Using Conversational AI to get the most out of your Enterprise Database

Diego Ventura CEO of noHold Inc.
Three Examples

1. AI Supported CX
2. Sales Advisor
3. Marketplace Virtual Assistant
1. AI Support CX
Donna goes to her favorite retailer to buy a new refrigerator.
Donna finds a fridge, but has questions.
She scans a QR code to invoke a Virtual Assistant.
The Virtual Assistant opens knowing what product Donna is interested in.

She asks the Virtual Assistant a question and gets a response immediately.
Donna purchases the refrigerator.
A year later, Donna begins to experience issues with the ice maker.
Now she can either scan the QR code to launch support instantly …
…or invoke the Virtual Assistant through her Echo or Google Home.

How may I help you with the FridgeKL012?
The Virtual Assistant helps diagnose the problem and provides Donna with the product she must purchase to fix her issue.
Happy with the experience, Donna shares with her friends and family.
Donna’s interactions have all been captured through Metrics that can be used to improve the product or support for the product.
Easily Launched on Multiple Channels

Product → Manual → Virtual Assistant

Amazon Alexa → Facebook M → Google Assistant

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2. Sales Advisor
Ecosystem

Product Managers

Company Products Information Database

Excel Sheets/ Import/ Export

SICURA Database

noHold SICURA®

Virtual Assistant

Partners

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3. Marketplace Virtual Assistant
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**Shopping Assistant**

*Power Search*

*show me options where market is coned*

Showing 1 - 66 of 66 Results:
Ecosystem

- Product Managers
- Company Commodities Marketplace
- Virtual Assistant
- End Users
Technical Considerations

- Intents
- Named entities
- Operators
- Misspelling/Morphing
- Machine Learning Option
Business Considerations

- Secure access
- On Demand vs. On Premise solution
- SQL and API
- Offer: Excel Version
Thank You

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