The next technology wave:
Artificial Intelligence

THE LAW OF ACCELERATING RETURNS


TECHNOLOGY WILL BE SO POWERFUL, IT WILL ADAPT TO US

CHOOSENATURAL SOUNDING VOICES, LIKE JOHN LEGEND

SMART ASSISTANTS ARE INVADING OUR HOMES AND LIVES

SMART WATCH START TO TALK USING GPT4


08:16


AI AGENT OF THE USER TALKS TO A CUSTOMER SERVICE AGENT


SOON THE USER AI WILL TALK DIRECTLY TO THE COMPANYAI

"Get me an appointment at...."
User
O: Google Assistant

## GPT-4 VS HUMAN TESTS (MAR/2023)





WORLD'S MOST ADVANCED CHIP 80 Billion Transistors


$2^{\text {ND }}$ GENERATION MULTI-INSTANCE GPU

7X Secure Tenants


CONFIDENTIAL COMPUTING Secure Data and Al Models In-Use


DPX INSTRUCTIONS 7X Dynamic Programming Performance

## CHATGPT FOR CUSTOMER SUPPORT

Our bot answers instantly
I'm Staybnb's Al powered bot. Ask
me about vacation rental!
You could try questions like:

- Can I change the date of my
reservation?
- What is the cancellation policy?
instre are my check-in
introducing fin Built by IIlli intercom


## ChatGPT for

 customer service is hereA breakthrough Al bot that accurately and immediately answers customer questions, reducing support volume and resolution times.

- Holds complete support conversations in plain English, powered by the latest GPT-4 and Intercom's proprietary ML technology. Al model.
Q. Zero setup required. Just point it at your help center and turn it on.
- Provides trustworthy, accurate answers based on your existing support content.
- Seamlessly passes more complex questions directly to your human support team.

GENERATIVE AI COULD IMPACT 300M US JOBS, GOLDMAN SACHS PREDICTS


THE PAIN

MODERN CONTACT CENTERS FACE MORE CHALLENGES EVERYDAY

HIGHER WORK VOLUMES LOWER IT BUDGETS SIGNIFICANT LABOR SHORTAGES


BY MEANS OF NATURAL LANGUAGE PROCESSING AND MACHINE LEARNING

THE DIGITAL \& AI-BASED CONTACT CENTER


INCREASES THE CUSTOMER EXPERIENCE VASTLY
While reducing the need for human interference

WHEN YOU PREPARE YOURSELF FOR THE FUTURE

IN THE FUTURE YOU ARE TOO LATE
EMBRACE CHANGE BEFORE YOU WILL BE CHANGED

## ACT NOW

BE READY FOR THE BIGGEST DISRUPTION IN TECHNOLOGY EVER

