

🔄 AI Preview

👤 Identity

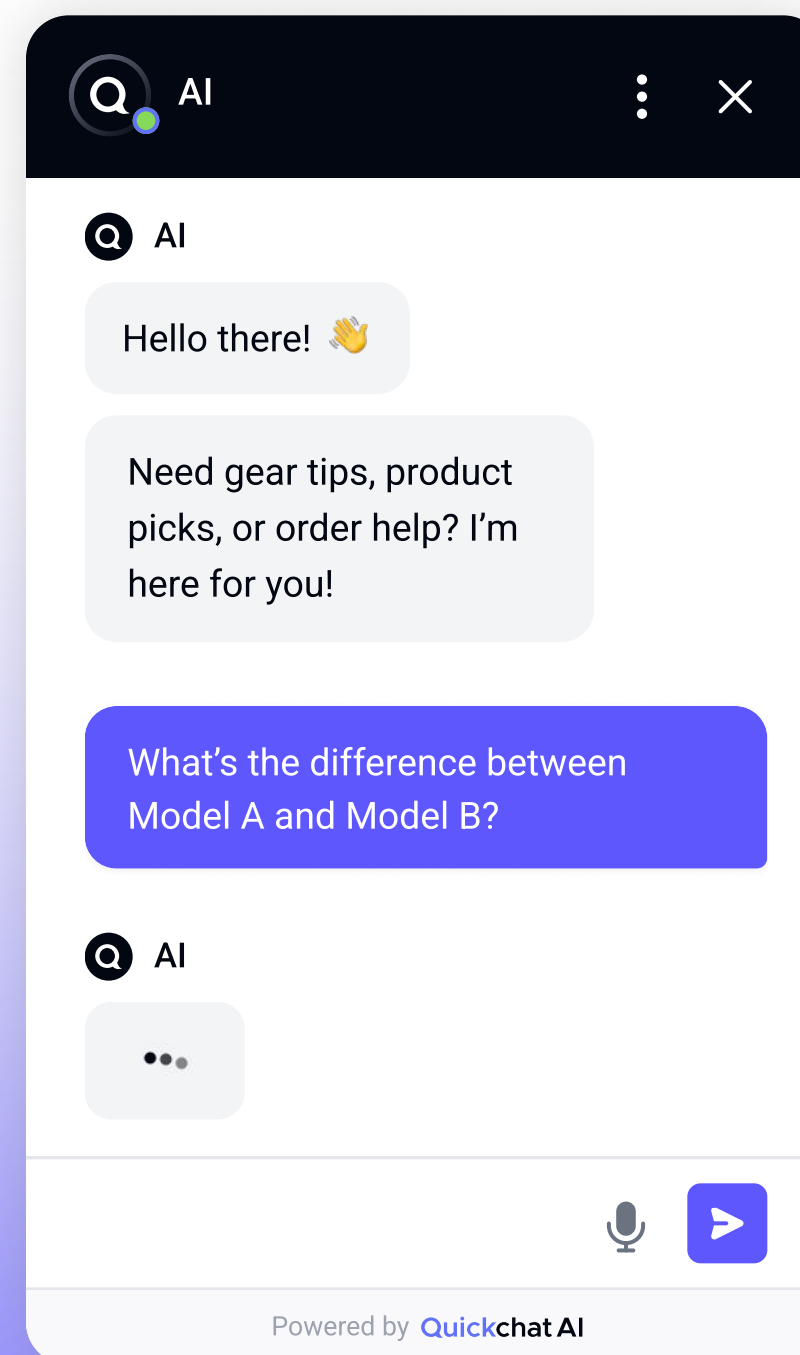
🔧 Capabilities

📖 Knowledge Sources

🔗 Channels

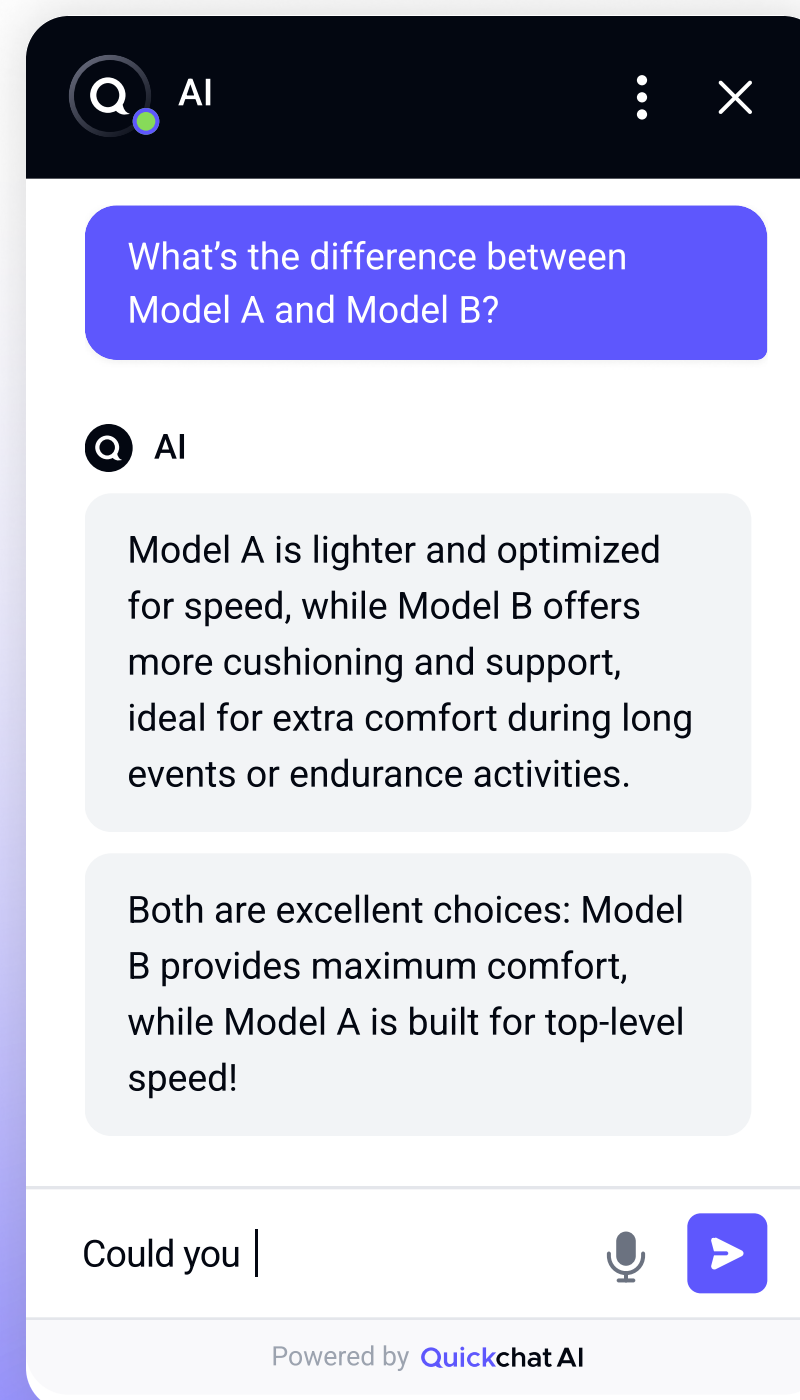
# Quickchat AI

Custom AI Agents for businesses



# The fact that AI can unlock massive value for companies doesn't need much explanation.

But the intrinsic flaws of Large Language Models and challenges of implementation hold businesses back from fully embracing this technology.



“We are hesitant to make a big investment in AI without any clear guarantee it would work for us. It felt too risky, especially with **so many unknowns.**”

“We tried using AI to enhance our customer service, but the **AI kept giving responses that were completely off.** It’s hard to trust something that just makes stuff up.”

Because AI is hard.  
And the further you go,  
the tougher it gets

“The AI would do things that didn’t make any sense, and we had no idea why. **Troubleshooting was almost impossible** without deep technical knowledge.”

“The tools we tested just **couldn’t handle our scale.** Our company has knocked-out many startups that didn’t have sufficient infrastructure.”

It wasn't long until enterprises realized that mass-market AI solutions like ChatGPT are no longer enough for their needs.  
We started our journey to build something that is

2020

OpenAI launch  
GPT-3 closed beta

That's when we firsthand experienced  
AI industry transforming potential

2021

Human-like AI chatbots  
attract early adopters

We developed one of the pioneering  
apps in this space — Emerson.

2022

ChatGPT launches

It's already a historic moment — it has  
paved the way for widespread GenAI  
adoption.

2023

RAG-based chatbots  
are rising in popularity

Enabling AI to utilize company's data  
and provide relevant responses.

Quickchat AI

2024+

We've entered the  
era of AI Agents

Simple question-answer interactions no  
longer suffice.

The future are AI Agents — autonomous  
systems that can handle tasks from  
start to end. Just like a human would.



# A product that solves all the challenges companies faced before they became our customers



## In-house

- Lack of in-house expertise and resources
- Problems with recruiting AI talent
- Hard to get executive buy-in without a working demo



## No-code, self-serve AI chatbot platforms

- Limited customizability
- Unable to handle enterprise-sized Knowledge Bases
- AI hallucinations and no tools to troubleshoot them
- Not ready for enterprise-level security requirements



## Software houses

- Committing to a long project without guaranteed success
- Often lack of expertise in AI
- Expensive

But they learned that unless the AI works  
100% of the time, it won't make it to production

Companies need a solution that:

01

Is tailored to your brand  
voice and goals

Gives customization options to  
tailor AI Agents' behavior and  
conversation style.

02

Can handle the  
demands of enterprises

Has an infrastructure to support  
high interaction volume, manage  
large, complex Knowledge Bases,  
and meet security standards.

03

Is understandable

Surfaces the data behind the AI's  
response and offers insights on  
how to refine inputs for even  
better results.

04

Offers rapid  
time-to-value

Can be safely deployed in days,  
skipping long and complicated  
setups from scratch.

# That's why we built the Quickchat AI Platform — to give you precisely that

## Knowledge Base Management Module

We combine our custom Retrieval System with top-notch data management to ensure your AI Agent always gives accurate and relevant information.

Main features:

Message Sources

Import from documents and apps

Search & filtering

Data sharding

## Conversation Design Module

Built with customers in mind who require precise control over the AI Agent's conversation style, delivering responses that embody your brand's unique character.

Main features:

AI Personality

AI Profession

Creativity Level

Custom Translations

## Actions Module

Quickchat AI Agents go beyond conversations — they interact with CRMs and e-commerce platforms autonomously. Set goals and define Actions for them to execute.

Main features:

Smart Lead Generation

Human Handoff

Channels

Custom Actions

## Insights Module

Optimizing AI performance is crucial for success. We make it simple with insights from both aggregated data and in-depth analysis of individual responses.

Main features:

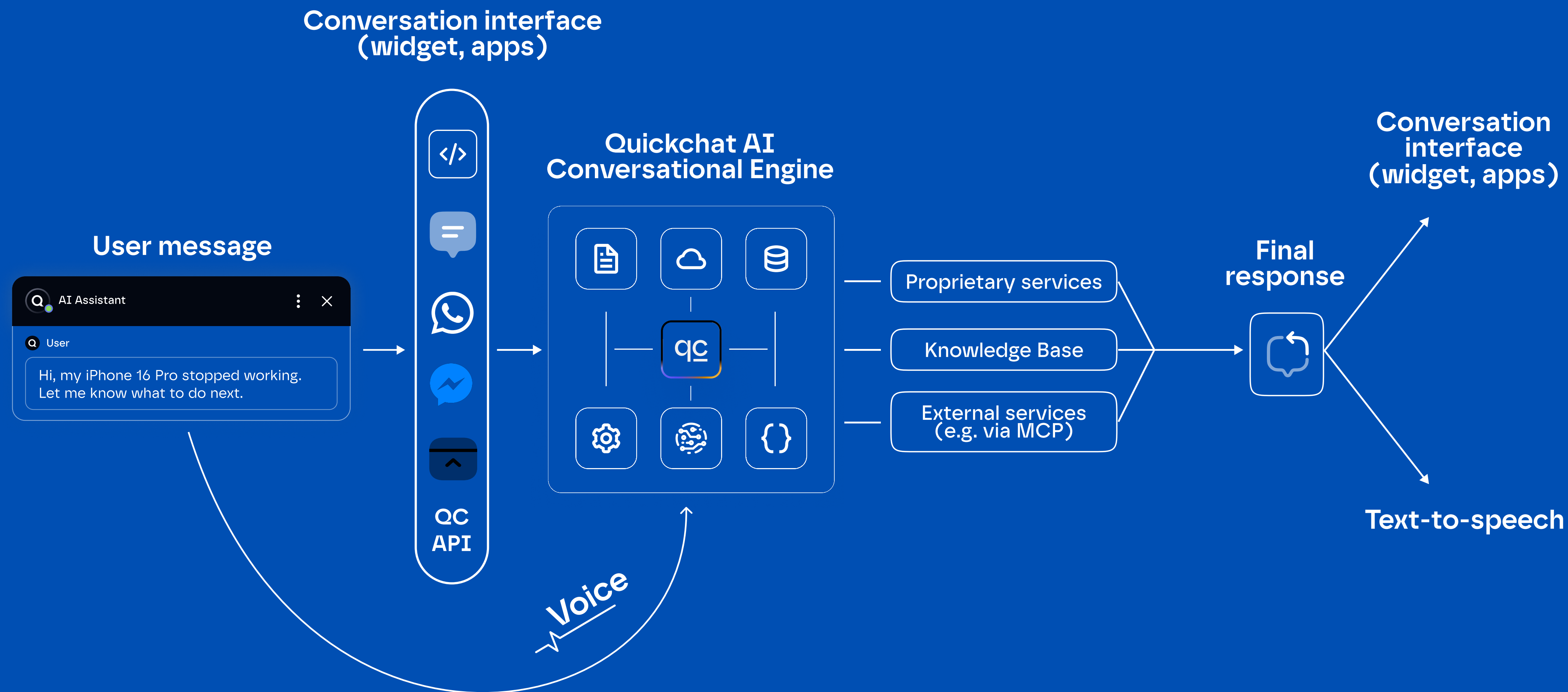
Dashboards

Response Analysis

Custom Reports

AI Summary

We use our proprietary tech and top external services to deliver the **best LLM results**

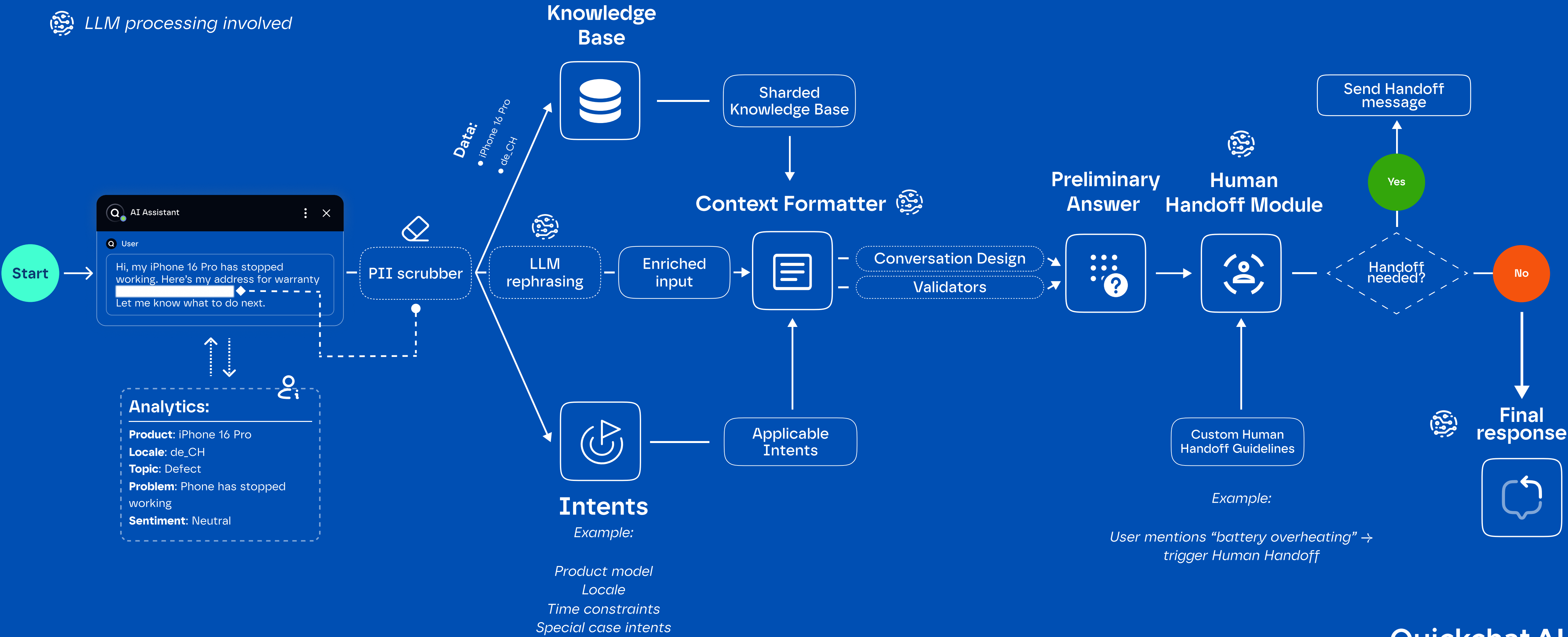




# Quickchat AI Tech Architecture

Legend:

 LLM processing involved



As we've seen across many projects, most AI hallucinations aren't really hallucinations — it's just AI dealing with disorganized data



AI Agents  
gives a wrong answer



Our Insights Module  
recognizes the exact  
reason for a bad response



The Knowledge Base  
Module lets you easily  
find and correct bad data



AI Agents  
performance improves



AI

Hey, US delivery typically takes **3-5 business days**.

Key message source(s):

#1

Shipping & Returns – Delivery times – US

URL: [nike.com/help/a/shipping-delivery](https://nike.com/help/a/shipping-delivery)

"US deliveries typically arrive in **3-5 business days**."

How long does standard  
shipping take within the US ?

Standard delivery times within the US are usually  
between **1-2 business days**, depending on your location  
and carrier.



AI

Hey, US delivery typically takes **1-2 business days**.



# It's not the only positive feedback loop — we turn conversations into insights for your business, all on autopilot

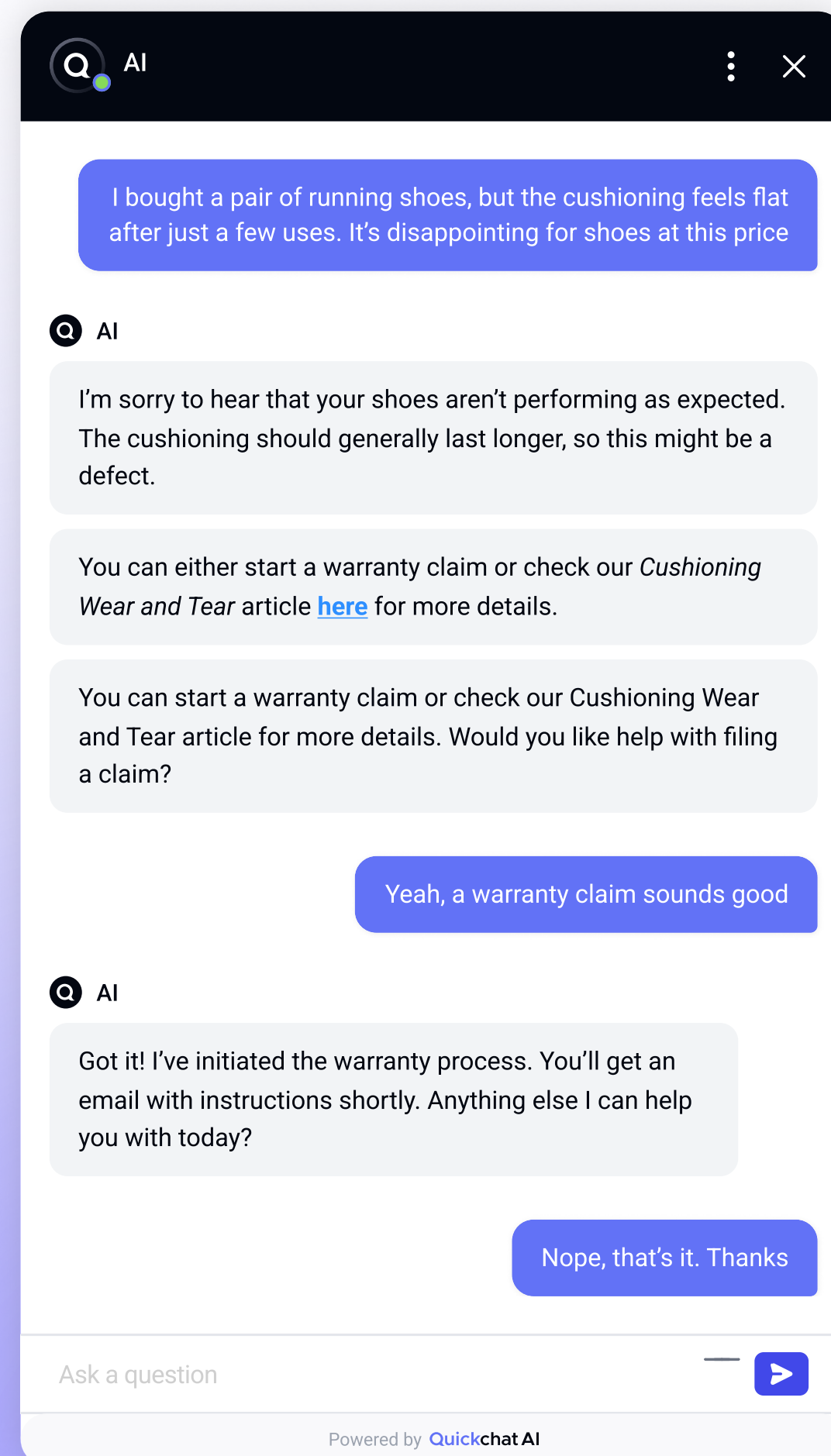


**Product:** Shoes Model A

**Topic:** Defect

**Problem:** Cushioning feels flat after a few runs

**Sentiment:** Negative but seeking resolution



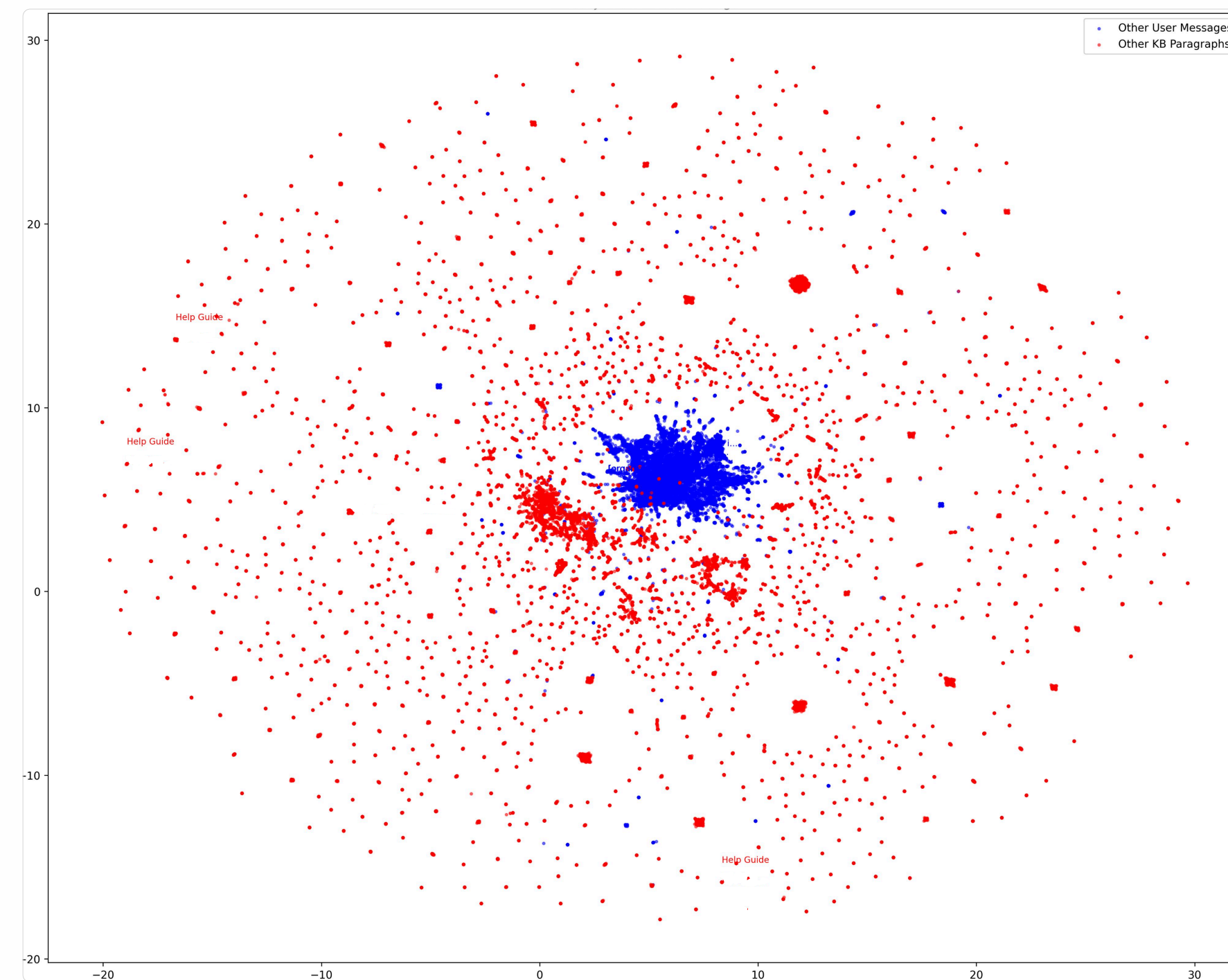
**Response source:** KB Article #34,  
<https://www.shoes.com/help/a/shoes/wear>

**Solved?** Yes

**Suggested solution:** Warranty claim



Content Gap Analyzer streamlines optimizing your AI Agent's Knowledge Base, ensuring perfect responses every time



**Content Gap Analyzer** pinpoints the information gaps between your customers' questions and your Knowledge Base content



Trusted by the world's leading investors  
who stand behind our mission

## Our Investors



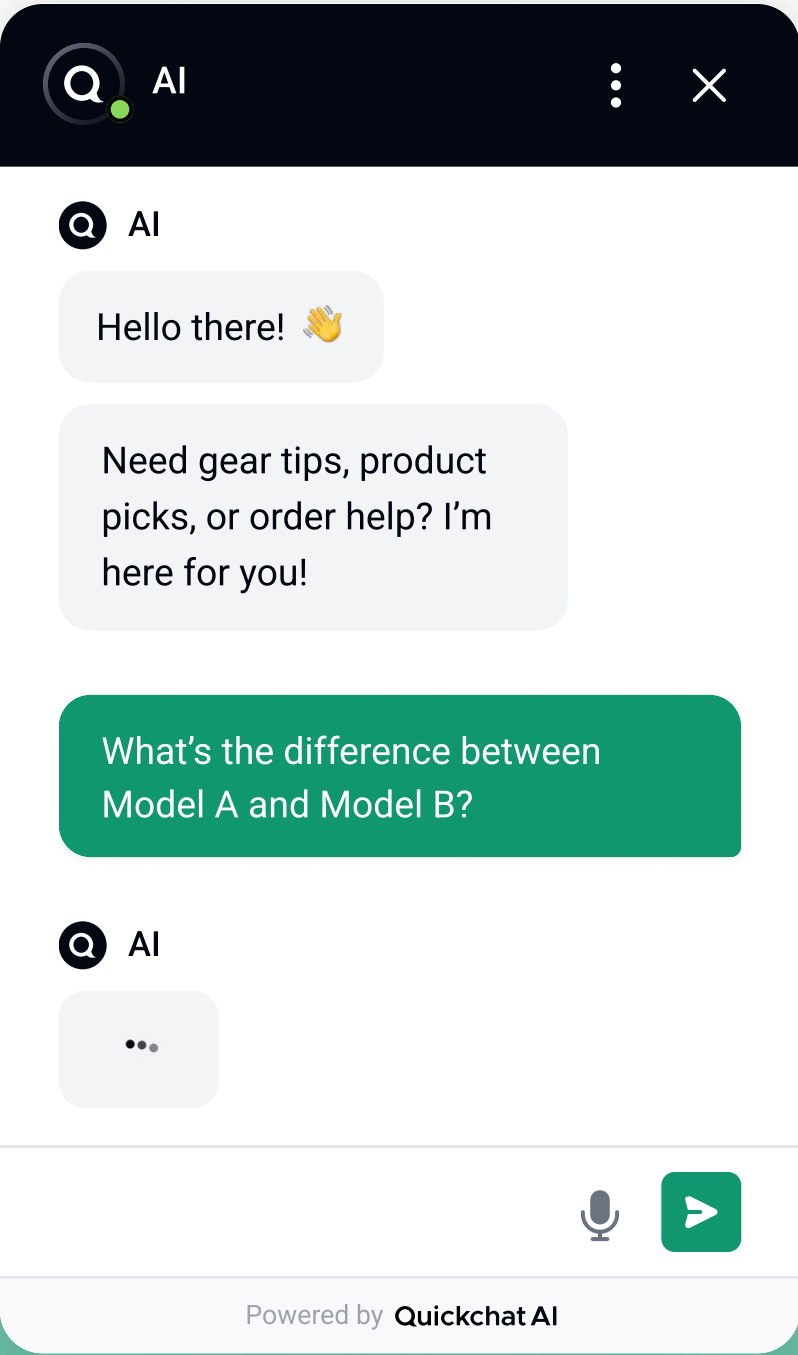
Quickchat AI

🔄 AI Preview

-  Discover Needs
-  Select AI Agent
-  Build Knowledge Base
-  Customize
-  Deploy & Refine

# Quickchat AI

## Our Process



One-size-fits-none. Prior to engagement, we'll conduct a thorough analysis to understand your specific needs and requirements

- 01 Define the business need
- 02 Identify the required data sources
- 03 Determine your techstack
- 04 Recommend the type of your AI Agent
- 05 Build the Knowledge Base
- 06 Customize
- 07 Personalized 1-1 onboarding to the Platform
- 08 Deploy & refine

## Step 1: Define the business need

We start by getting to the core of your business objectives, defining the AI Agent's goal and setting the stage for success

We perform a comprehensive analysis of your case to determine the AI Agent's scope. This includes detailing the technical requirements and business logic, laying a solid foundation for the AI to function effectively within your unique context.

Quickchat AI



Step 2: Identify the required data sources

Next, we work hand-in-hand with your data team to map out the essential data types, ensuring we cover all bases from quality to relevance

We'll work closely with your data team to identify the essential data types. We'll examine the semantics, scope, quality, and processes to develop a thorough understanding.

External Sources:



Quickchat AI

You can choose from our ready-made integrations, or we can develop custom ones to match your requirements

The Quickchat Widget and iFrame are fully customizable right out of the box.

Fully customizable web module, voice, mobile SDK available.

Messaging apps & Customer Support software



Quickchat AI

## Step 2: Identify the required data sources

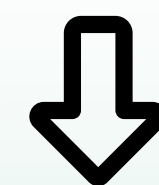
We streamline data integration with custom connectors, flexible sync scheduling, and smooth data flow management



### Data types:

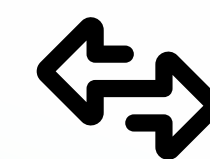
**Structured:** Organized data in a fixed format, such as tables, databases, or spreadsheets.

**Textual:** Data in the form of text, such as documents, blog posts, and articles.



### Data sources:

We'll adapt to your existing data sources, building custom connectors when necessary.



### Data sync management:

Our system adapts to your needs, whether data is fetched automatically or pushed manually.

With flexible options for automated or trigger-based downloading and uploading, it integrates smoothly into your workflow.

## Step 2: Identify the required data sources

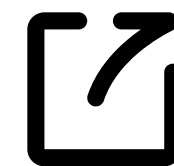
# Supporting high-volume operations with secure storage and data sharding for consistent results



Google Cloud Platform

### Manage massive interaction volumes without stress:

Engineered for enterprise-level volumes, our infrastructure maintains top-tier reliability and performance, no matter the demands.



### Secure storage, designed to scale:

Secure and scalable storage solutions that keep your data accessible and protected.



### Data sharding made according to your business logic

A key to strong conversational performance is knowing which parts of the Knowledge Base to prioritize or ignore depending on the context.

Default sharding settings, like language or geographic content are applied automatically.



# Anomaly detection uses conversation data to catch issues before they turn into problems

## Qualitative triggers

Q AI

Hi, I've been using the new Model A for a week now, and the lacing system occasionally loosens completely

Q AI

Hi there! That doesn't sound right. The automatic lacing system on the Model A should stay secure during movement.

I suggest recalibrating the system using our app. If the issue persists, I can help escalate this to our technical team for further investigation.

Would you like me to walk you through the recalibration?

That would be great

Q AI

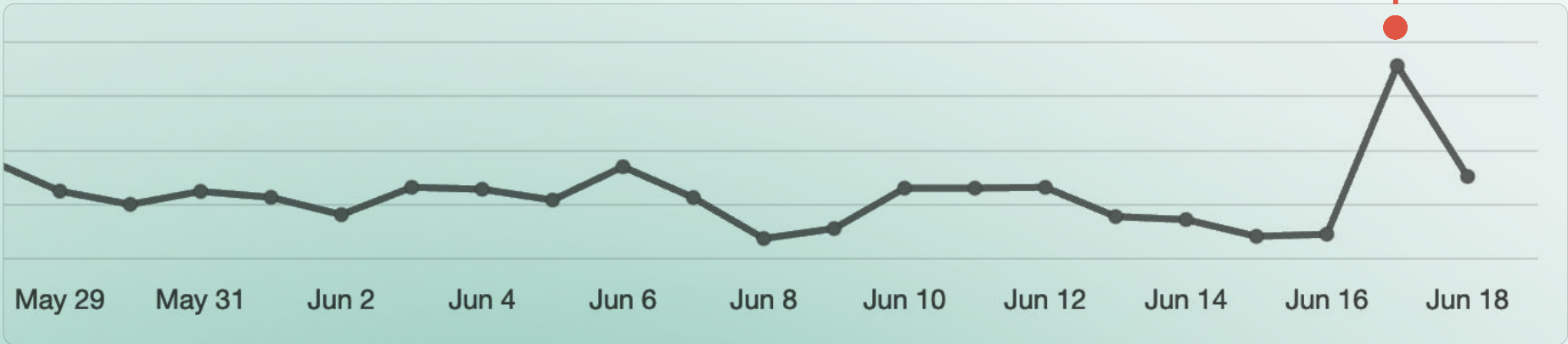
Sure! Follow the recalibration steps in the App Guide [here](#). If the problem doesn't go away, we'll escalate it for a deeper check. Let me know how it goes!

Ask a question

Powered by Quickchat AI



## Quantitative triggers



## Custom Notifications



All this, with zero  
compromises on security



**Automatically block  
disallowed topics**

Automatically filter out restricted  
topics with our AI Guidelines.

**Integrate  
without risks**

You set the boundaries, defining  
exactly what's accessed and how.

**Your data stays  
private forever**

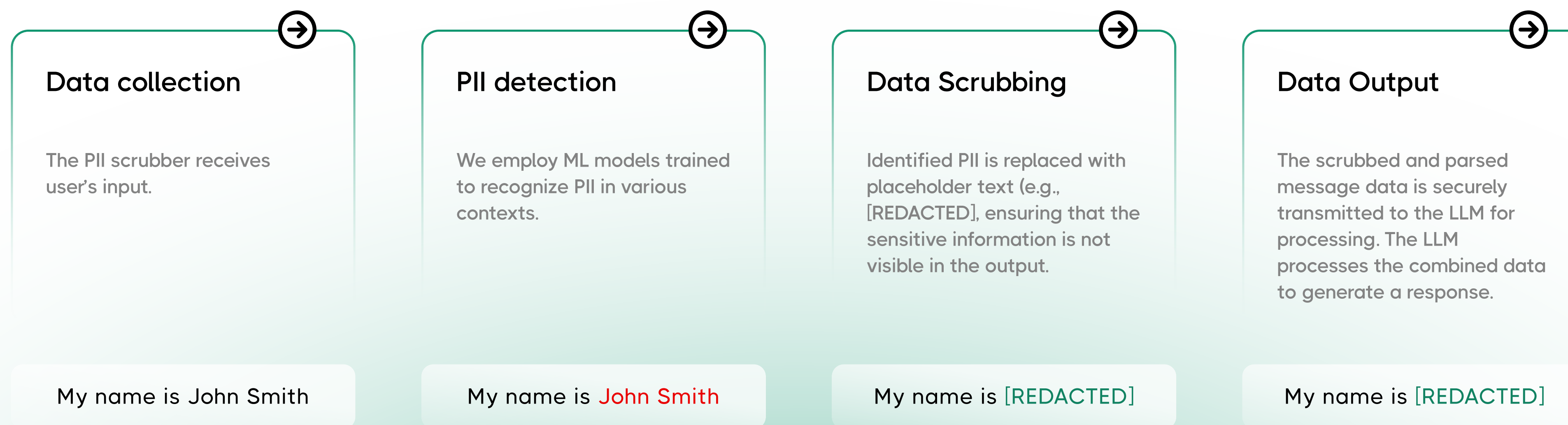
We never use it to train AI models.

**PII removed,  
privacy assured**

Personal info? Gone. We scrub  
Personally Identifiable Information  
(PII) to keep your users protected  
and your company compliant.

# Your users' Personally Identifiable Information is never shared with LLM providers and other external parties

With the power of **Google Cloud's advanced Sensitive Data Protection**, our system identifies and removes Personally Identifiable Information (PII) from conversation data to protect users' privacy.





# And our additional built-in safety-valves ensure your data stays encrypted, private, and adapted to your requirements

## Custom encryption keys

Take full control by managing the data encryption yourself for extra protection.

## Dedicated storage buckets

Safeguard your data in a private storage bucket, fully isolated from other clients for maximum security.

## Data encryption

Your data stays secure before it hits our servers. SSL/TLS uses asymmetric and symmetric encryption during transit.

## Minimal exposure of decrypted data

Decryption is restricted, with only key functions like our parser accessing the private key for processing.

## Access controls

We enforce strict user roles in GCP to block unauthorized access to sensitive data like encryption keys.

## Secure network connections

Access databases securely through site-to-site VPN or VPC peering on GCP, keeping your data safe from public internet exposure.

## Comprehensive file type compatibility

Our system handles everything from JSON and SQL databases to unstructured data like PDFs and emails.

## Flexible data ingestion and access

We tailor the setup for one-time or continuous MongoDB/PostgreSQL access.



RECOMMENDED

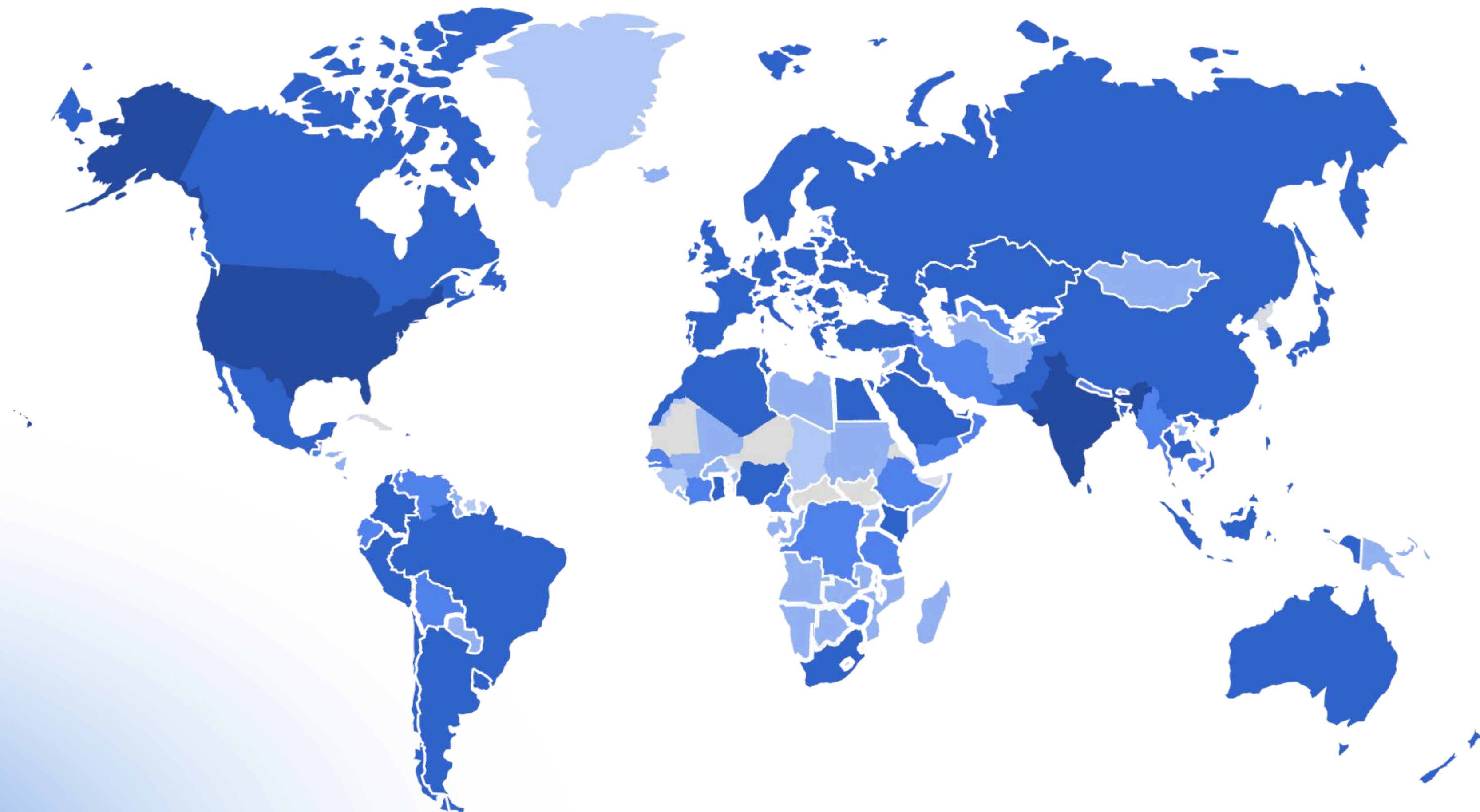


DEFAULT

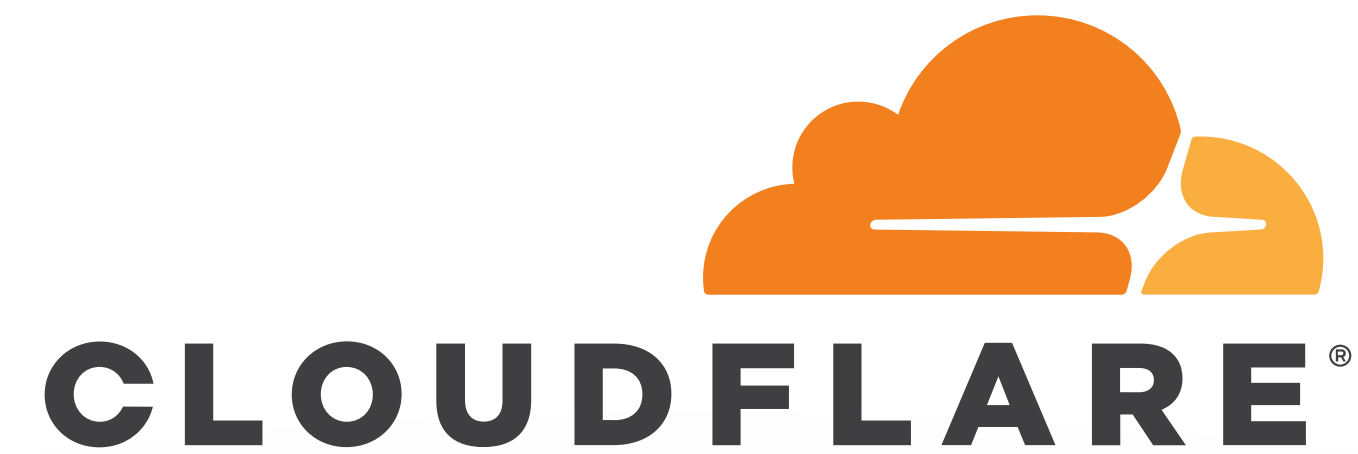


If your customers are **everywhere** — so is our AI

Quickchat AI global traffic over the last 12 months:



Shielded by Cloudflare — for consistent speed,  
robust protection, and flawless performance



### 24/7 DDoS protection

Cloudflare's always-on DDoS protection ensures that your network is safeguarded round-the-clock.

### Real-time IP masking

By masking your IP address, Cloudflare reroutes traffic through its global network, hiding your origin server and making targeted attacks far more difficult.

### Smart bot filtering

Leverage AI-powered bot filtering to block harmful bots without impacting the user experience for real visitors.

### Step 3: Determine your techstack

With your needs clearly defined, we select the best technology stack to power your AI Agent



#### LLM

We'll match your use case with the optimal LLM and vendor, balancing performance, cost, and reliability

#### Data connectors

Integrate your data with the AI Agent using our custom-built connectors that ensure smooth, reliable data flow

#### Infrastructure

The core infrastructure on Google Cloud Platform (GCP) features secure, single-tenant data storage, a managed deletion schedule for transcripts, single sign-on support, and a PII scrubber.

Our analytics are powered by BigQuery and Langfuse.



## Step 4: Recommend the type of your AI Agent

Once we've analyzed the data and locked in your requirements, we'll recommend you the right AI Agents from our diverse suite

### Customer-facing

AI Agent



#### Sales Assistant

**Role:** Recommending products based on customers' preferences and assisting during the whole buying journey.

**Example Actions:** Provide personalized product recommendations, Add products to cart

AI Agent



#### Customer Support Representative

**Role:** Answering customers' questions who need information or face some issues.

**Example Actions:** Create support tickets, Issue refunds

AI Agent



#### Researcher

**Role:** Conducting customer interviews to collect qualitative insights about your brand and products.

**Example Actions:** Collect data, Create reports, Write interview summary, Extract insights from transcripts

AI Agent



#### Consultant

**Role:** Serving as a field expert to your customers and prospects by using your provided topic-specific knowledge.

**Example Actions:** Recommend a solution, Collect lead contact details



#### Step 4: Recommend the type of your AI Agent

After analyzing the dataset and locking in your requirements, we'll recommend you the right AI Agents from our diverse suite

### Employee-facing

AI Agent



#### Enterprise Search Assistant

**Role:** Providing your employees with accurate and relevant information based on your company's internal documents and data sources.

**Example Actions:** Send direct links to source files

AI Agent



#### HR Specialist

**Role:** Streamlining HR operations by automating responses to employee inquiries, updating HR systems, and centralizing knowledge.

**Example Actions:** Retrieve data or perform actions in integrated HR software

## Step 5: Identify the customer's reporting needs

Plus, provide you with a dedicated Insights Module to control and measure AI performance

### Per-message insights

Learn the sources behind each AI response and get tailored suggestions to optimize your Knowledge Base.

### Automated Knowledge Base quality-checking

Keep your Knowledge Base always top-notch with automated quality checks.

### AI Summaries

Skip the scrolling — get instant summaries that give you the full context of any conversation.

### Cross-conversation reporting

See the bigger picture with reports that connect insights across multiple conversations, revealing patterns and trends.

### Feedback collection

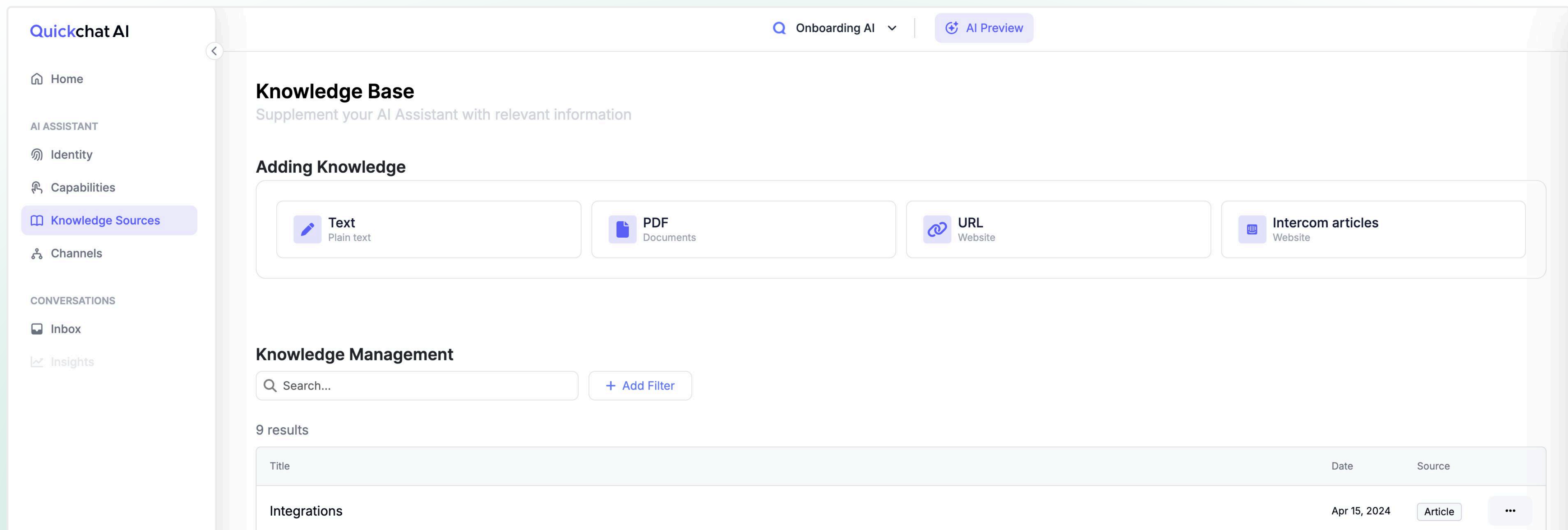
Turn every interaction into an opportunity for improvement.

### Custom Reports

We collaborate with you to determine which reports will be most valuable.

## Step 6: Build the Knowledge Base

You don't build reliable AI by dumping data and crossing fingers. We'll take care of data structure, ingestion, and management — ensuring it's built to excel, not fail





## Step 7: Customize

No need to squeeze your business into a one-size-fits-all AI solution. In this step, we'll customize how your AI Agent speaks, behaves, and looks

The screenshot displays the 'Quickchat AI' interface for customizing an AI agent's conversational style. The left sidebar contains navigation links: Home, AI ASSISTANT (with sub-links for Identity, Capabilities, Knowledge Sources, and Channels), CONVERSATIONS (with links for Inbox and Insights), and a back arrow. The main content area is titled 'Conversational Style' and includes three sections: 'AI Personality' with a dropdown menu set to 'Friendly - warm and approachable', 'AI Profession' with five selectable roles (Helpful Assistant, Support Agent, Shopping Assistant, Field Expert, and Interviewer), and 'AI Creativity' with three levels (Low, Normal, and High). The 'Helpful Assistant' role and 'High' creativity level are currently selected.

**Quickchat AI**

Onboarding AI | AI Preview

### Conversational Style

**AI Personality**  
Choose the specific tone and interaction style your AI should use.

Friendly - warm and approachable

Casual conversations with a personal touch. Tailored to users seeking an amiable and approachable interaction experience.

**AI Profession**  
Customise your AI Assistant's approach to users, to ensure it is aligned with the goals you want to achieve.

Helpful Assistant	Support Agent	Shopping Assistant	Field Expert	Interviewer
<b>Active</b> Versatile and multi-purpose. For answering general queries.	Empathetic, provides step-by-step solutions and information for troubleshooting common issues.	Proactively offers product recommendations and provides direct links to product detail pages. Designed for e-commerce.	Professional consultant, asks clarifying questions and provides detailed, expert guidance. Great for service and B2B industries.	Asks questions instead of providing answers. Ideal for conducting surveys, collecting feedback, or leading interviews.

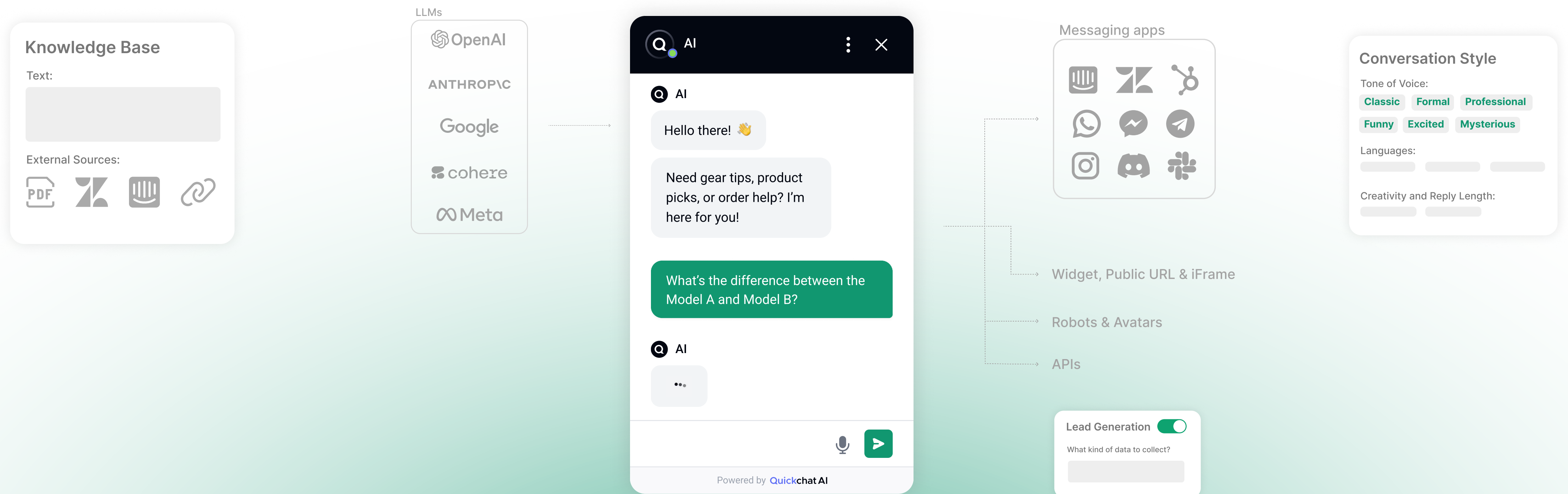
**AI Creativity**  
What the Assistant should do, when asked a question that is on subject, but for which there is no answer in the Knowledge Base.

Low	Normal	High
outright say the AI does not have sufficient information to answer	balance saying 'I don't know' and improvising answers	try and improvise an answer based on the Knowledge Base



## Step 8: Deploy & refine

The Big Day has arrived.  
Let's go live and start the feedback loop



## Step 8: Deploy & refine

Launch day is just the beginning of what's possible



### Ongoing support

We're here for you every step of the way.

### Custom reports and AI insights

Gain insights with tailored reports that reveal customer trends, common issues, and valuable feedback.

### Conversation feedback

Easily review and understand your AI Agent's conversations.

### Preview

Test how changes to the Knowledge Base and AI Agent settings impact its responses before going live.

When we say priority support, we mean it — just call or DM us on Slack anytime. Guaranteed by SLAs



Personalized 1-1  
onboarding



Assigned Account  
Manager & AI Deployment  
Engineer



Dedicated Slack  
channel connection



Regular catch-up  
meetings (weekly/  
biweekly)

SLA and response times/escalation paths will  
be specified at a later stage to meet your  
requirements

Safety mechanisms to stop the AI in case of  
any potential issues, increased costs, or bot  
attacks



# Maybe Tech case study

600+

Inquiries per day

93%

handled by our AI

“Customer support went from being a potential problem to one of our greatest strengths. Quickckchat AI **reduced our response time** from hours to 13 seconds. It enabled each member of our team to **be the best version of themselves**. It gives our team the opportunity to do more creative tasks, which ultimately **makes our company better.**”

Polly Barnfield, CEO, Maybe Tech  
([www.maybetech.com](http://www.maybetech.com))



Watch the full case study video [here](#)



Thank you  
for your time

