Telia ACE Roadshow 2023

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ACE Conversational & AI - The future is here
Generative AI and LLMs

Revolutionizing customer service

— Every app will eventually be reinvented with AI

— Generative AI integrates into applications and platforms:
  — Chatbots, copilots
  — Office 365, GitHub, Google Workspace, Salesforce and web browsers

— AI tools assisting in many tasks:
  — Writing, summarizing, translating, debugging, image generation and “chatting with content”.

— ACE will do the heavy lifting
  — Enable our customers to benefit from and use generative AI by integrating it into the ACE platform
New way of working with conversational solutions
ACE Chatbot powered by GPT

An evolution of ACE Chatbot

Fast and easy
- Reuse existing content, workflows and widgets in ACE Knowledge
- Minimal configuration and setup
- No need for building dialogs manually

Safe and secure
- Hosted in Microsoft Azure in Europe
- Based on latest version (GPT4)
- Higher level of security compared to OpenAI's platform
- No customer data stored or used to train the model
- GPT used for Natural Languages Understanding (NLU) capabilities only
Preparing to launch first version in Q4

Scope
— Pure conversational text chatbot
— Re-use widget
— Tightly packaged service with minimal configuration and setup
— Based on content from ACE Knowledge
Integrated into ACE Conversational Hub

— ACE Conversational Hub supports a number of bots
— Fast adaptation to new LLM’s
— Use the same widget to any bot
Roadmap ACE AI & Self service

2023: products & features
— ACE Chatbot powered by GPT

2024 and onwards: concepts
— ACE Mail deflection powered GPT
— Copilot in ACE Interact
  — Assisting agents in chat, mail and telephony
  — Summarize case history
— AI Routing
  — Case classification & routing
  — Identify and prioritize high value cases
Dialogflow + Generative AI = TRUE
Dialogflow CX Enterprise with GenAI

Available now

**Answers from Content**
Fast creation of Virtual Agent experience by linking to different sources

**Generative Responses**
Gives a fallback answer when a trained bot cannot answer a query

**Generative Flows**
Allows the developer to write in natural language what they want the bot to do
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https://ace-showcase.com/