

Communication Flow and Process Automation

Lotta



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Provad

Communication Flow Process Automation



Lotta - Virtual Agent

Communication flow process automation



Customer



Augmented intelligence (RPA/NLU)



Customer service



Back-office Augmented intelligence (RPA/ML)



Lotta's Augmented intelligence - the Robotics and AI play together

Augmented Intelligence
(RPA – process automation)



Augmented Intelligence
(Machine learning and NLU/NLP)



Lotta's Augmented Intelligence brings in the intelligent automation that enables the customer service agent to focus on valuable H2H human interaction and expands the opening hours to 24/7

Why would you choose Lotta



Digital and flexible

- Online 24/7
- Start from the channel of your choice



Intelligent

- Automates (RPA)
- Learns (ML/NLU)
- Data enriched



Integrations

- Open API
- Ecosystem

Secure your growth with satisfied customers

Case “Lotta-Bot” - step-by-step deployment

1. LOTTACHAT: Serve

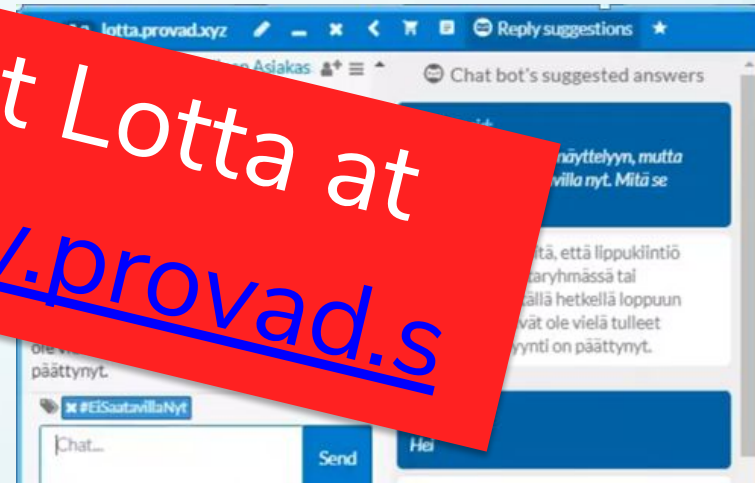
In 1-hour

- Start by adding the chat on your web pages
- Define when and where your chat is active

2. LOTTAFLOW: Sell



3. LOTTABOT: Automate



Meet Lotta at www.provad.s

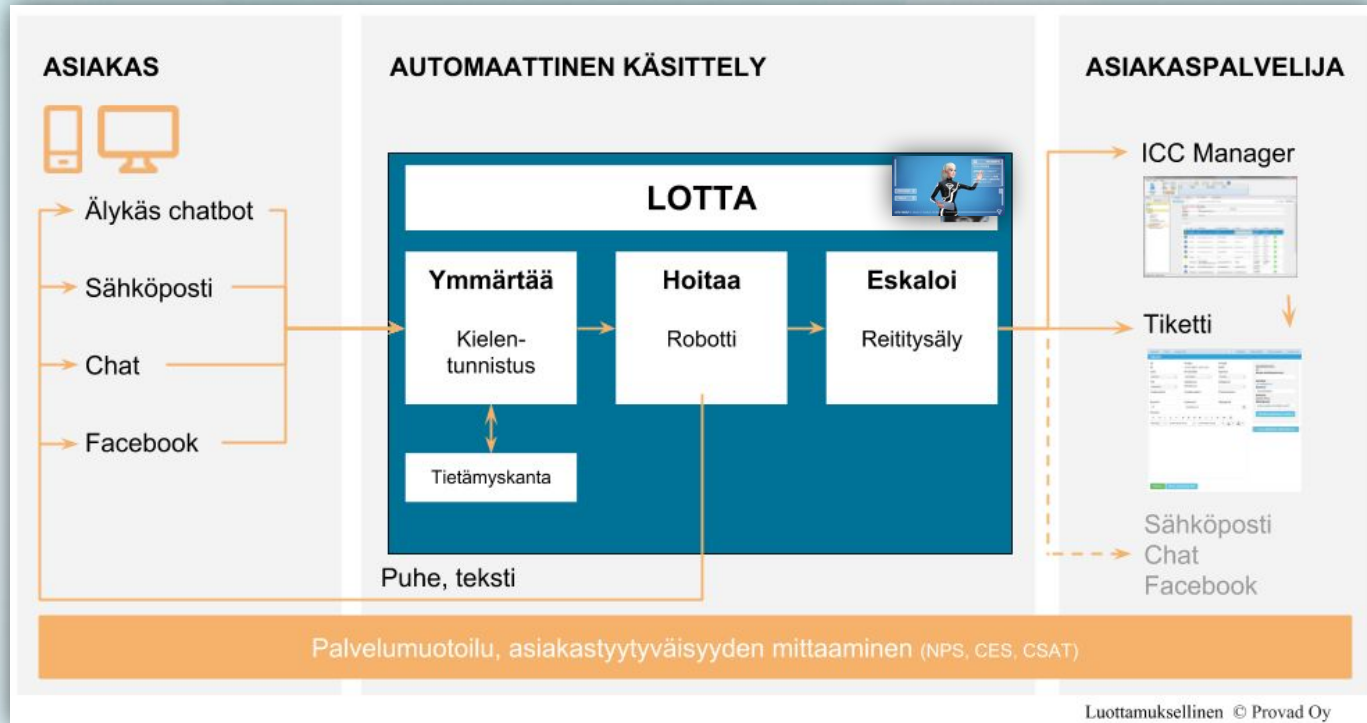
Lotta business cases 2018

- Examples



Use Case	Travel	Shopping	Tenantry	TOTAL
Investment	35.000 €	9.700 €	41.000 €	85.700 €
Savings	135.000 €	15.800 €	122.000 €	272.800 €
ROI	385 %	162 %	297 %	>> 100%

Provadin Lotta, virtuaalinen avustaja



Thank You!



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