Brands need the Artificial Ambassador

SPEED UP THE CONVERSATION WITH THE ARTIFICIAL HUMANS

questit
a The Digital Box Company

By 2025, over 50% of advanced virtual assistants (VAs) will be industry-domain-specific virtual assistants (VxAs), up from less than 25% in 2022.

Gartner

By 2025, conversational AI will be integrated into over 50% of all smart IoT devices, up from less than 25% in 2022.

Gartner

Gartner

By 2025, advancements in VAs will automate up to 80% of call center agent tasks, up from 40% in 2022 with current VA capabilities.

By 2030, emotion AI will be 75% of conversational AI customer-facing business applications, up from less than 5% in 2022.

Gartner

QuestIT

Born in 2007
Company type: IT Techonologies
Categories we operate in: medium and large companies and Public Administration and municipality.

+30%

Growth in past 2 years

3M

Annual revenues
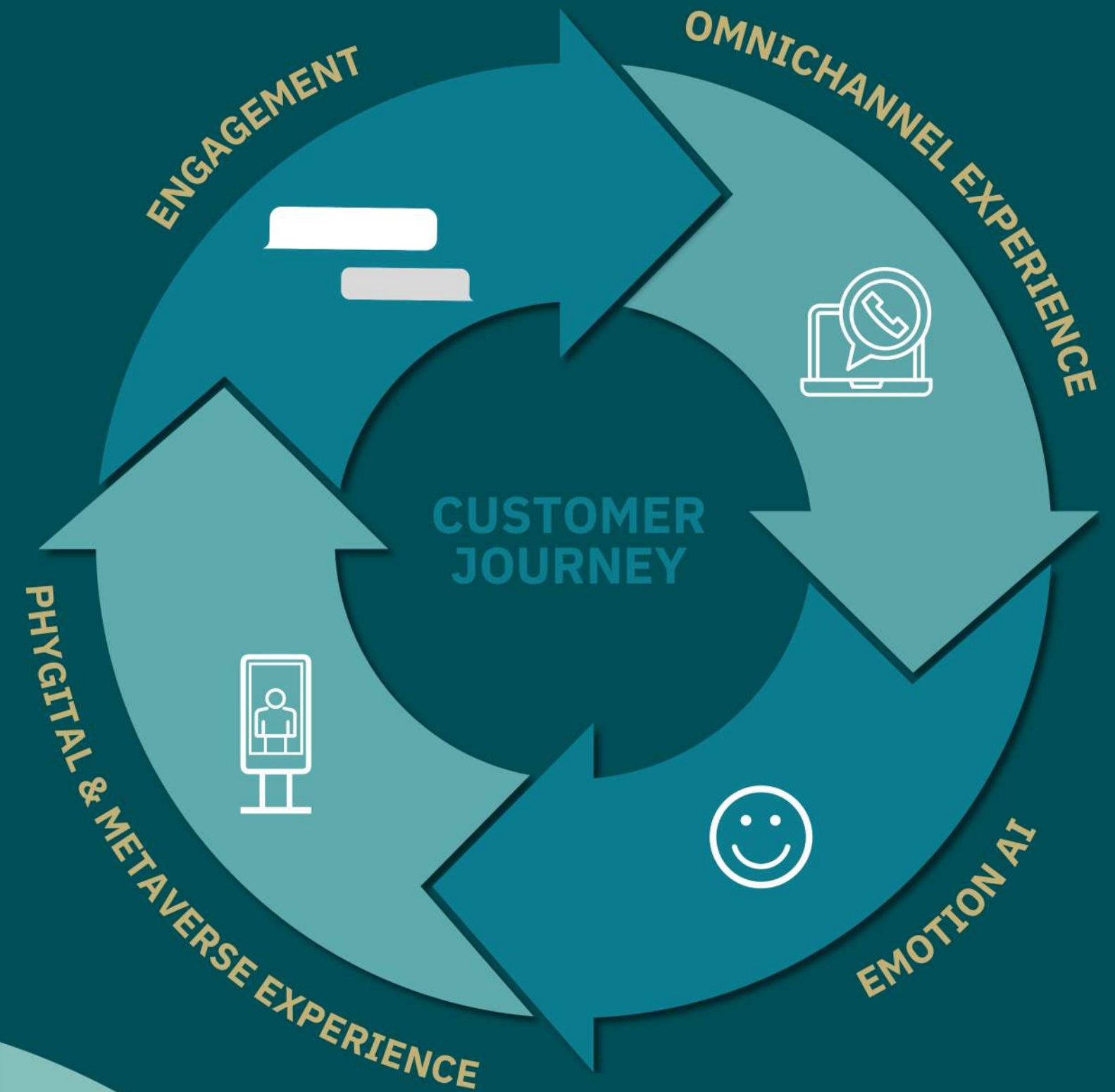
90%

of Upmedia

1.2M

Annual revenues

41 Employees

over 400 customer

over 40 partner

We are constantly broadening the scope and technological borders of Artificial Intelligence.

People need to communicate with AI tools more comfortably, and software providers can improve human-like interaction with them and their software products by using 3D avatars based on emotional AI.

ENGAGEMENT

OMNICHANNEL EXPERIENCE

CUSTOMER JOURNEY

PHYGITAL & METAVERSE EXPERIENCE

EMOTION AI

The market is consistently growing

Conversational AI Market

The global conversational AI market size was valued at $5.78 billion in 2020, and is projected to reach $32.62 billion by 2030, registering a CAGR of 20.0% from 2021 to 2030

ARTIFICIAL INTELLIGENCE MARKET SIZE, 2021 TO 2030 (USD BILLION)

Year	Value
2021	$ 87.04
2022	$ 119.78
2023	$ 164.99
2024	$ 227.46
2025	$ 313.86
2026	$ 433.46
2027	$ 599.17
2028	$ 828.97
2029	$ 1,147.93
2030	$ 1,591.03

precedence research

The drivers of change

Customer experience & Marketing

Customer service operations

Voice assistants, chatbots and conversational AI

Personalization

Customer feedback analysis
100% integrability

Operations & Finance

Predictive maintenance

Data privacy and governance

Uptime / reliability optimization

Predictive risk and compliance management

IT operations management

Procurement

Accounts receivable management

Research and development

IA

Workforce & HR

Safety and quality

Recruiting / hiring

Workforce scheduling optimization
Inclusive technology
Automate business processes

"To be **competitive**, you have to challenge **operations** and **processes**."

Artificial intelligence (AI) applies advanced analysis and logic-based techniques — including machine learning (ML) — to interpret events, support and automate decisions, and take actions.

ROBOTIC PROCESS AUTOMATION

INTELLIGENT BUSINESS PROCESS MANAGEMENT

ADVANCED ANALYTICS

ARTIFICIAL INTELLIGENCE
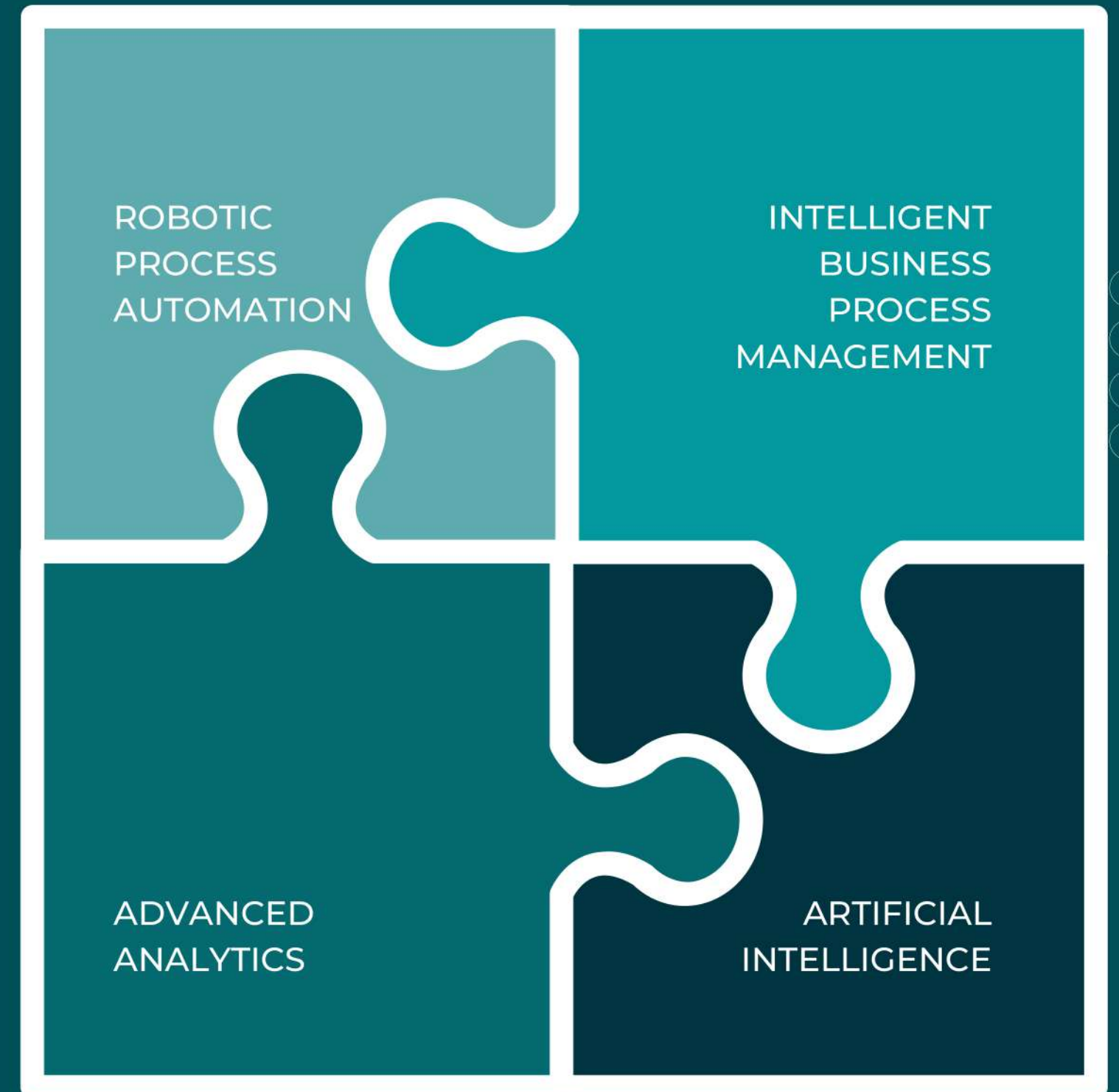
ALGHO

Omnichannel Customer Experience

We provide an AI platform that allows merchants to boost conversion rates, reduce returns, modernize operations.

All this while creating the most innovative shopping experience online and offline through Artificial Human and Phygital Experience.
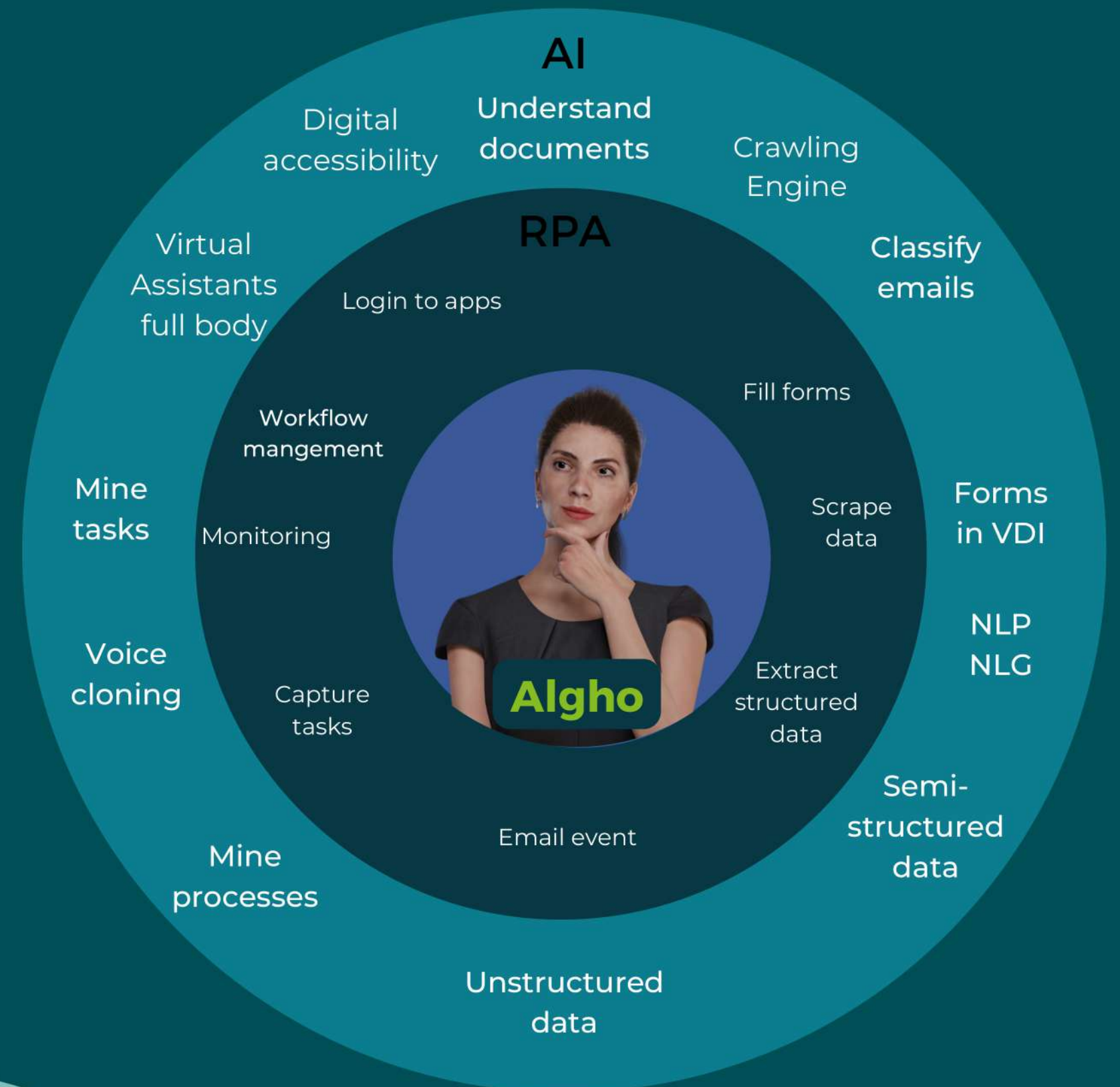
+250% conversion on product pages
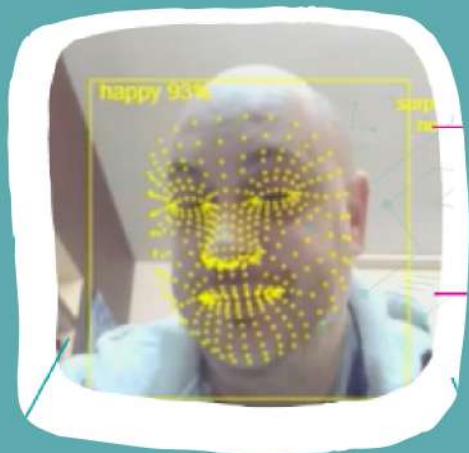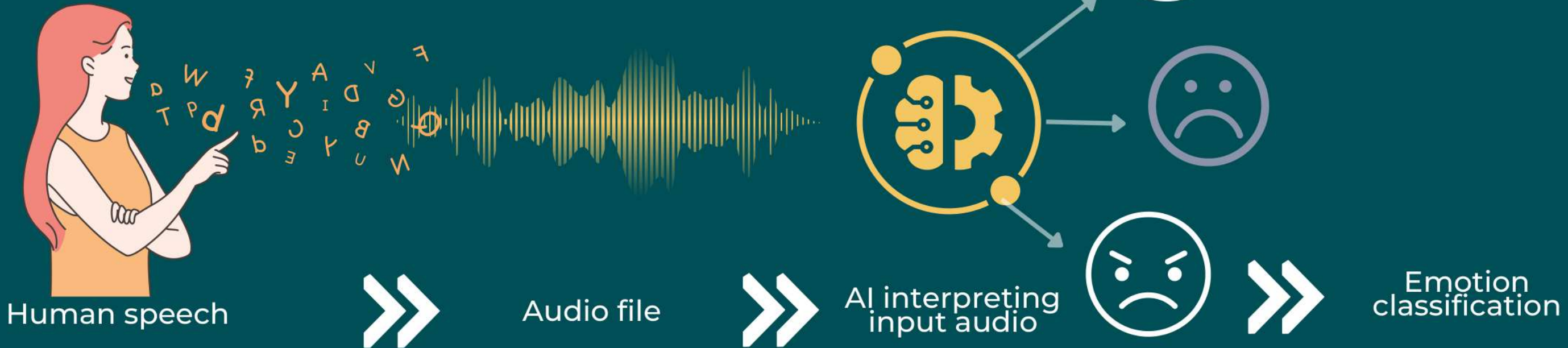
-60% returns on personalized product

-90% time on manual processes

AI

Digital accessibility

Understand documents

Crawling Engine

Virtual Assistants full body

Classify emails

RPA

Login to apps

Fill forms

Workflow mangement

Forms in VDI

Mine tasks

Scrape data

Monitoring

Voice cloning

Algho

NLP NLG

Capture tasks

Extract structured data

Email event

Semi-structured data

Mine processes

Unstructured data

ENGAGE

Virtual Assistant/Artificial Human provides engagement, inviting to ask information or calling known user by name
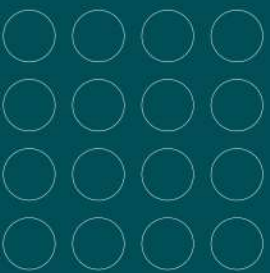
SUPPORT DECISIONS

Virtual Assistant gathers preferences' data from the conversations and show users the product who they want
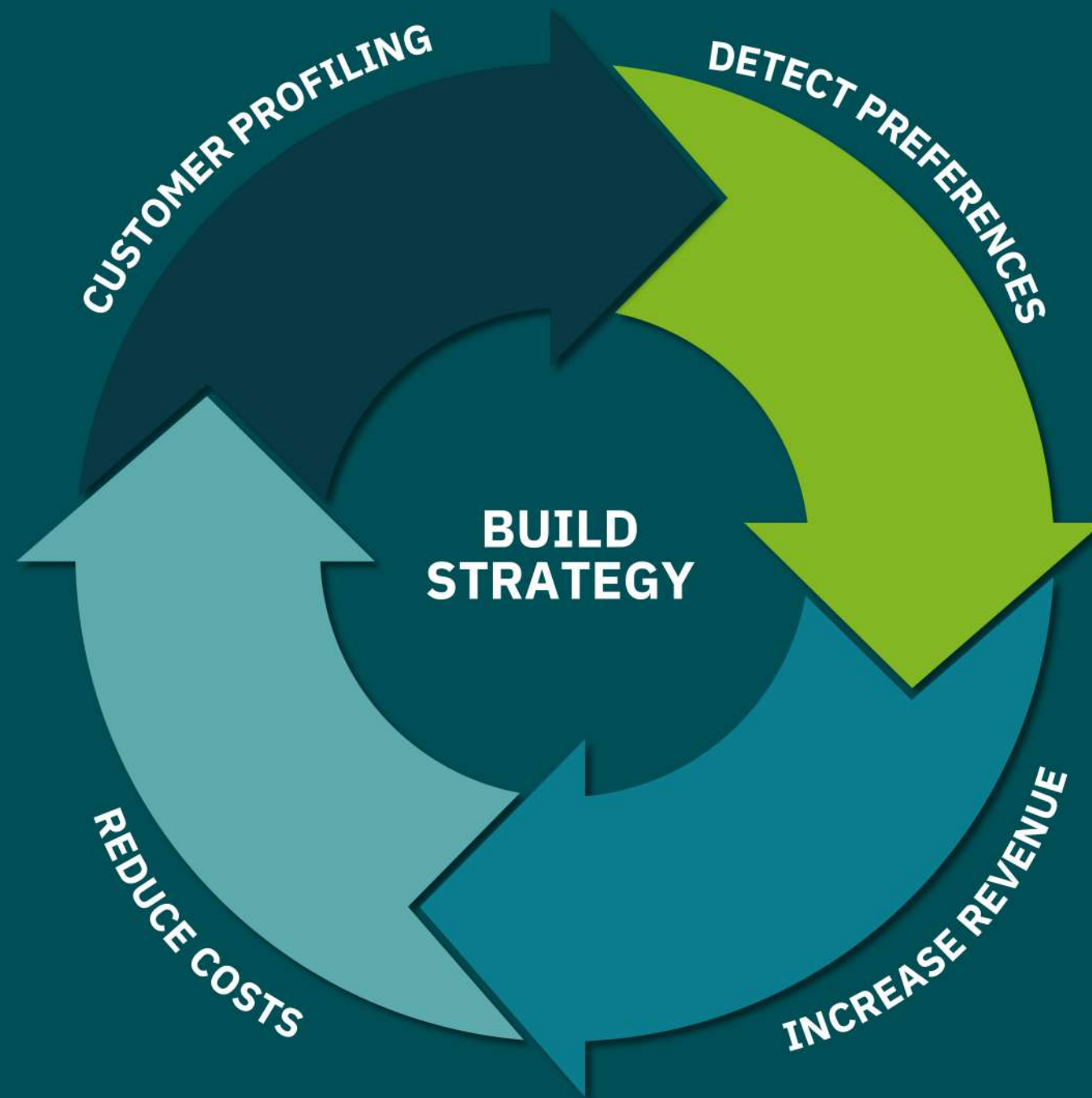
SEMPLIFY PURCHASE

Integrated with Paypal, for example, VA facilitates purchase process with a simple vocal request

BUILD LOYALTY

VA keeps in touch with customers, proposing special offers or other activities

CUSTOMER PROFILING

It is possibile to control all the information about sustained conversation with users
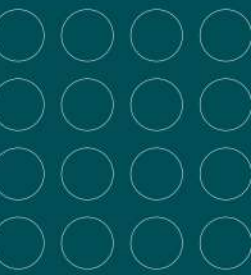
DETECT PREFERENCES

Algho gives in simple chart updated analysis of requests and sales

INCREASE REVENUE

VA is able to propose products and services, increasing the possibility to sell them

REDUCE COTS

Informations and data allow managers to make the right supply of stocks, without waste.

Competitive Differentiation Assessment

Our best competitor

KORE.AI	SOUL MACHINES	UNEEQ
AMELIA	BOOST AI	YELLOW.AI

↓

Our Unique strenghts

Multimodal attention analysis and multimodal emotion AI

Avatar full body for a phygital experience

Voice cloning to custom text to speech

Immersive and interactive builder and avatar integration

Empatich drive dialog

Multimodal attention analysis

Easy integration over 380 software (SalesForce, SAS....)

BUSINESS MODEL

ALGHO PLATFORM	CONSULTING

↓ ↓

OEM	SAAS Subscriptions/Licence (ESSENTIAL - PRO - ENTERPRISE)	AI Advosory projects	System integration for Algho

↓

Selected tech vendor	Direct sales	System Integrators

MARKET POSITIONING

BY INDUSTRIES

BANKING

INSURANCE

HEALTHCARE

PUBLIC ADMINISTRATION

UTILITIES

RETAIL & E-COMMERCE

TRAVEL & HOSPITALITY

Unlimeted possibilities

Every industries
Every functions

BY FUNCTIONS

SALES

MARKETING

FINANCE

IT SUPPORT

HR SUPPORT

AGENT ASSISTANT

CUSTOMER SUPPORT

AUTOMATE REPETITIVE TASKS
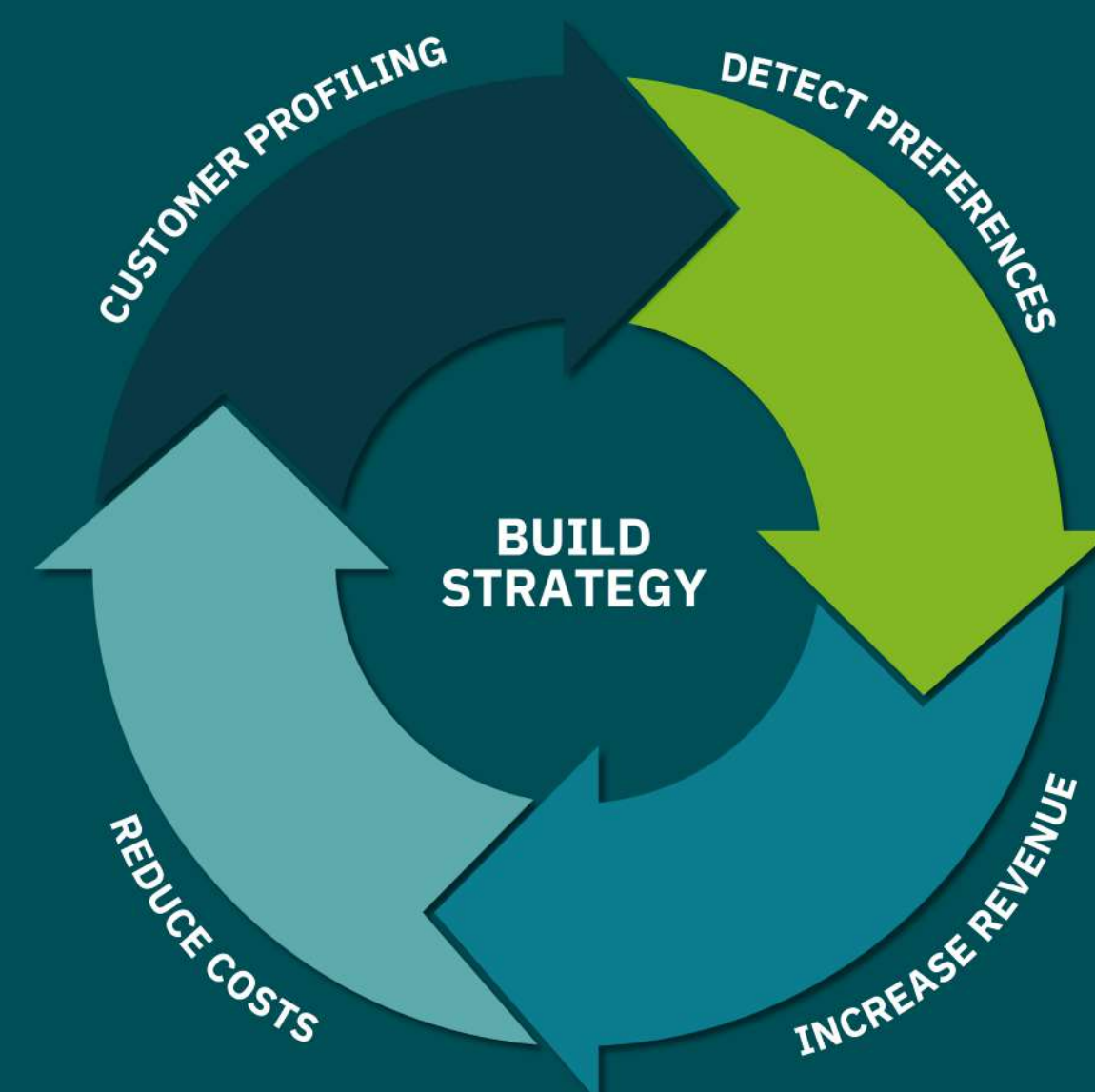
A Virtual Assistant can fulfill all the first level requests in total, managing to:

Provide information and details

Book appointments

Give advice and suggestions based on each user's preferences

Collect and store data from conversations or documents

Support web-site navigation

Promote a new digital accessibility

ALGHO SUPPORTS USERS THROUGHOUT THE CUSTOMER JOURNEY

ENGAGE
SUPPORT DECISIONS
CUSTOMER JOURNEY
SEMPLIFY PURCHASE
BUILD LOYALTY

ALGHO SUPPORTS MANAGERS IN THEIR BUSINESS ACTIVITIES

CUSTOMER PROFILING
DETECT PREFERENCES
BUILD STRATEGY
INCREASE REVENUE
REDUCE COSTS

Process improvement example

CUSTOMER EXPERIENCE

VAs Guide users through
pre- and post-sales, supporting them
throughout the customer journey

EMPLOYEE EXPERIENCE

Improve your customer relationship
with an Artificial Human who knows
user' needs, learns and memorizes
customers' buying habits like an
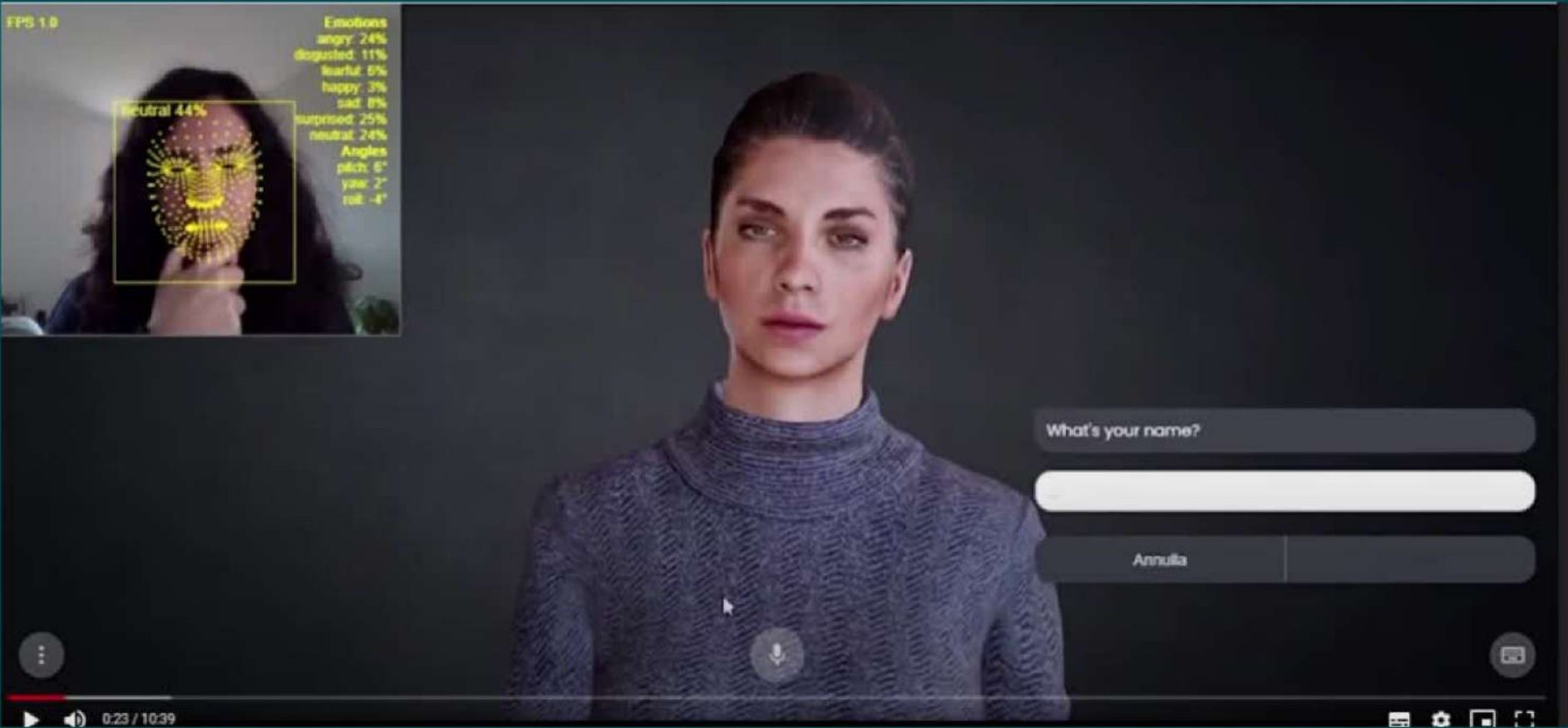human employee

AGENT SUPPORT

Omnichannel and multimodal, boost
your contact center, your clients will
open an assistance ticket simply
using their voice

PHYGITAL & METAVERSE

A new era of relationship from
companies to customer

algho®

DEMONSTRATION

email

messenger

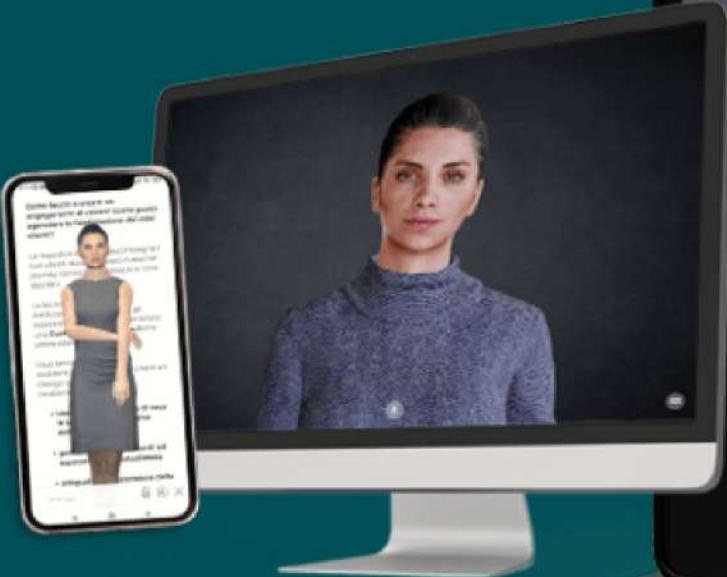whatsApp

telegram

pc

voip

mobile

totem

Inclusive AI
The new technological revolution enables AI to understand and generate responses using sign language

Digital Accessibility
Sectors like banking and government could offer a new service, always active also for deaf customers.

The first avatar able to communicate in Sign Language

A rivolutionary service: accessible and inclusive

Our main customers

GAIA SERVIZI IDRICI
Multiutilities

a2a
Multiutilities

eni
Energy

TOYOTA
Automotive

CNP vita
Bank

Banca Sella
Bank

AQUILA
Multiutilities

HYPE
Bank

CSP FEA ENGINEERING SOLUTIONS
Software house

terme ANTICA QUERCIOLAIA RINASCERE DALL'ACQUA RAPOLANO TERME, SIENA | TERMEAQ.IT
Tourism

6 Sei Servizi ecologici integrati Toscana
Public Utilities

Municiipality of Treviso

COMUNE DI SIENA
Municiipality of Siena

life brain Eccellenza per la tua salute
Healthcare

ISTITUTO NAZIONALE TUMORI IRCCS - Fondazione Pascale
Healthcare

AziendaUSL Valle d'Aosta-Vallée d'Aoste
Healthcare

OLD WILD WEST
Food

TRELLEBORG
E-commerce

1996 2021
Logistic

Camera di Commercio Reggio Emilia
PA

Our partners

For further information and to discover how QuestIT can assist you in your process of innovation, please
contact

marketing@quest-it.com