

# The keys to a world-class customer experience are now in your hands.

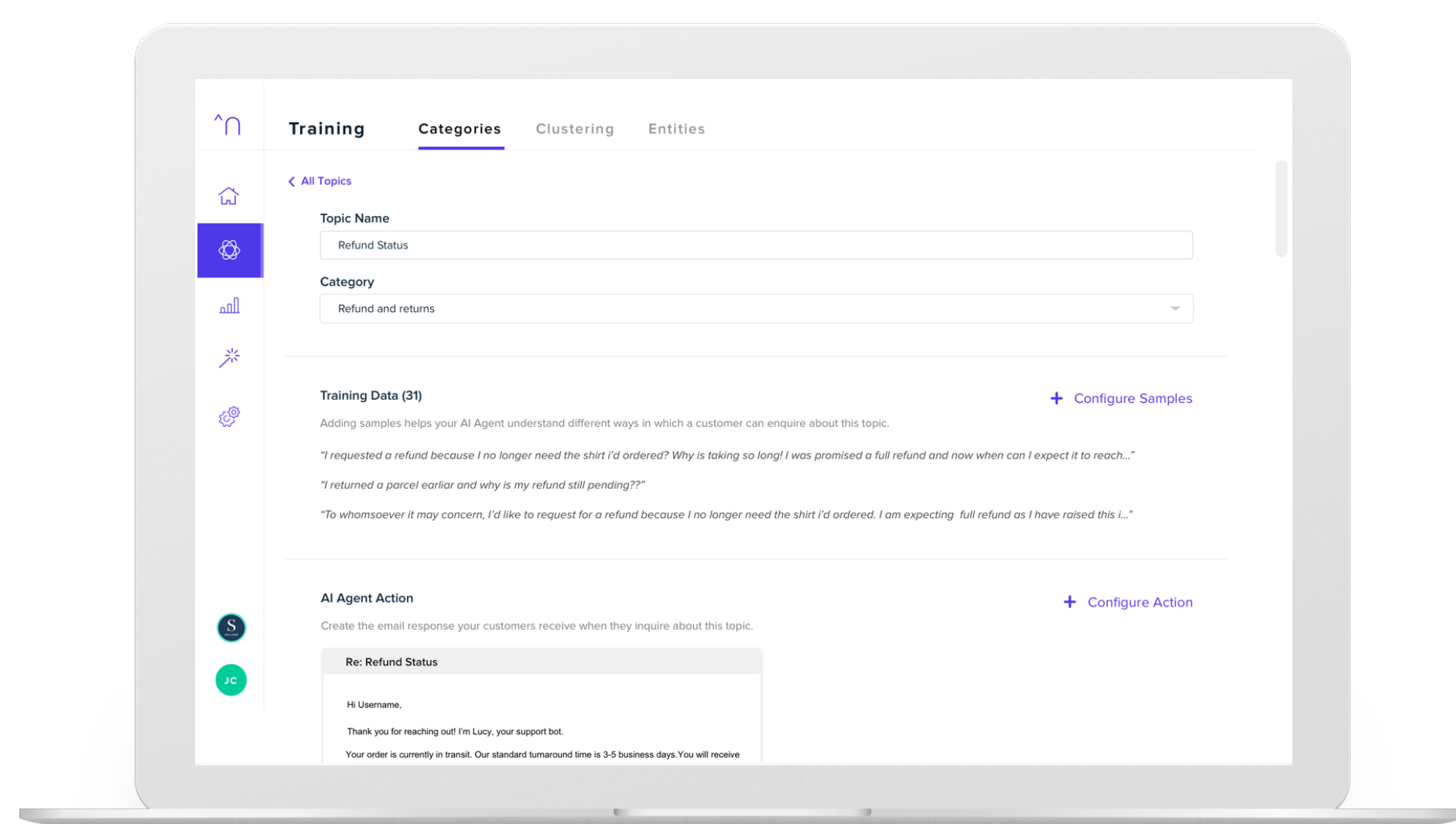
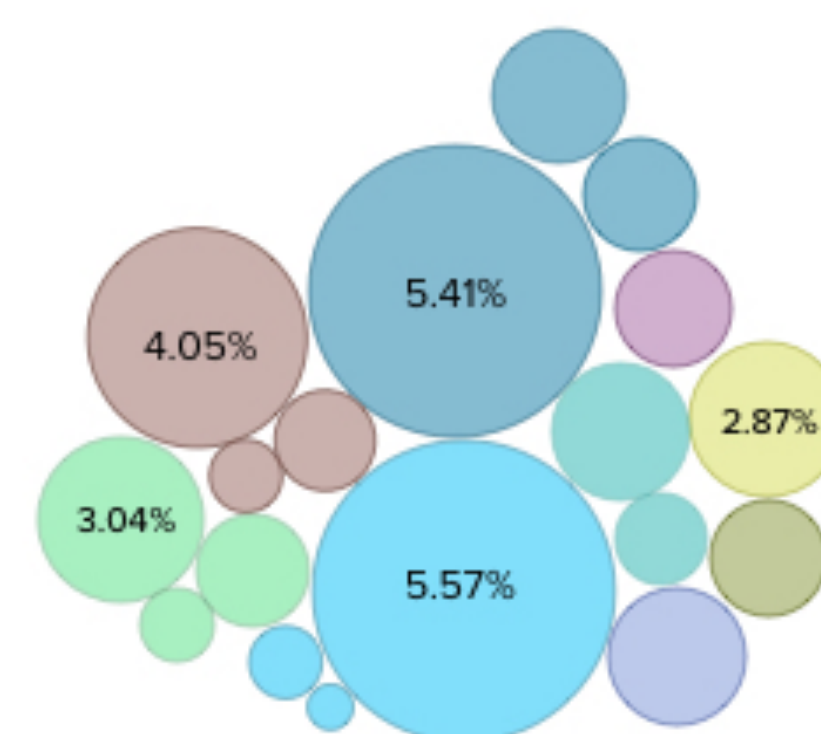
Netomi is the first self-service platform that automatically resolves over 50% of your customer service tickets, enhances productivity and delights customers with faster resolutions.

It's the first AI-powered customer service platform that seamlessly trains using your historic data, and enables businesses to activate and manage their AI within an intuitive, consumer-grade dashboard.

## Here's How it Works

### 1. Discover

Easily upload your historic email tickets for **Unsupervised Clustering**, a proprietary process in which you'll identify the optimal customer service queries to delegate to AI. You'll pinpoint the highly repeatable, expensive tickets you wish your agents didn't have to deal with. These can be frequent inbound inquiries including order status, refunds, account / subscription changes, etc.

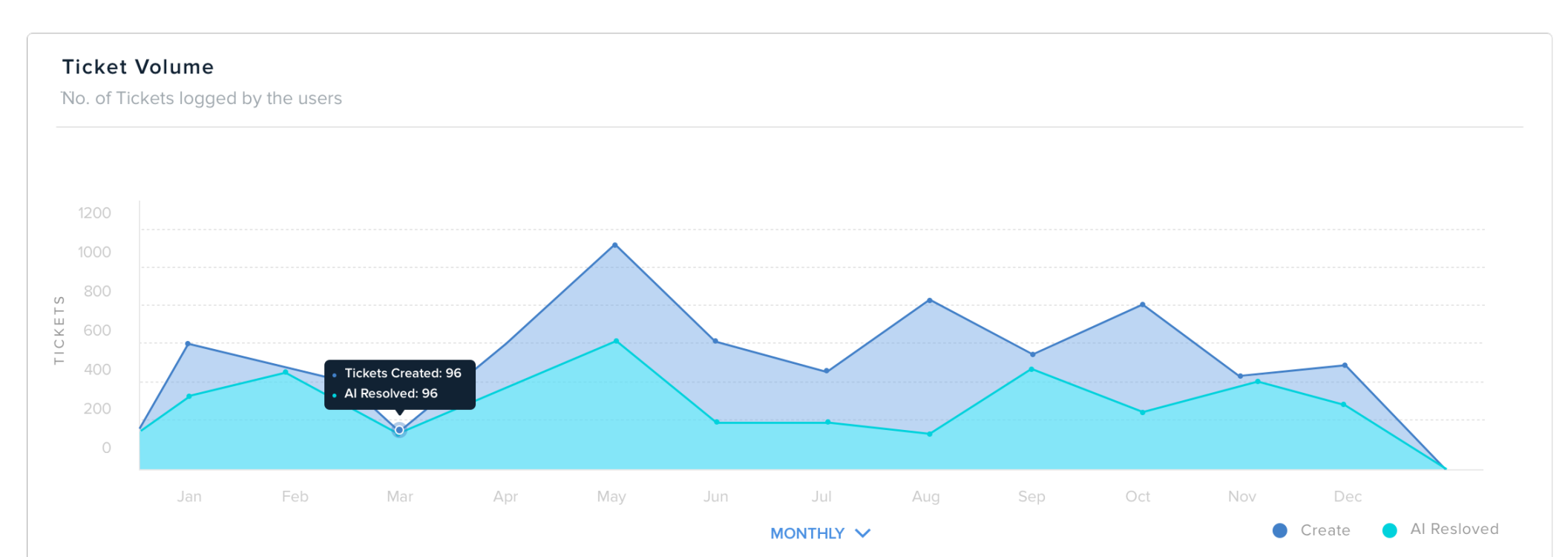


### 2. Train and Integrate

Easily customize responses and set your AI profile and personality within our intuitive dashboard that was **built for the non-technical user**. Give your AI the authority to resolve issues, not simply respond, through our open integrations to your back-end systems like **Shopify, Magento** and many others.

### 3. Measure

Access real-time actionable insights to understand the impact AI is having on your customer support function. Within our easy to use analytics dashboard, keep a real-time pulse on KPIs, including first response rate, average handle time, ticket volume, trending topics and queries, CSAT, AI performance, AI and human agent collaboration, and more.

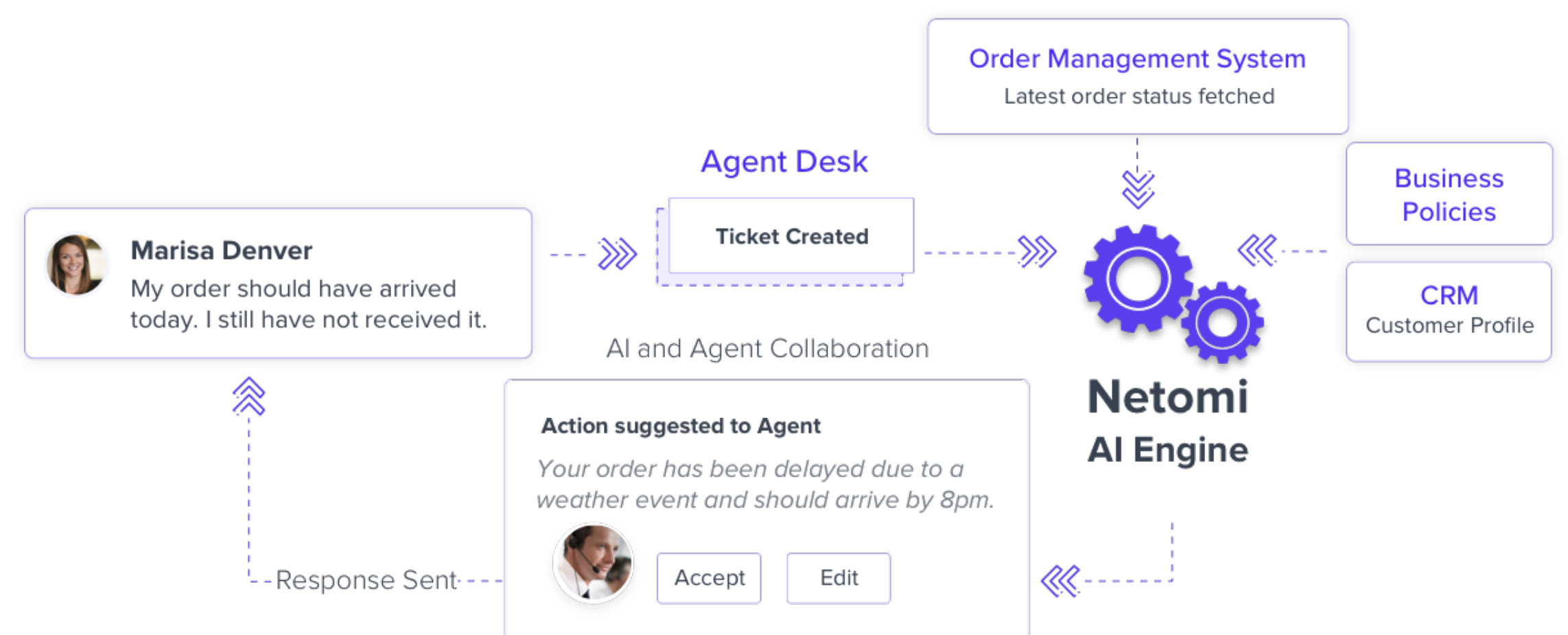


## 4. Optimize

Continuously review customer interactions to identify opportunities to train your AI to handle more tickets. This cyclical **Reinforcement Learning** ensures that your AI adapts and evolves at a steady pace.

## 5. Collaborate

Use AI as your first line of defense. If a customer query can be solved by AI, our platform will respond within seconds. If the query can't be instantly automated, our **Agent Review Mode** will send a recommended response to your human agents who can Accept, Reject or Edit. This supercharges agent productivity, while combining human and machine intelligence.



## The Netomi Edge



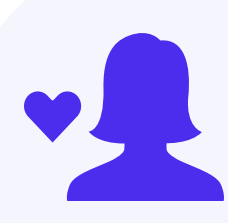
### Lower Costs

You'll see an immediate impact on first-touch resolution and average handling time metrics as repetitive query costs are driven out. Backed by AI, you can scale up rapidly as a digitally transformed leader.



### Consistent Resolutions

Our customers know that our AI will give correct answers to their users, no matter how many different ways the question is asked. You're also equipped to identify unclassified topics and then train and deploy them yourself.



### Happier Customers

Resolutions are seamlessly enabled via APIs to your back-end systems. As your customers enjoy the convenience of fast responses and immediate resolutions, you can watch your CSAT scores soar.



### Happier Agents

Human Agents can now focus on complex customer queries, rather than the repetitive and mundane ones that comprise up to 75% of their day. With a more engaged team, you can look forward to quality customer support and better retention.