

BEYOND VIRTUAL ASSISTANT

**auvious**

UNIFIED COMMUNICATIONS PLATFORM

NEXT GENERATION

**MISSION**

SIMPLIFY COMMUNICATIONS IN LARGE SCALE

**auvious**

## CHARACTERISTICS

Modern  
Architecture  
With  
minimised TtM

Easy &  
Scalable

Flexible &  
Customisable

Modular  
Each feature is a  
product

Any use case  
can be  
supported via  
workflow engine

## DIFFERENTIATION

Works with  
Any client  
(web or mobile)

Vendor  
Agnostic

Minimal  
bandwidth  
requirements

Self healing

Operation  
Tool

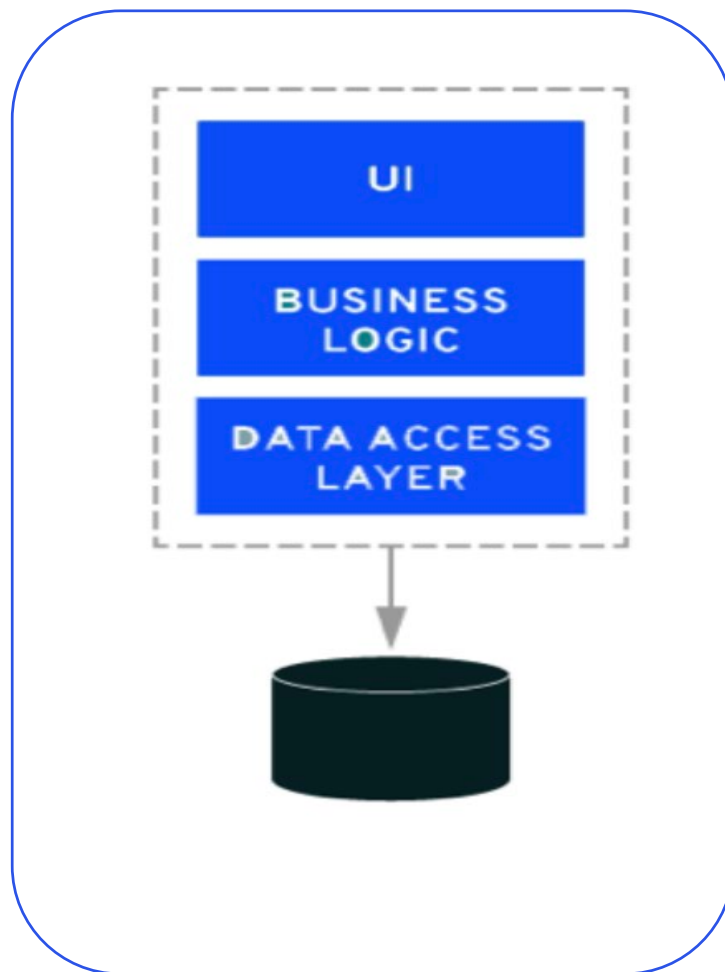
Common  
correlated data  
to train new  
algorithms

# ARCHITECTURE

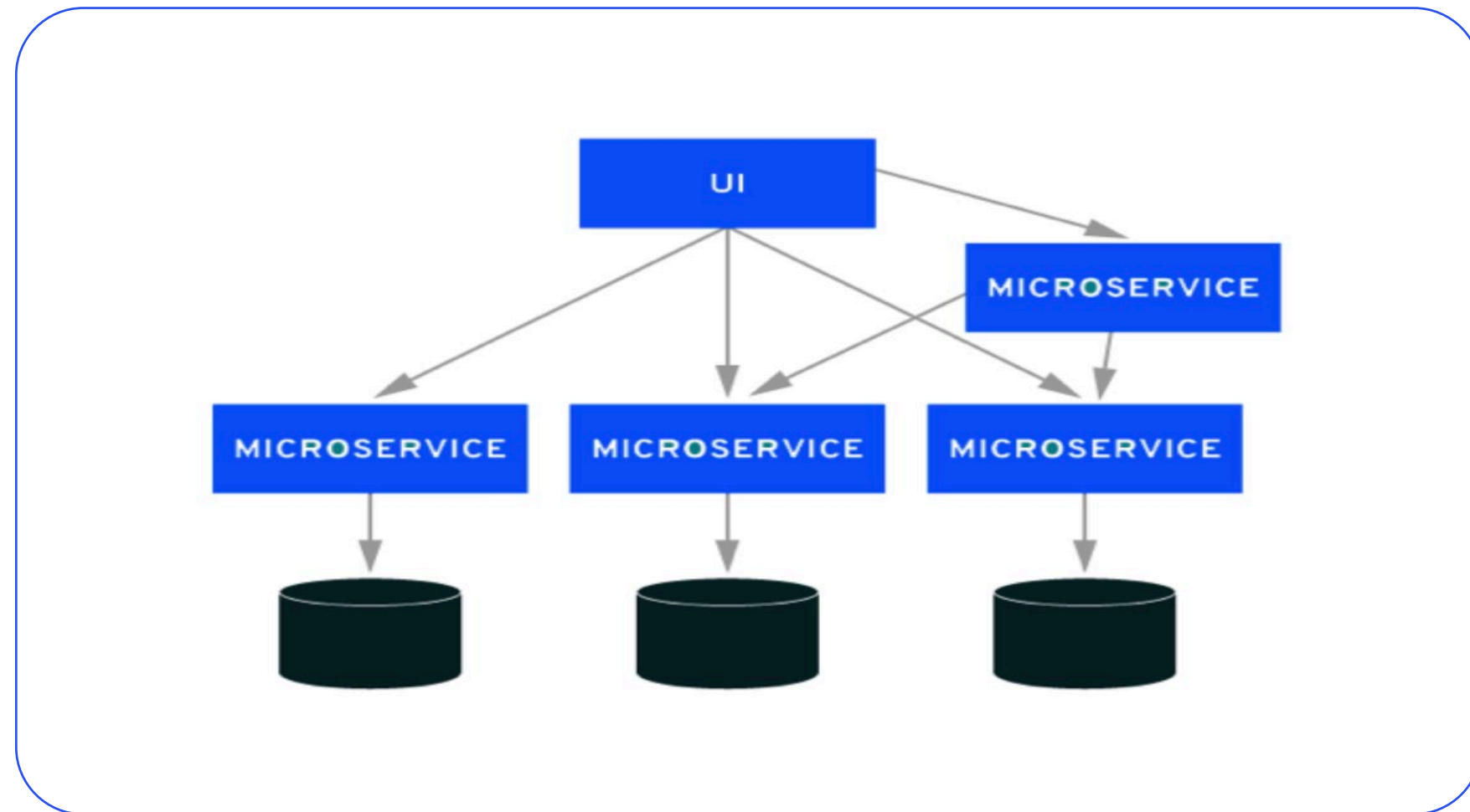
We use a micro-service architecture.

Each component is implemented as a microservice & interacts with other components as depicted below

MONOLITHIC



MICROSERVICES



Vs

# SOLUTIONS

## AI CONTACT CENTER

Request callback  
Missed calls  
Notification of Incoming  
Call  
User feedback  
Priority Waiting list  
Promotion Audio/Video  
messages  
Routing automation  
workflow  
Campaign & Provisioning  
automation workflow  
Personal assistant  
Agent presence  
Agent health check  
Reception  
Organisational routing  
Call hold  
Call forwarding  
Voice / Video Message  
+  
Meetings  
Features

## MEETINGS / WEBINAR

Create team  
Create workspace  
Video / Audio  
Meeting chat  
Private Chat  
Whiteboard  
Presentation  
Laser Pointer  
Minutes of Meeting  
Collaborative Editing  
Desktop sharing  
File sharing  
Poll  
Scheduling  
Contact Management  
Recording  
Video Playback  
Video Annotation  
Co-browsing  
Push Notification  
Screen Capture  
Bi-directional email  
Office online

## HUMAN RESOURCES

Pre-screening Interview  
Live video interview  
Questionnaires  
Scoreboards  
  
+  
Meetings  
Features

## EDUCATION

Whiteboard  
transparent  
Follow Presenter  
Moderator Control  
Eraser global  
Remote Desktop  
Welcome Page  
Course Management  
Course material  
Material Composition  
Course assignments  
Course discussion forum  
Course replay  
  
+  
Meetings  
Features

All features are also available through SKD's

# USER EXPERIENCE

8 ← 4/10 →

Quarter projection.pdf

Hit play to start presenting

**B I S** Heading 2 | [List Icon] [List Icon] [List Icon]

Meeting notes John is typing...

### Vision

Our **vision** is a Networked Society where every person and every industry is empowered to reach their full potential.

Wed, Jan 3

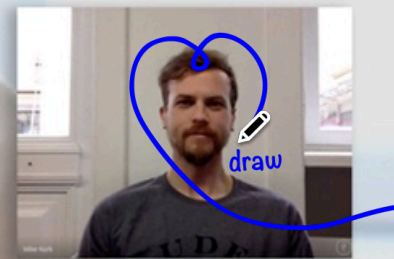
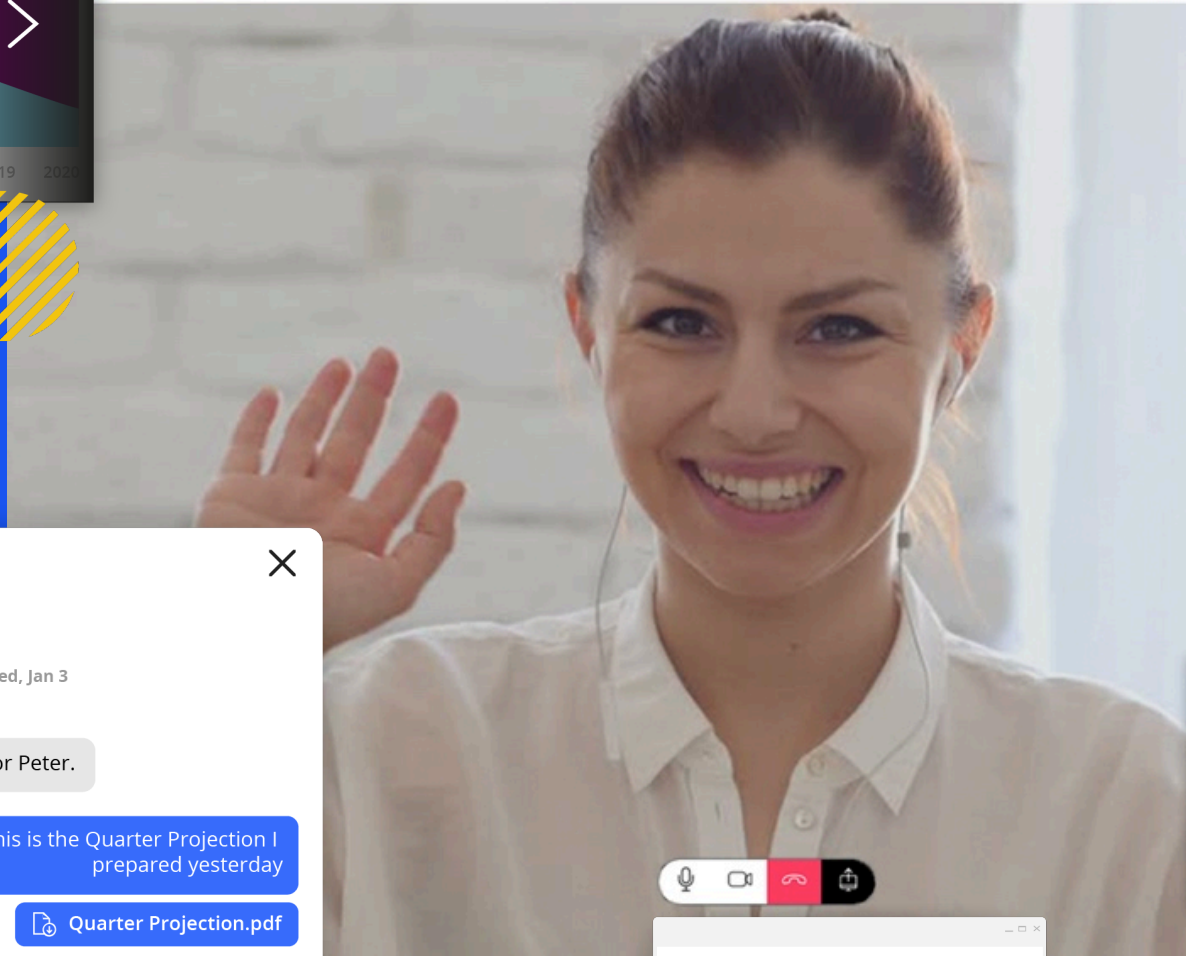
John Malkovic

Hi all. We are waiting for Peter.

This is the Quarter Projection I prepared yesterday

Quarter Projection.pdf

Type a message...



100% + zoom

pan & move

draw

shapes

write text

eraser



auvious

## VISION

### **What WebRTC technology means to auvious?**

What the eyes and the ears mean to the human body: they are sensory organs (convey vision and hearing)

### **What Artificial Intelligence (AI) technology means to auvious ?**

What the brain means to the human body:  
it combines the senses into reality



## ADVANCED AI FEATURES

**auvious**

Face and Voice biometric authentication

Mixed Reality

Chat-bots

Video-bots

Sentiment Analysis

Real-time emotion Detection

Language Support (Machine Translation)

Subtitles

Video search

Video summarisation

Meeting bias

Meeting keypoints

IoT surveillance

## AI MICROSERVICES

**Own-developed** AI microservices can be replaced by APIs from any vendor: Amazon / Google / Microsoft / IBM / Nuance / Speechmatics / Voicebase

**Automatic Speech Recognition (ASR):** Technology enabling the recognition and translation of spoken language into text

**Text to Speech (TTS):** Technology enabling the translation of text into spoken language

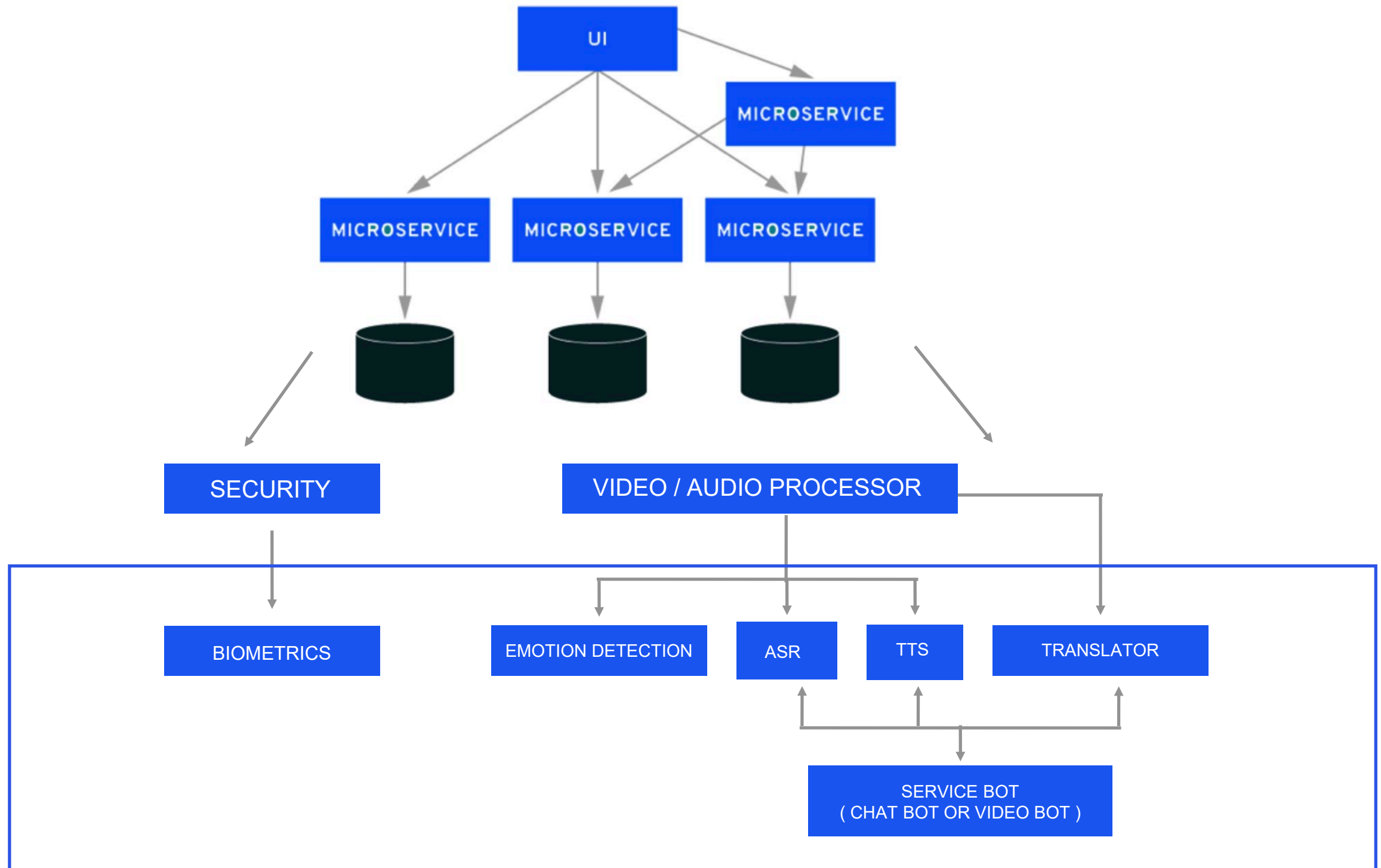
**Translator:** Technology enabling the translation of text from one language to another

**Biometrics:** face and voice human characteristics, enabling authentication as a form of identification and access control

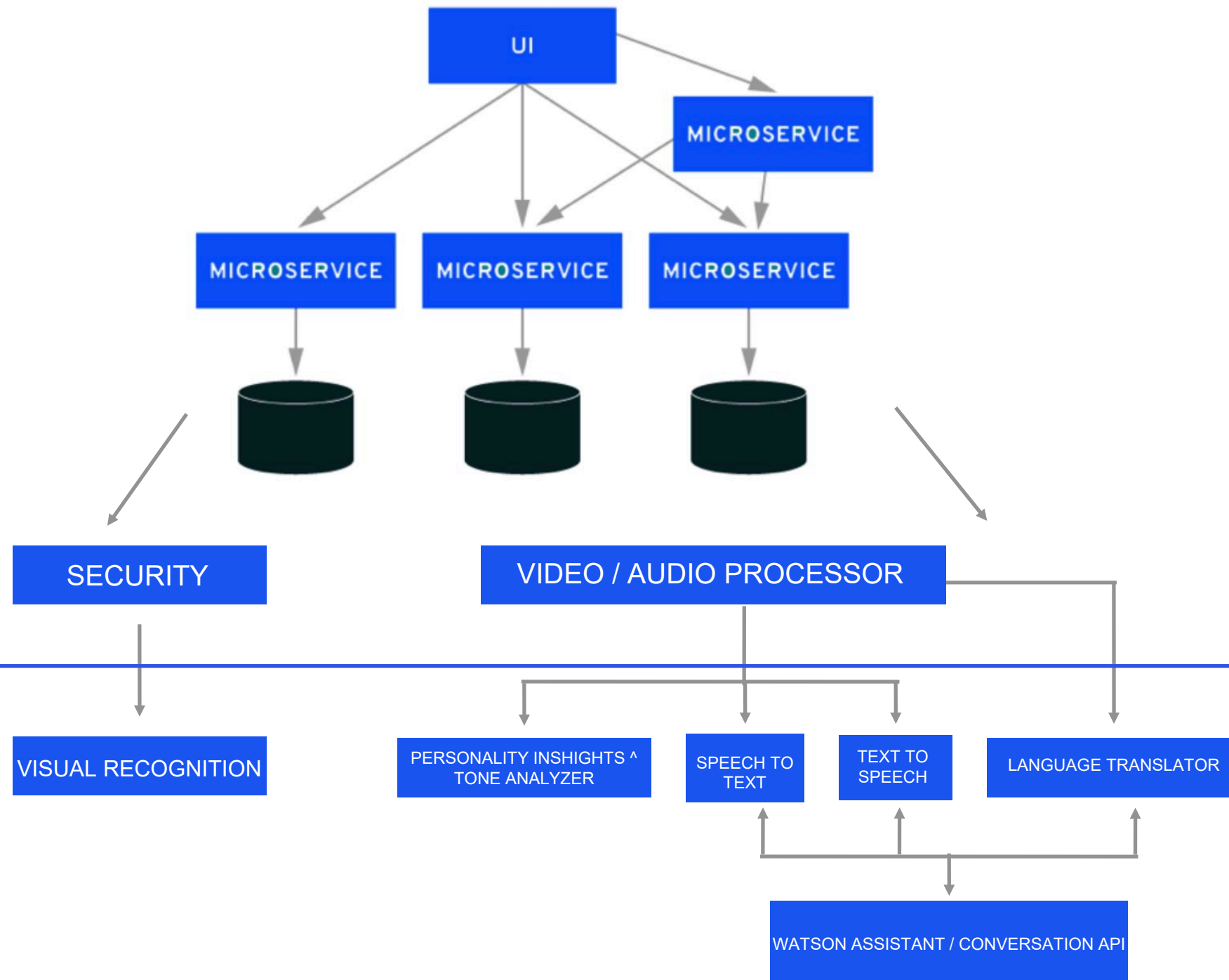
**Service Bot:** chat-bots or video-bots as virtual agents providing customers with quick and personalized assistance upon every interaction

**Emotion Detection:** process of identifying human emotion, most typically from facial expressions or voice tone

# AI MICROSERVICES



# AI MICROSERVICES



An example using IBM Watson APIs



## FACE BIOMETRICS

**GOOGLE'S FACENET**  
Is 99,96% accurate

## VOICE BIOMETRICS

**DEEP SPEAKER**  
**BAIDU**

# TECHNOLOGY STACK

## ARTIFICIAL INTELLIGENCE



## INFRASTRUCTURE



UI



## CI / CD



Jenkins



ANSIBLE

## BACKEND



MQTT

## COMMUNICATION



## OPERATIONS



auvious

**DELIVERY**

WE DEPLOY FASTER THAN LUCKY LUKE SHOOTS.

*100% guarantee.*



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## VALUE

Company A purchases a UC solution from a big Vendor ( real life case ) for internal communications, customer support etc

**Cost ~2M Deployment ~2 years**

Company A purchases AUVIOUS solution

**Cost ~200K Deployment ~3 months**

**90% low-cost & 65% faster**

\* AUVIOUS OPEX IS ALSO LOW



THANK YOU

**auvious**