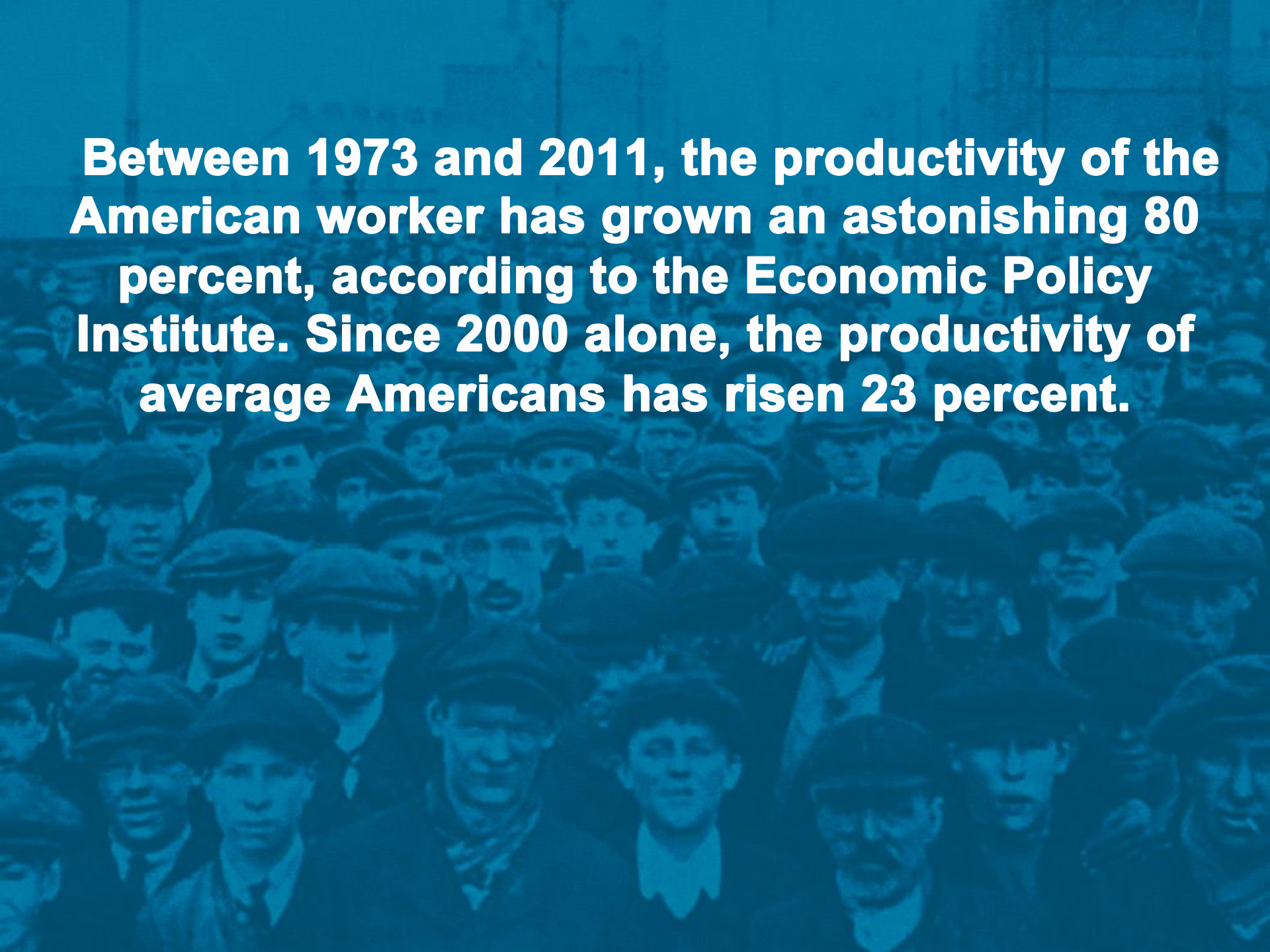
VICLONE

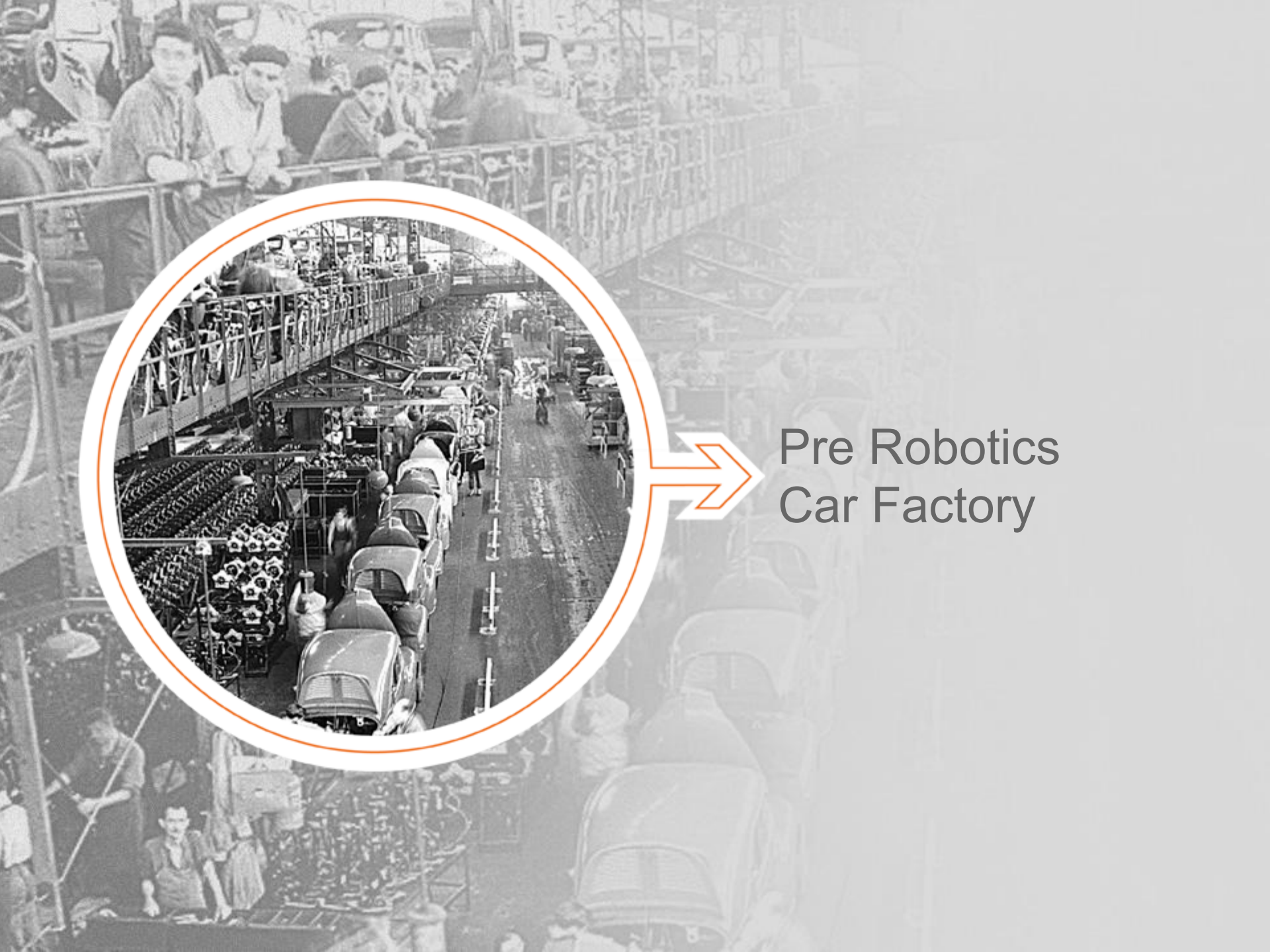
VIRTUAL SOLUTIONS

Alexander Malov, CEO
@alxmlv


Between 1973 and 2011, the productivity of the American worker has grown an astonishing 80 percent, according to the Economic Policy Institute. Since 2000 alone, the productivity of average Americans has risen 23 percent.

Pre-Industrial
Revolution Factory

Post-Industrial
Revolution Factory



Pre Robotics
Car Factory

Modern Car Factory

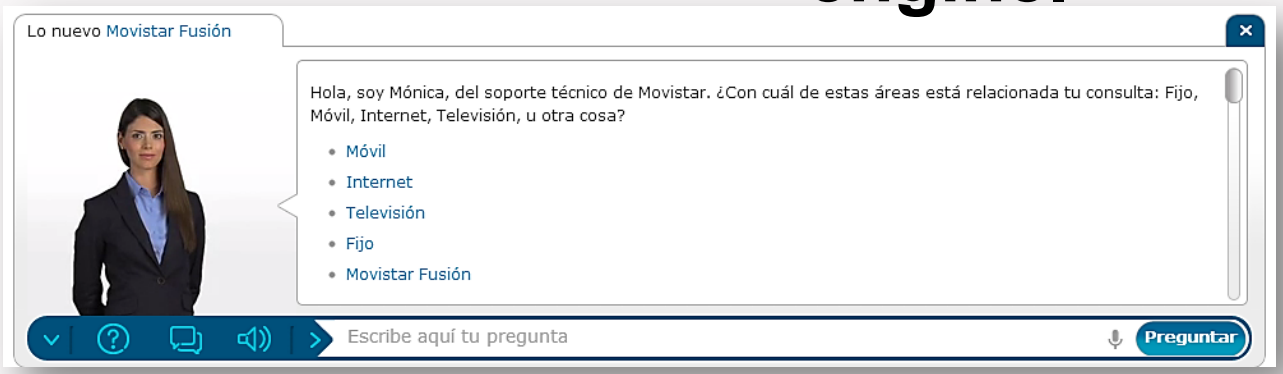
Is this progress?

Previous economic revolutions gave us the tools to make, buy, move and sell things. Tech now removes time, location and scale as factors.

Viclonize your business!

viClone Solution

Interactive talking human avatars with **dynamic** and **intelligent** dialogues powered by an advanced **NLP engine.**



ViClone's Monica deployed at Telefonica S.A. (Spain) is **helping more than 300 thousand people** every month to **find solutions** to problems and queries **with no human involvement**

http://vimeo.com/53098635

http://www.viclone.net

viClone Solution

- **Enterprise** 1st Level of Contact Solution
- **Turnkey** Solution
- **Advanced Natural Language Processing Engine**
- Powerful **Speech Engine**
- Supports **35+ languages**
- Complex structured and **dynamic** dialogues
- **Automatic** Relational Self-Learning
- **Interactive** animated human avatars
- **True 24/7/365!**
- **Integrated cross-selling and up-selling tools**
- **Tailor-made reports**, statistics and analytics

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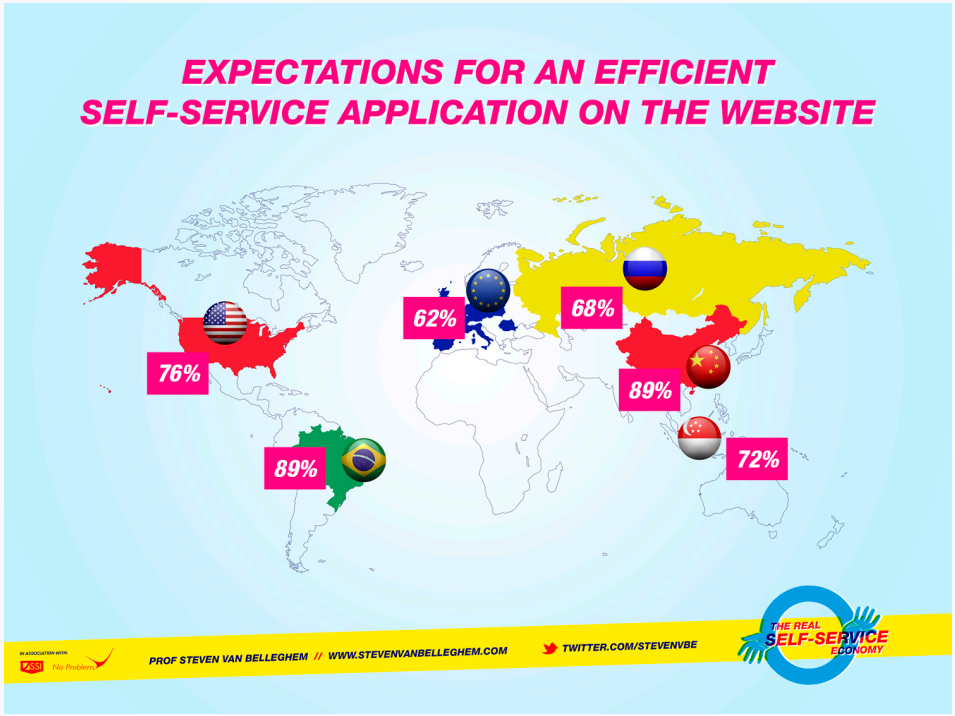
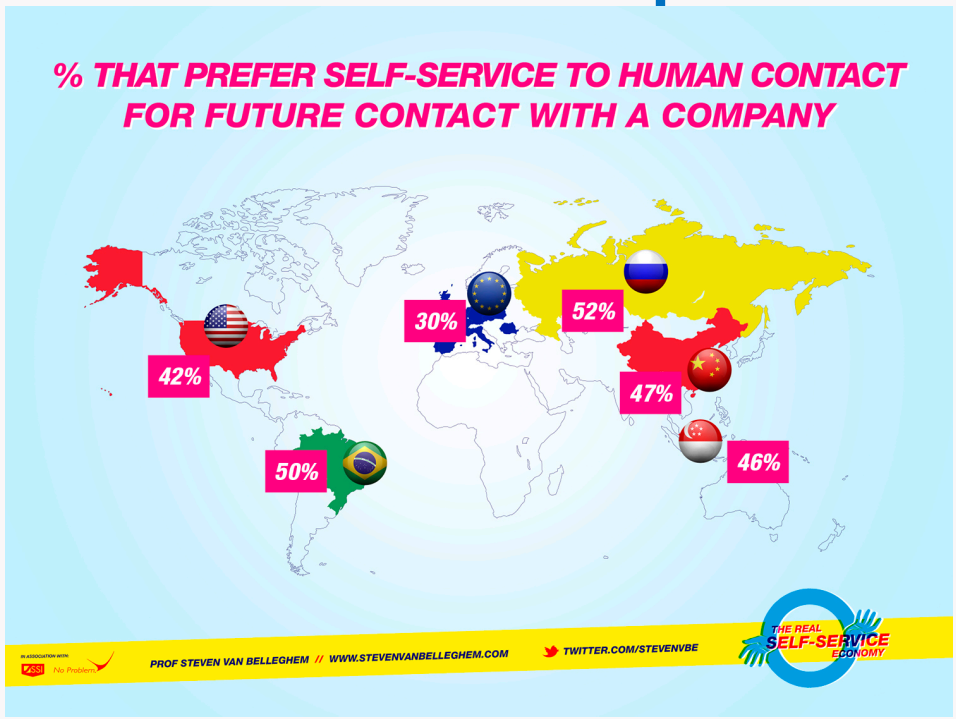
70% Expect The Company Website To Include A Self-Service Application!

40% Prefer Self-Service to Human Contact For Their Future Contact with Companies





SSI

No Problem

Prof. Steven Van Belleghem | http://stevenvanbelleghem.com
http://www.slideshare.net/stevenvanbelleghem/the-self-serving-econo

Demand For Self-Service Is Driven By Consumer!

Self-Service Is Not Just About Customer Support!

Pre-Sales

70% of a decision is made BEFORE a potential customer contact you!

56% Prefer a Self-Service Solution vs. 27% whom prefer to use the phone

Sales

Self-Service at the point of sales is very important

Post-Sales

48% Prefer a Self-Service Solution vs. 35% whom prefer to use the phone

A great post-sales experience increases customer loyalty and leads to repeat sales!

SSI

No Problem

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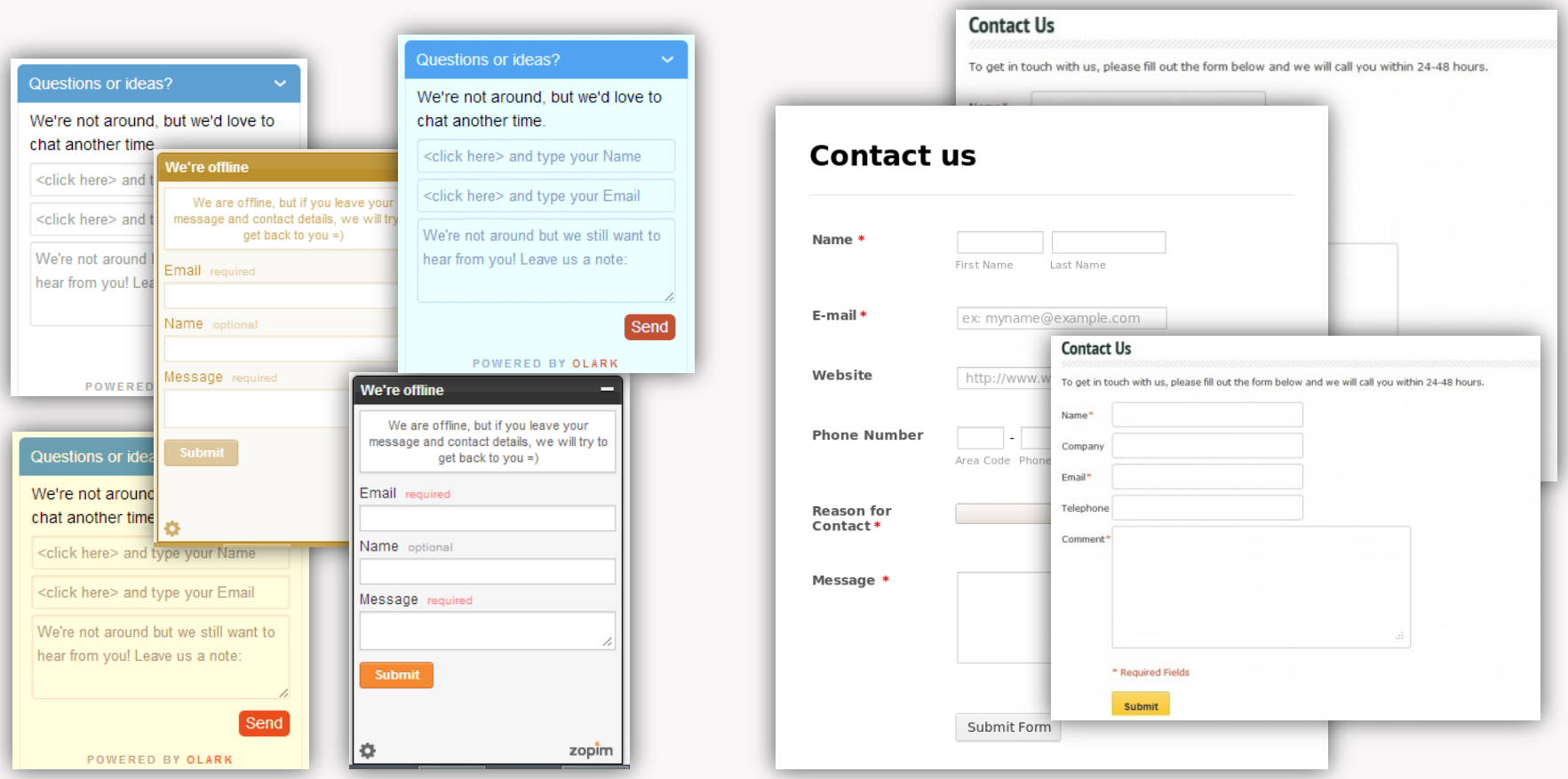
Companies are moving in the right direction

According to Gartner by 2015, 50 percent of online customer self-service search activities will be via a virtual assistant at least 1,500 large enterprises.

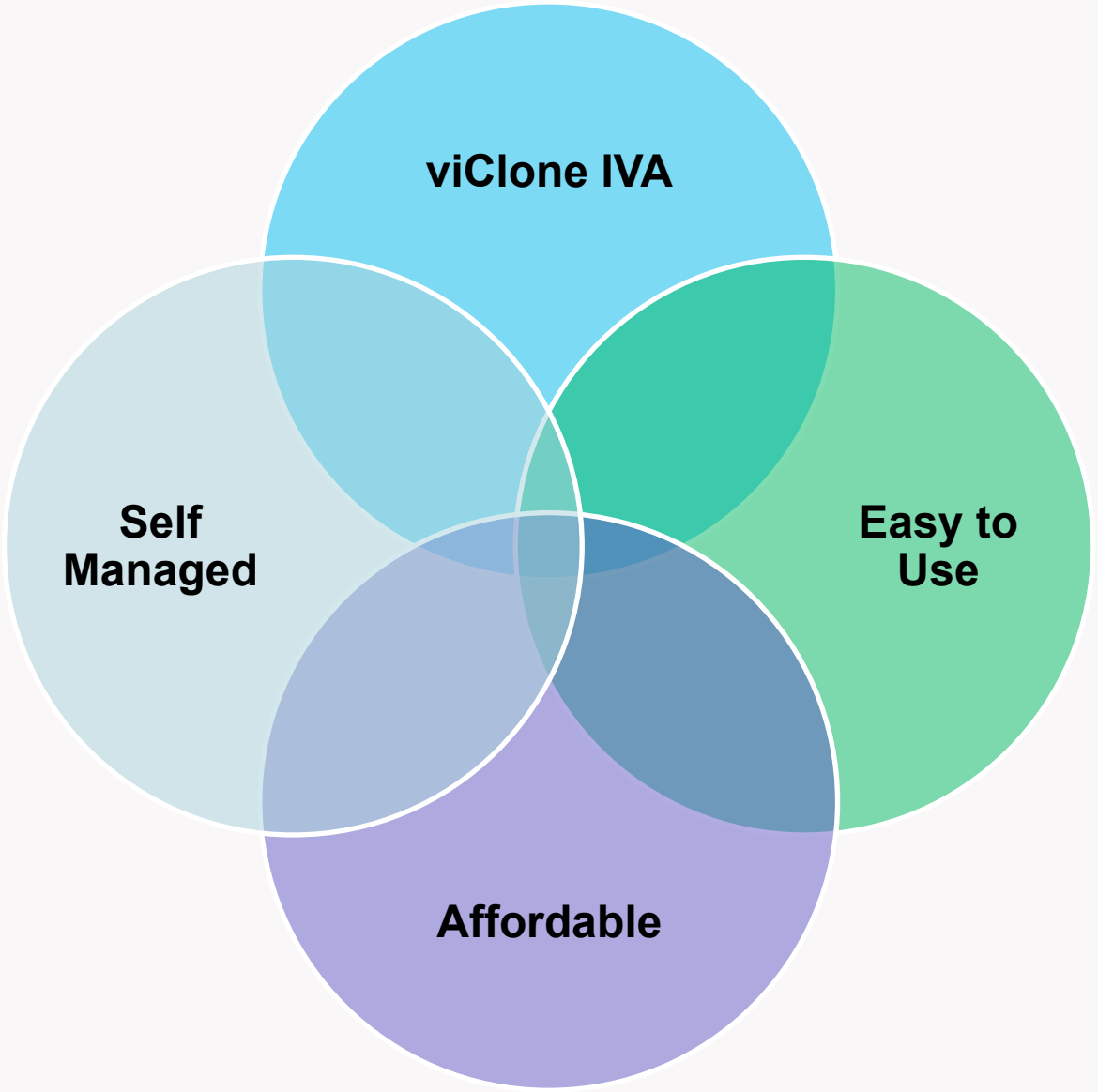
Use of VAs can result in profound cost savings and increased customer loyalty to simply the entertainment of having a robotic presence on a website. But the number of organizations adding this capability is growing by 20 percent per year, especially in travel, consumer goods, telecommunications and banking.

The future is already here – it is just not evenly distributed. – William Gibson

Most companies are at a disadvantages stuck using old and broken customer service paradigms.



What do we need to do to level the playing field?

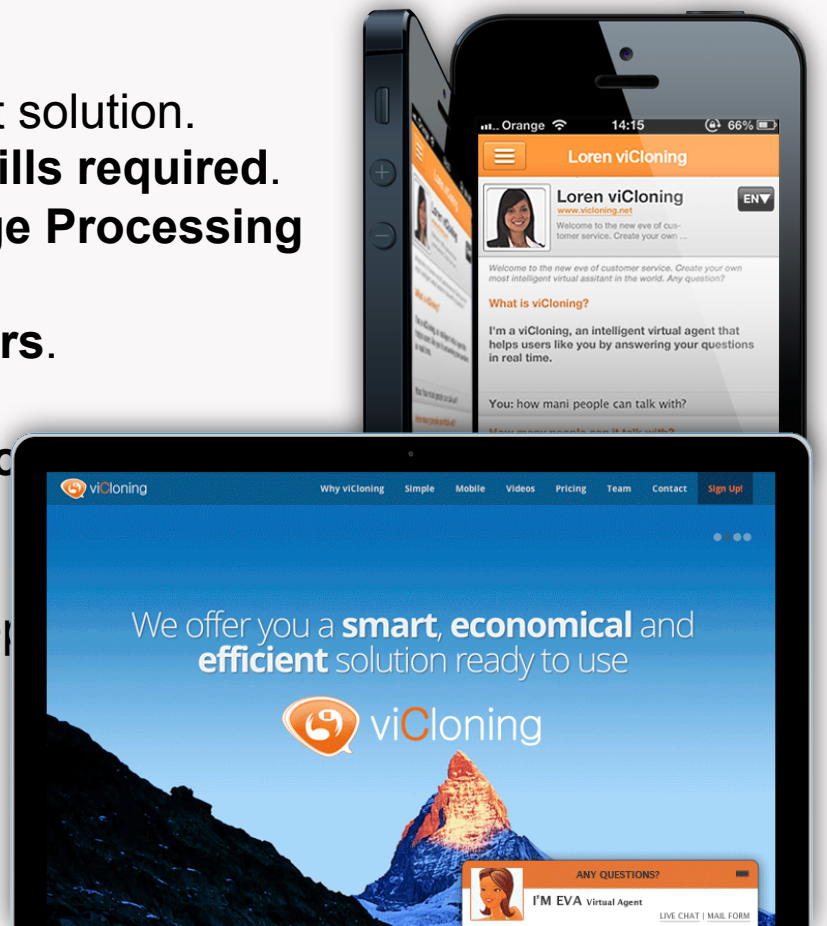


viCloning Solution

Sign Up in 5 Minutes! → Import FAQ → Deploy!

viCloning makes it possible for any company to have a full-featured intelligent virtual agent up an running on the web on mobile in a matter of minutes!

- **True 24/7/365** customer service and support solution.
- **Simple** to implement and manage. **No IT skills required**.
- Powered by an **advanced Natural Language Processing Engine**.
- Unique **automatic and proactive VA trainers**.
- Supports **35+ languages**.
- **Integrated cross-selling, up-selling and cc tools.**
- **Integrated live chat.**
- **Comprehensive statistics**, analytics and re
- **Intuitive** interface.

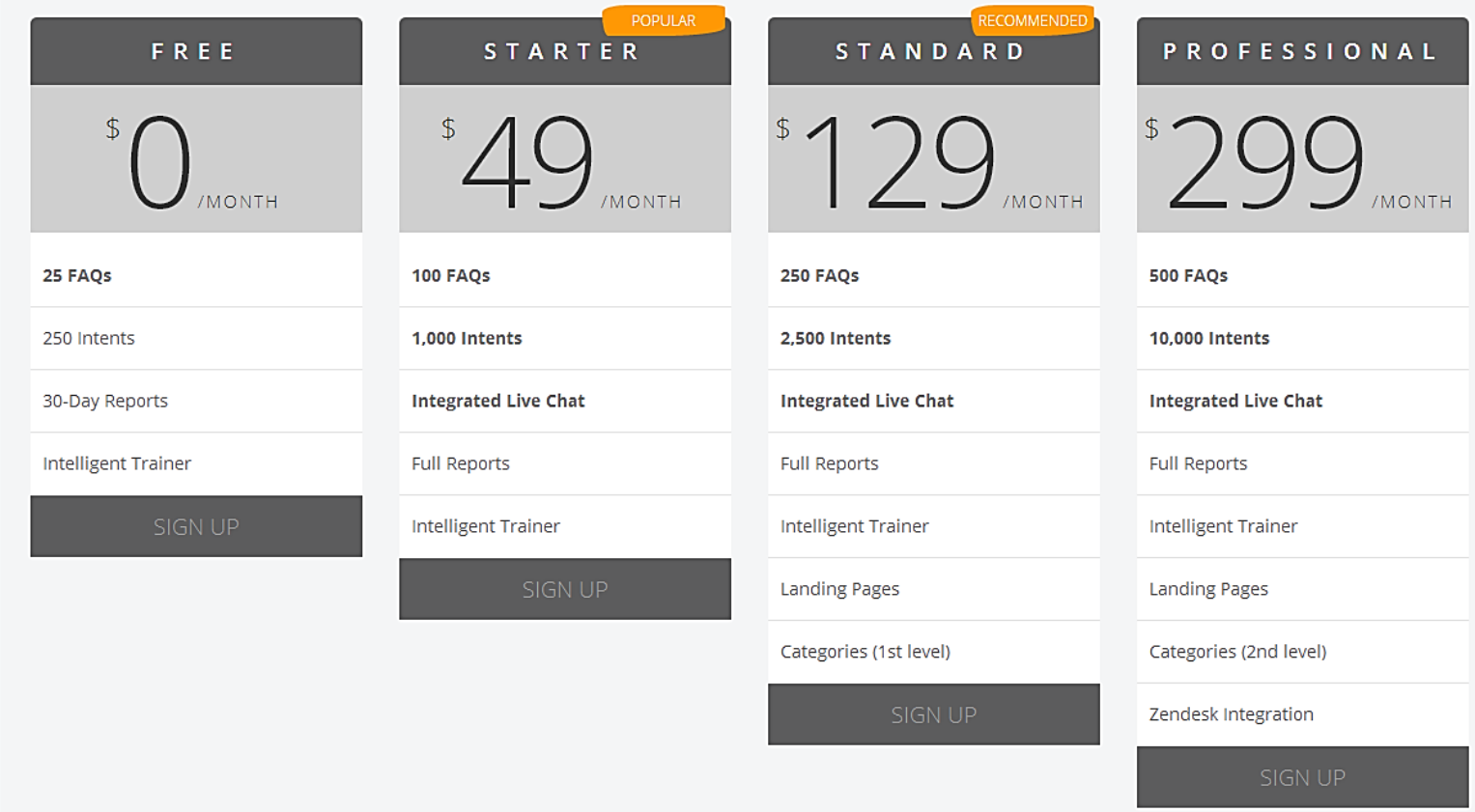


http://vimeo.com/62731843

viCloning Solution

Sign Up in 5 Minutes! → Import FAQ → Deploy!

The first **affordable** enterprise level intelligent virtual agent with integrated live chat solution that is quick and easy to deploy as it doesn't require IT skills to set up and maintain.



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Viclonize every business!

Thank you!