"LEVIA

Conversational A.I

**Use case :
E-commerce & Retail**

https://levia.ai

What if customers could get answers through messaging channels they already use every day ?

40% Conversion rate

How may i help you ?

How may I help ?

2% Conversion rate

?

?

Con·ver·sa·tion·al com·merce is not the future. It's happening NOW!

"Conversational commerce is defined as the ability to **communicate with brands through conversations**, **from any device, and on the consumers' own schedules.** "

By the end of 2020, **85% of customer interactions** will be human to machine, with **chatbots** making up a large portion of those - Gartner research

According to Forrester Research, **53% of customers** are likely to **abandon** their online purchases **if they can't find quick answers to their questions**.

At least **78% of consumers** who text **wish** they could have a **text conversation** with a business
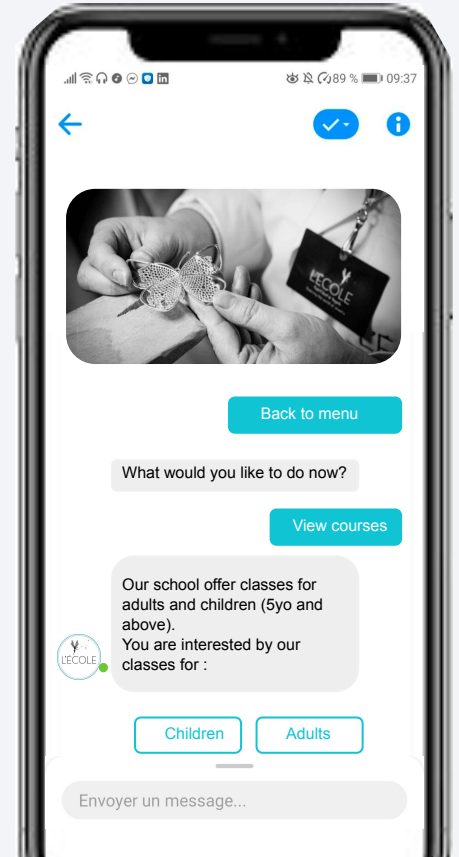
Conversational AI Technology by industry

RETAIL & E-COMMERCE

Levia turns FAQ & products feed into **conversational agents** answering requests in natural language without any training needed.

LEVIA uses AI to improve the customer journey

With 2 **instant automated messaging** technologies:

1. **Levia's Smart Selling Assistant.**
A virtual vendor behind every client

2. **Levia's AI Care assistant.**
A scalable AI technology to solve customers issues

Customers can purchase, or get answers at any point of the customer journey using Natural Language, may that be an initial inquiry before the purchase, help and support after purchase, renewal or reordering.

Conversational commerce throughout the customer journey.

Suggest, enhance, market products
- Feature best-sellers, new products…
- Lift barriers before purchase

Find, advise, reassure…
- Advices & Reassurance
- Have a salesman behind each customer
- Enable the transaction

Answer recurring questions
- Enhance client relationship with the client
- Unclog the customer care
- Boost the repeat purchase

Before the sale	During the sale	After the sale

Key feature
⭐ Brand content Merchandising

🎧 Automatic FAQ search

+85% confidence on top 3 FAQ answers

20% Conversion rate

Key feature
🛍 Conversational product search

💬 Automated Q&A on product

+30% average basket increase

X3 faster VS searching on m-commerce interface

Key feature
🎧 Automatic QA ranking (FAQ search)

+ Transfer to human operator if needed

+90% confidence on top 5 FAQ answers

4,5/5 satisfaction rate

20%
conversion rate bot/site

+30%
increase average basket

LEVIA'S SMART SELLING ASSISTANT

Designed to search among millions of products within seconds :

Variations

Personal shopper / Beauty Advisor / Wine Advisor

Includes

Interconnexion with Algolia, Lengow, ES, Google shopping...

Interconnexion with Iadvize, Dimelo, Zendesk... QA on product pages

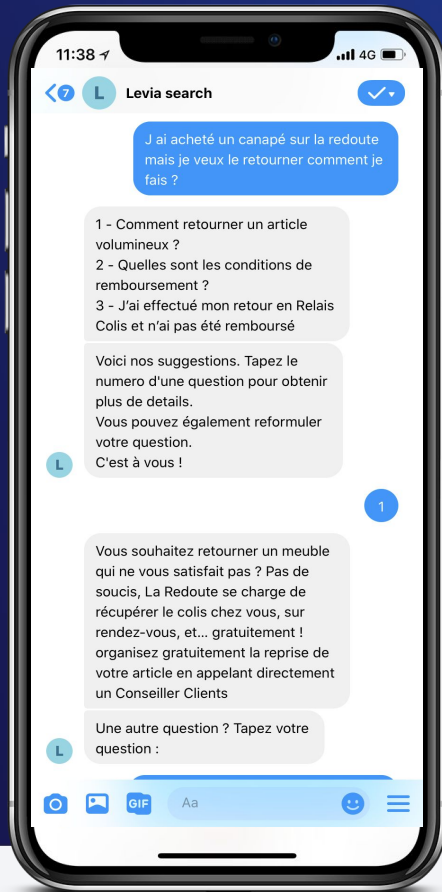E.Leclerc Jennyfer 1·2·3 PANDORA Galeries Lafayette

LEVIA'S AI CARE ASSISTANT

75%

confidence on top 3

+90%

confidence on top 5

4,5/5

satisfaction rate

Automatic search in FAQ
Transfer to a human care assistant if needed

Variations
Model : NLU / intent
entities extraction based >> training needed

Deep learning model :
contextual and semantic search >> model already pre-trained - no need training on the go

Require access to a knowledge base

Included :
Connexion available with Iadvize, Dimelo, Zendesk...

Possibility to insert tutorials, images, scripted conversation / dynamic conversation like FAQ

11:38

L Levia search

J'ai acheté un canapé sur la redoute mais je veux le retourner comment je fais ?

1 - Comment retourner un article volumineux ?
2 - Quelles sont les conditions de remboursement ?
3 - J'ai effectué mon retour en Relais Colis et n'ai pas été remboursé

Voici nos suggestions. Tapez le numero d'une question pour obtenir plus de details.
Vous pouvez également reformuler votre question.
C'est à vous !

1

Vous souhaitez retourner un meuble qui ne vous satisfait pas ? Pas de soucis, La Redoute se charge de récupérer le colis chez vous, sur rendez-vous, et... gratuitement !
organisez gratuitement la reprise de votre article en appelant directement un Conseiller Clients

Une autre question ? Tapez votre question :

Aa

Levia's AI Smart Selling Assistant

SCÉNARIO

Smart product Q/A on product page

Contextual & semantic search on production information or any product knowledge base

Generate an extract / substring of the productinformation to answer the question
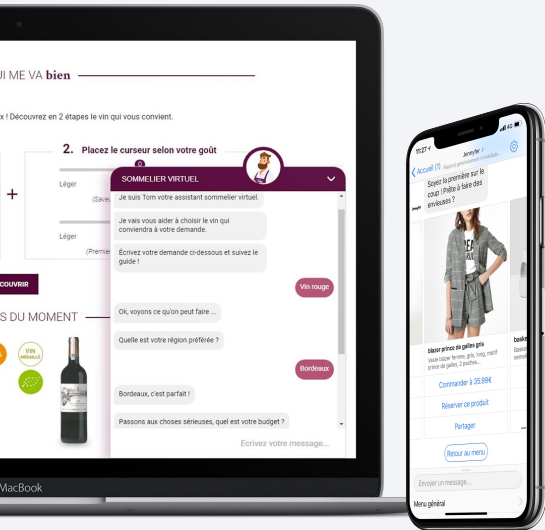
Work on any industry and any volume data base

Works on any industry.

Fashion retail

Galeries Lafayette

Jennyfer

PANDORA

UN DEUX TROIS

Food retail

Carrefour

E.Leclerc

ma CAVE PAR E.Leclerc

CARMILA

Pure Players

Cdiscount

RUE DU COMMERCE

Beauty retail

CAUDALÍE
PARIS

Luxury retail

PIAGET

Levia's AI Components

1.

Conversation Manager

2.

Question Answering System

3.

Contextualized semantic search

1.

Conversation Manager

General purpose conversation manager compatible with intents and entities extraction mechanism, specific tracking via GA, support quick replies, carousel & rich content

Some pre-templated Conversations available for various industries

Specific channel distribution with 15+ drivers :
- through Messaging Platforms or Web (customized widget which can be embedded in any mobile or desktop webapp)
- through third party integrator

Automated Mapping of each client knowledge base with our entities referential.

Automatic selection of the best next question.

2.

Question Answering System

- Question answering from semi-structured texts based on **Machine reading**.

  Automated Q&A with Deep Learning Algorithms & transfer learning (state of the art in machine reading comprehension) 100% compliant with any industry as long as we have a knowledge base.

- Given a context and a question, our algorithm is able to **extract a substring of the context** that best answers the question (or none if no reasonable answer is available).

- Best in class French & English model. Also available in 100+ languages.

3.

Contextualized semantic search

Automated Q&A Ranking
Ability to ask questions not in the database & propose an answer thanks to the identification of the closest questions within the database.

Scalable contextual semantic search : the indexes are able to handle multi billions of records
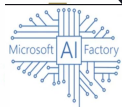
Results : 90% accuracy to the top 5 questions (ex. FAQ).

LEVIA

We are building the future of commerce,
conversational commerce.

Let's start the conversation !

lara@levia.ai
romain@levia.ai

With the help of ambitious and kindly Investors

&

Amazing resellers Partners

Noam Ohana
Partner - Conegliano Venture

Hélène Huby
Airbus Board Member Partner Space X

Pauline Roux
Partner Elaia Partners