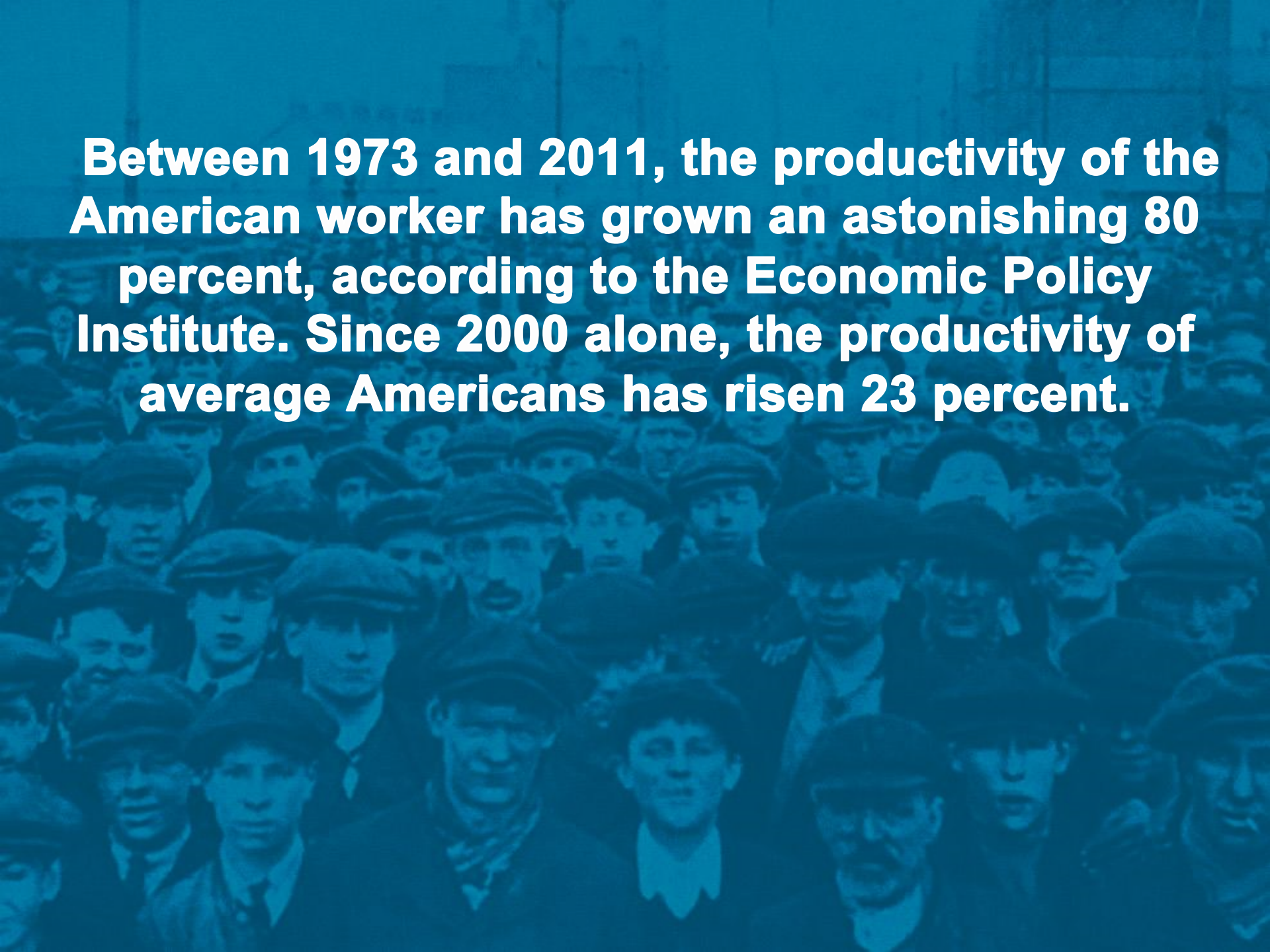




VICLONE  
VIRTUAL SOLUTIONS

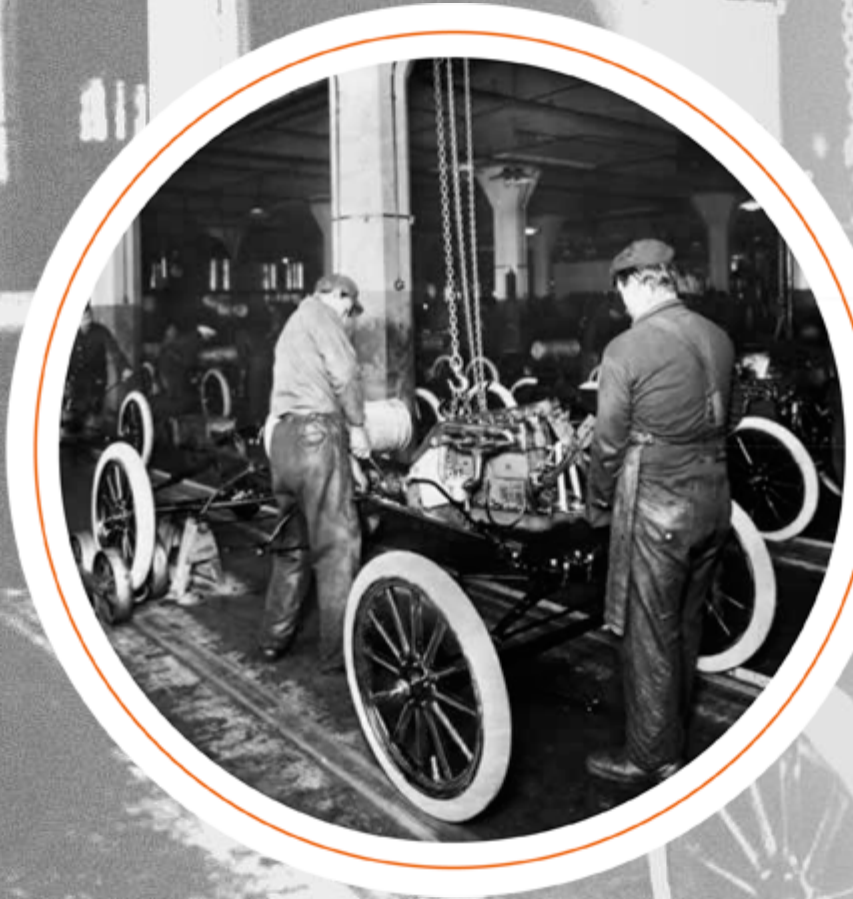
Alexander Malov, CEO  
@alxmlv



**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.**

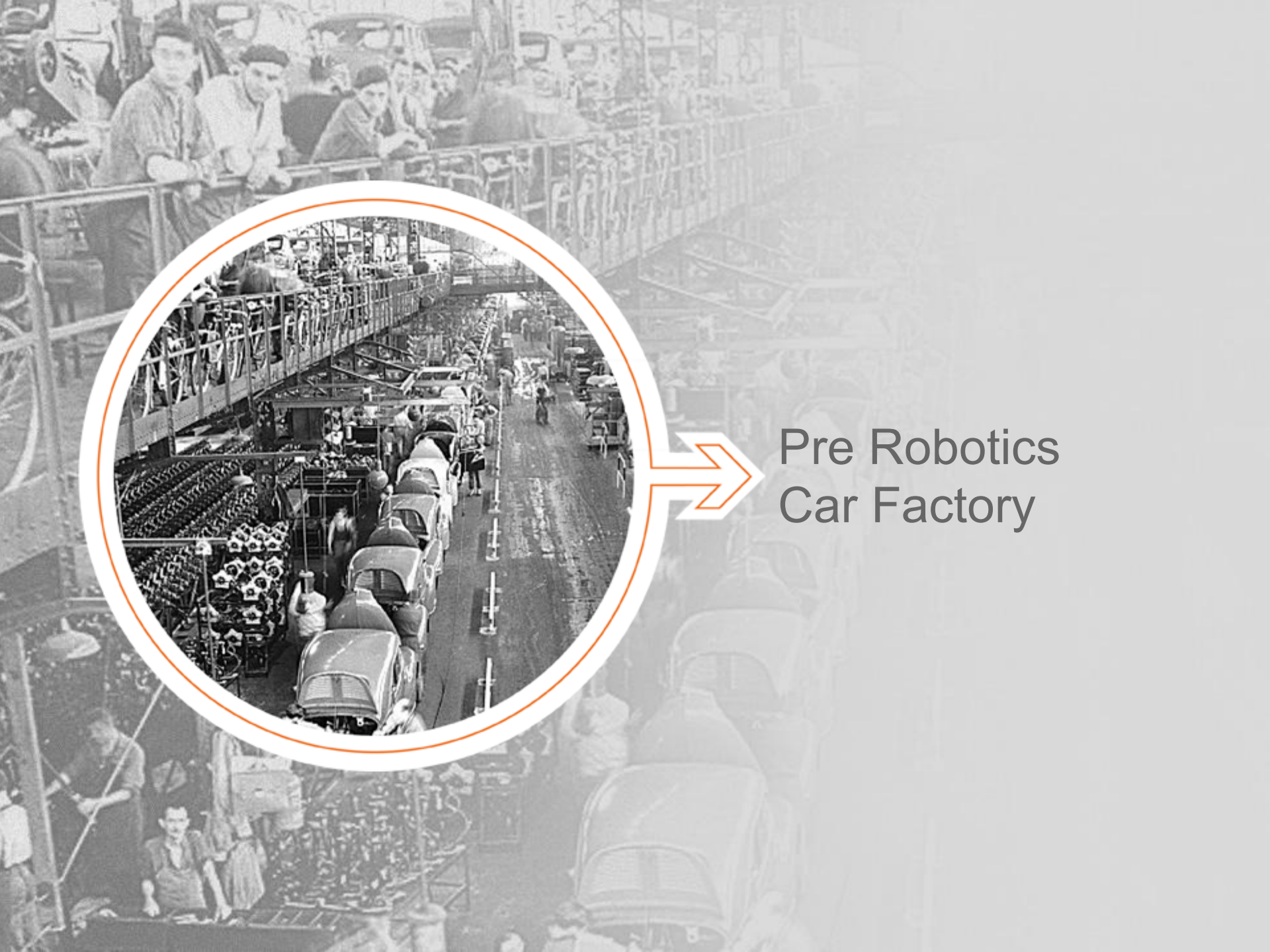


Pre-Industrial  
Revolution Factory



Post-Industrial  
Revolution Factory





Pre Robotics  
Car Factory



Modern Car Factory



# Is this progress?

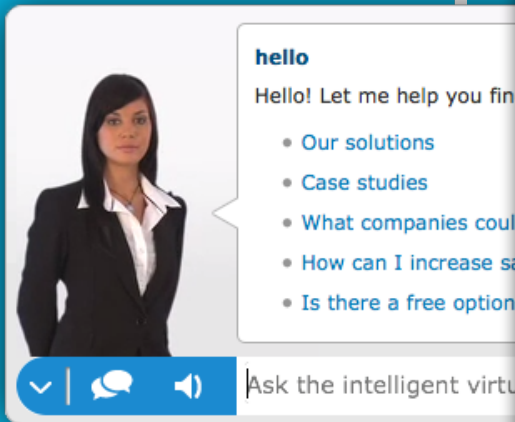


**Previous economic revolutions gave us the tools to make, buy, move and sell things. Tech now removes time, location and scale as factors.**



# Viclone **your** business!

viClone

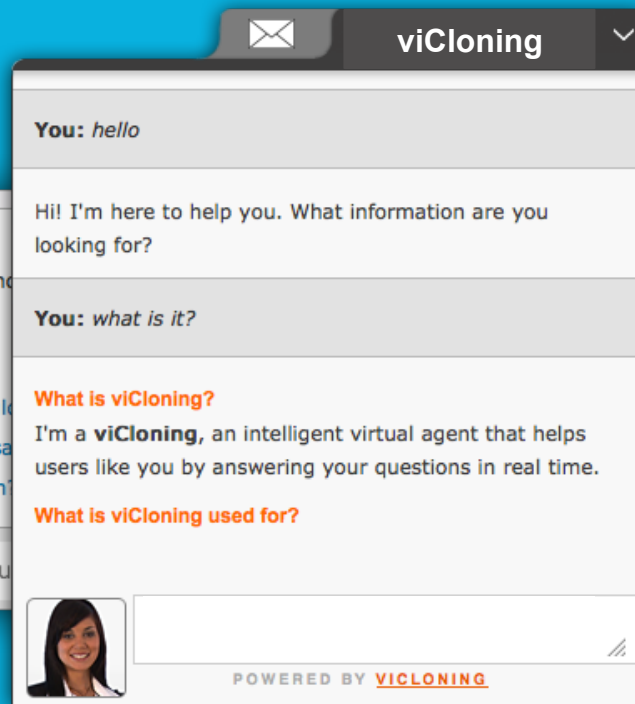


hello

Hello! Let me help you find

- Our solutions
- Case studies
- What companies could
- How can I increase sa
- Is there a free option

Ask the intelligent virtu



viCloning

You: *hello*

Hi! I'm here to help you. What information are you looking for?

You: *what is it?*

**What is viCloning?**

I'm a **viCloning**, an intelligent virtual agent that helps users like you by answering your questions in real time.

**What is viCloning used for?**

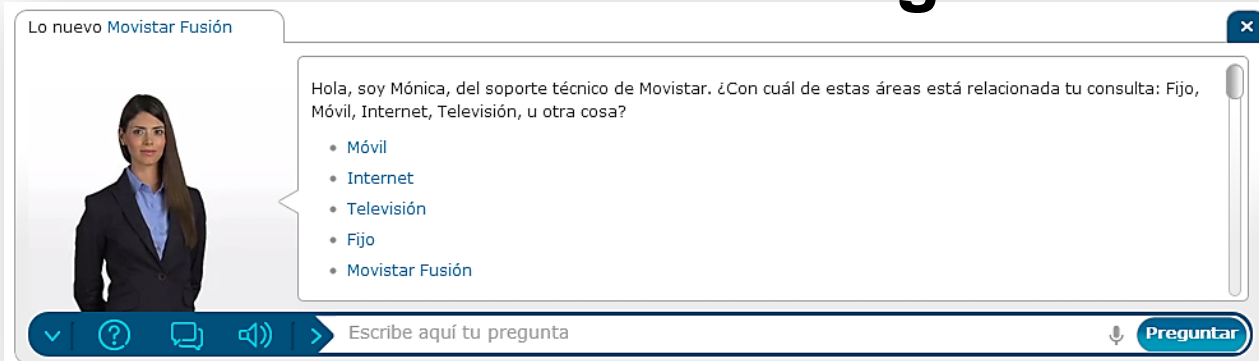
POWERED BY **viCLONING**



viCloning

# 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**

# viClone Solution

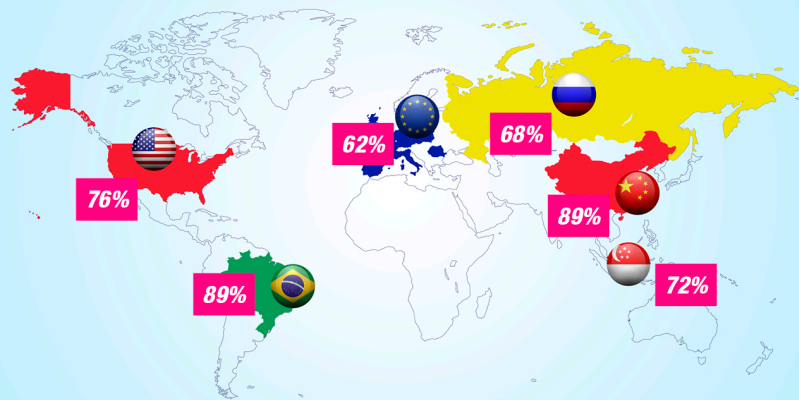
- **Enterprise 1<sup>st</sup> Level of Contact Solution**
- **Turnkey Solution**
- **Advanced Natural Language Processing Engine**
- **Powerful Speech Engine**
- **Supports 35+ languages**
- **Complex structured and dynamic dialogues**
- **Automatic Relational Self-Learning**
- **Interactive animated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



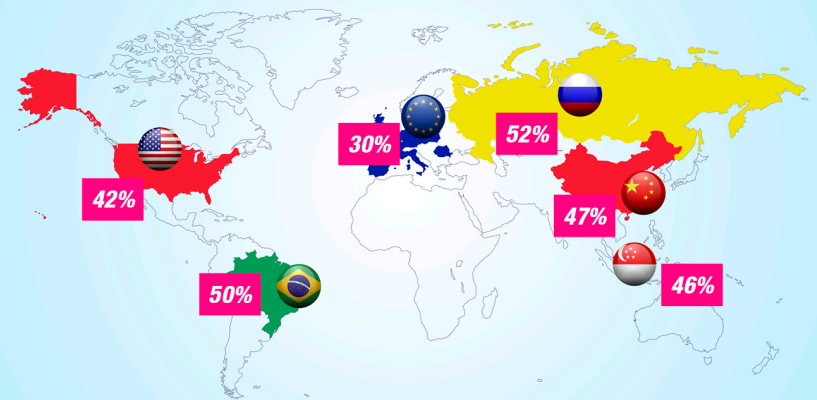


# 70% Expect The Company Website To Include A Self-Service Application! 40% Prefer Self-Service to Human Contact For Their Future Contact with Companies

## EXPECTATIONS FOR AN EFFICIENT SELF-SERVICE APPLICATION ON THE WEBSITE



## % THAT PREFER SELF-SERVICE TO HUMAN CONTACT FOR FUTURE CONTACT WITH A COMPANY



# Demand For Self-Service Is Driven By Consumer!

Consumers See Self-Service As The **Perfect Solution** To Their Demands

Self-Service Leads To **Higher Efficiency**

**Happier Clients**

**Increase In Sales**

**Increase In Customer Loyalty**

# 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!**



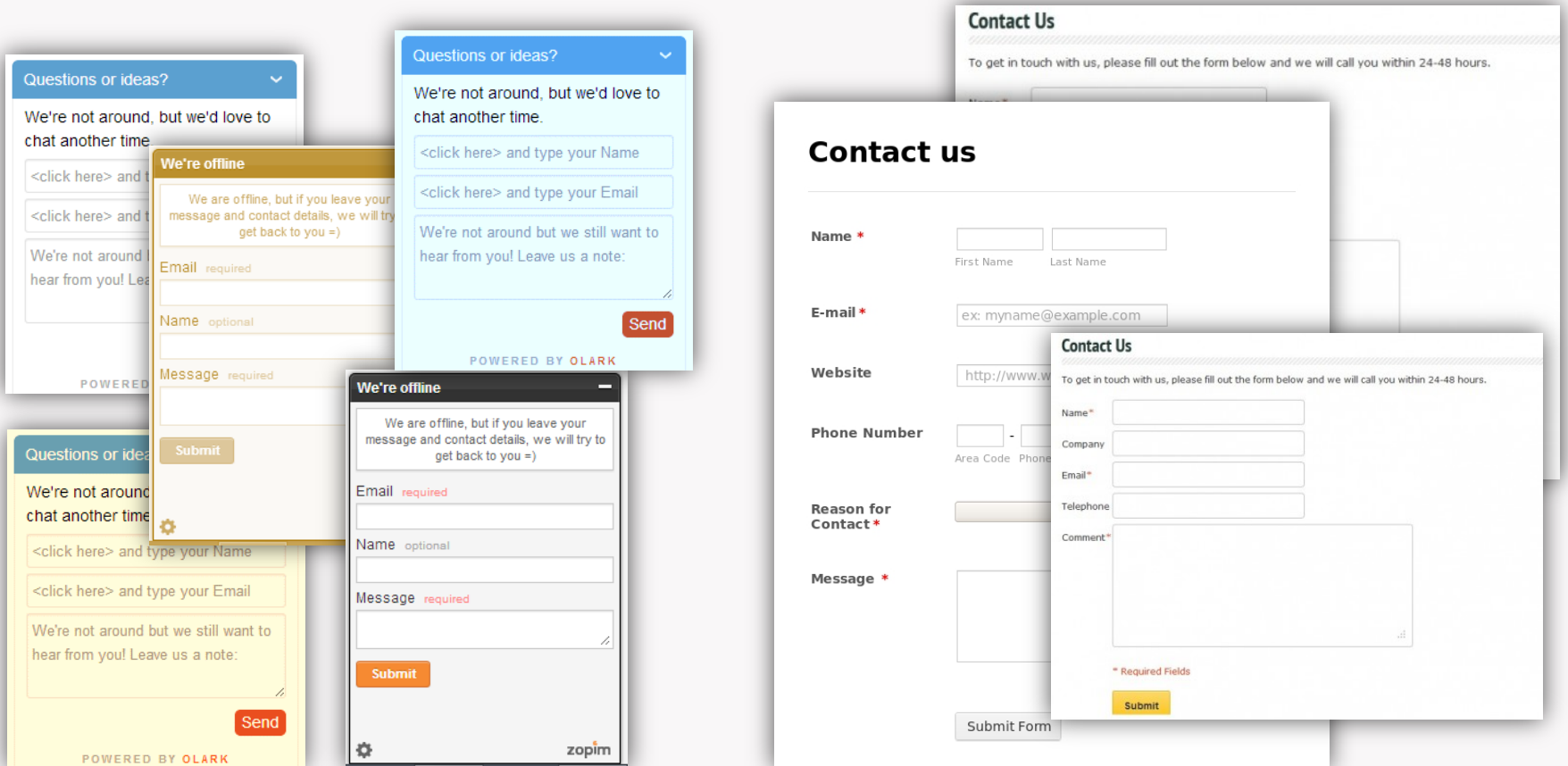
# Companies are moving in the right direction

**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.**

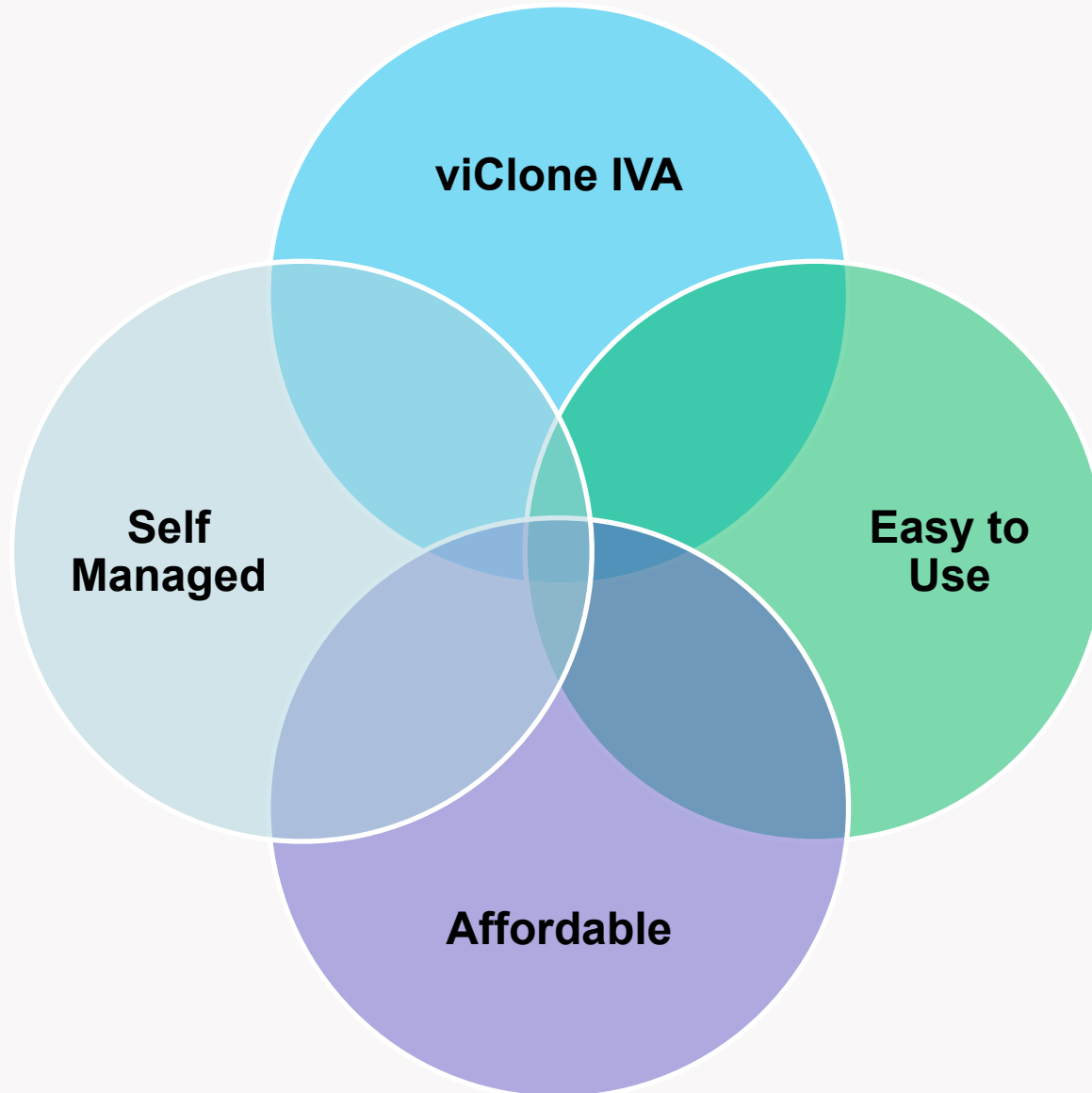
Use of VAs can result in profound cost savings and increased customer loyalty to simply the entertainment of having a robotic presence on a website. But the number of organizations adding this capability is growing by 20 percent per year, especially in travel, consumer goods, telecommunications and banking.

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

Most companies are at a disadvantage 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 and 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 co-selling tools.**
- **Integrated live chat.**
- **Comprehensive statistics, analytics and reports.**
- **Intuitive interface.**



# viCloning Solution

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

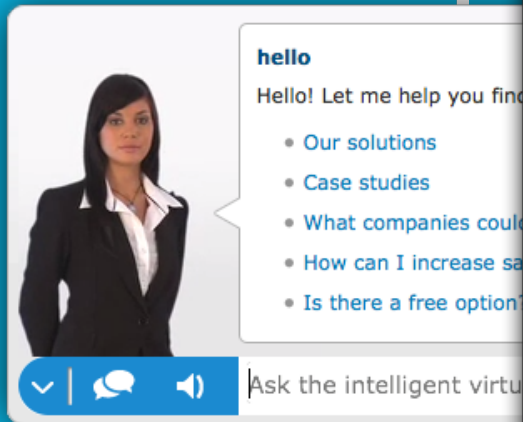
**Deploy!**

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.

FREE	STARTER <small>POPULAR</small>	STANDARD <small>RECOMMENDED</small>	PROFESSIONAL
\$ 0 /MONTH	\$ 49 /MONTH	\$ 129 /MONTH	\$ 299 /MONTH
25 FAQs	100 FAQs	250 FAQs	500 FAQs
250 Intents	1,000 Intents	2,500 Intents	10,000 Intents
30-Day Reports	Integrated Live Chat	Integrated Live Chat	Integrated Live Chat
Intelligent Trainer	Full Reports	Full Reports	Full Reports
SIGN UP	Intelligent Trainer	Intelligent Trainer	Intelligent Trainer
	SIGN UP	Landing Pages	Landing Pages
		Categories (1st level)	Categories (2nd level)
		SIGN UP	Zendesk Integration
			SIGN UP

# Viclone every business!

viClone

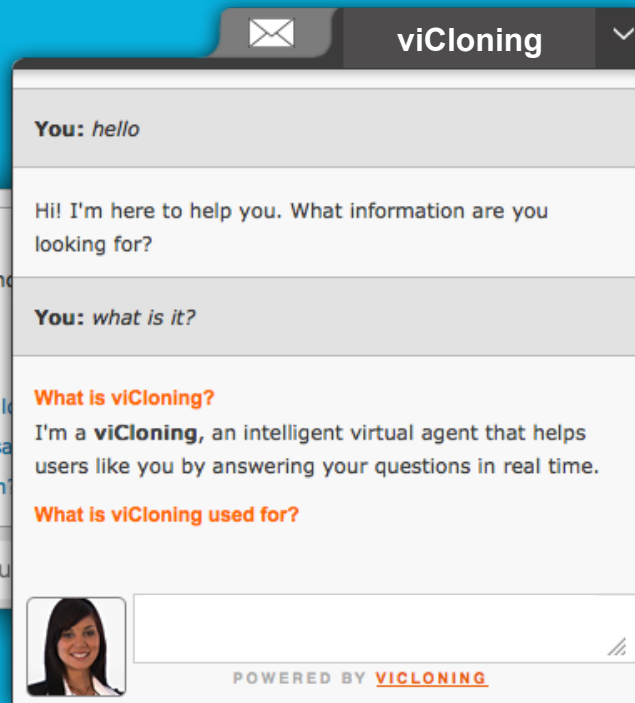


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viCloning

# Thank you!