax	Dunzo	DELHIVERY	Shiprocket	
MARKETING	facebook Pixel </>	Google Tag Manager			
CONTACT CENTER SOLUTIONS	AMEYO	CISCO	exotel	AVAYA	GENESYS	Five9

DIGITAL ASSISTANTS FOR THE HEALTHCARE & PHARMA INDUSTRY

LACK OF AUTOMATION IN HEALTHCARE LEADING TO POOR PATIENT EXPERIENCE

Discovery & Scheduling
Hard to identify the right doctor/hospital for their needs. Painful TAT to check doctor availability, make and reschedule appointments.
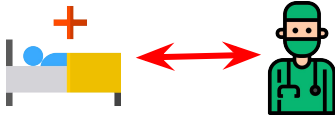
Unnecessary paperwork
Patients need to maintain hard copies of prescriptions and reports from various doctors. Need to run around to file insurance claims.

Poor post-treatment care & engagement
No hand-holding or support is provided by the hospital after treatment.

Huge patient-doctor divide
Any communication with the doctor requires a phone call that's often not picked up. Patients feel lost in times of need.

Lack of information
Patients or their caregivers need to visit hospital for even minor queries like the right diet, exercise routine, etc.

Lack of Personalization
Doctors have no insights into a patient's history, sleeping and eating habits, etc. Patients are made to feel like case numbers.

MOST COMMON USE-CASES

OPERATIONS & SUPPORT

Drug inventory checker: Check which drug is available in inventory and find out alternatives in case it is out of stock

Medical Assistant: Fetch medical records of patients to know previously prescribed drugs and other details

Nutrition Assistant: Fetches Information on diet based on pre-existing medical condition and other symptoms

Patient History tracker: View details like visits, tests and prescribed medicines about patients

Schedule Medical Test: Allow patients to schedule medical tests using an easy-to-use interface

Symptom Checker: Helps users determine the possibilities of various illnesses based on existing symptoms

Track Health status: Allows tracking of various trends in an area or region based on existing data points

Document automation: Optical Character Recognition (OCR) and Image Processing capabilities

QR Code/ Barcode scan: PWA QR code scan for app installation

Claims: Claim health insurance through digital assistant

Feedback: Patient engagement through automated feedback on doctors and nurses

MOST COMMON USE-CASES

MARKETING

Health advisor: Intelligent assistant that advises users on eating habits and workout schedules

Promotional offers: Push promotional offers running on various checkups, medical programs, medicines and more

Discovery and appointments: Predict the most relevant doctor based on patient's symptoms. Access location information and book appointment in the nearest branch

SALES

Insurance coverage advisor: Addresses queries regarding insurance benefits, coverage and more based on existing data

Patient referrals: Refer patients to other doctors who can handle the case. Also, add a note to give patient background

Appointment Booking: Manage Waitlist and reschedule appointment with calendar integration

Appointment confirmation: Automated appointment confirmation to save costs in missed appointments

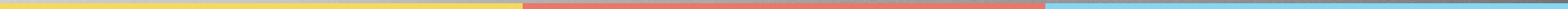**Reminders:** Automated reminders for upcoming appointments

Patient engagement: Educate patients regarding their disease, treatment, precautions, diet and next steps
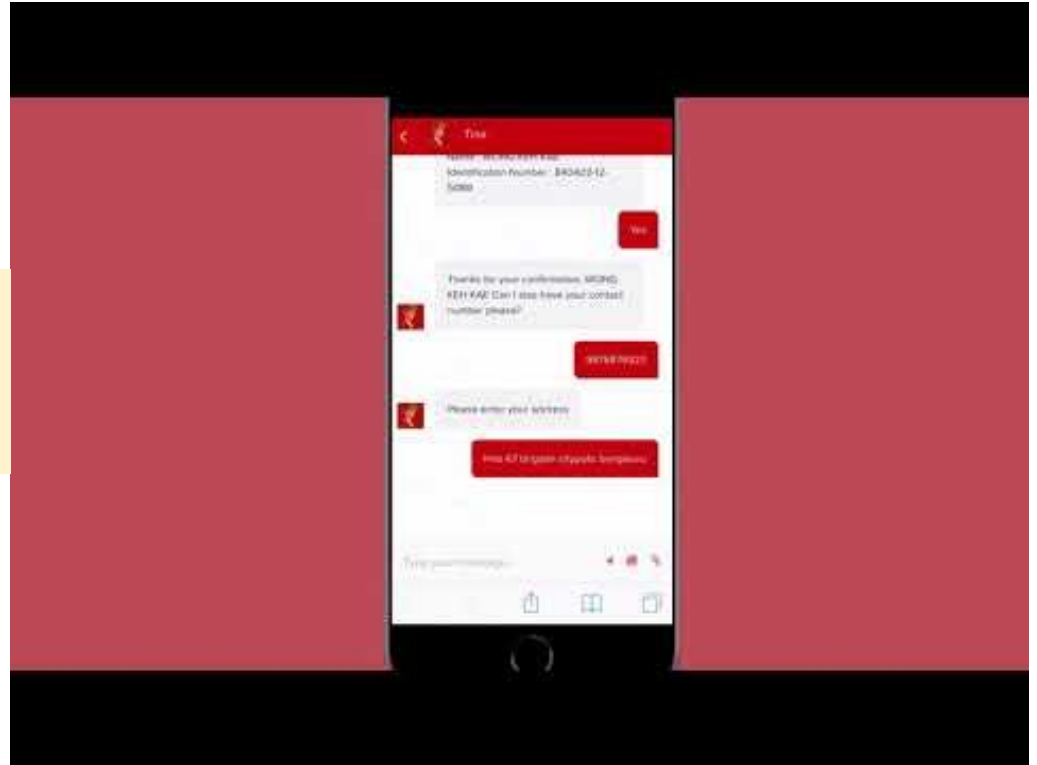
SUCCESS
STORIES

PROCESS SCANNED DOCUMENTS AND IMAGES WITHOUT HUMAN INTERVENTION (OCR)

Upgrade your system to handle scanned documents and images using our **Optical Character Recognition (OCR)** and **Image Processing capabilities.**

LEADING GLOBAL BRANDS ADOPTING YELLOW.AI

E-Commerce

Flipkart · meesho · foodpanda · udaan · JD.ID

ZALORA · SEVABOT · SEPHORA

Banking & Insurance

TATA CAPITAL · BAJAJ FINSERV · HOME CREDIT · EXIDE Life Insurance · MAX Bupa HEALTH INSURANCE · BPI-PHILAM LIFE ASSURANCE CORP · Angel Broking · Hong Leong Assurance

ADITYA BIRLA CAPITAL · Indiabulls CONSUMER FINANCE · Panin Asset Management · BAJAJ Allianz Life Insurance Co. Ltd. · AIA · ADB ASIAN DEVELOPMENT BANK · TATA AIG · insureatoasis · ICICI Lombard GENERAL INSURANCE

Public Sector

Income Tax Department · Government of Rajasthan · · · Bharat Petroleum · Ministry of Education Government of India

Automobile & Aviation

SriLankan Airlines · IndiGo · BMW · Volkswagen · MG · RENAULT NISSAN

Telecommunication

airtel · cellcard

Retail, CPG and QSR

spencer's · asianpaints · SHOPPERS STOP

Pepsi · OT · Pernod Ricard · BESTSELLER

PUMA · ITC Limited · adani wilmar · LANDMARK GROUP · mi

Energy & Utilities

RELIANCE Power · BSES · Schlumberger

Professional Services

Waste Connections Connect with the Future · Innominds · htc · JMR · BLUEFOX

Healthcare

METROPOLIS The Pathology Specialist · Roche · Biogen · Boehringer Ingelheim · MERCK · Dr.Reddy's

Manufacturing

DUPONT · ALSTOM · AcoTubo GROUP · Thermo Fisher SCIENTIFIC

Communication & Media

dishtv · airtel · cellcard · Kompas Gramedia · Edenred

Education

ConveGenius Nudging Education · HARUKAEDU · BYJU'S

Enterprises are loving it

❤️

"**Yellow AI** chatbot has helped **lower 25,000 calls** coming into our call centres every month"

Eric Hansen
CIO

WASTE CONNECTIONS
Connect with the Future

"**Yellow AI** is helping close **80% tickets on IndiGo's Dottie**, a self-service customer chatbot"

Nitin Sethi
VP DIGITAL

IndiGo

"Our **CSAT** participation rate went up from **5-10% to 30-50%** which is around 3x to 5x increase using **Yellow AI**"

Ikhsan Widi Adyatma
PRODUCT MANAGER

Warung PINTAR

"**BLU virtual assistant** has generated **double-digit million dollar** new revenue with upselling and cross selling"

Sourabh Sharma
HEAD, DIGITAL INNOVATIONS

BAJAJ FINSERV

A PRESENTATION BY

yellow.ai

Visit us at www.yellow.ai or write to us at contact@yellow.ai