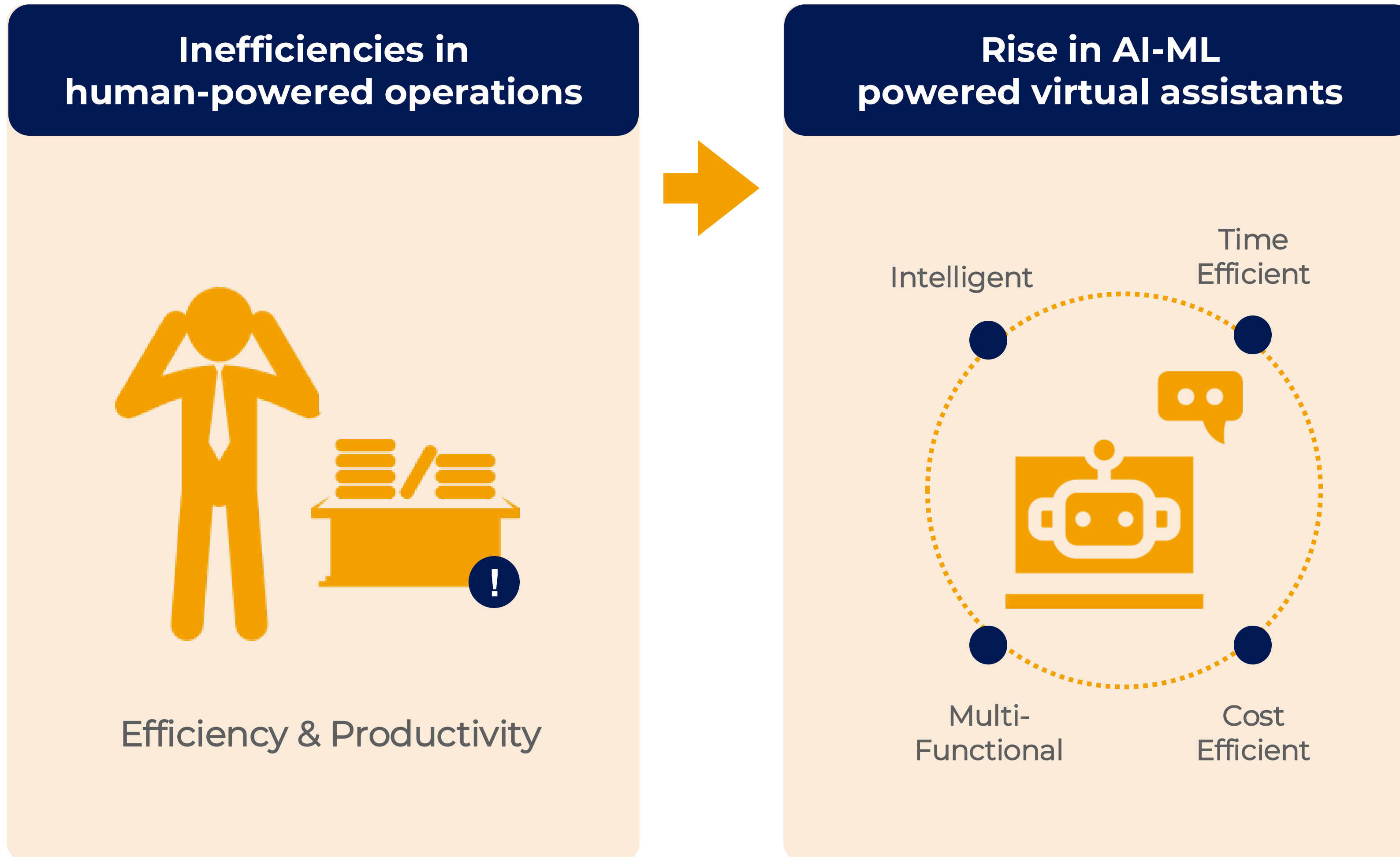


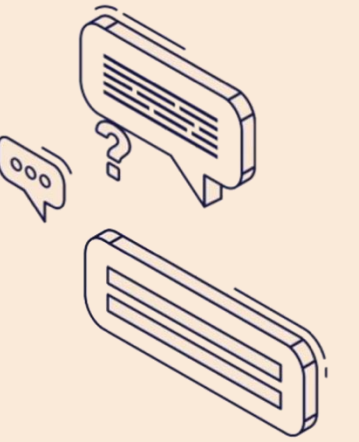
# CoRover<sup>®</sup>.ai

*Elevating Enterprises with  
Generative AI Powered  
Human-Centric  
Conversational AI Platform,  
Impacting 1 Billion+ Lives*

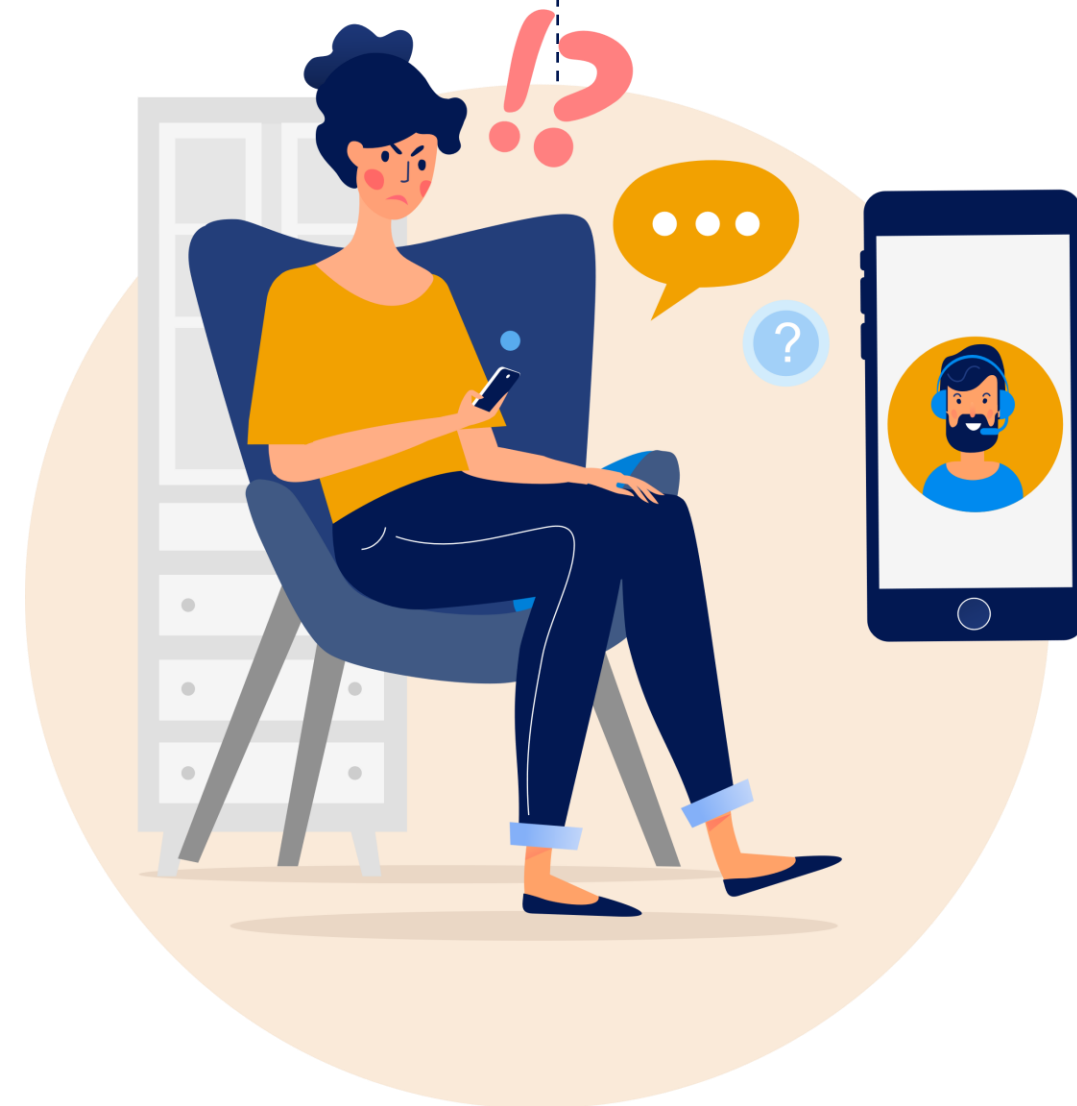
# AI AUTOMATED WORKFORCES: *THE FUTURE OF ENTERPRISE*



# CURRENT METHODS ARE FAILING IN THEIR CONVERSATIONAL ABILITY AND ACCURACY...

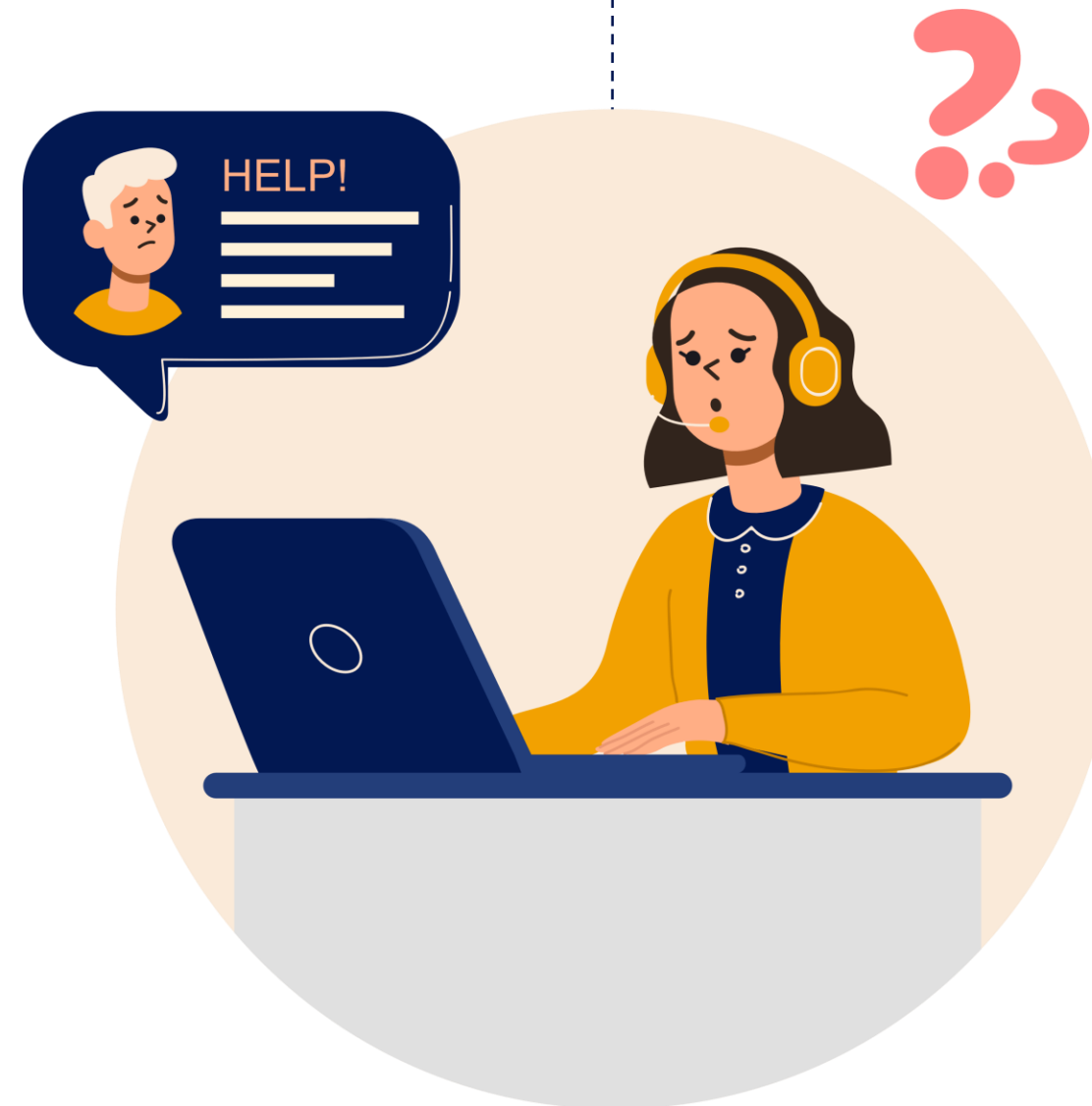


Hours long waiting  
in customer care

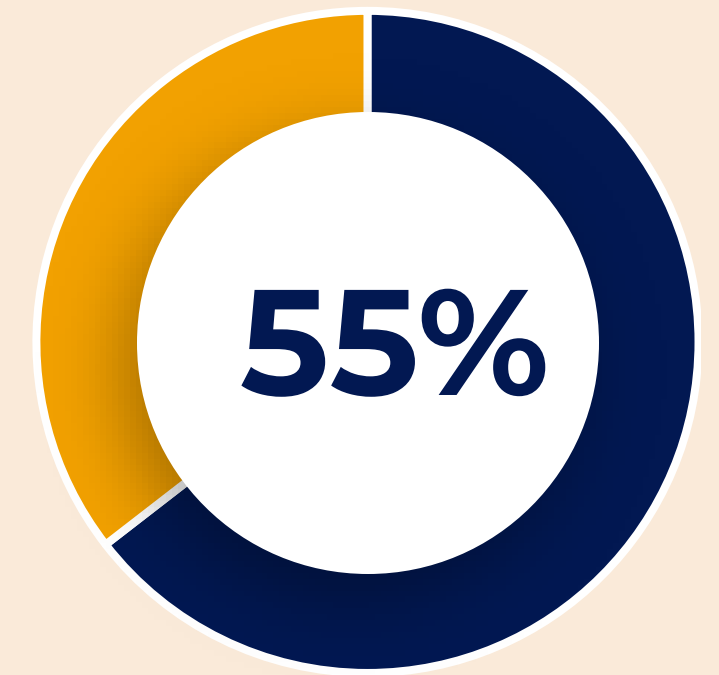


*"Your call is vital to us. Please hold while we connect you"*  
**Customers hate automated messages.**

Vague Inauthentic  
Information



**60%** customer service representatives don't have right data. Even search engine and social media have inauthentic information



**55%** of consumers have intended to make a purchase, but backed out because of **poor customer service.**

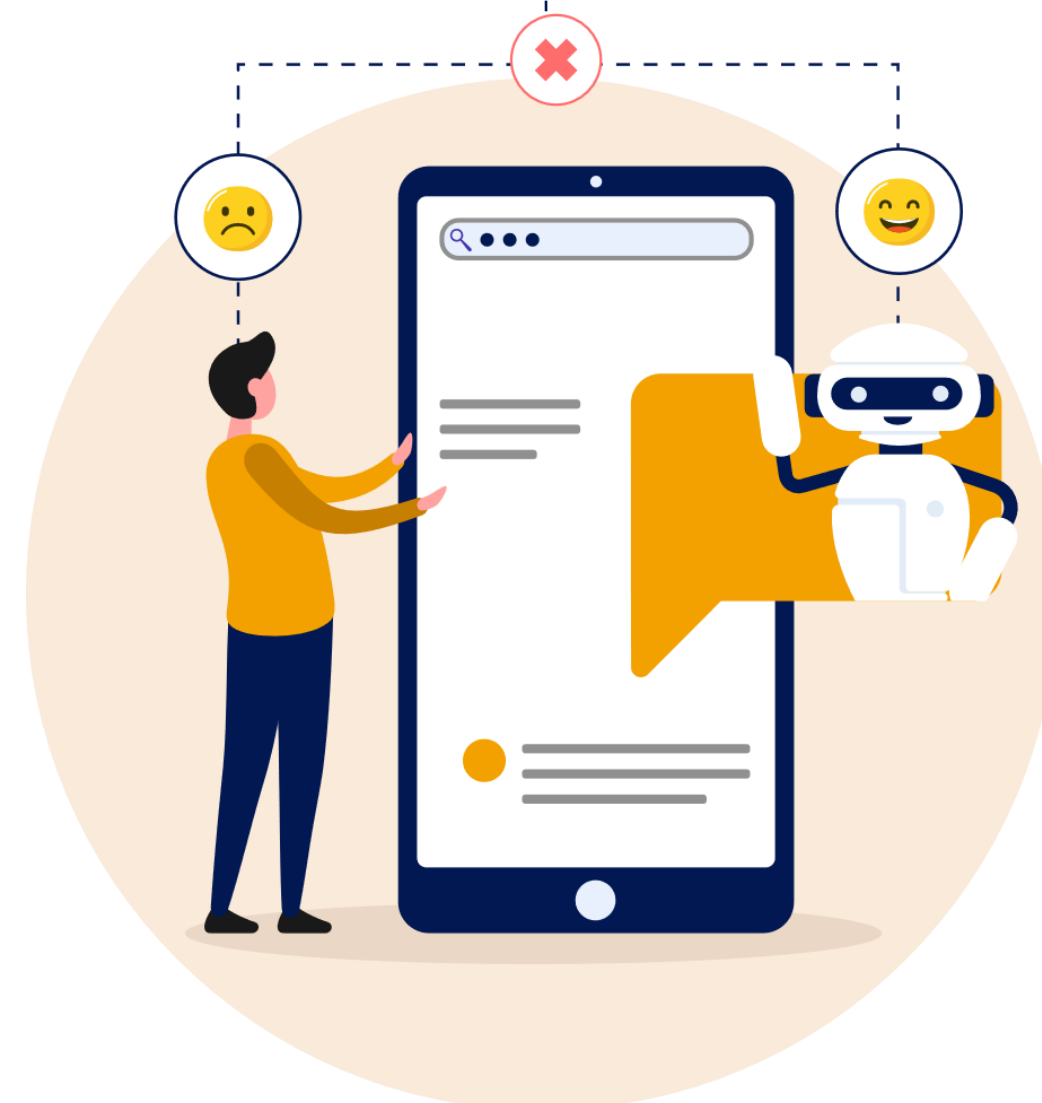
# ...AND MOST AI VIRTUAL ASSISTANTS DON'T OFFER RICH, HUMAN LIKE CONVERSATIONS NEEDED TO ENGAGE USERS

## Lack of Contextual Training Data



Misinterprets the requests and gives inaccurate response

## No Hybrid Chat



Most AI bots are incapable of sentimental analysis and providing service in format of user's choice (Text, Voice, Video)

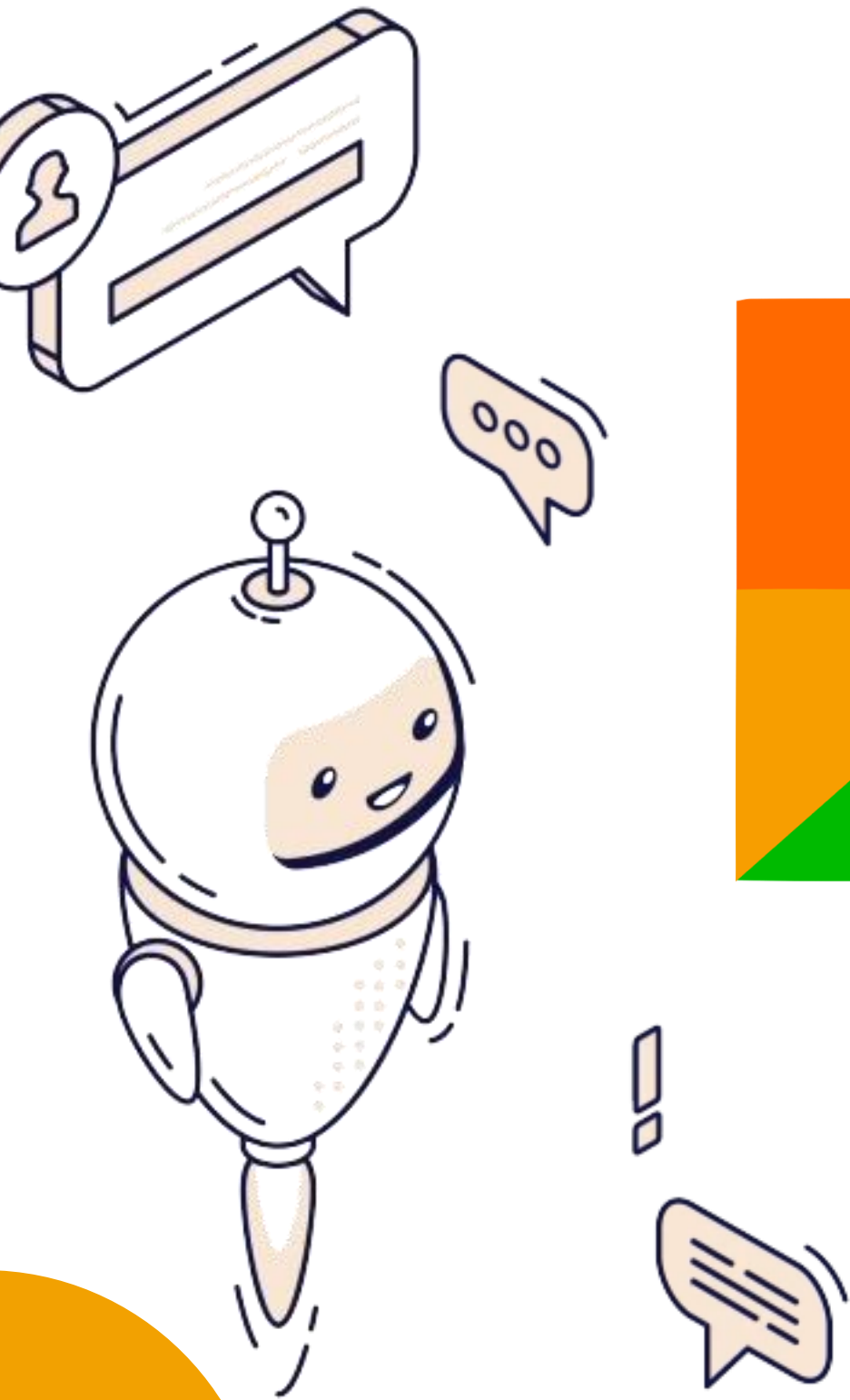
## Language Barriers & NLP



Cannot communicate problems and seek help in local languages

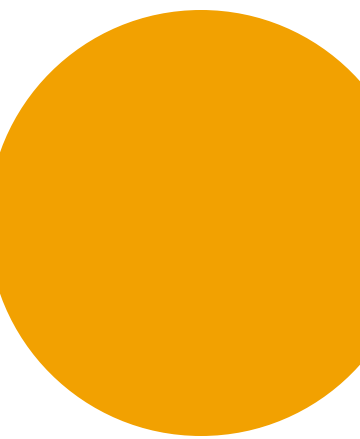


CoRover<sup>®</sup>.ai



# BharatGPT

CoRover's Large Language Model (Generative AI)







# India's Answer To The Existing Generative AI Systems



# *India is launching its own Generative AI (Large Language Model) in 12+ Indian languages, with generative text, voice and video*

## **Highlights**

1. Data remains in **the country**
2. Fine tuned for **target users**
3. Option to integrate with any **ERP/CRM system** and **APIs**
4. Inbuilt **payment gateway** for **real-time transactions**
5. **Dialogue/conversational** management tool
6. **Omni-channel, multi-lingual** (120+ languages), **multi-format** (text, voice, video)
7. **Generative AI Video**, interactive **digital twin**
8. Currently available for **organisations**

# BharatGPT vs ChatGPT

		CoRover.ai's BharatGPT	Open AI's ChatGPT
<b>Users</b>		1 B+	100 M+
<b>Accuracy of responses</b>		Consistently above 90%	NA
<b>Security</b>	CMMI Level 5	Y	N
	ISO 9001	Y	NA
	ISO 27001	Y	NA
	3rd party Security Test & Certification from CERT-In empanelled company	Y	N
<b>Features &amp; Functionality</b>	Own Generative AI (Large Language Model)	Y	Y
	Generative AI to write Code, Rap, Essay, Poem, etc.	NA	Y
	Generative AI Video, interactive digital twin	Y	N
	Code free Development	Y	N
	Voice & Video Commerce	Y	N
	AI VideoBot	Y	N
	Metaverse Readiness	Y	N
	Multi-Intent Recognition	Y	N
	Integrated Live Chat	Y	N
	Omni-Channel	Y	N
	Sentiment Analysis	Y	Y

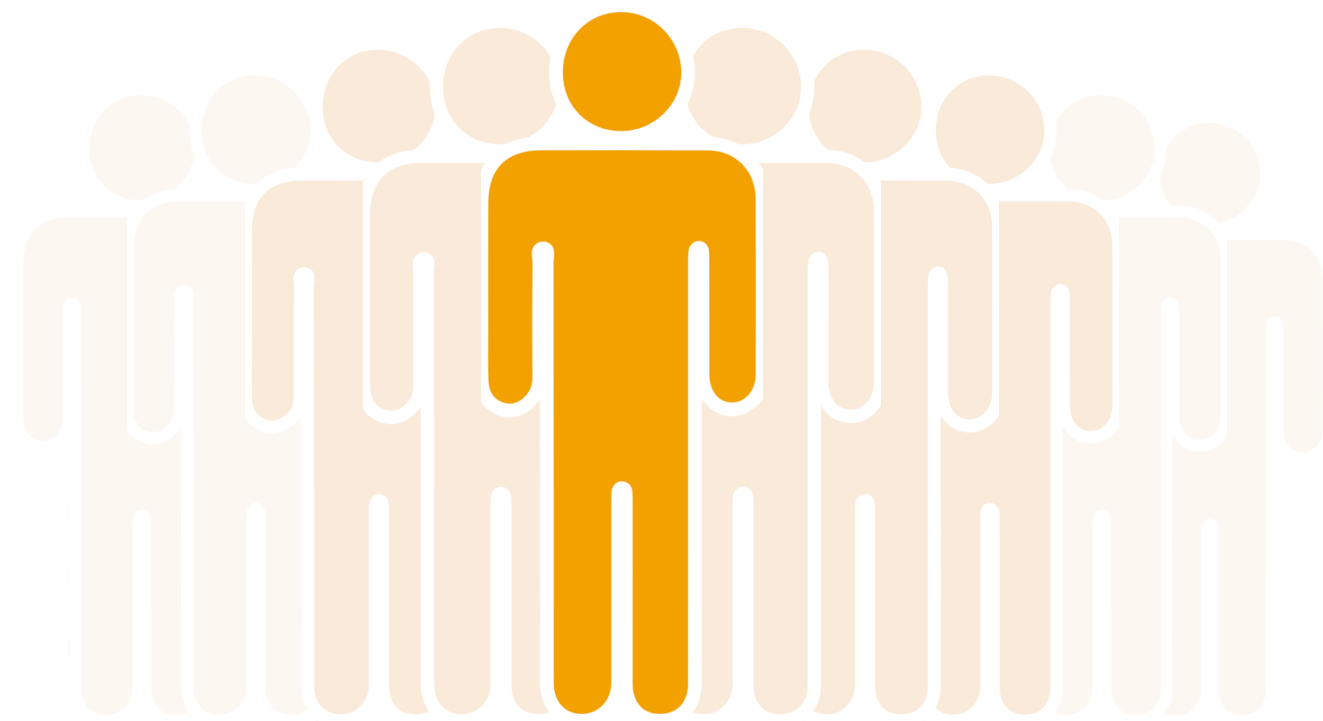
Speech Synthesis	Y	N
Conversational AI	Y	Y
Hybrid (Video, Voice, Text, Touch, Click)	Y	N
Languages Supported	120+	95 (but it takes instructions only in English)
Chatbot on Own Website	Y	N
Technologies	AI, ML, DL, NLP, RPA, AR, VR, IOT, technologies together can be used. Metaverse Readiness is there	AI, ML, DL, NLP, RPA technologies can be used
Multimedia	Capable of running rich media (text, image, audio, video), maps on chatbot.	N
Context Continuity/State	Y	Y
Walk the Talk (Using own product)	Y	N
Auto Suggestion	Y	Y
Forms, Cards, QR Codes, Carrousels, Video, Images, Links, eMail, Fom in Text Support	Y	N
Integrated Payment Gateway KYC – Authentication	Y	Y
Document to Text (printed as well as hand-written)	Y	N
Q&A Making Capability	Y	Y
OCR	Y	N
Real-time Analytics Dashbaord	Y	N



# COROVER'S VISION TO MAKE AI AS "HUMAN-LIKE" AS POSSIBLE

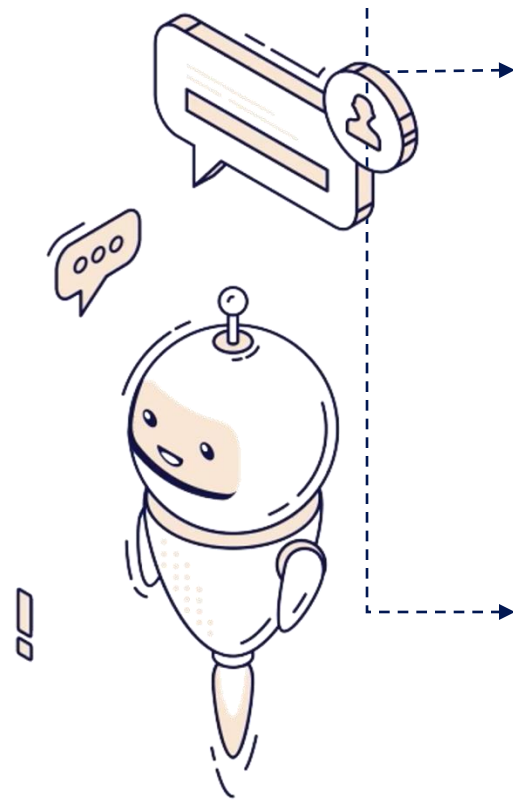


Augmenting the personal and professional lives of



**1/10<sup>th</sup>**  
of Humans

via



**Insights**



**Recommendations**



**Automation**

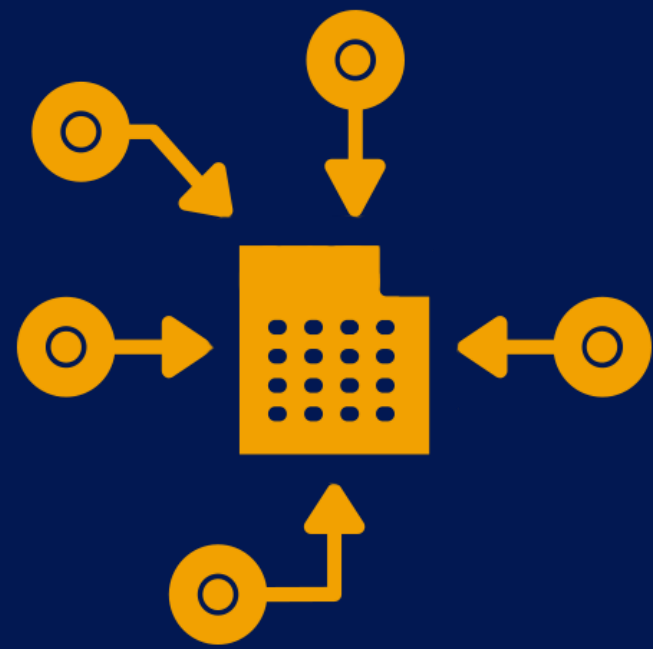


**Fulfilment**

# AIM TO LEAD ENTERPRISES TO THEIR AI-DRIVEN FUTURE



## Phase 1

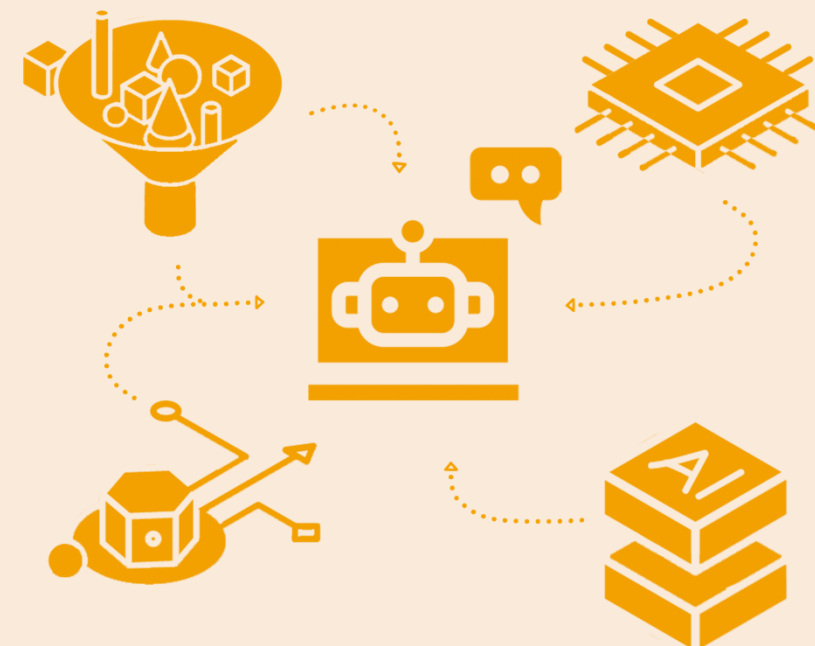


Achieve steadily increasing data supply

**100M** User Data



## Phase 2



Achieve **deep domain understanding** in top industries



## Phase 3



Provide premium **actionable AI driven insights** to these industries



## Phase 4

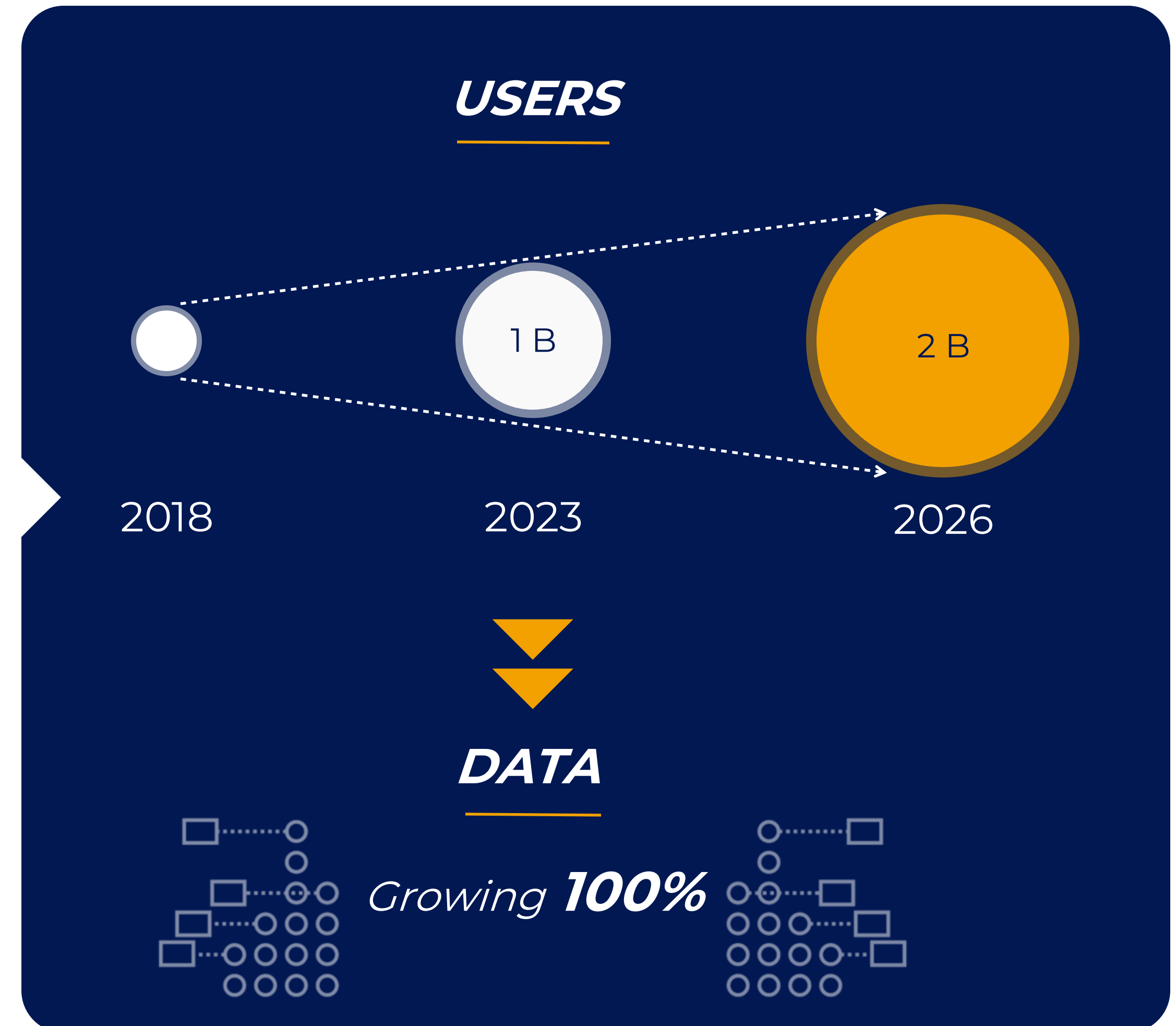


Create **Fully Automated Workforce**  
Lead the Future of Enterprises.



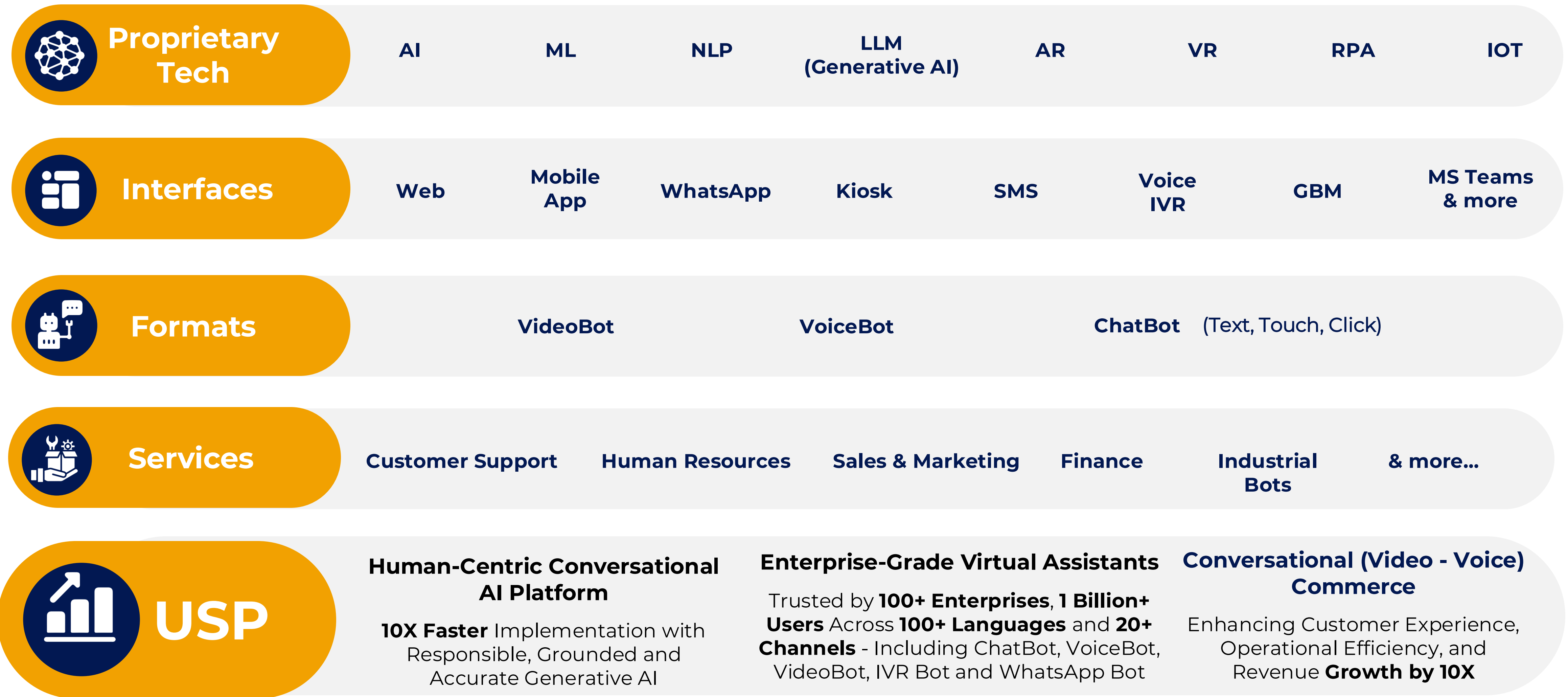
# POWERING THE DATA FLYWHEEL

Data is at the heart of conversational AI, and is used to personalize the conversation





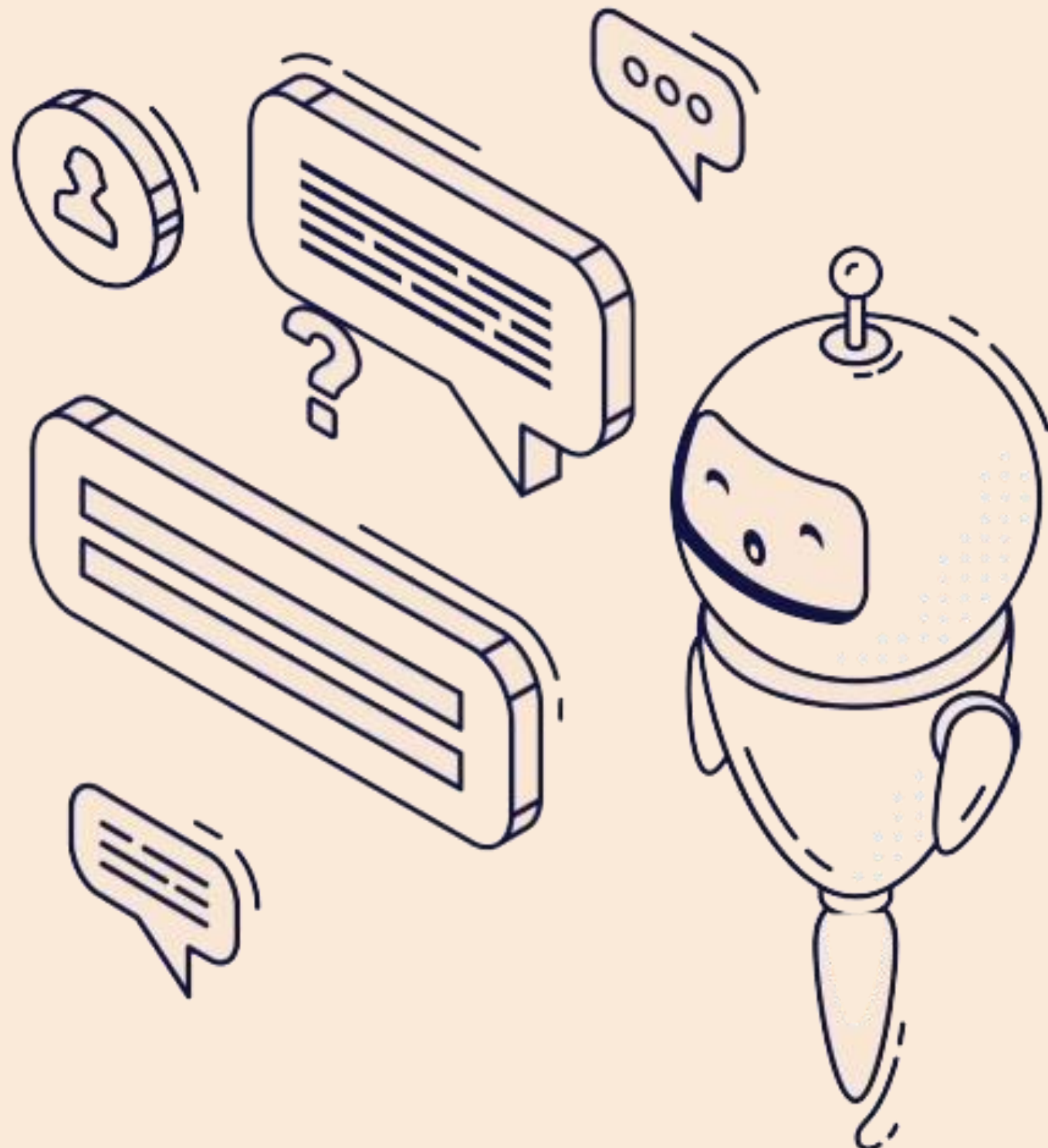
# Elevating Enterprises with Generative AI Powered Human-Centric Conversational AI Platform, Impacting 1 Billion+ Lives





# ***COMPANY OVERVIEW***

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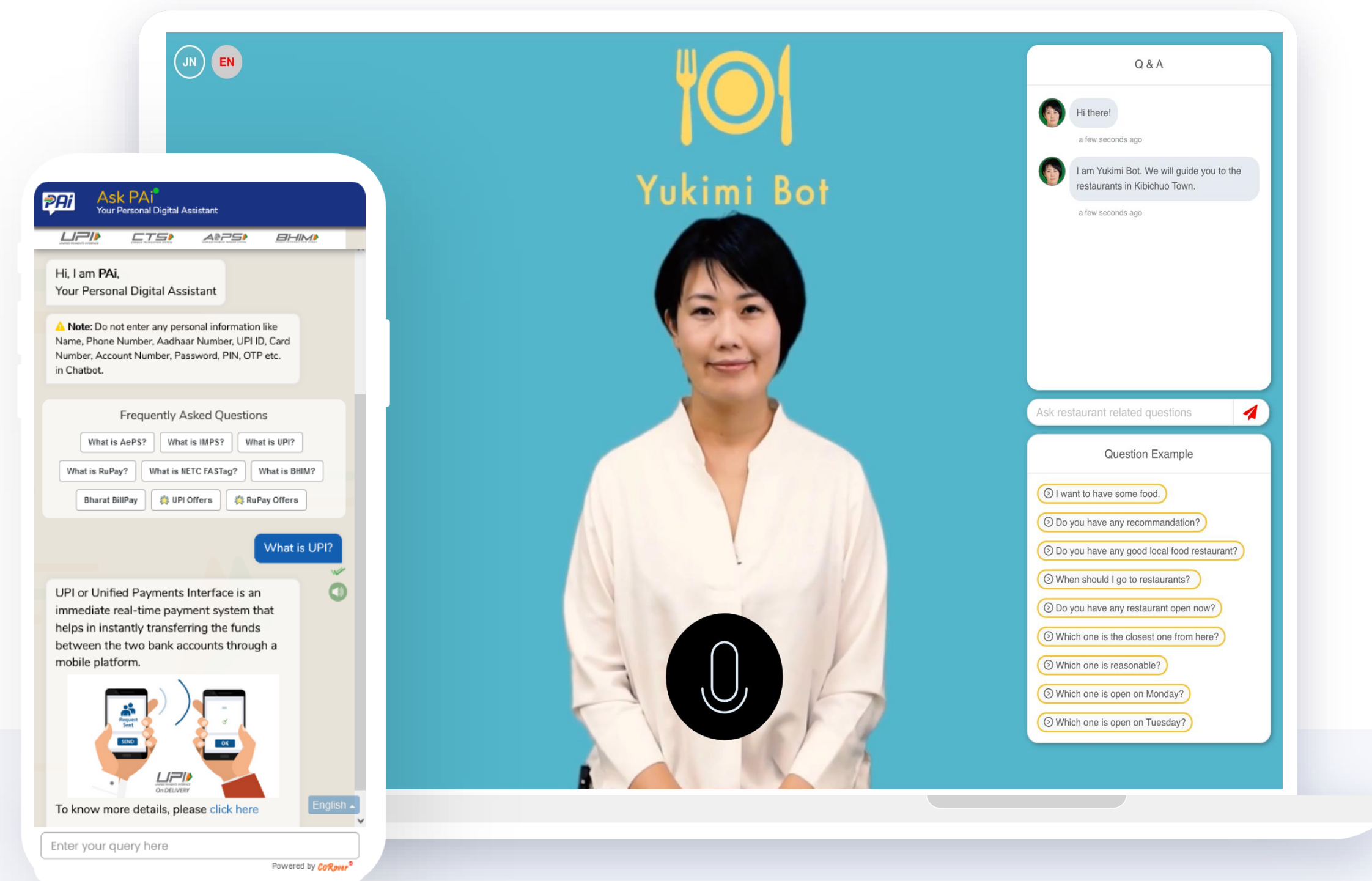
# ACQUIRED 1 BILLION+ USERS WITH 20B+ INTERACTIONS



**1B+**  
Users



**20M+**  
Monthly  
Active Users



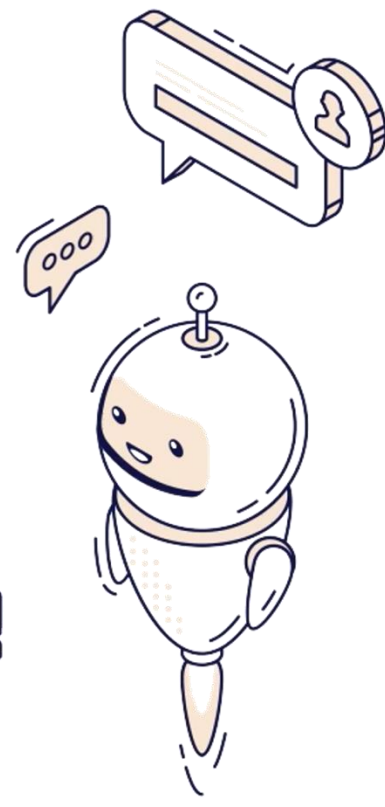
**100+**  
Enterprises



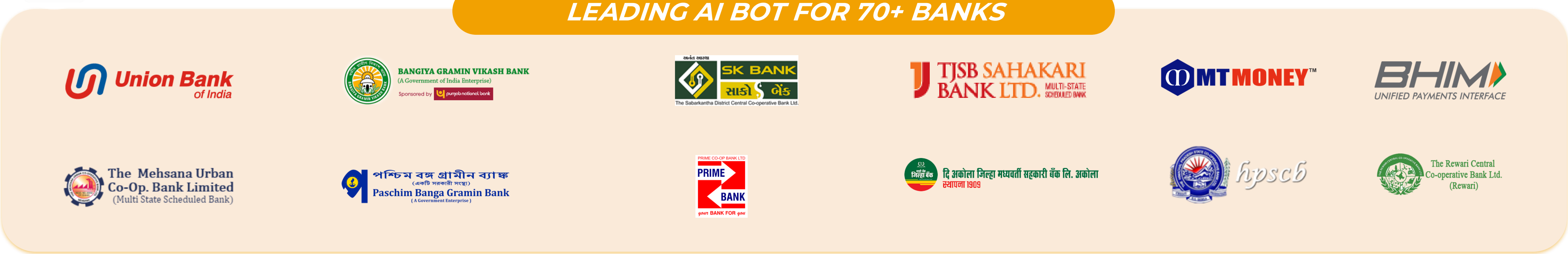
**20B+**  
Interactions



# SERVING CLIENTS ACROSS VARIOUS VERTICALS



**LEADING AI BOT FOR 70+ BANKS**



& more...

# SOME SECTORS WHERE CO-ROVER AI IS BEING USED



## Tourism & Railways



दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड  
Delhi Metro Rail Corporation Limited

## Airports & Shipping



## Bus & Automobile



## Commerce & Gaming



## Education & Healthcare



## Defense & Smart City



## Energy & Utility



## Insurance



## Finance & Securities



## Banking



70+Banks

& more...



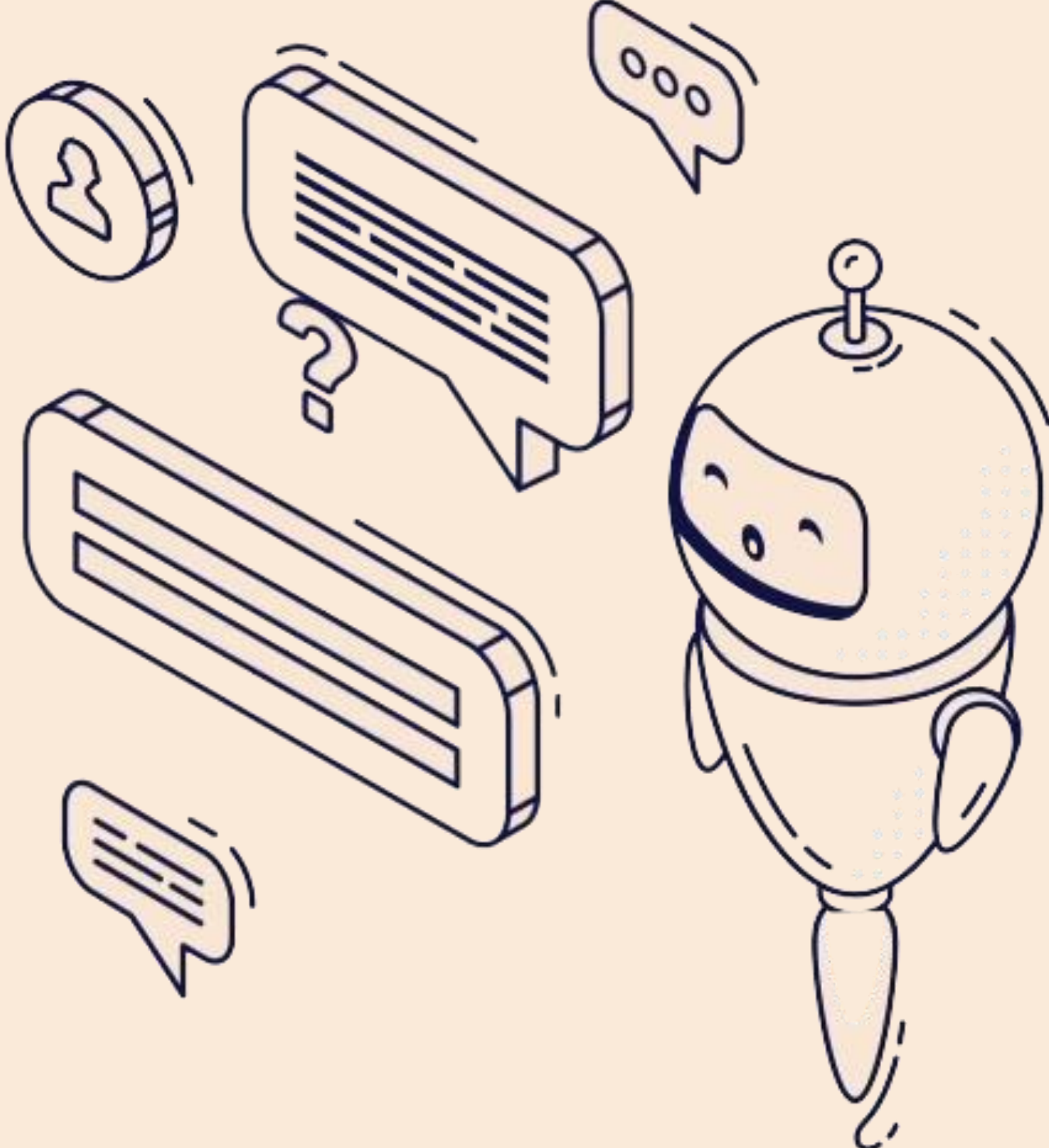
# KEY STRATEGIC PARTNERSHIPS



& more...

# ***WHY COROVER?***

---






# VERSATILE TECH




## THAT GIVES MASSIVE REACH





### Multi-format

-  VideoBot®
-  VoiceBot
-  ChatBot  
(Text, Click, Touch)

### Tech Edge

-  Robust
-  Secure
-  Scalable  
(800K Concurrent Users)

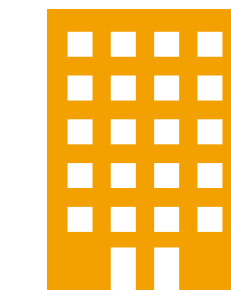
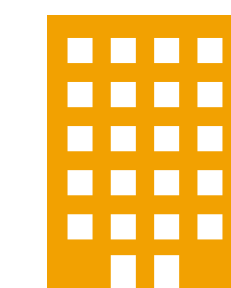
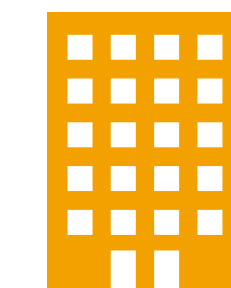
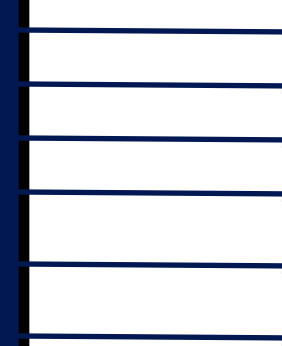
### Omni Channel

-  Web/Phone app
-  IVR
-  Whats App

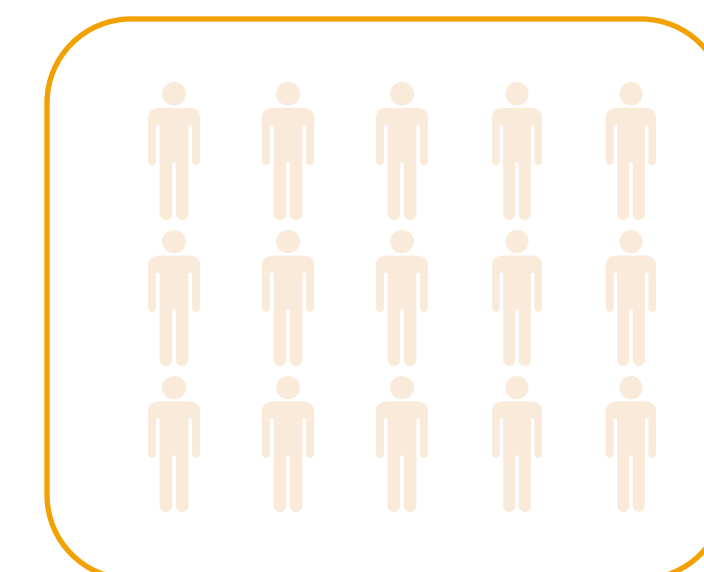
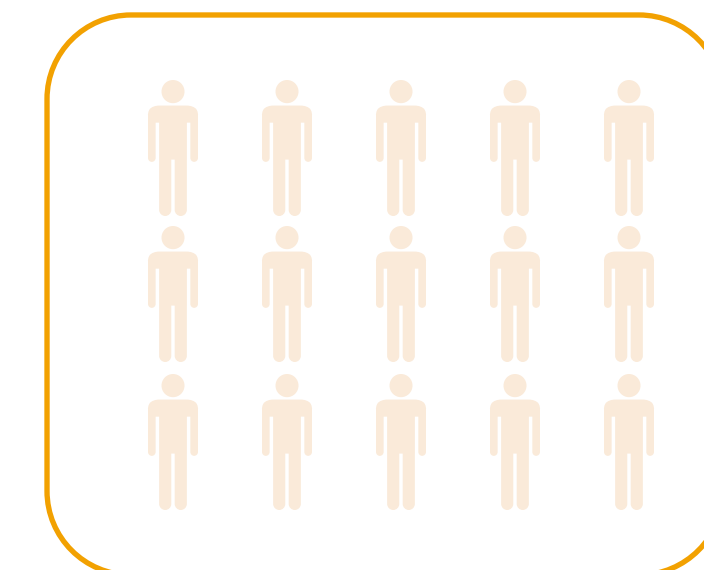
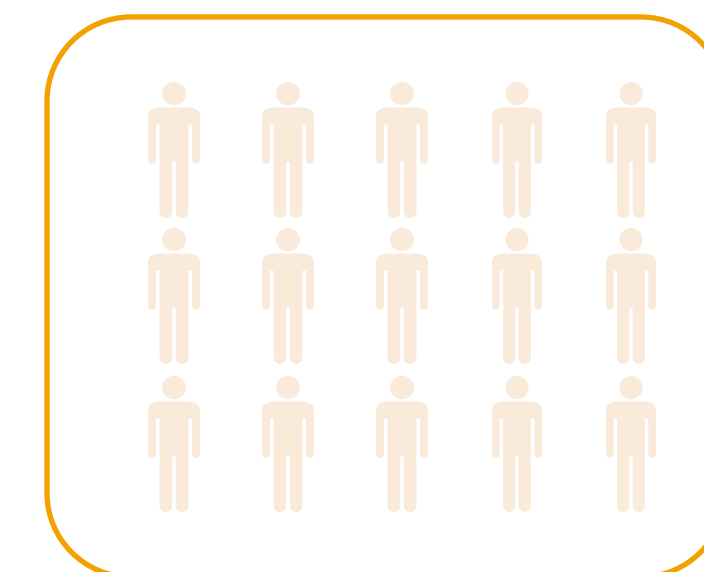
& more

### Multi-lingual

- 100+** Foreign languages
- 12+** Indian languages



**1 Billion+** users

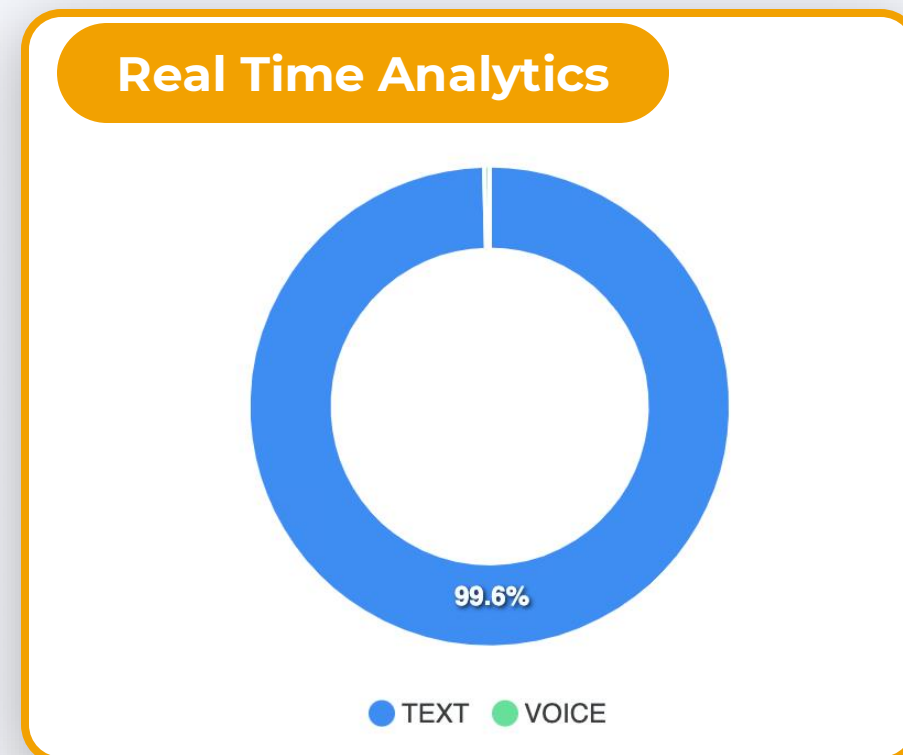
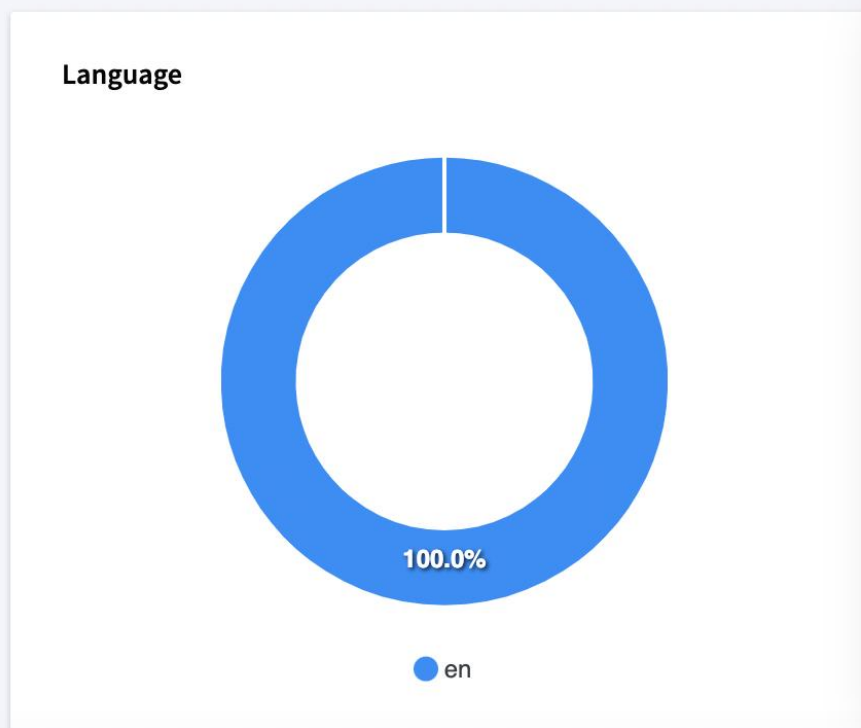
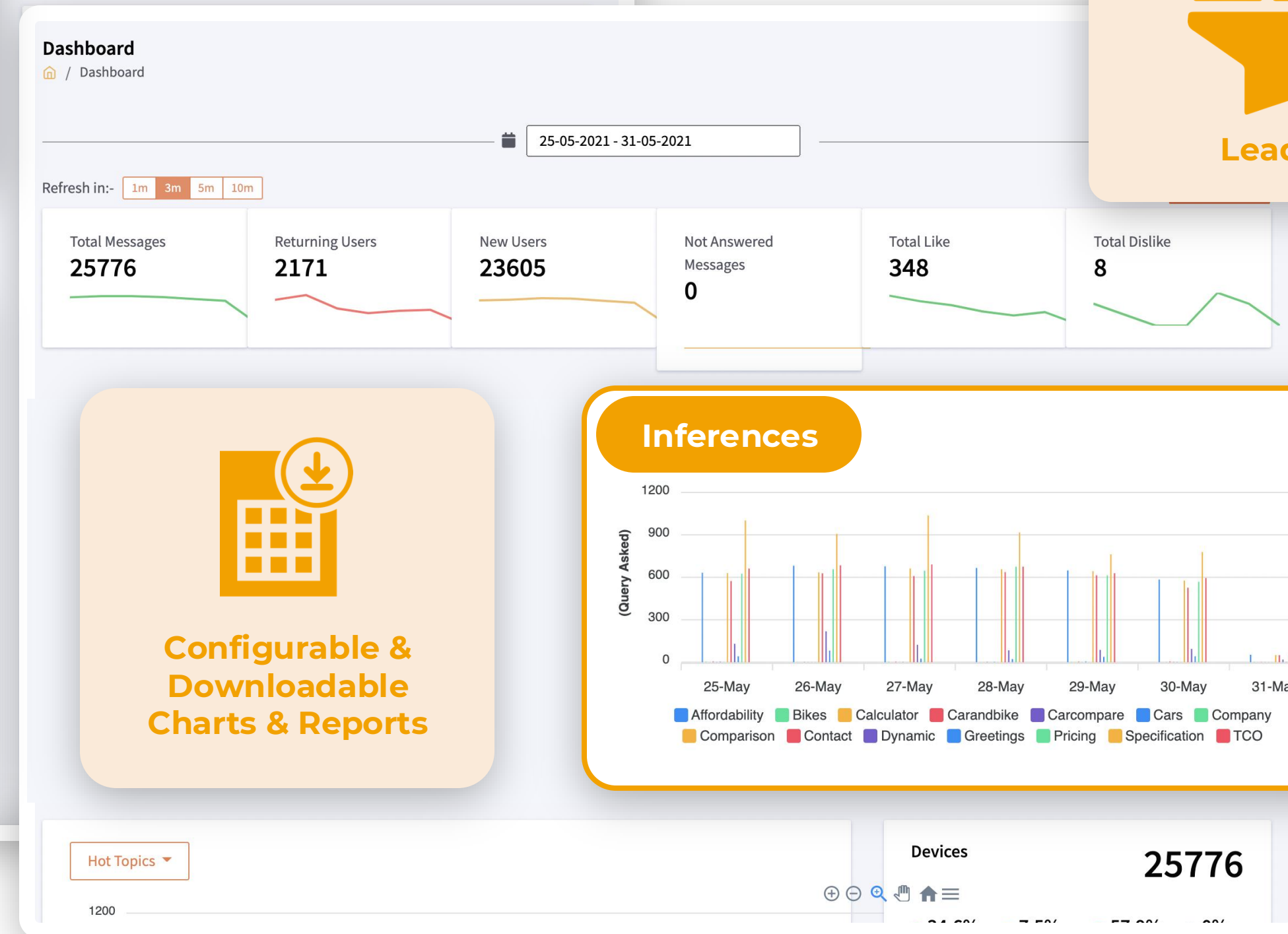
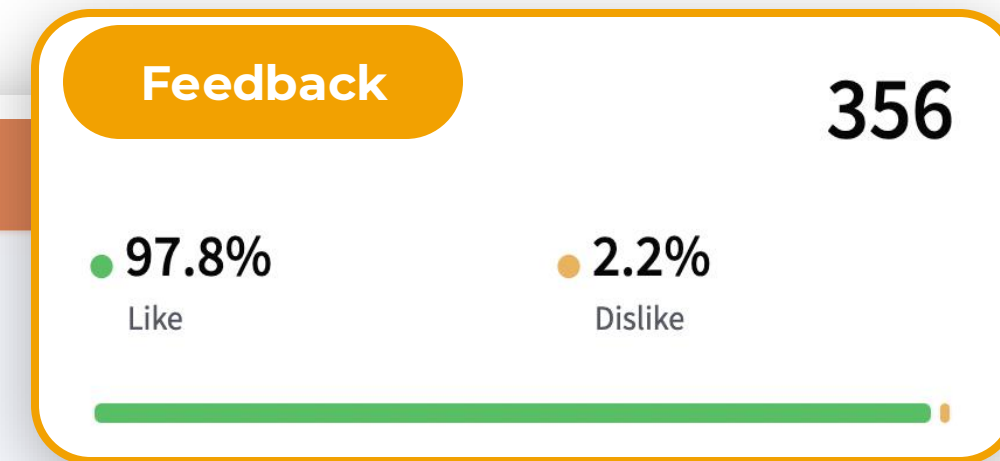
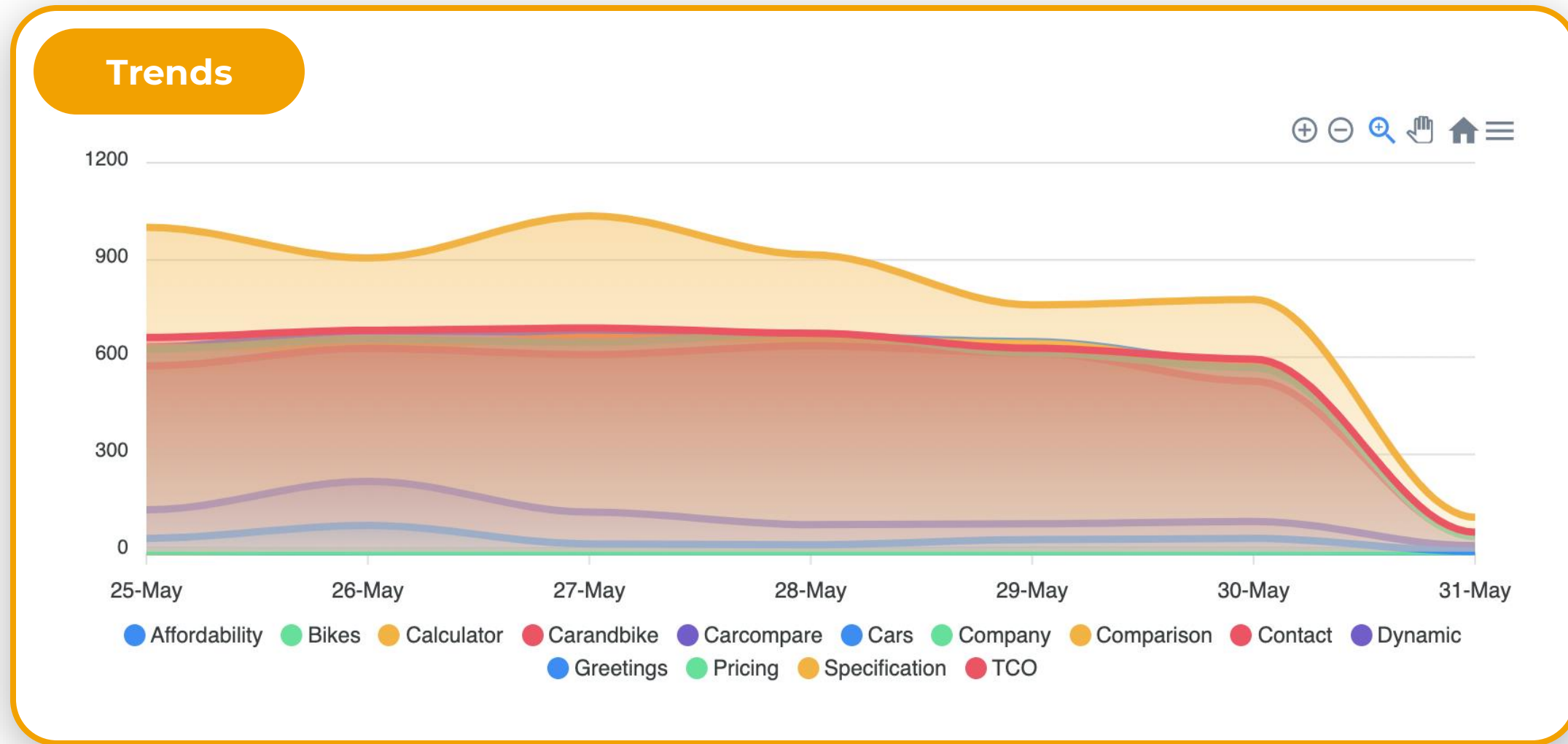


# ADOPTION ACROSS KEY INDUSTRIES AND HORIZONTALS



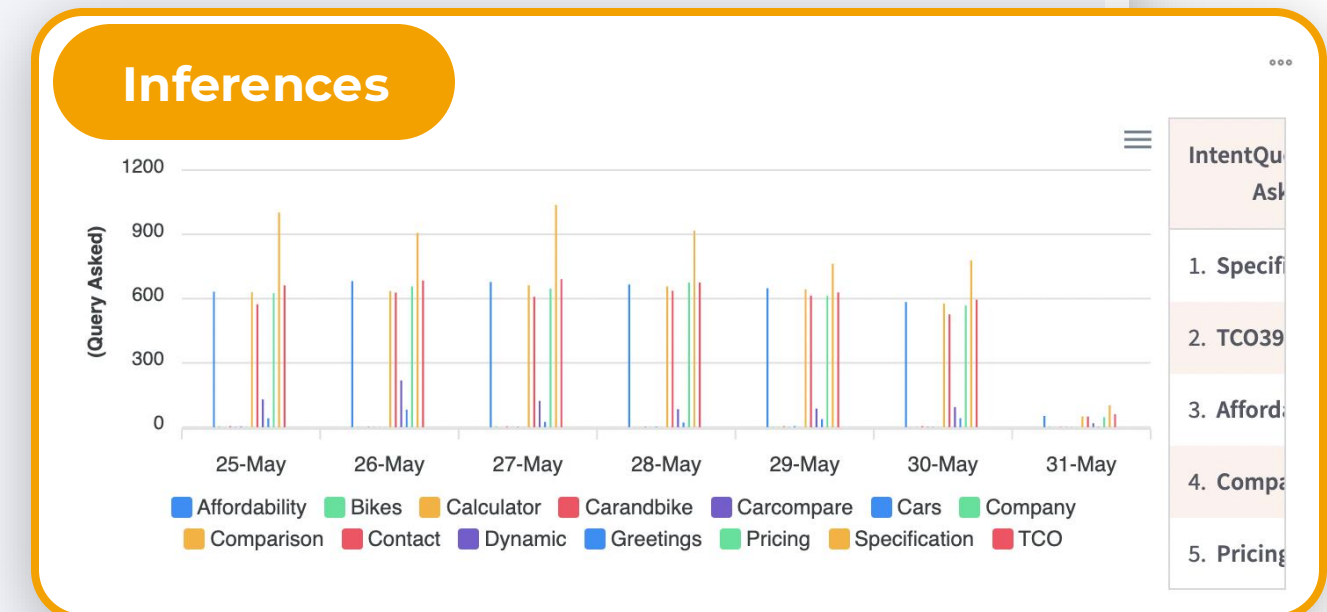


# PROVIDES INVALUABLE INSIGHTS THROUGH DASHBOARD



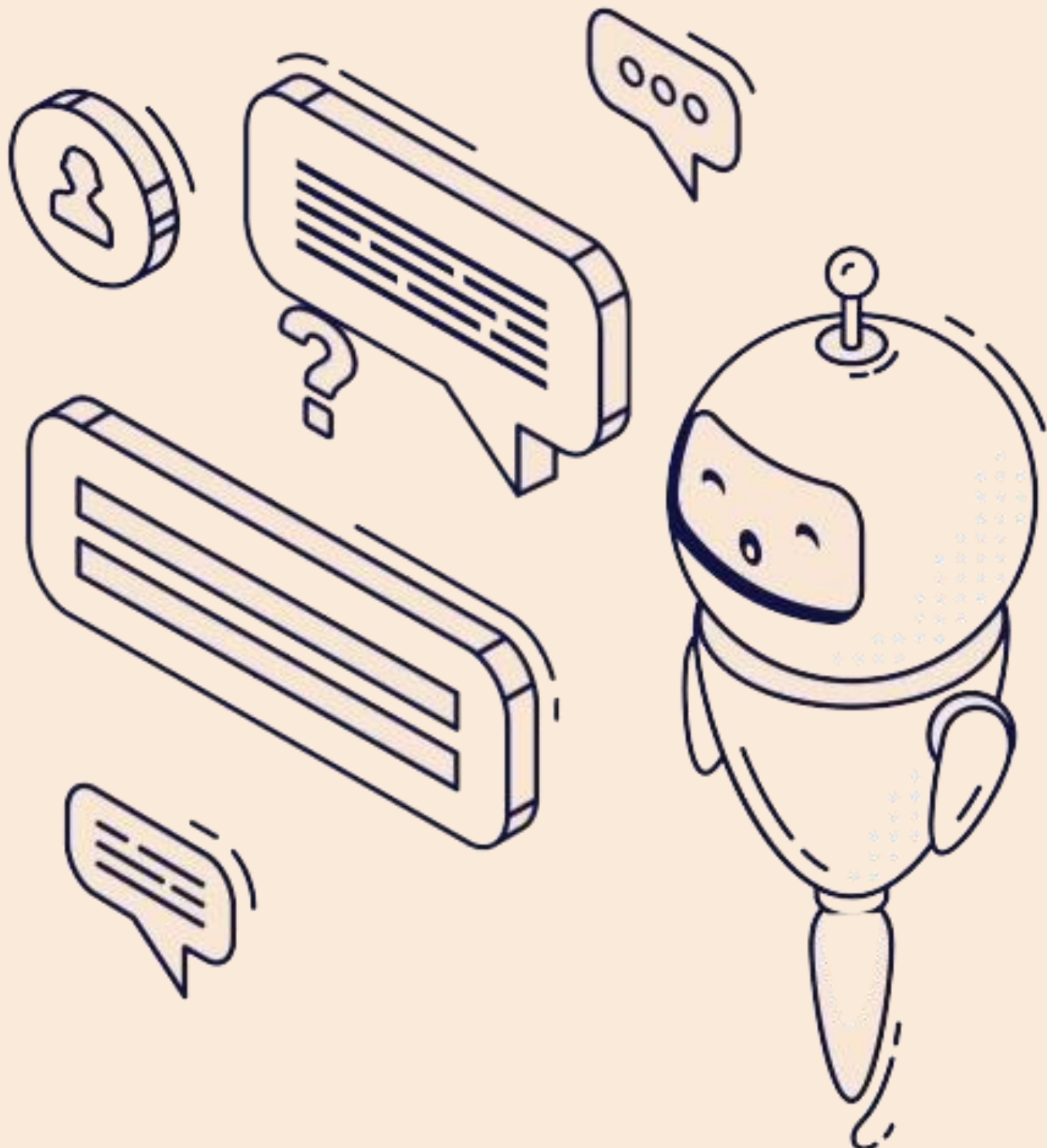
**Configurable & Downloadable Charts & Reports**

A callout box with a download icon and text indicating that the dashboard's charts and reports are configurable and downloadable.



# *USPs*

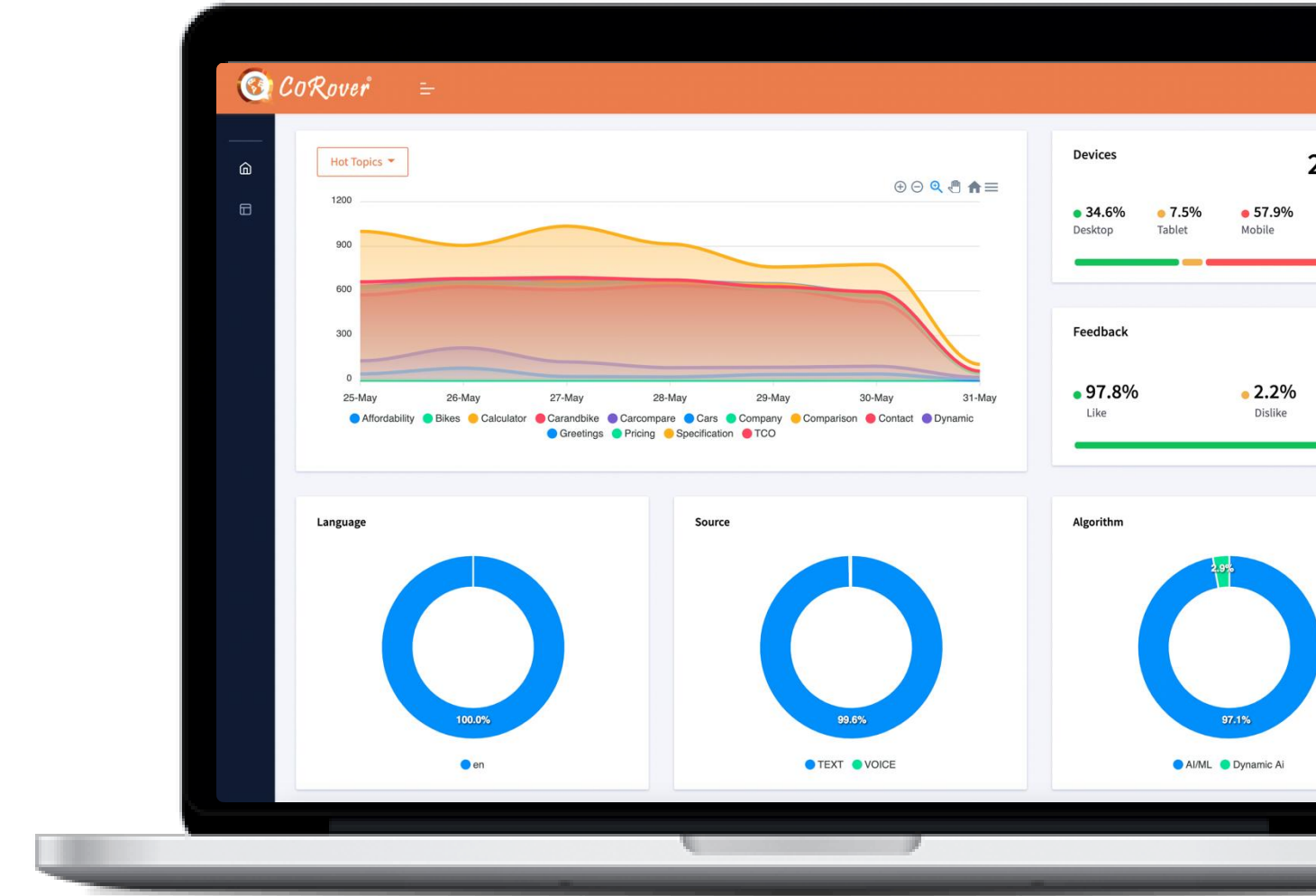
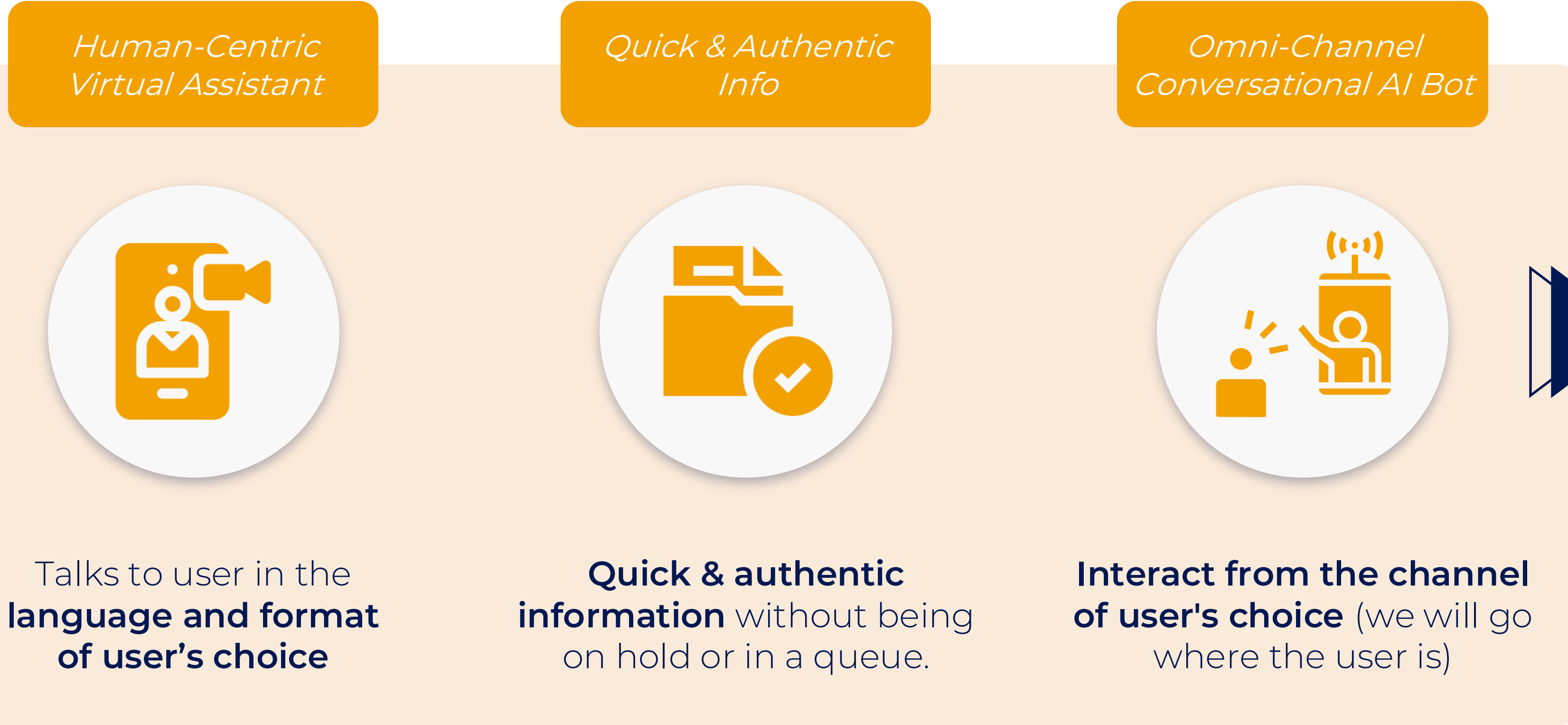
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# HUMANISING AND MAKING IT INCLUSIVE



Enabling users talk to systems the way they talk to an expert human!



- ✓ Customer Sentimental Analysis
- ✓ Confidence Score
- ✓ Real Time Feedback



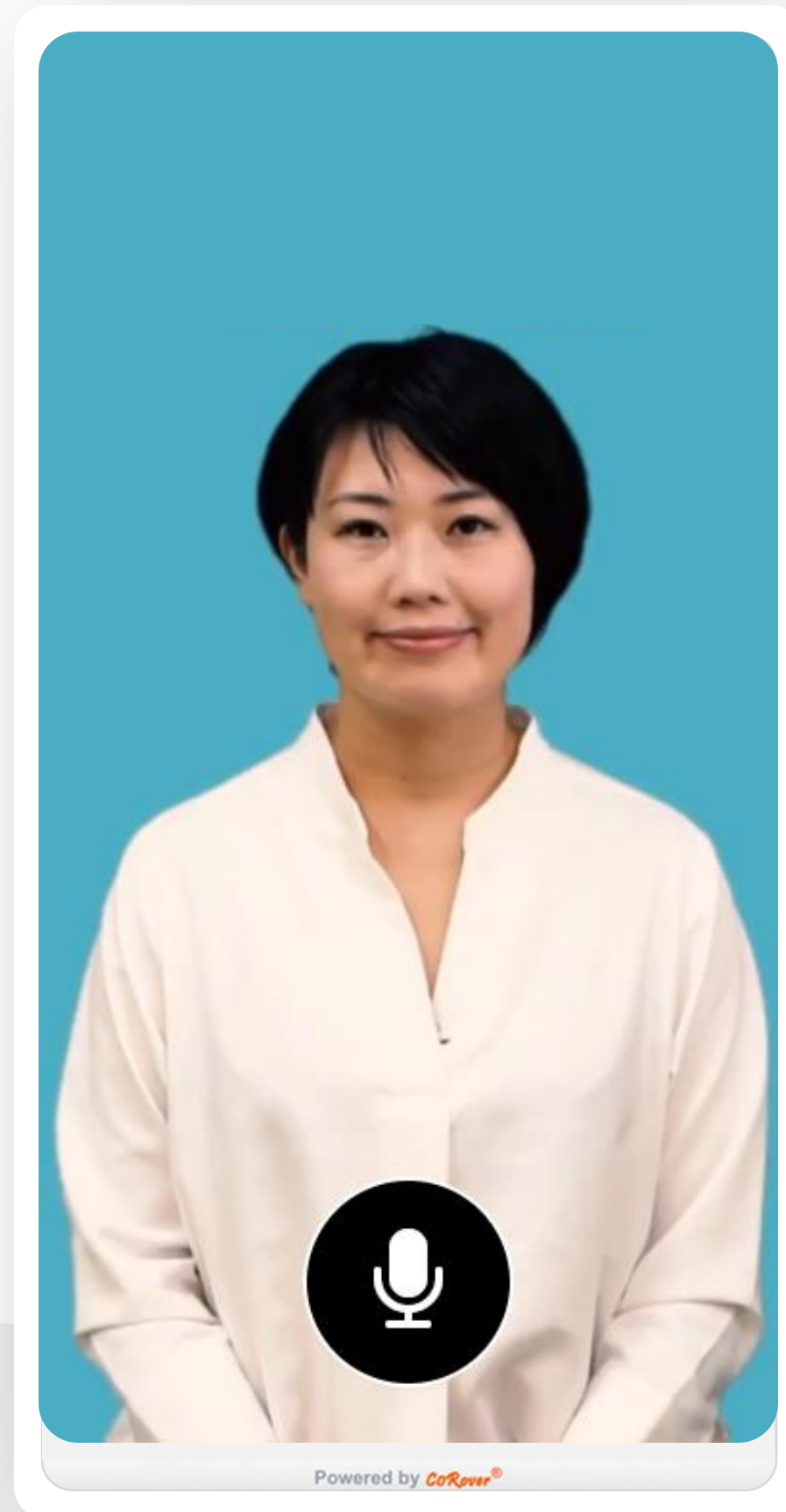
**Human-Centric Conversational AI Platform**  
**10X Faster** Implementation with Responsible, Grounded and Accurate Generative AI

**Enterprise-Grade Virtual Assistants**  
 Trusted by **100+ Enterprises, 1 Billion+ Users** Across **100+ Languages** and **20+ Channels** - Including ChatBot, VoiceBot, VideoBot, IVR Bot and WhatsApp Bot

**Conversational (Video - Voice) Commerce**  
 Enhancing Customer Experience, Operational Efficiency, and Revenue **Growth by 10X**

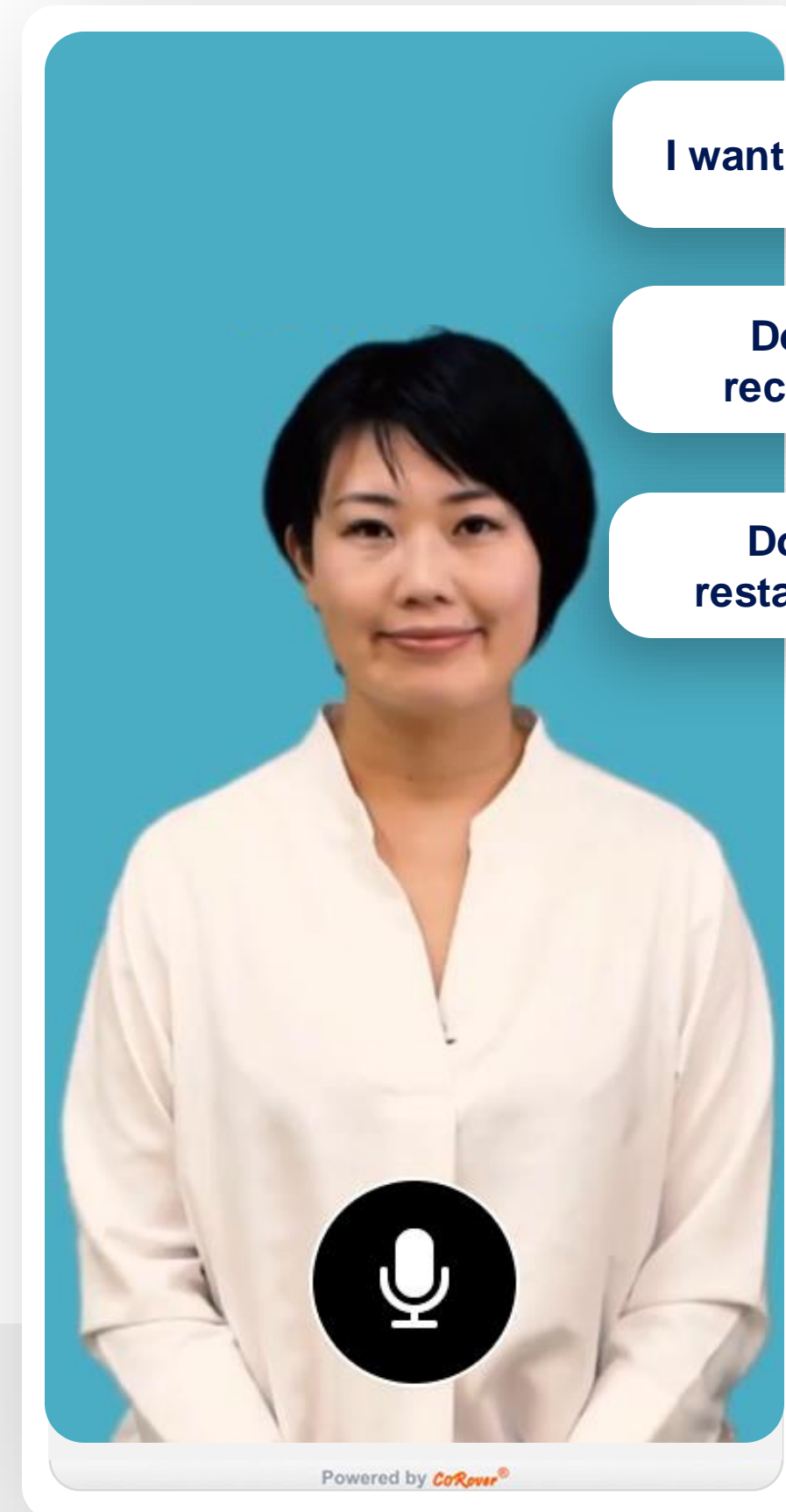


# WORLD'S FIRST AI BASED VIDEOBOT



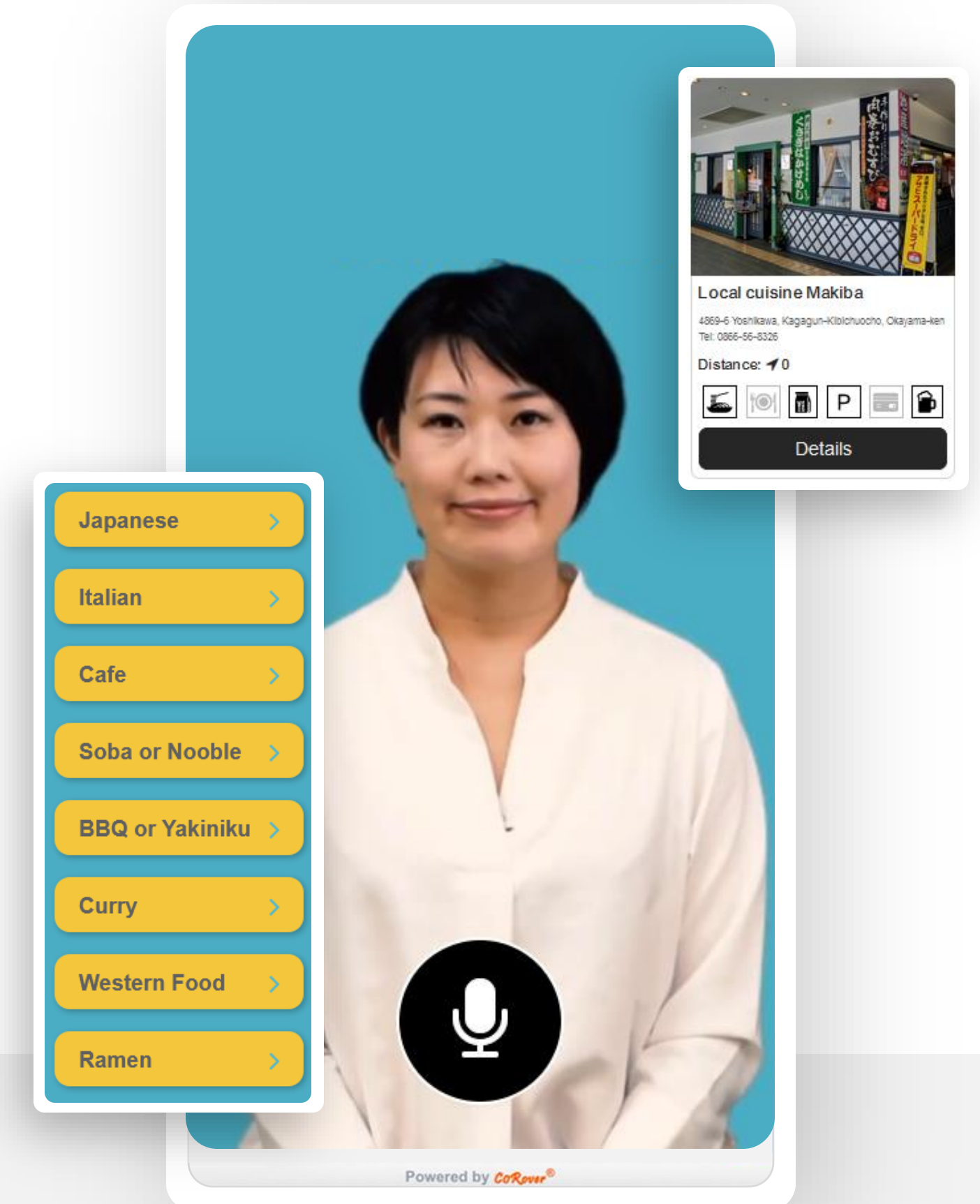
1

Choose video option to interact



2

Share your queries with your human video bot



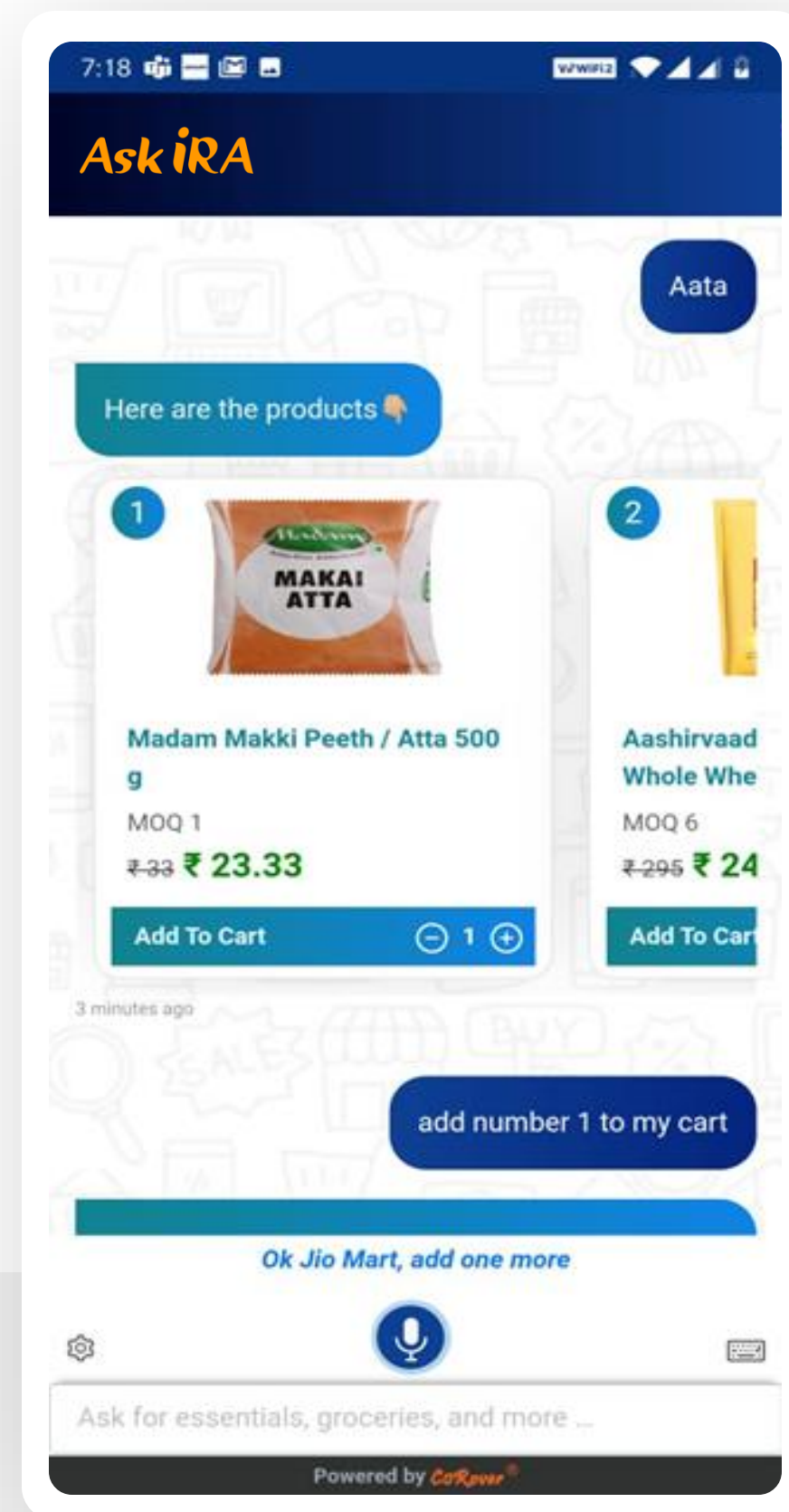
3

Get real time accurate answers



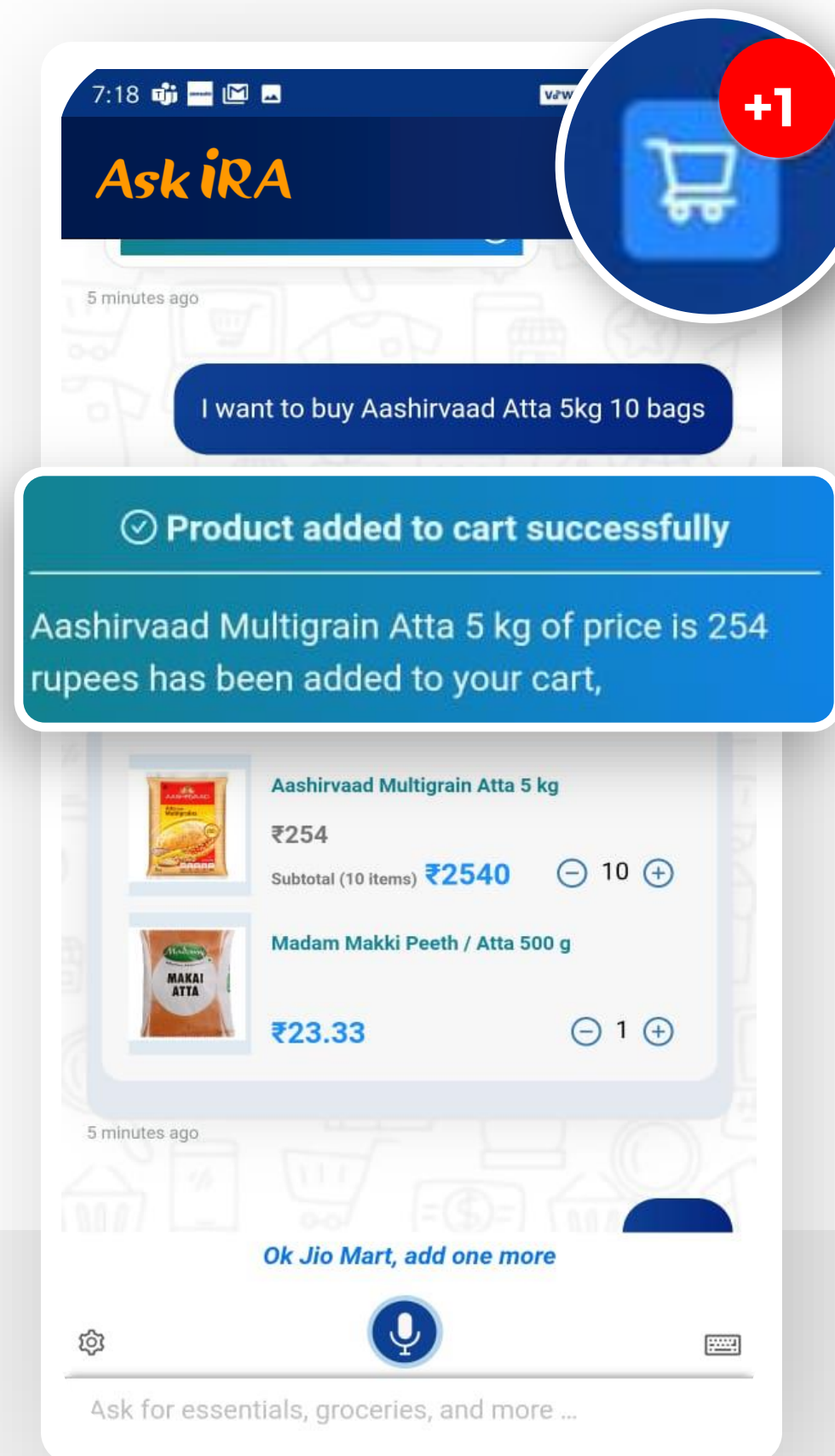
# VOICE ENABLED, MULTI-LINGUAL, SHOPPING ASSISTANT

## VOICE COMMERCE AND VIDEO COMMERCE



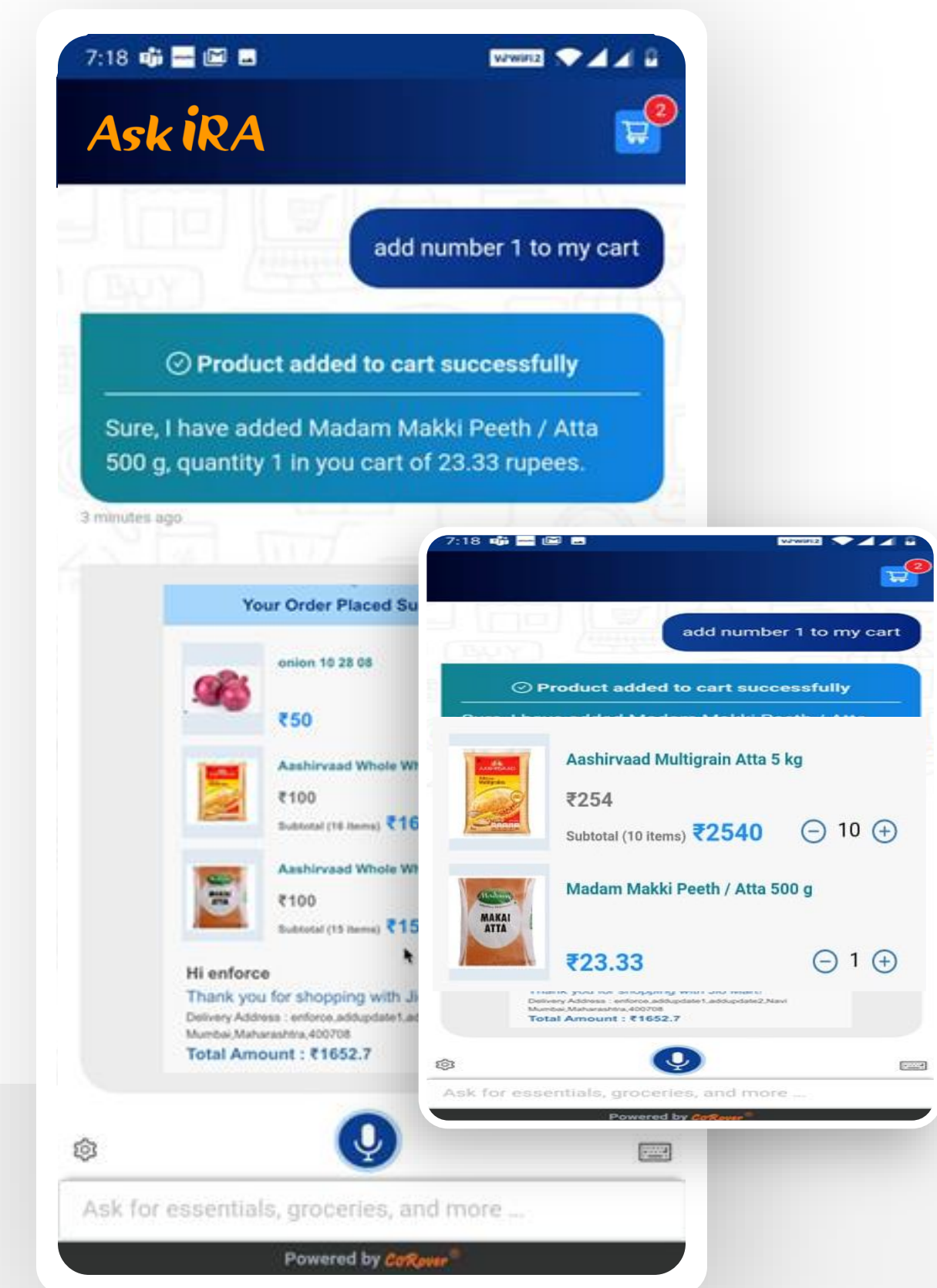
1

User/merchant speaks in the languages of choice to place the order



2

Voice based shopping assistant adds desired product to cart



3

Order is placed successfully



# SNEAK PEAK – VOICE COMMERCE & VIDEO COMMERCE

मुझे जैकेट्स दिखाना

Show me jackets

यह ब्राउन जैकेट कितने की है?

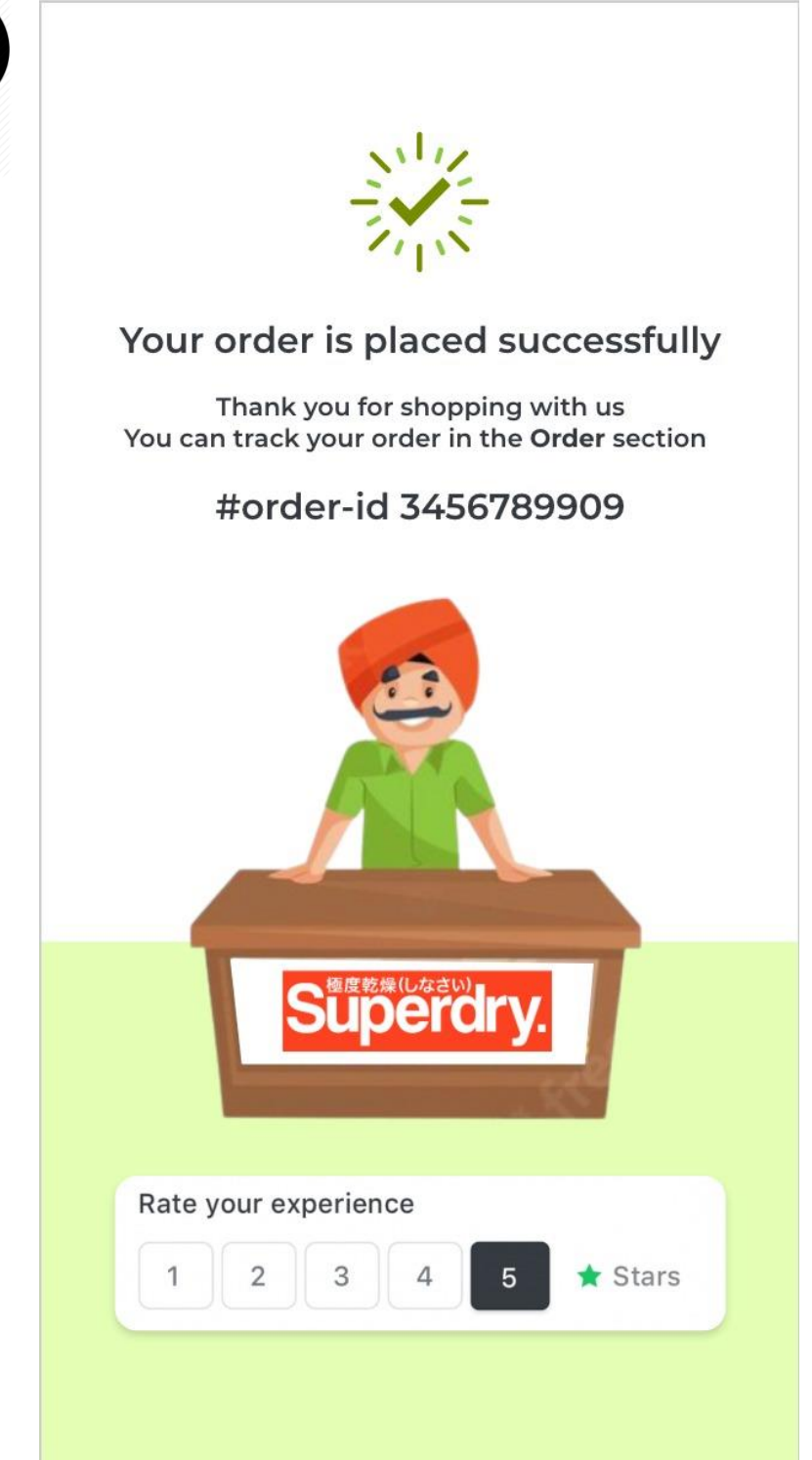
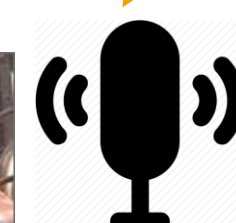
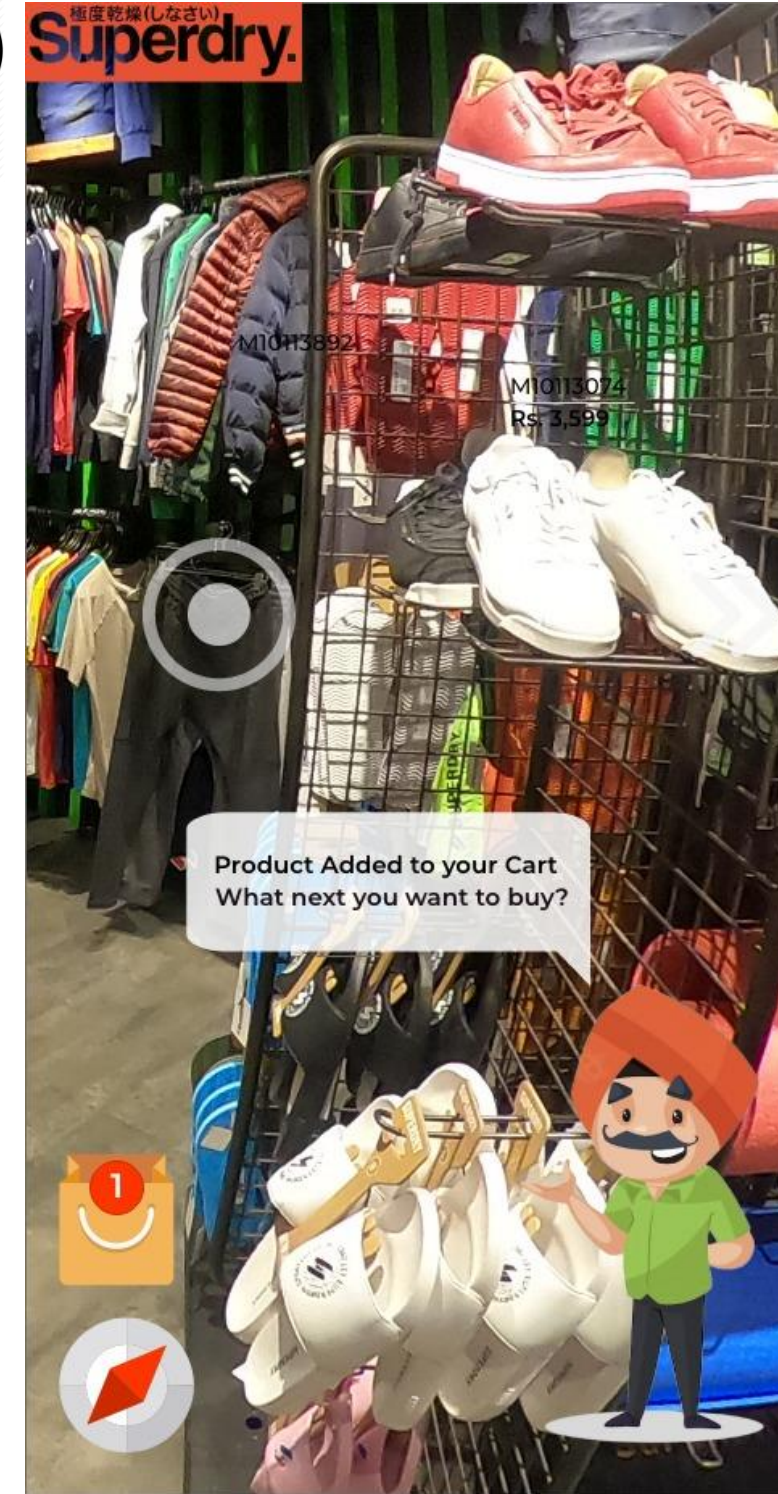
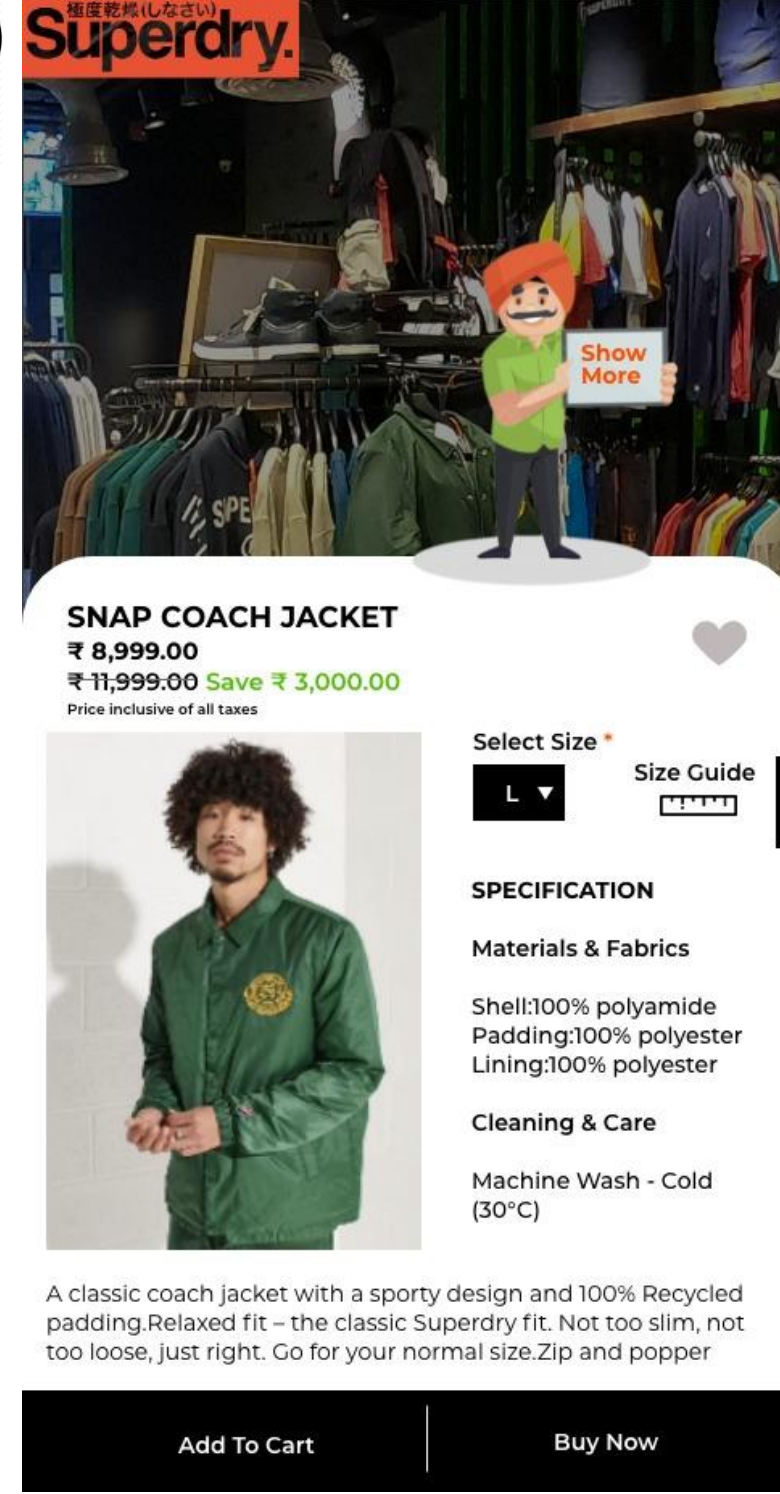
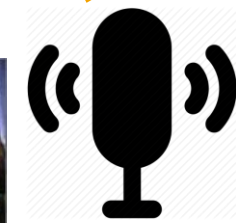
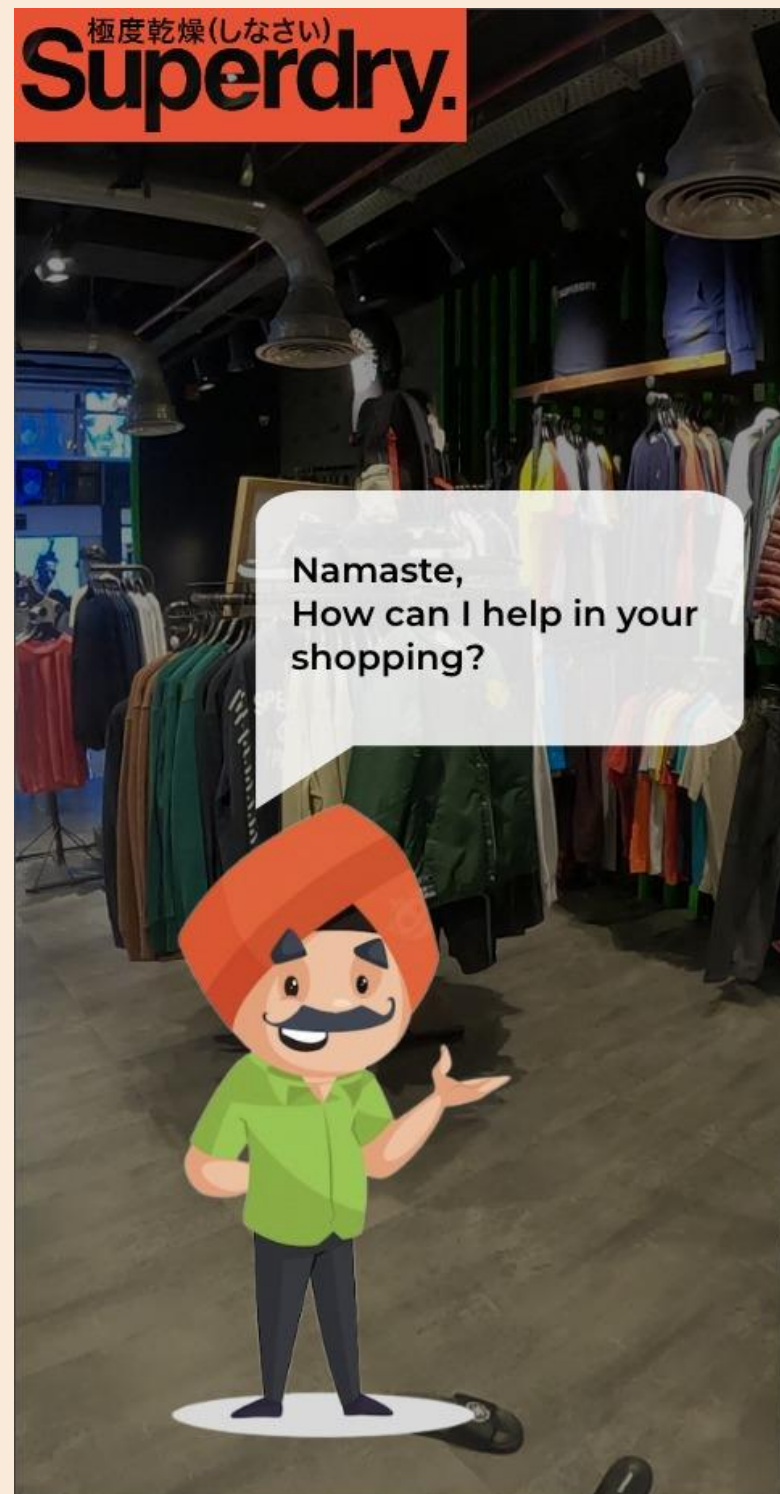
How much is this brown jacket for?

इस जैकेट को मेरे समान में डाल दो

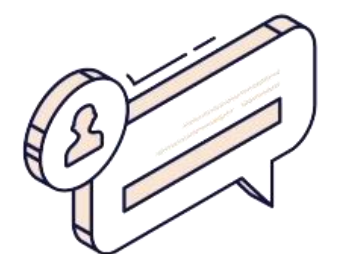
Add to Cart

आर्डर कर दो

Place the order



INTEGRATED VIDEO & VOICE COMMERCE WITH AI VIRTUAL ASSISTANT POWERED BY COROVER.AI





# CONVERSATIONAL CHAT BOT

FINASTRA

what is my account balance

Please enter your account ID.

a minute ago

010100A00P242

Thank you, here are the Account Balance details.

CLOSINGBOOKED	
\$ 99999.00	
OPENINGBOOKED	\$ 99999.00
INTERIMAVAILABLE	\$ 99999.00
INTERIMBOOKED	\$ 99999.00
INTERIMCLEARED	\$ 99999.00

English

Please enter your query

Powered by CoRover

1

Choose the language, format, channel

FINASTRA

Please show me ATMs nearby

Please show me my account transactions

Loan service Request

Please enter your account ID.

a minute ago

CLOSINGBOOKED	
\$ 99999.00	
OPENINGBOOKED	\$ 99999.00
INTERIMAVAILABLE	\$ 99999.00
INTERIMBOOKED	\$ 99999.00
INTERIMCLEARED	\$ 99999.00

English

Please enter your query

Powered by CoRover

2

Do any banking transactions - check account balance, transfer funds & more

FINASTRA

View larger map

State Bank Of

State Bank of In

SBI ATM

HDI D.

You can now initiate any of the below requests instantly for your loan account.

- Foreclosure Statement
- Foreclosure Request
- Closure Letter
- Interest Certificate
- Repayment Schedule
- RTO Confirmation
- Balance Confirmation Certificate
- Part Payment Request
- Change of Email Address
- Loan Cancellation Letter
- Sanction Letter
- Provisional Interest Certificate

CLOSINGBOOKED	
\$ 99999.00	
OPENINGBOOKED	\$ 99999.00
INTERIMAVAILABLE	\$ 99999.00
INTERIMBOOKED	\$ 99999.00
INTERIMCLEARED	\$ 99999.00

English

Please enter your query

Powered by CoRover

3

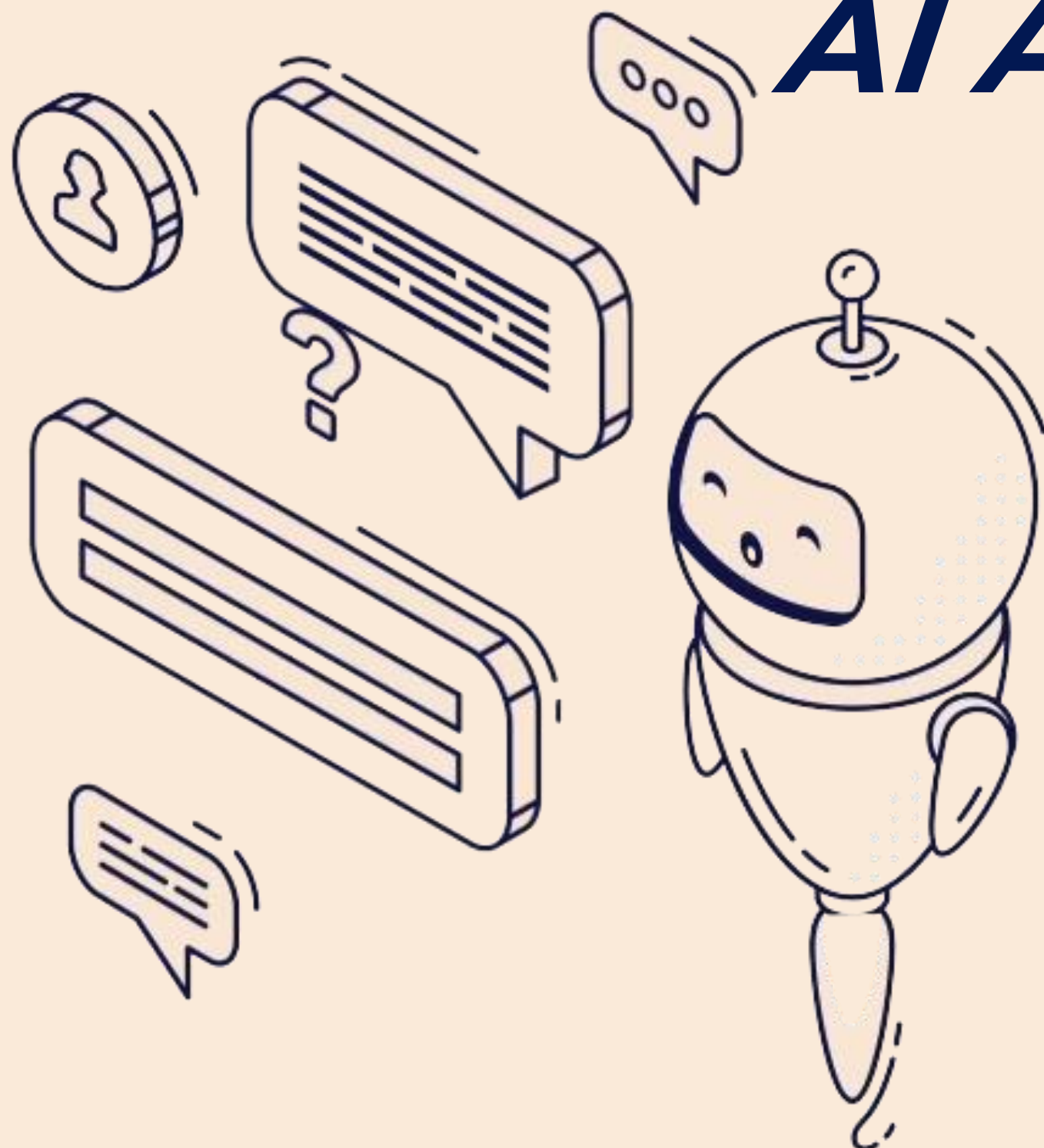
Get instant replies for all your banking queries



***AGENTIC AI***

***AI Assistant/Co-Pilot/AI Agent***

***BUILDER***



# SELF SERVICE PLATFORM - VIRTUAL ASSISTANT BUILDER

The screenshot displays the CoRover.ai BharatGPT interface for training a chatbot. At the top, the navigation bar includes 'BharatGPT (Gen AI)', 'Test Bot', 'Configuration', 'Train Bot (Classic NLP)', 'Small Talk', 'Generate Video', 'Add Substitution', 'Analytics', and 'Integrations'. The main section is titled 'Train Chatbot' and contains a list of intents on the left, a central workspace for building the chatbot flow, and a right-hand panel for configuring responses and buttons.

**Intents:** A list on the left includes 'Types\_Elections'. The main workspace shows a flow starting with the intent 'What are the Types of Elections in India?'. Below this, several buttons are visible: 'General Elections in India', 'Local Body Elections in India', 'Rajya Sabha Elections in India', 'Vice-Presidential Elections of India', and 'Presidential Elections of India'. A video player is also present in the workspace.

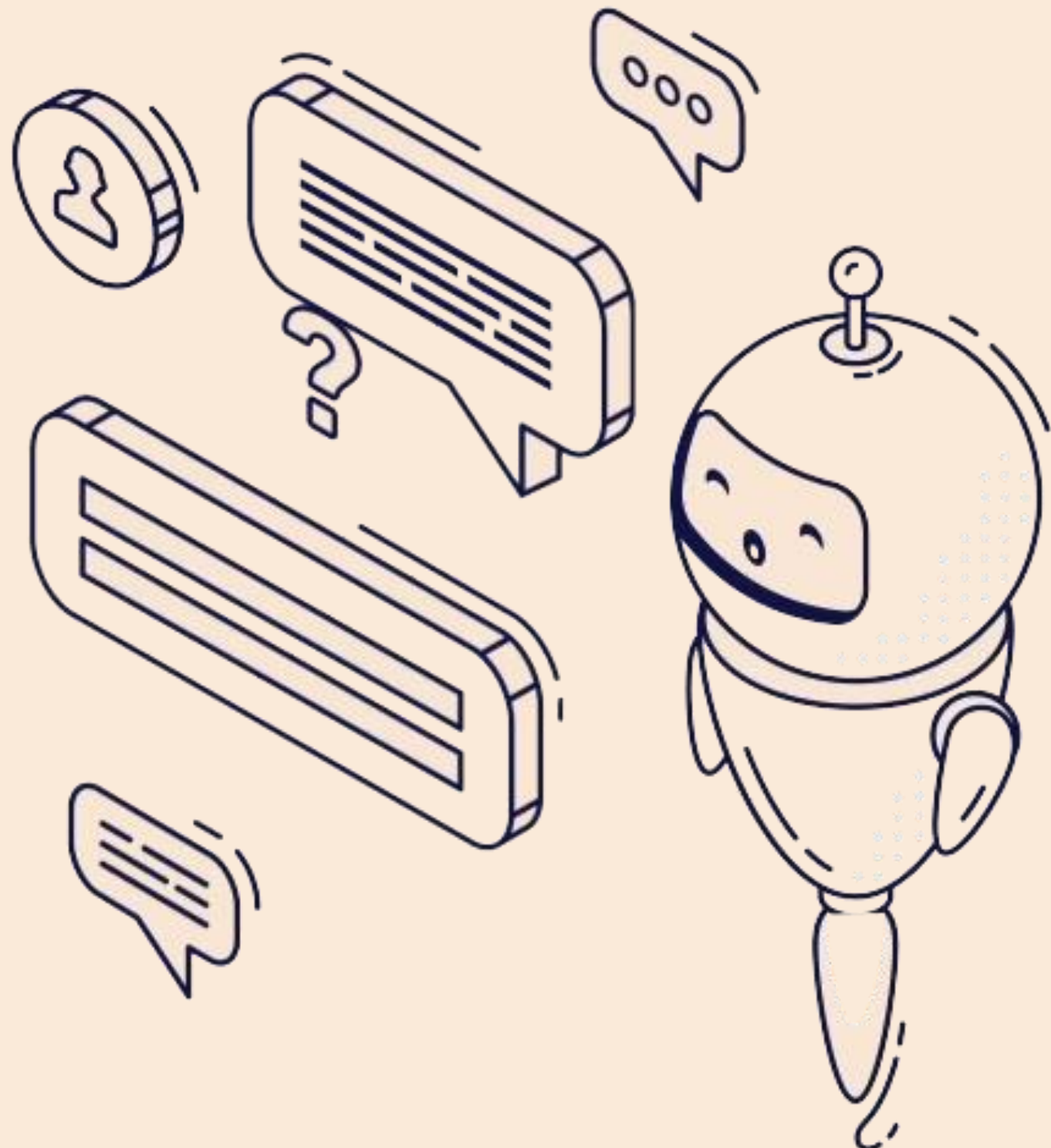
**Add Elements:** A modal window titled 'Add Elements' is open, prompting the user to 'Please select element for response.' The options listed are: 'Response' (Custom), 'Auto Response' (BharatGPTv1, By CoRover), 'Auto Response' (BharatGPTv2, By CoRover), 'Auto Response' (Bard / VertexAI), 'Auto Response' (ChatGPT), 'Video' (For Videobot), 'Button', and 'Link'.

**Response:** The right-hand panel shows the response for the selected intent. The response text is: '1. General Elections: These are held every five years to elect the members of the Lok Sabha (lower house of Parliament) and the State Legislative Assemblies. 2. By-elections: These are held to fill vacancies in the Lok Sabha and State Legislative Assemblies caused by the death, resignation or disqualification of a sitting member. 3. Rajya Sabha Elections: These are held to elect members of the Rajya Sabha (upper house of Parliament). 4. Presidential Elections: These are held to elect the President of India. 5. Vice-Presidential Elections: These are held to elect the Vice-President of India. 6. Local Body Elections: These are held to elect members of local bodies such as Municipal Corporations, Panchayats, and Zilla Parishads.' Below the response, there are 'CREATE AUDIO' and 'Buttons' sections. The buttons section contains five buttons corresponding to the election types, each with a trash icon and an edit icon. At the bottom, there are '+ ADD ELEMENTS' and 'SAVE INTENT' buttons.



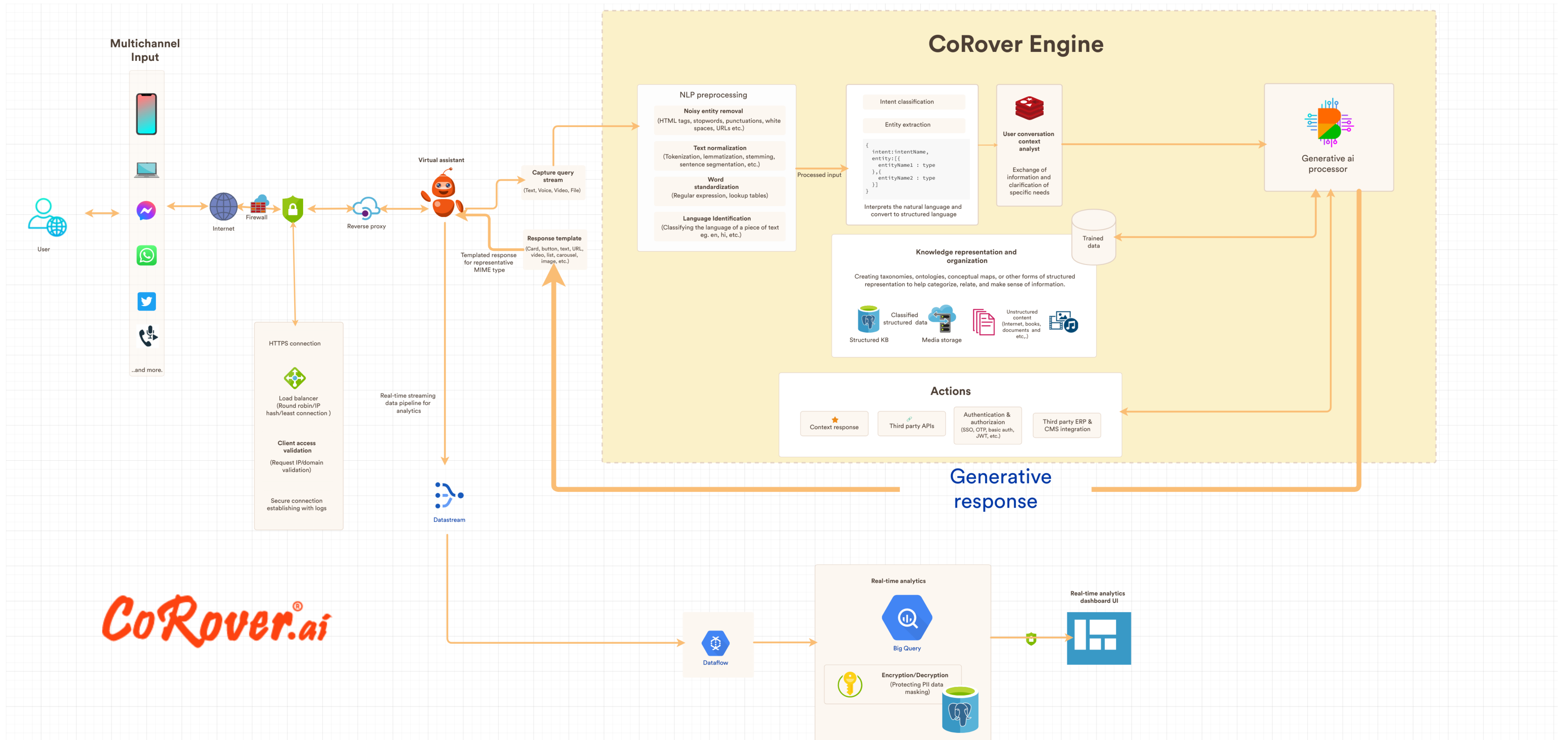
# ***ARCHITECTURE***

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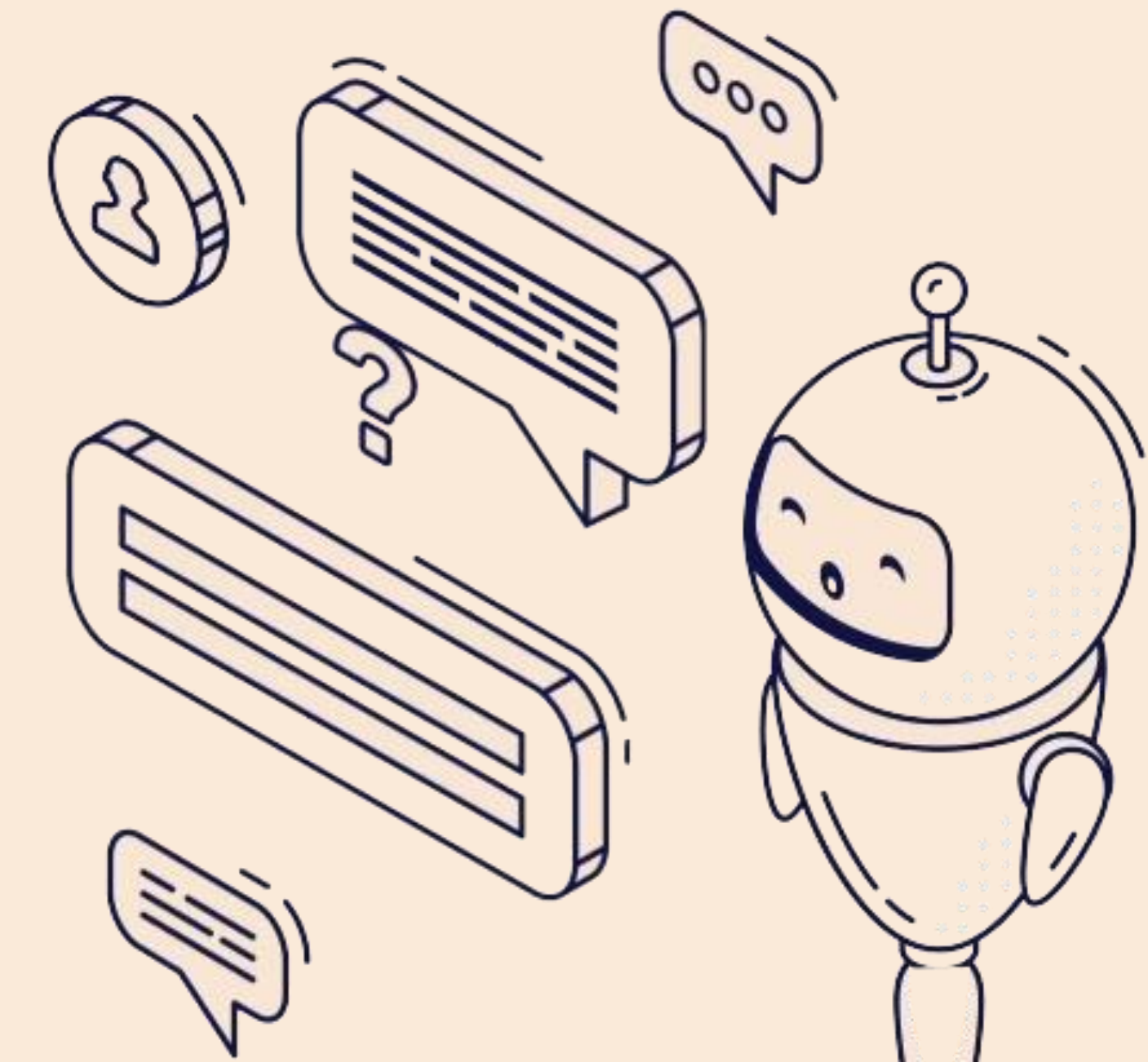


# ARCHITECTURE WITH GENERATIVE AI (LLM)



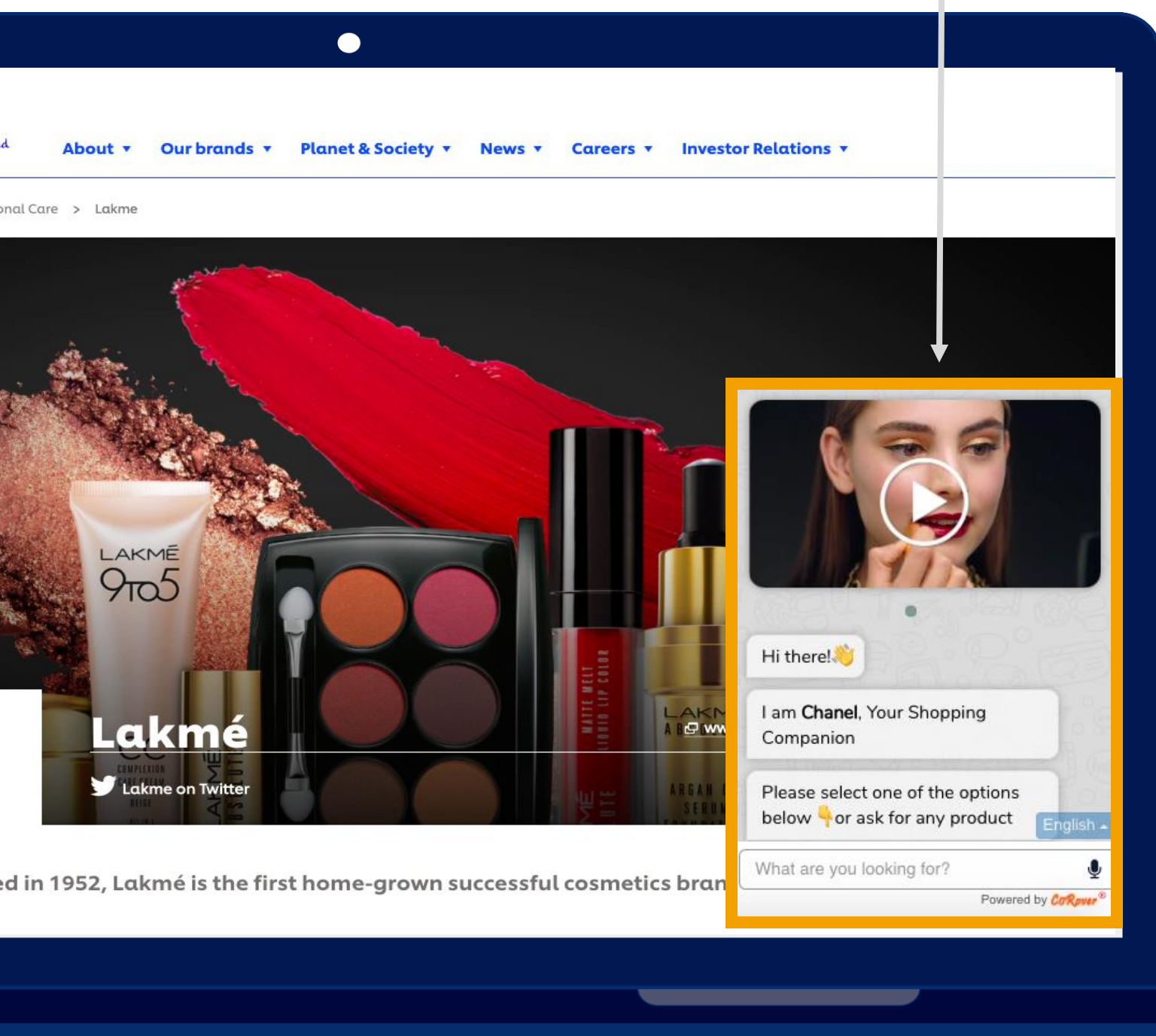
# ***SERVICE OFFERINGS FOR VARIOUS INDUSTRY VERTICALS***

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# AI VIRTUAL ASSISTANT FOR B2C, B2B AND D2C

Easy Product Discovery & Customer Support Automation



## Customer Acquisition

Connect with consumers virtually and increase conversion



## Personalized Experience

Delight customers with Enhanced User Experience



## Customer Retention

Connect with consumers in real time and improve company credibility



## Cross-Sell & Up-Sell

Increase revenue by providing a seamless experience





# HUMAN-CENTRIC SHOPPING ASSISTANT WITH VOICE AND VIDEO COMMERCE



## *Vernacular Voice Support*

Auto training of **multiple languages and dialects**



## *Multi-device support*

**Easy integration** with POS and ERP systems



## *Subset dictionary for high accuracy*

Auto training of **unlimited SKUs, Store, Vendor, Ware House**

## *Complete Shopping Experience*



Grocery



Food & Entertainment



Apparels

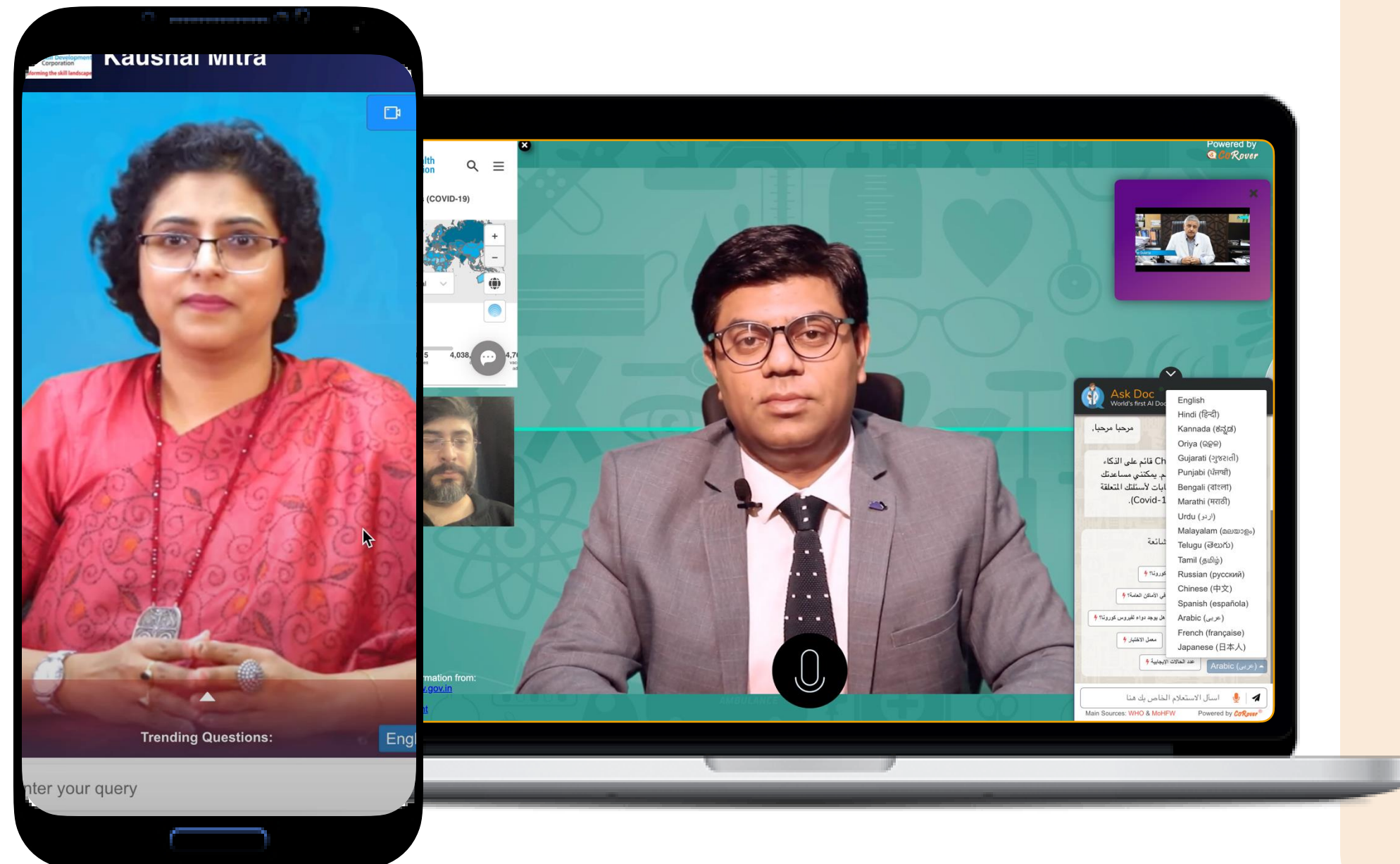


Utilities & Bill Pay

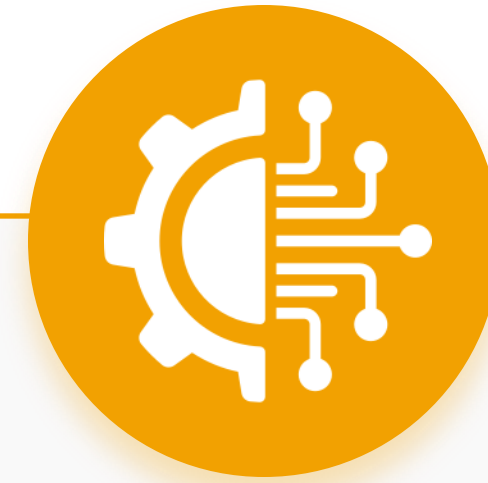
# AI VIRTUAL ASSISTANT FOR ORGANISATIONS



## Humanised Virtual Assistant



Improve top-line **via lead gen and engagement**



Improve bottom-line **via customer support automation**

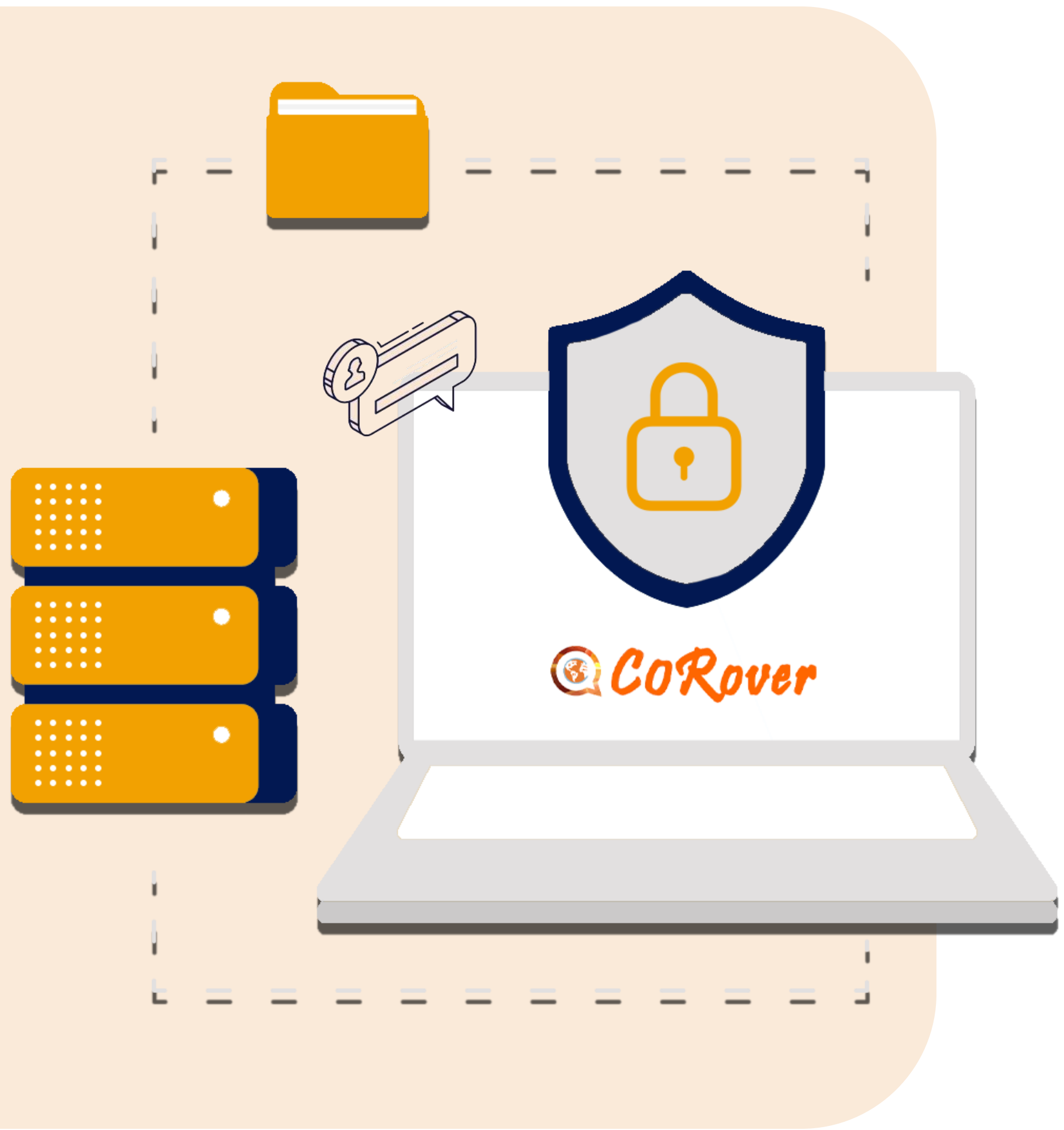


Personalised customer experience **via human centric virtual assistant**



Operational efficiency **via 24X7 virtual assistant**

# INFORMATION SECURED WITH MULTIPLE LAYERS OF SECURITY

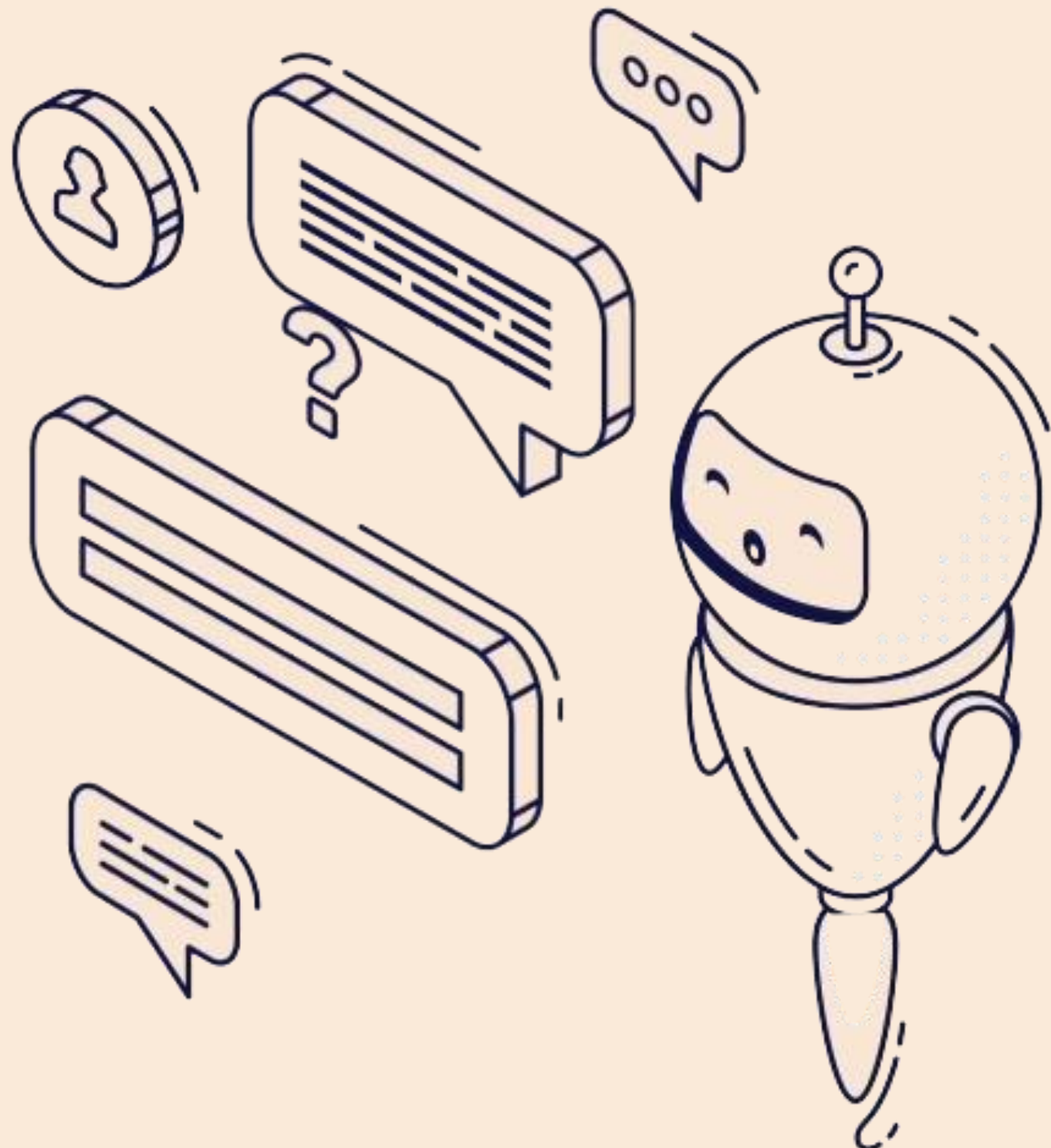


- **ISO 27001:2013 Certified** (Information Security Management System)
- **CMMI Maturity Level 5** and **ISO 9001:2015** Certified (Process )
- Third party Security Test & **Certification from CERT-In empanelled company**
- **GDPR Compliant** and **Compliant to India's Data Protection Bill**
- PII data like name, email, phone (if any) are all **stored with encryption**
- **Multiple layers of security-hosted** in VPC, SSL encrypted and protected by DDOS attack shield
- **High Availability (99.99% Uptime)** - Enabled with health checks and load balanced which makes the application accessible all times
- **Disaster Recovery** supported



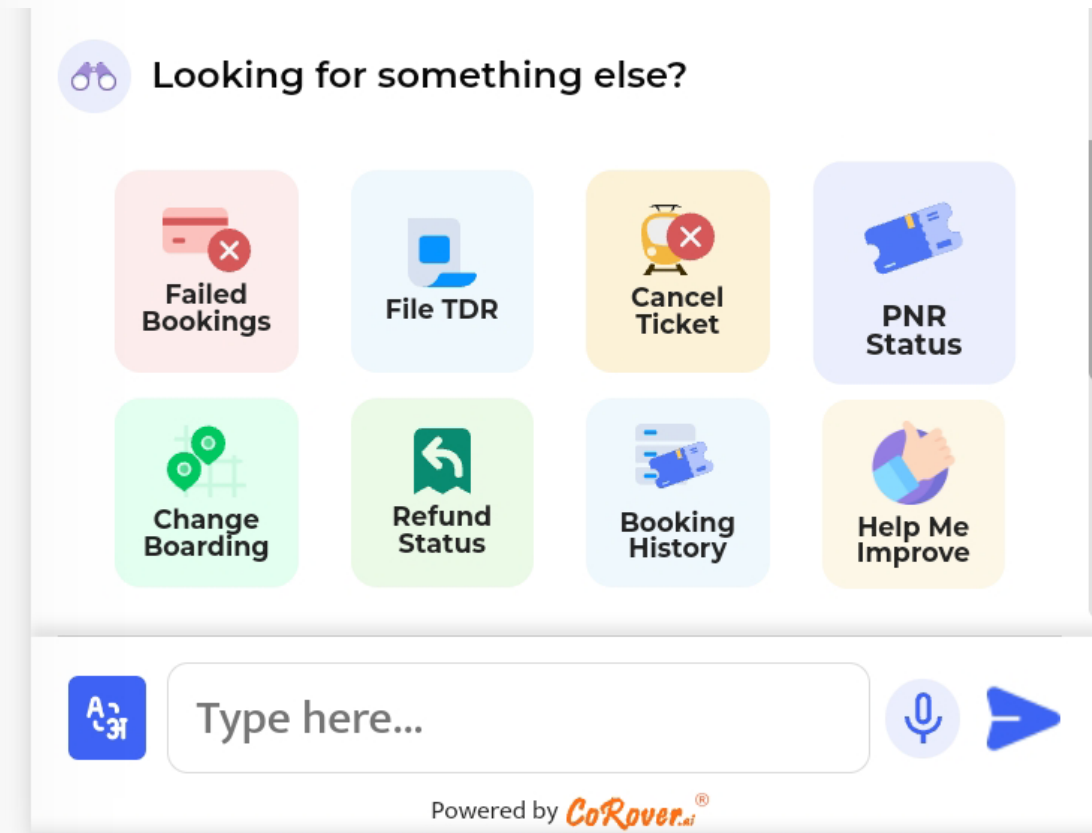
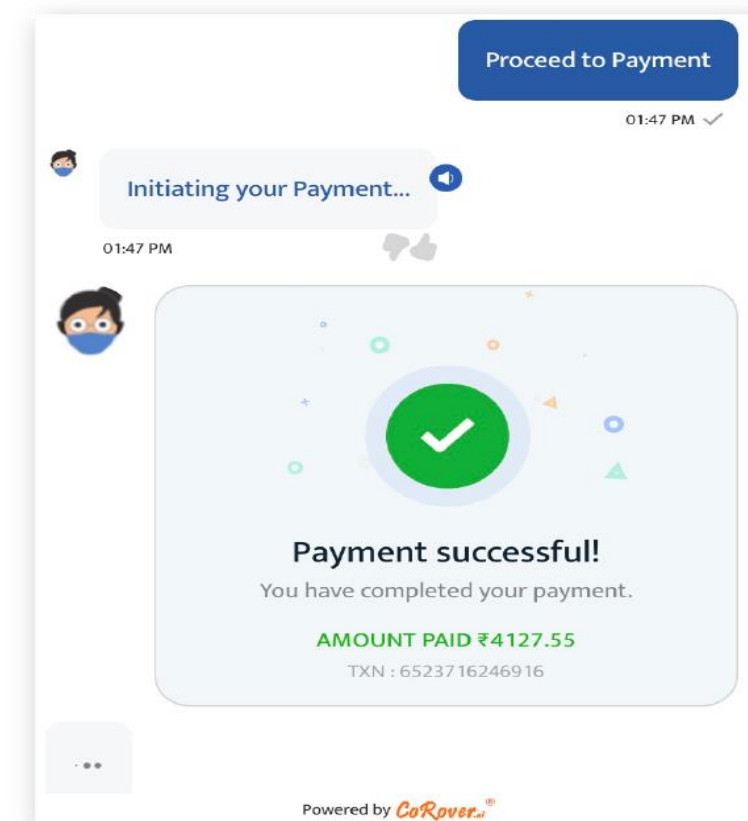
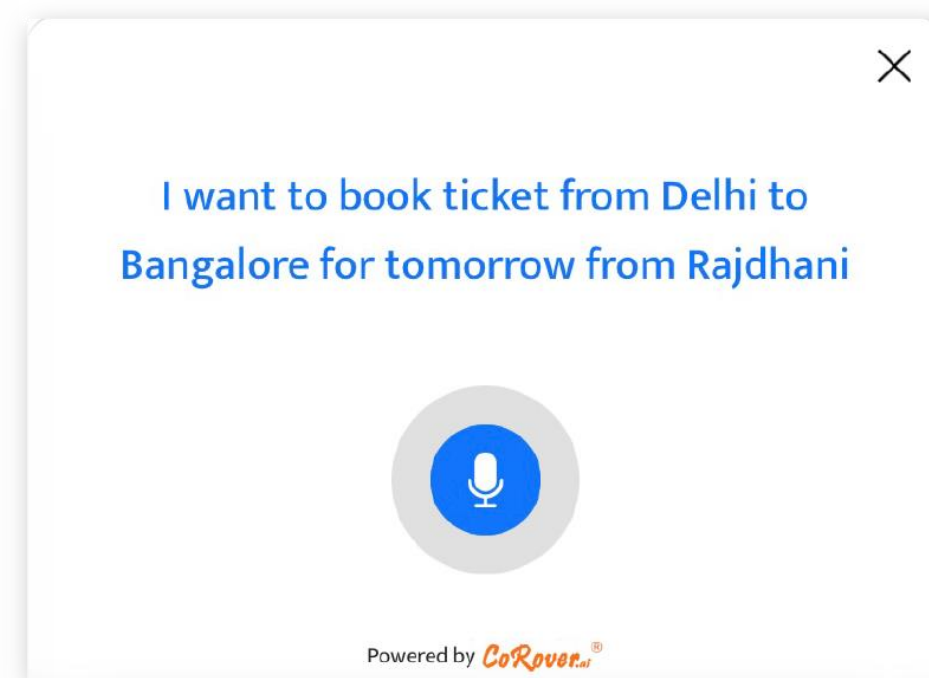
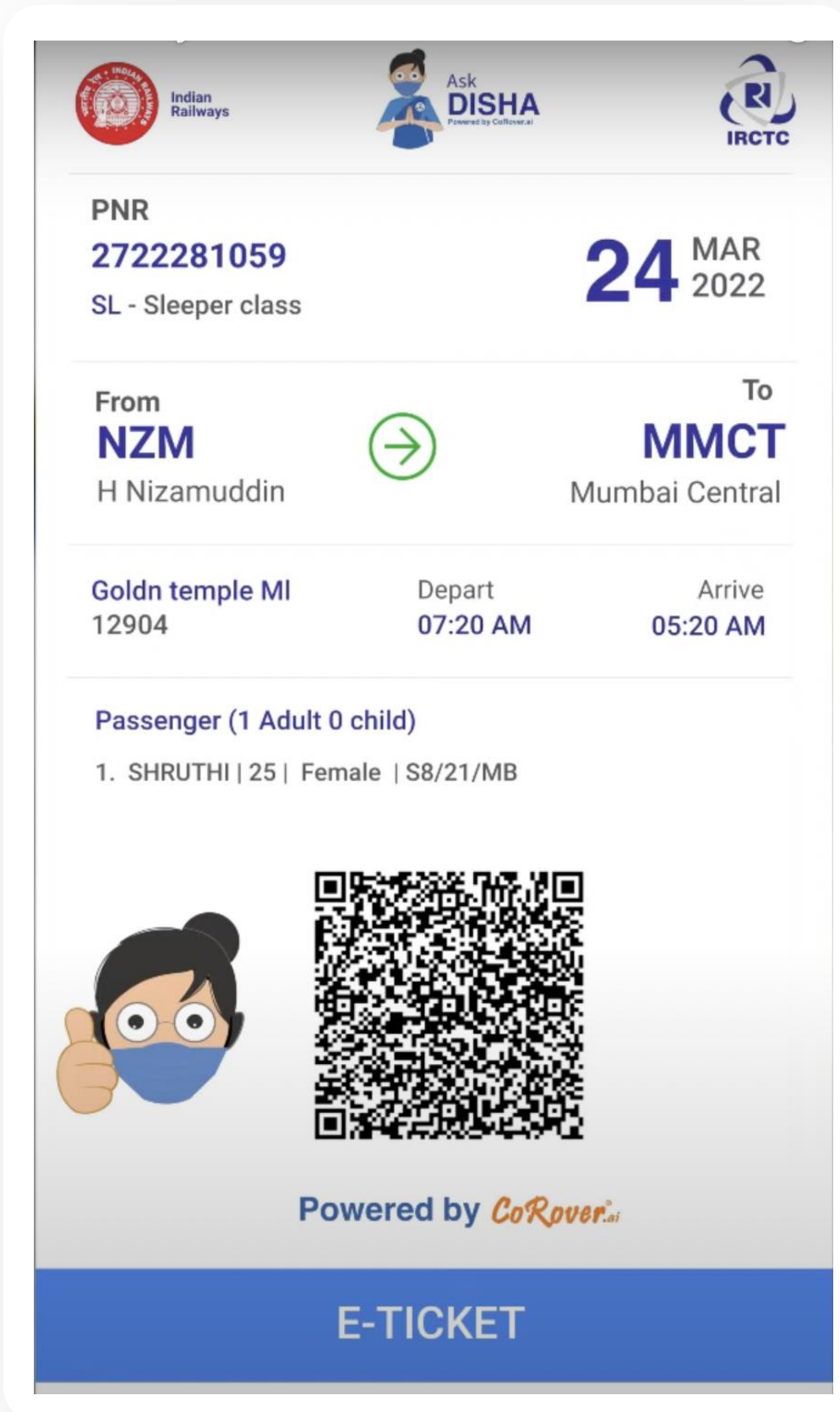
# ***CASE STUDIES***

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# CASE STUDY – ‘AskDISHA 2.0’ by IRCTC (Travel)

Now book ticket by Chat & Voice in multiple languages, without IRCTC password



## Outcome

**\$3 Mn** ~ Monthly Transaction Value

**700K** Daily Passenger Queries

**70%** Increase in CSAT (due to 0 wait time)

**70%** Reduction in queries over other channels

**90%** Positive Feedback Of IRCTC's customers

**90%** Accuracy

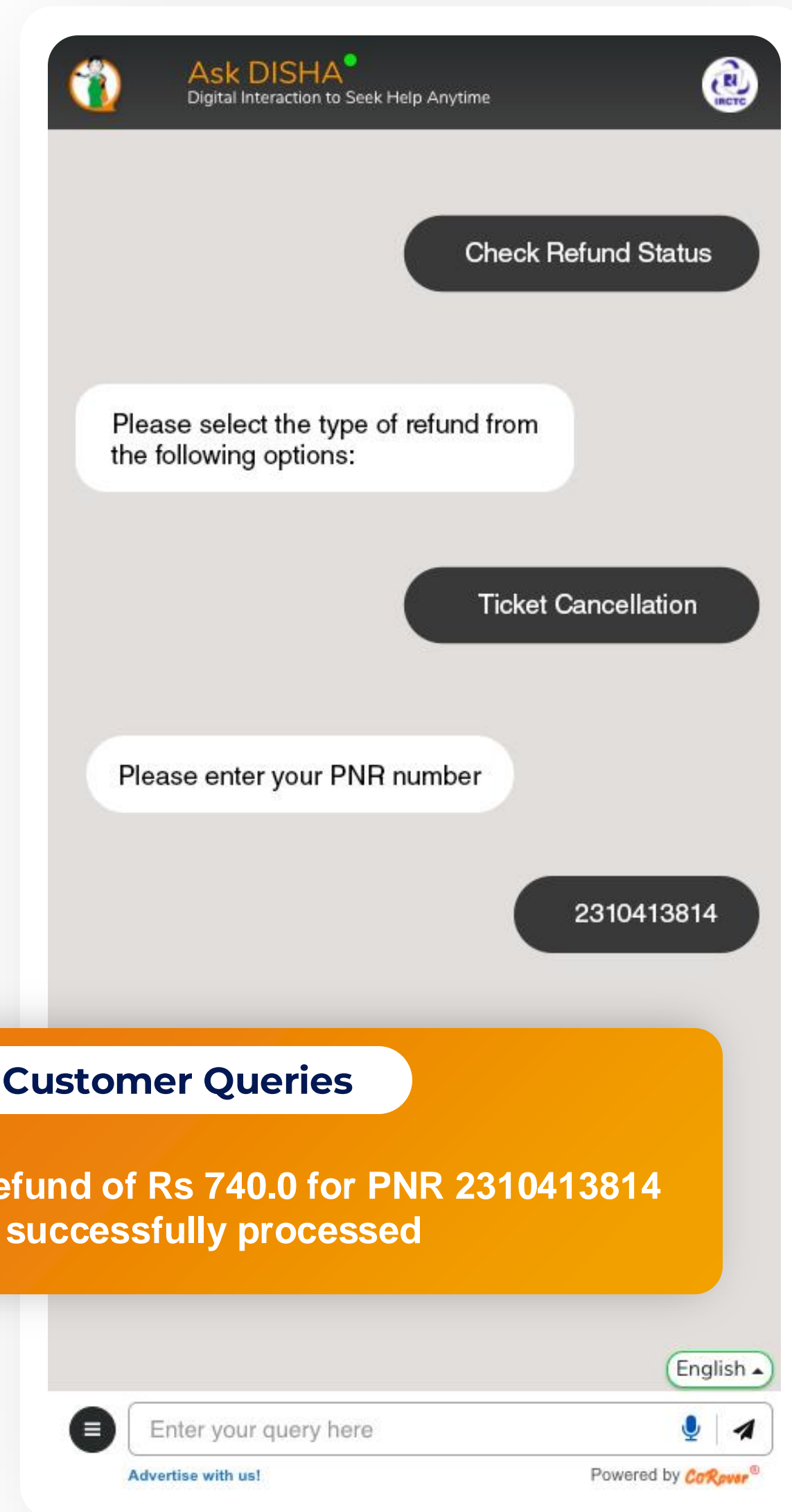


**Asia's Leadership Award**  
For Innovation using Technology, 2019



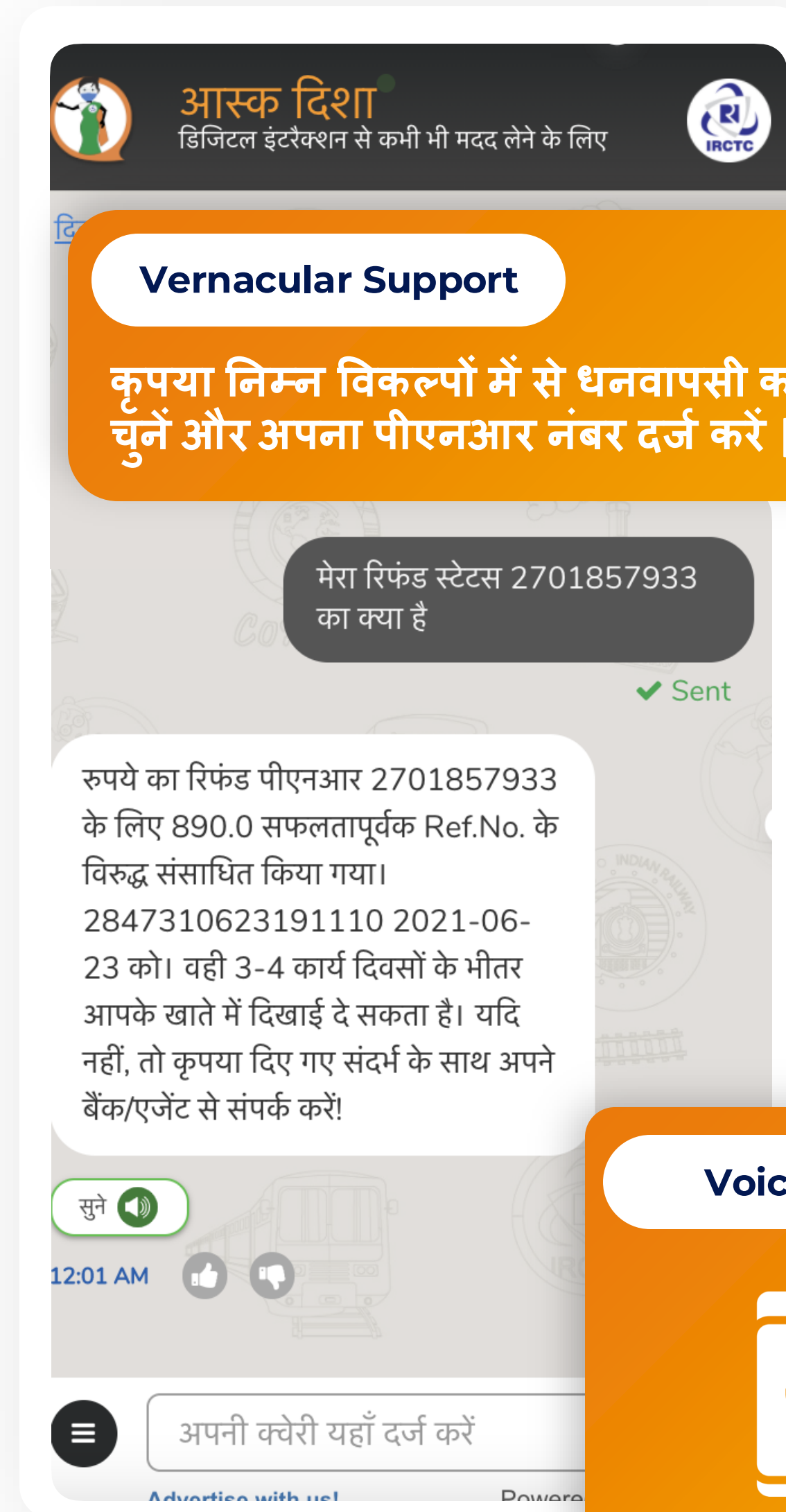
# CASE STUDY – ‘AskDisha’ by Indian Railways

(Travel)



## Customer Queries

Refund of Rs 740.0 for PNR 2310413814 is successfully processed



## Vernacular Support

कृपया निम्न विकल्पों में से धनवापसी का प्रकार चुनें और अपना पीएनआर नंबर दर्ज करें।

मेरा रिफंड स्टेटस 2701857933 का क्या है

रुपये का रिफंड पीएनआर 2701857933 के लिए 890.0 सफलतापूर्वक Ref.No. के विरुद्ध संसाधित किया गया। 2847310623191110 2021-06-23 को। वही 3-4 कार्य दिवसों के भीतर आपके खाते में दिखाई दे सकता है। यदि नहीं, तो कृपया दिए गए संदर्भ के साथ अपने बैंक/एजेंट से संपर्क करें!

## Voice Support

## Outcome

**800K** Concurrent Users

**70%** Increase in CSAT (due to 0 wait time)

**70%** Reduction in queries over other channels

**85%** Positive Feedback

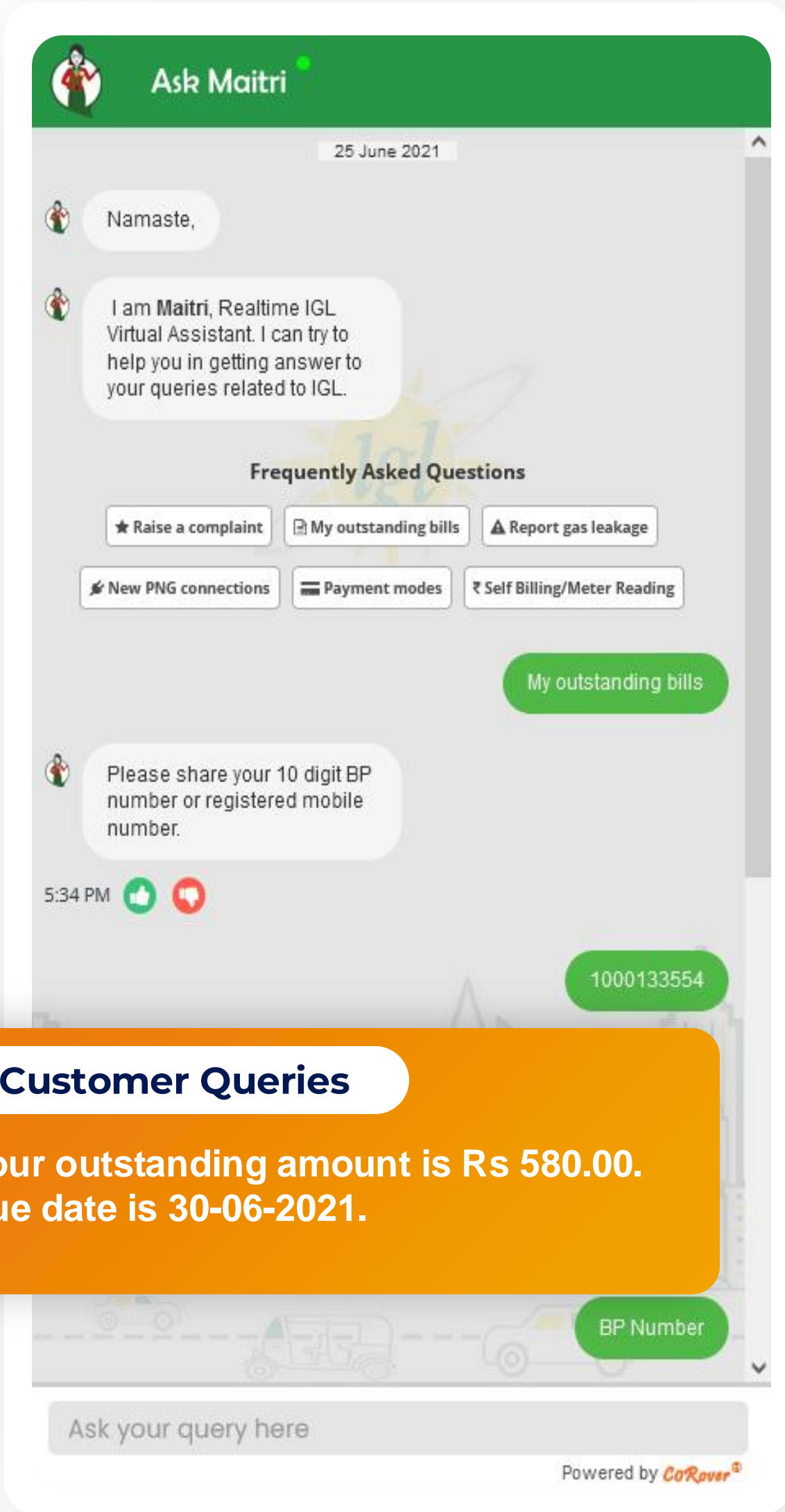
**90%** Accuracy



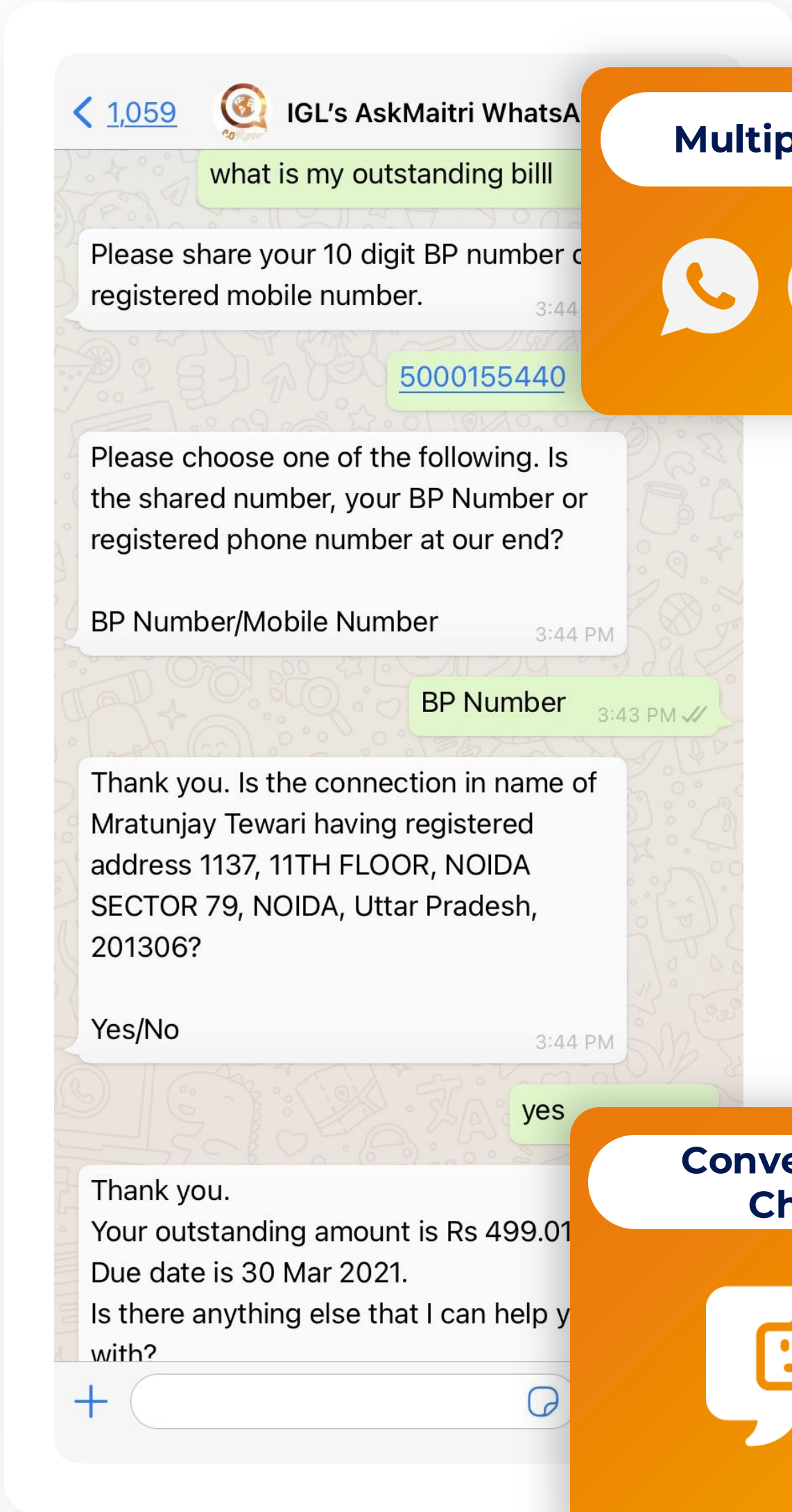
**Asia's Leadership Award**  
For Innovation using Technology, 2019



# CASE STUDY – ‘Ask Maitri’ by IGL (Energy/Utility)



**Customer Queries**  
 Your outstanding amount is Rs 580.00.  
 Due date is 30-06-2021.



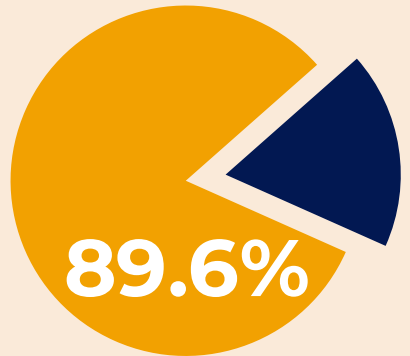
**Multiple Formats**

**Conversational Chatbot**

## Outcome in a year

**840K** Users

**81.9%** Excellent Feedback



Total Answered Queries:  
**14,599,30**

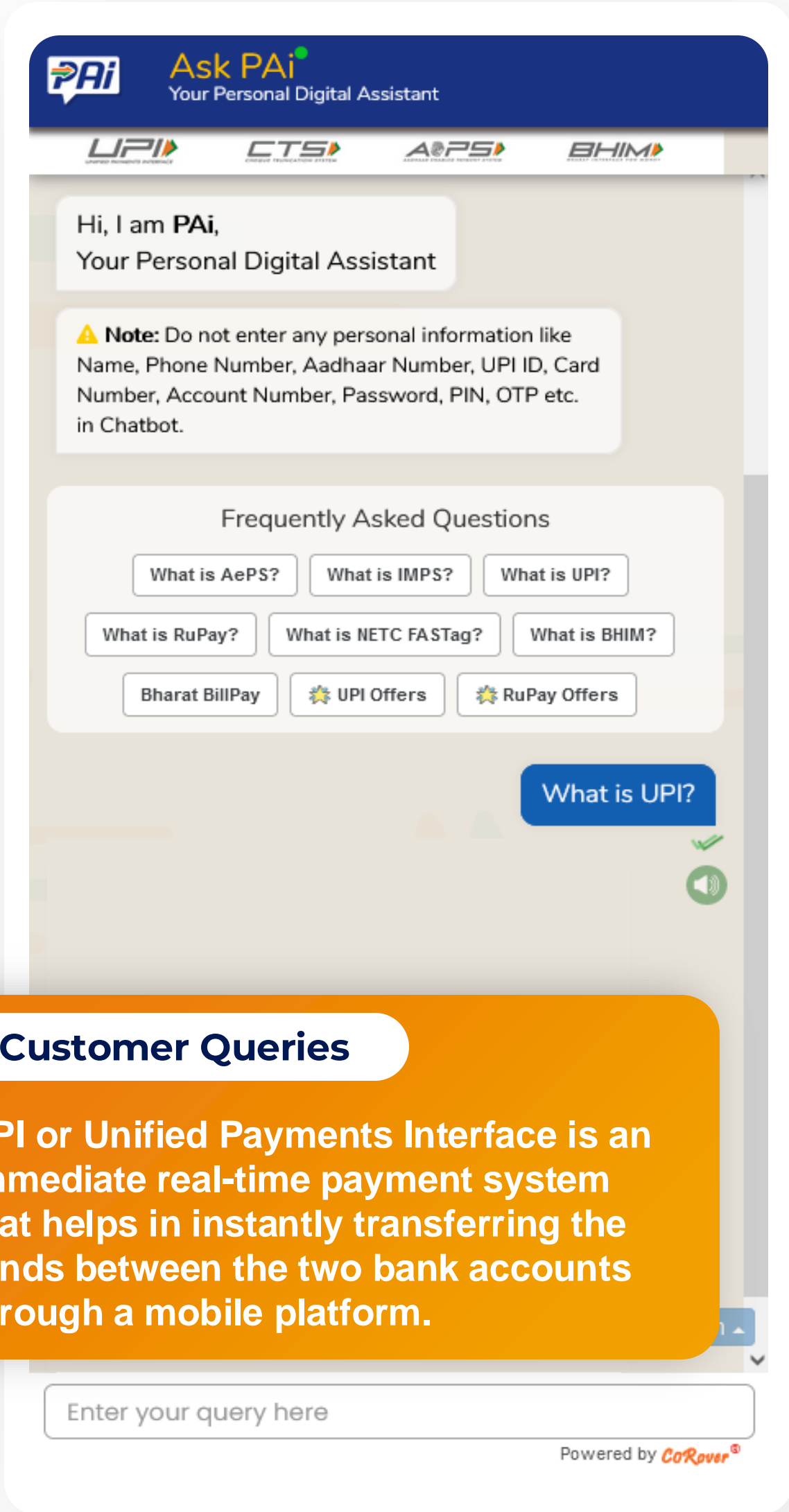
Total Asked Queries:  
**16,295,80**

integrated with:



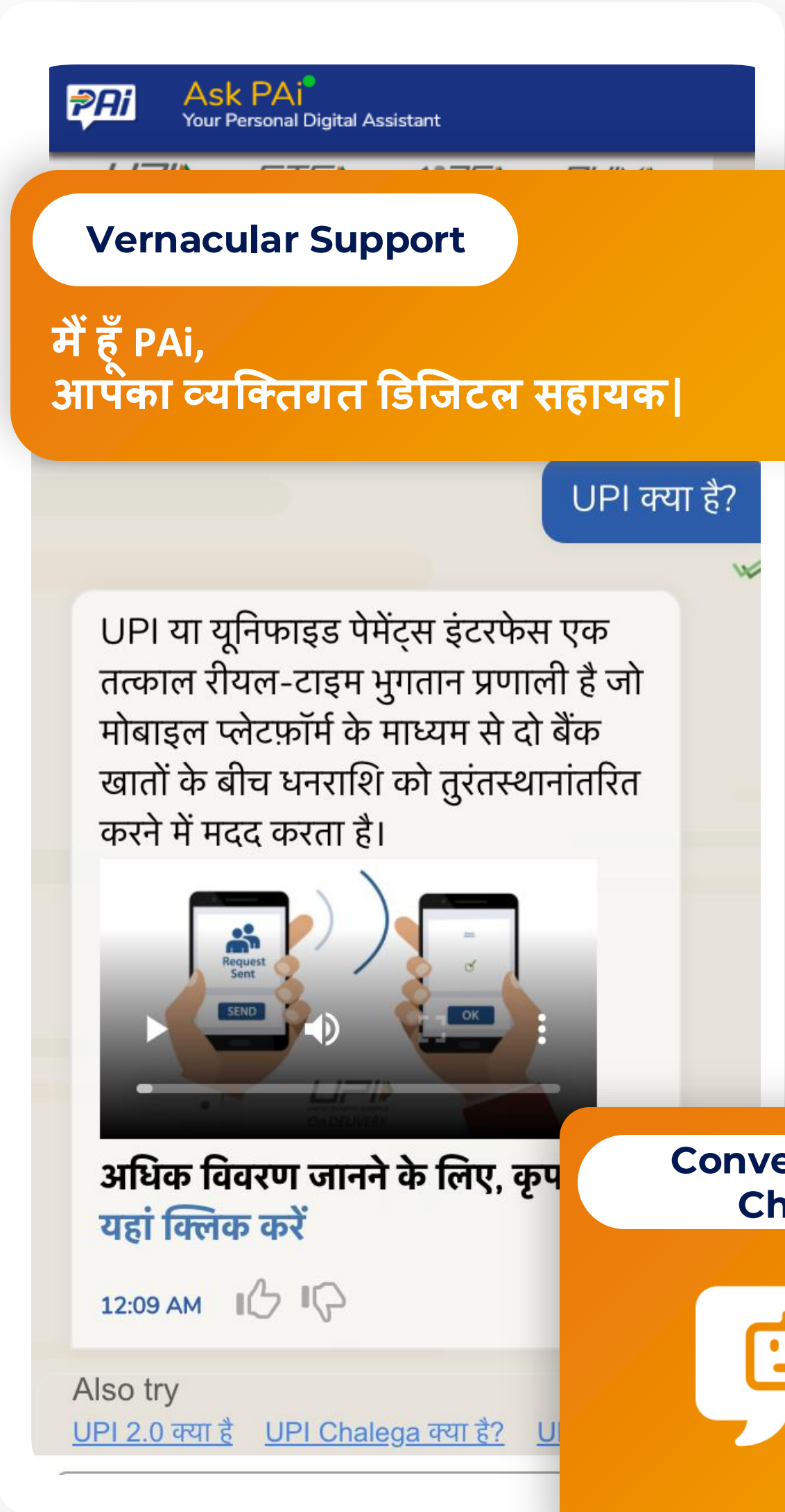
# CASE STUDY – ‘Ask PAi’ by NPCI (Banking/Finance)

## Outcome in a year



**Customer Queries**

UPI or Unified Payments Interface is an immediate real-time payment system that helps in instantly transferring the funds between the two bank accounts through a mobile platform.

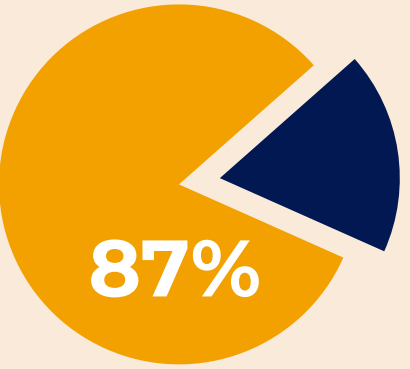


**540K** Users

**87%** Excellent Feedback

**0.5sec** Time taken To respond

**70+** Banks/NBFCs Onboard



Total Answered Queries: **10,89,554**

Total Asked Queries: **9,57,672**

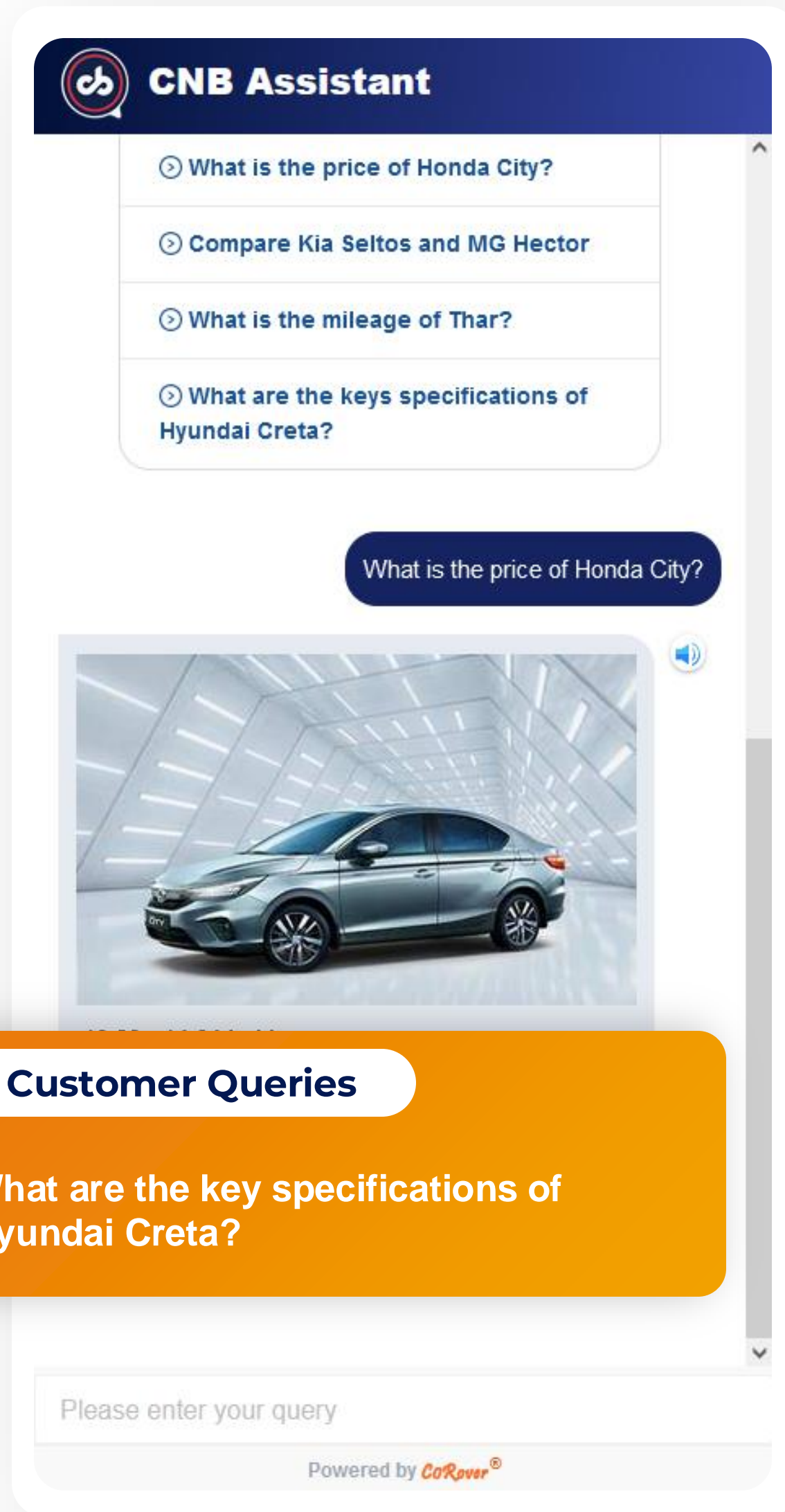
Integrated With:





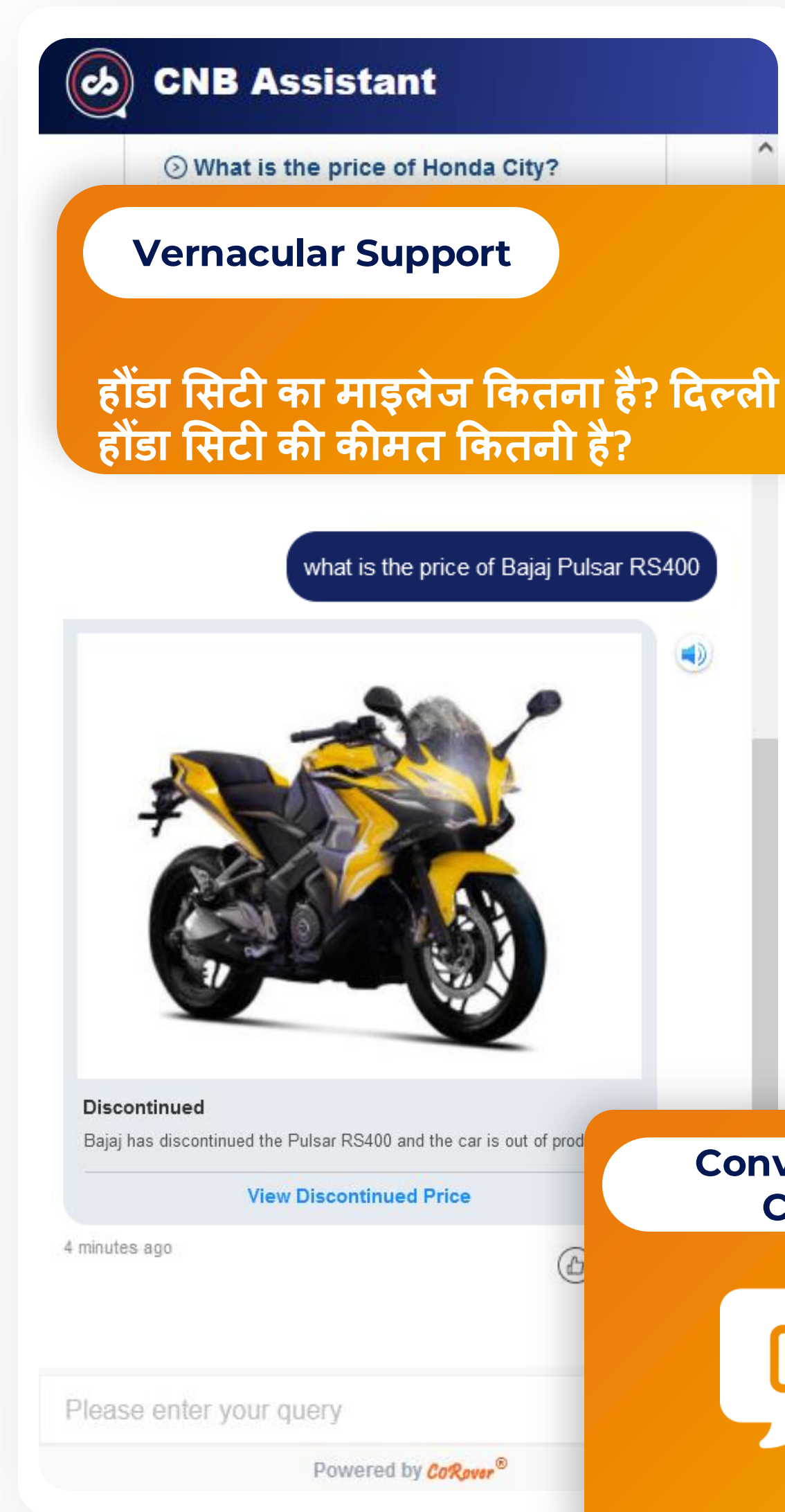
# CASE STUDY - CNB assistant by MAHINDRA CARANDBIKE

(Automotive)



## Customer Queries

What are the key specifications of Hyundai Creta?



## Vernacular Support

हॉंडा सिटी का माइलेज कितना है? दिल्ली में हॉंडा सिटी की कीमत कितनी है?

## Conversational Chatbot

## Outcome

**99.8%** Accuracy

**97.3%** Excellent Feedback



Number of queries asked, leads captured, test drives booked in a quarter:

**4,32,000**

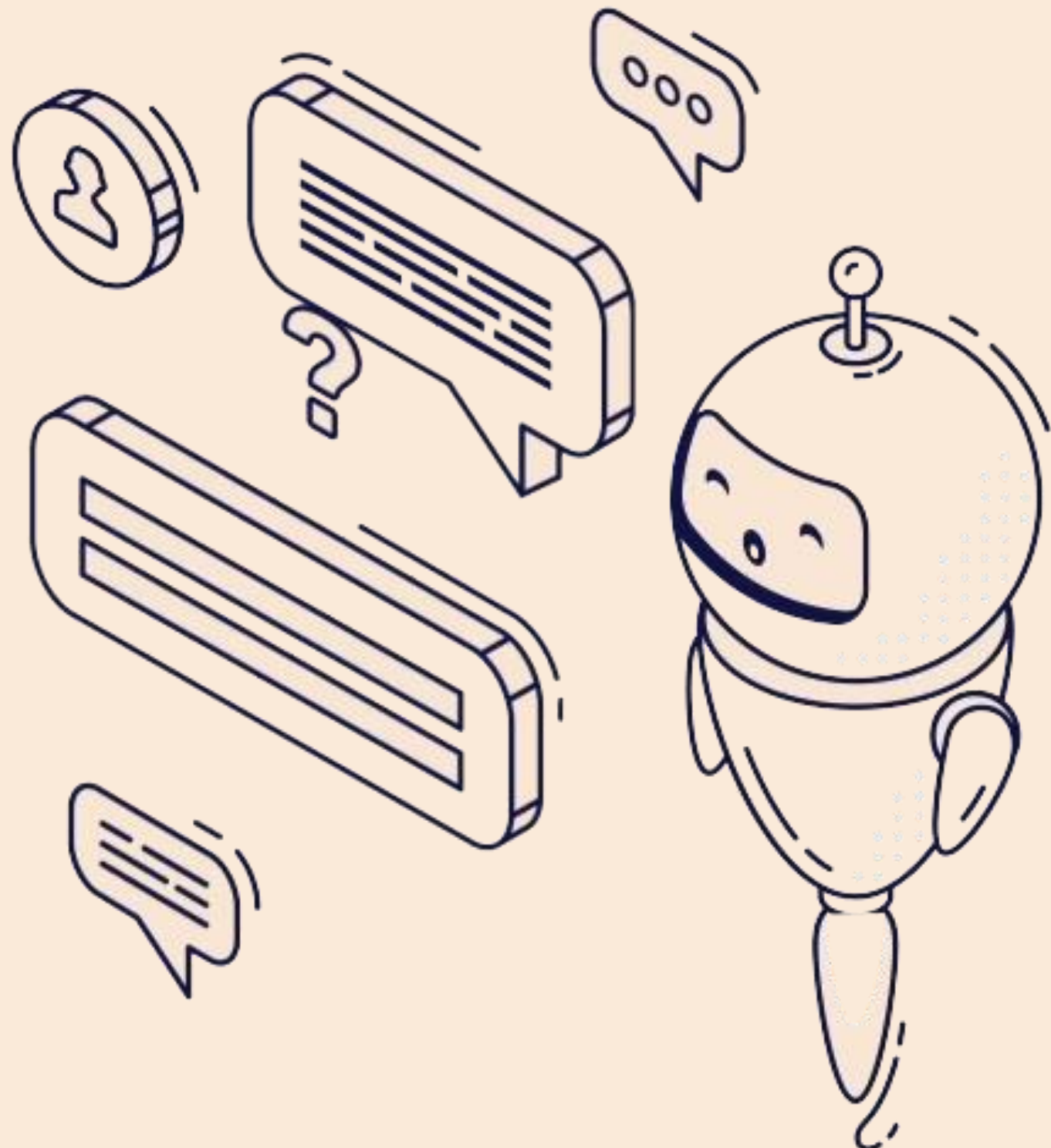


Number of queries in a month:

**1,00,000+**

# ***APPENDIX***

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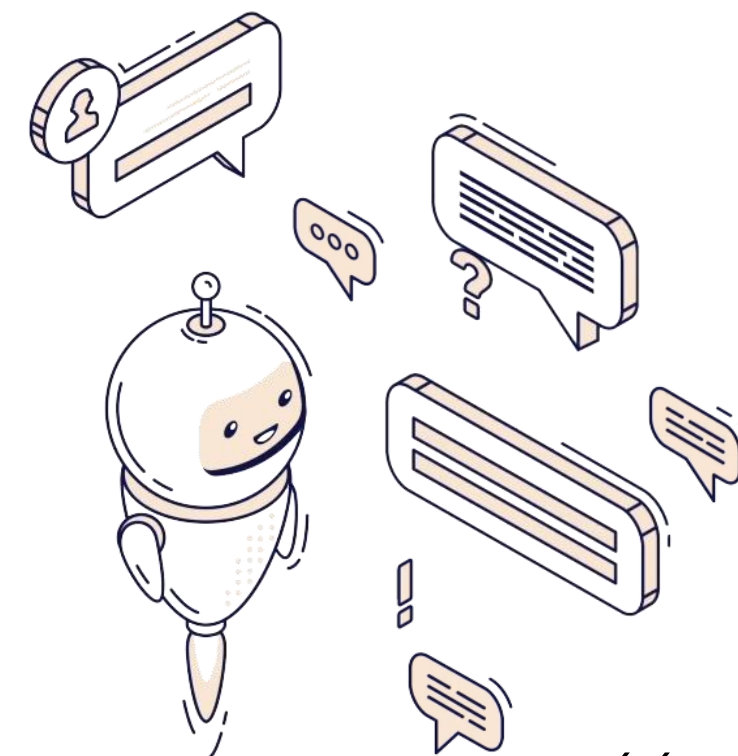




# ACHIEVEMENTS



- **National Startup Award Winner by Government of India**
- CoRover **investors** include CanBank Venture Capital Fund (CVCFL), IIM Calcutta (Innovation Park - DST fund - Government of India), IIT Delhi (iHub Anubhuti IIITD Foundation), Cogniphy LLC, Karekeba Ventures, Lead Angels, Venture Catalyst, Authum Investments among others.
- Selected in **TOP 10 AI Companies**
- CoRover's [AskDoc.ai](#) is a **winner** in Combat Covid-19 Challenge
- **Winner of National Award** (AatmaNirbharBharat App innovation challenge) launched by Prime Minister of India
- **Asia Leadership Award**: The best Chatbot as a Service (CaaS) Platform
- Awarded as **Innovator of the year**, 2024, by Entrepreneur Inc
- One of the **Best Data Science Companies** by AIM
- **CMMI Maturity Level 5 | ISO 27001:2013 | ISO 9001:2015**





# TESTIMONIALS

**We are thrilled to partner with CoRover to bring BharatGPT for the public sector in India.** Technology truly has the potential to transform lives and our language and generative AI capabilities built into the platform will make access easy and democratise the use of the platform.

***Bikram Singh Bedi, managing director,  
Google Cloud India***

**“AskYukimi a VideoBot created using CoRover’s Human Centric Conversational AI platform, has been a huge success in Japan.** We have been fortunate to work with CoRover as a client and also as their partner”

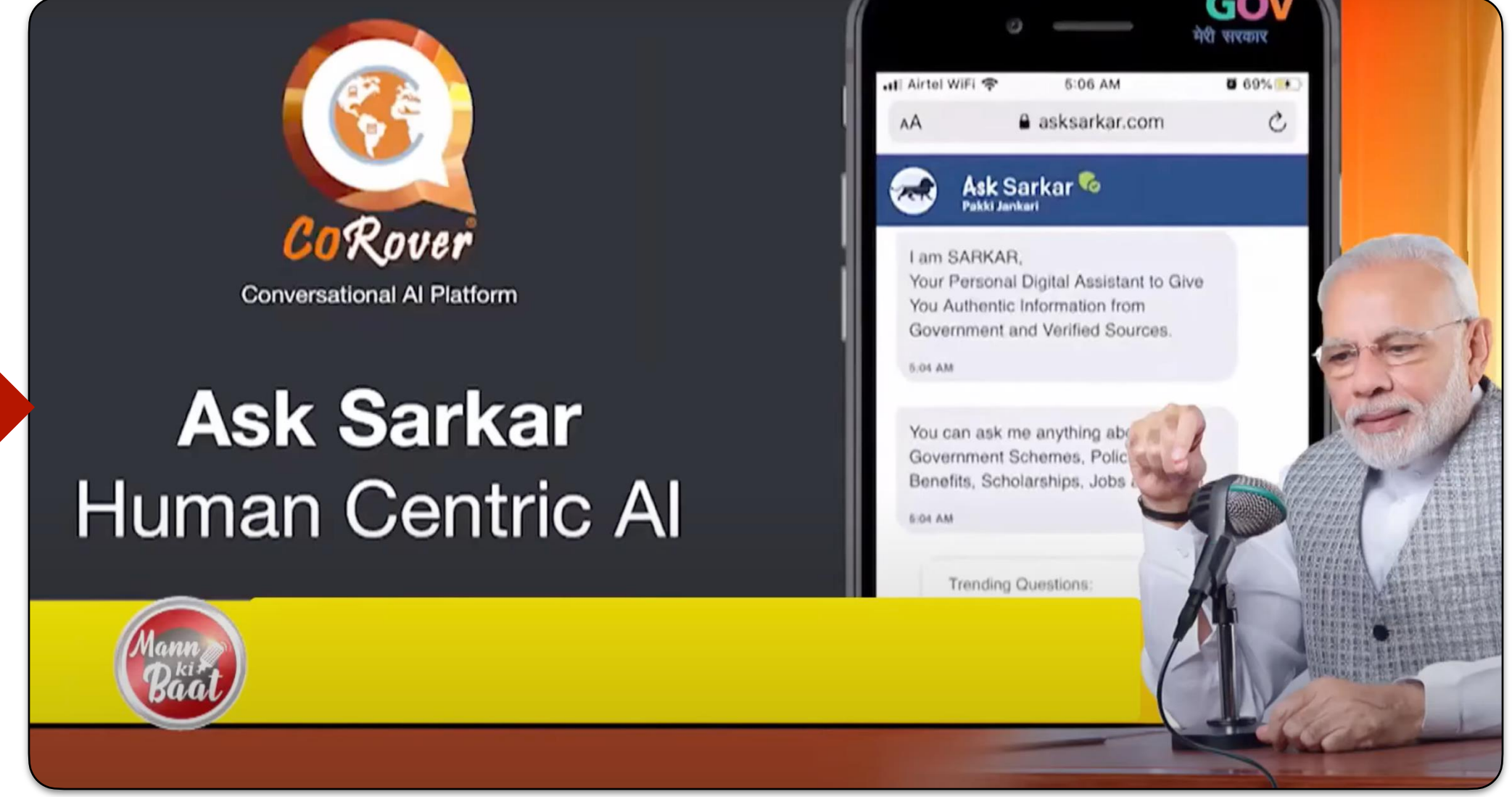
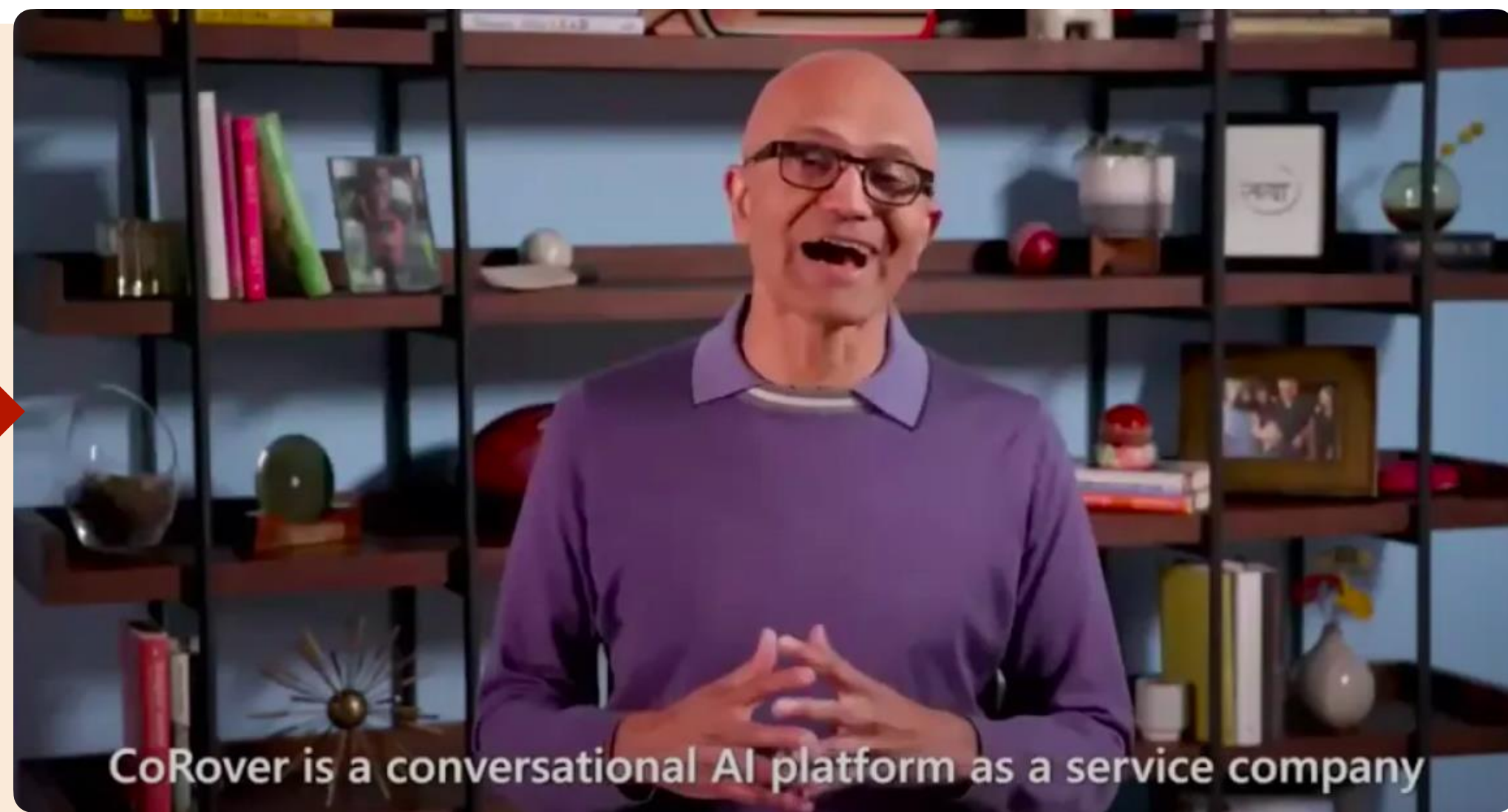
***Hajime Suzuki  
CEO of Innovation Hills Inc.***

Chatbot, named Ask Disha, has **great accuracy of 90% along with the approx. 85% positive feedback** from IRCTC users and has improved customer and employee engagement.

***Sandip Trivedi  
GGM, IRCTC***

**& more**

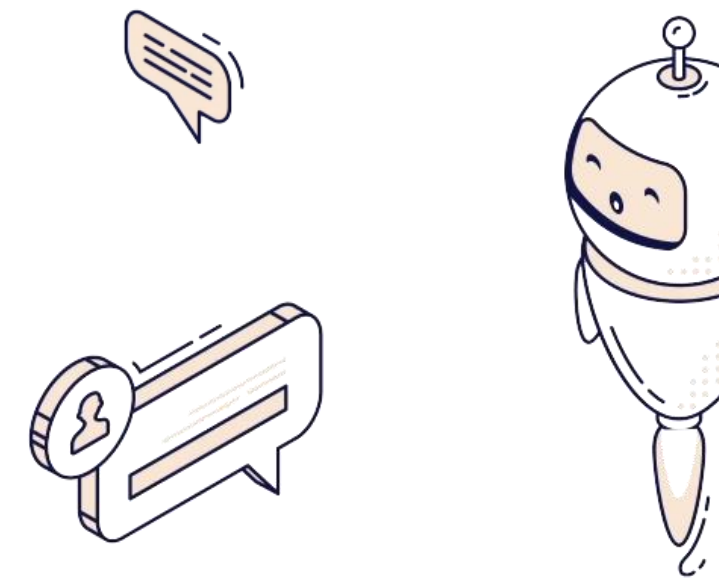




**HERE'S WHAT SATYA NADELLA AND THE HON'BLE PRIME MINISTER NARENDRA MODI HAVE TO SAY ABOUT US**



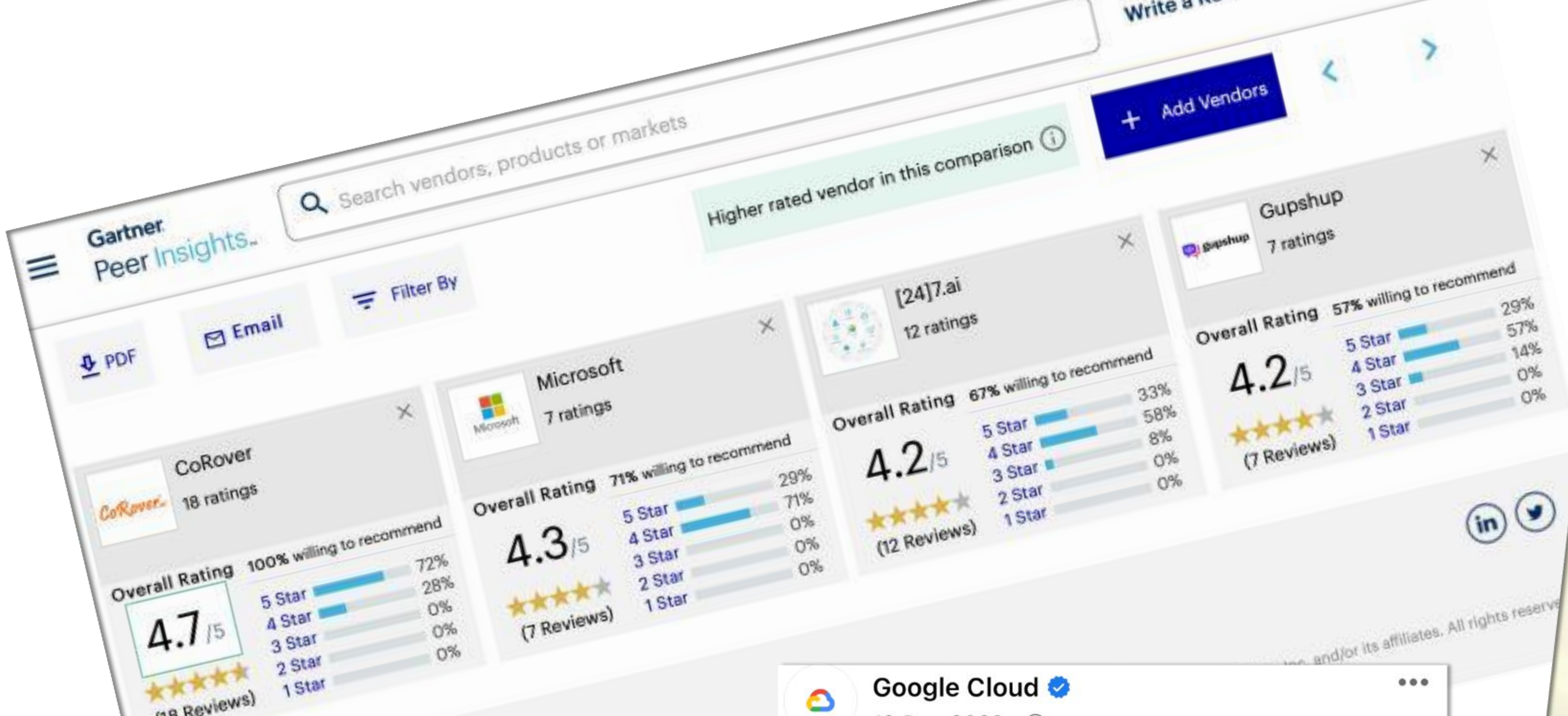
**HON'BLE IT MINISTER, SHRI ASHWINI VAISHNAV, talking about AskDISHA AI Virtual Assistant on IRCTC powered by CoRover.ai**







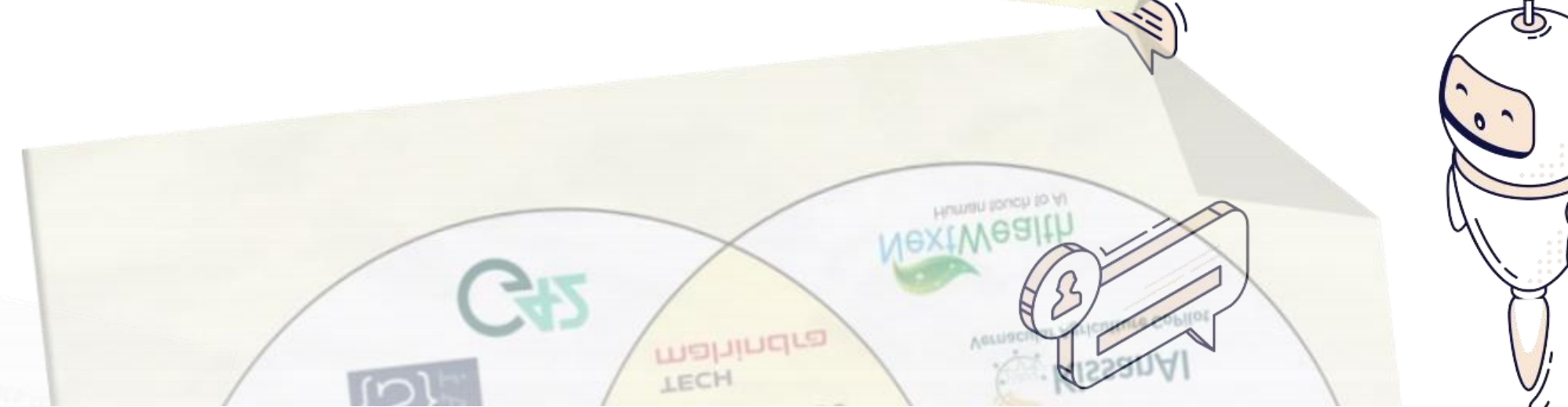
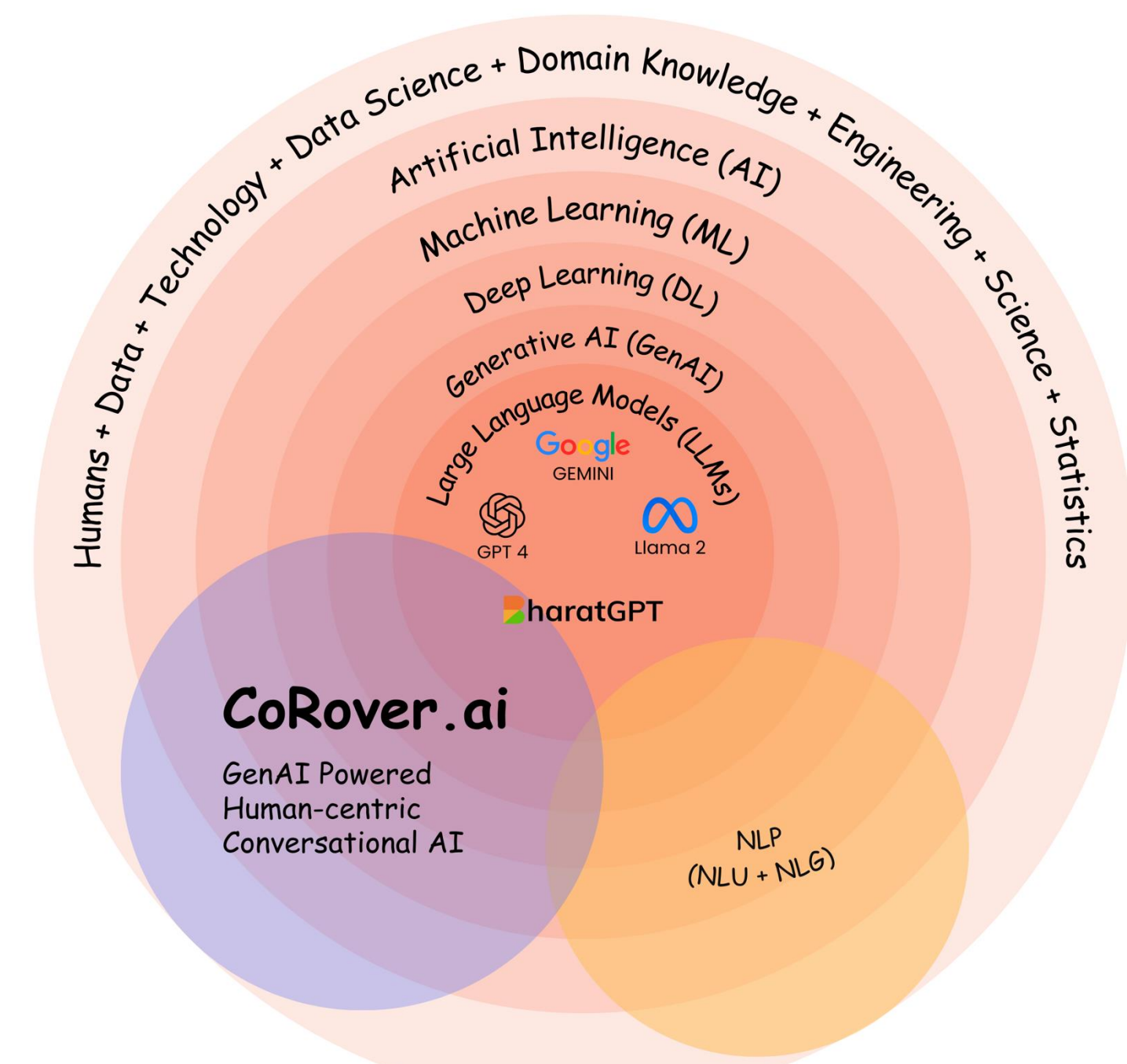
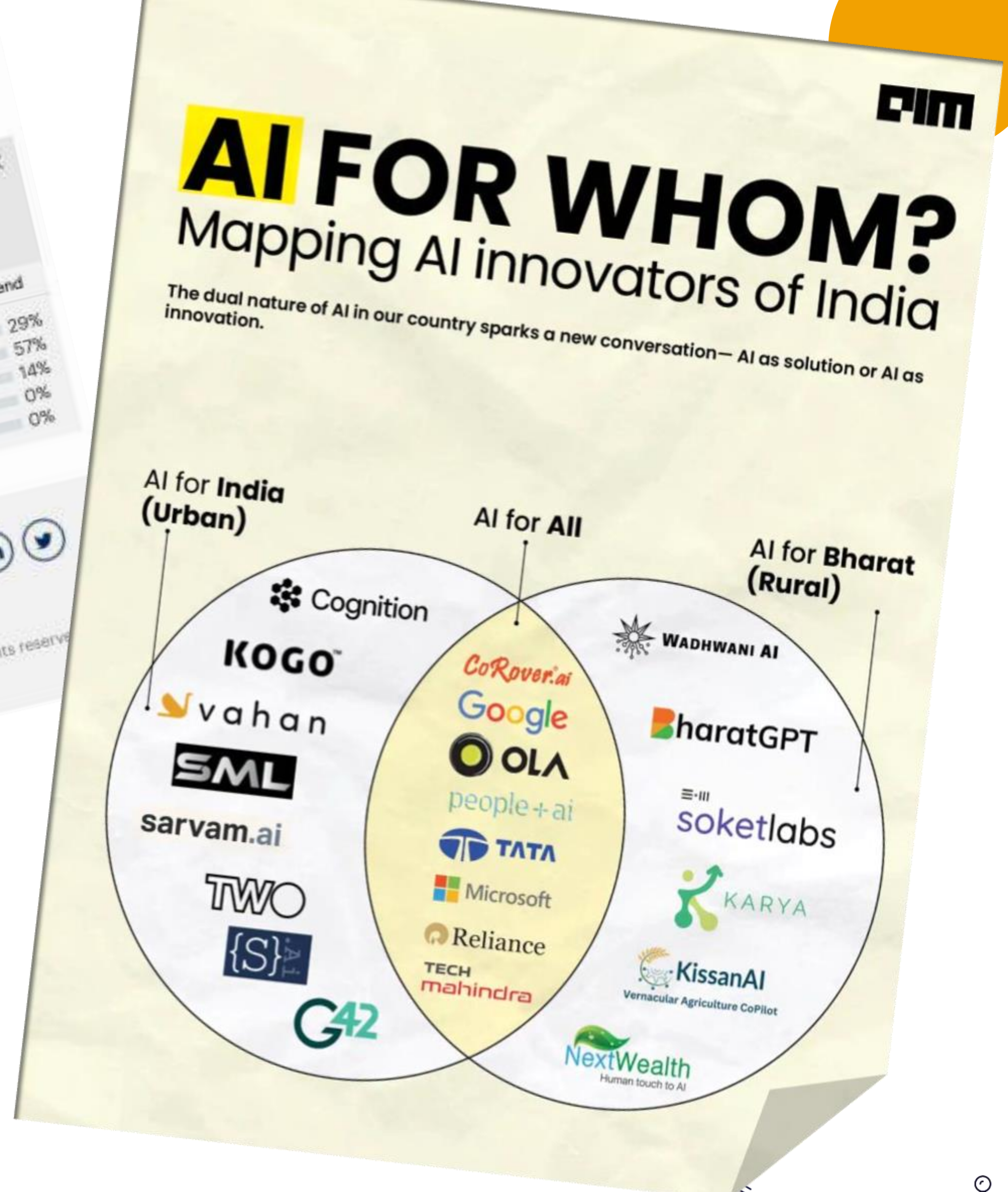




**Google Cloud**

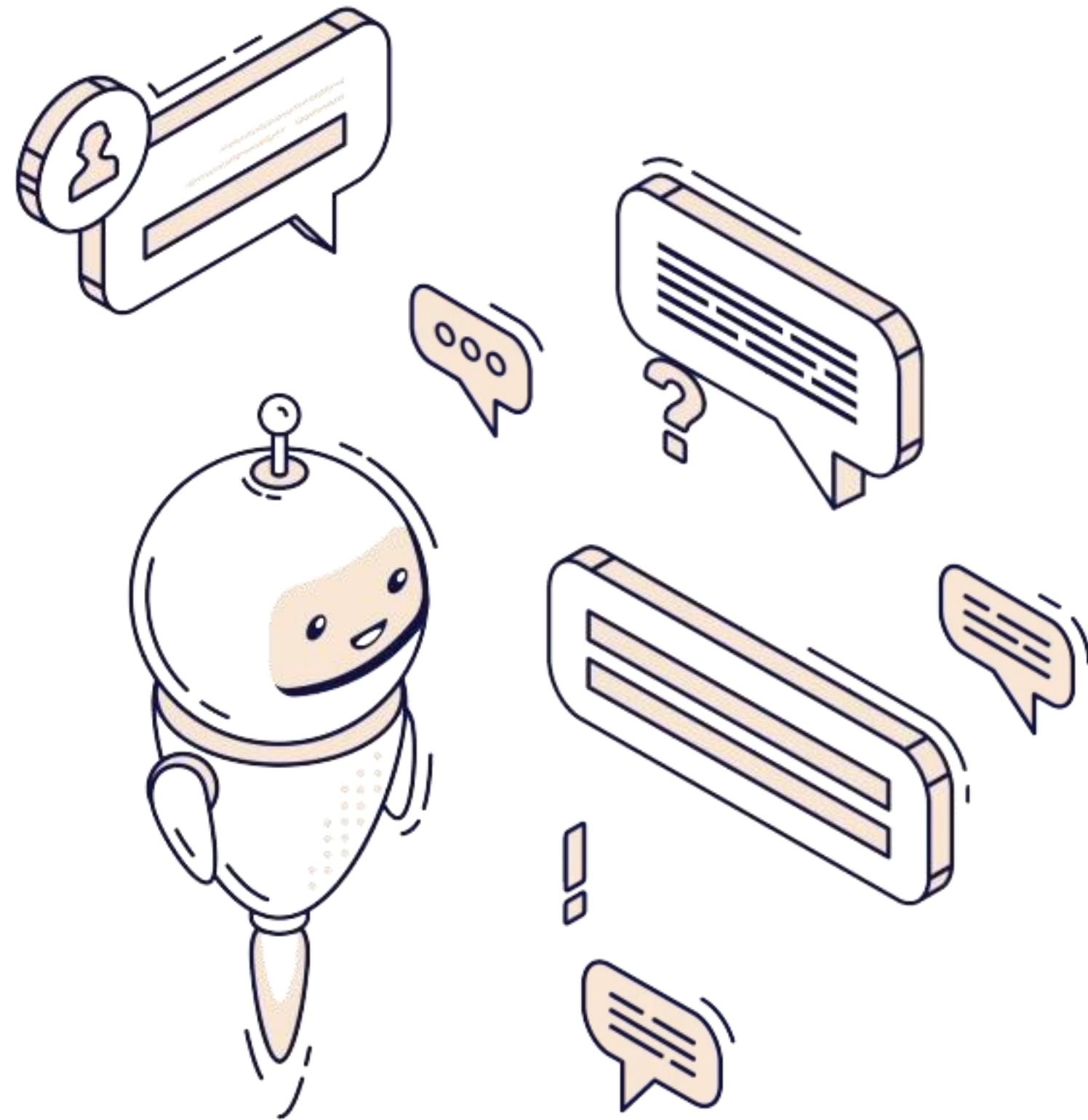
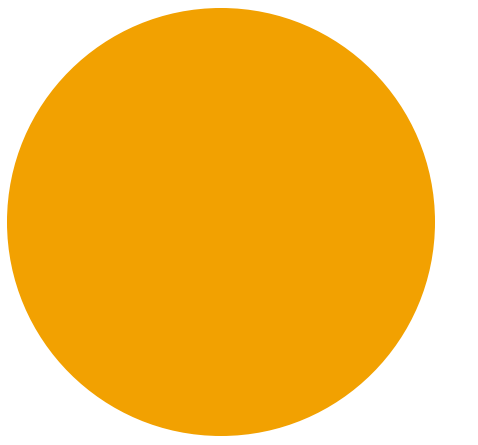
19 Dec 2023

We're proud to join hands with **CoRover** to bring the capabilities of generative AI to the masses in India. Meet **BharatGPT**, a platform that will support over 14 Indian languages across text, voice and video interactions. Learn more about this latest partnership, and how it will strengthen our position as an AI-first nation.





**Digital First → Mobile First → AI First → Gen AI Powered Conversational AI First**



**LET'S GET STARTED ON MAKING  
YOUR TECH MORE HUMANE**

**Ankush Sabharwal**  
ankush@corover.ai

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