


The Value of an Intelligent Workplace Powered by AI

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LiveTiles empowers companies to surface and integrate any application, data or resource into a unified digital landscape. With our recent launch of LiveTiles Bots and integration of AI into our Design platform, we have evolved and extended the user experience to create something truly transformative:
The Intelligent Workplace.

An intelligent
workplace
requires two
types of
intelligence!

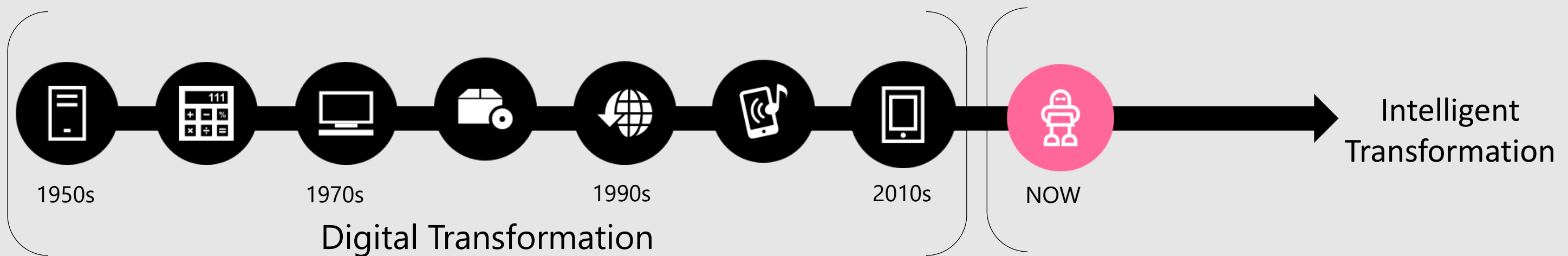


The Journey to Intelligent Transformation

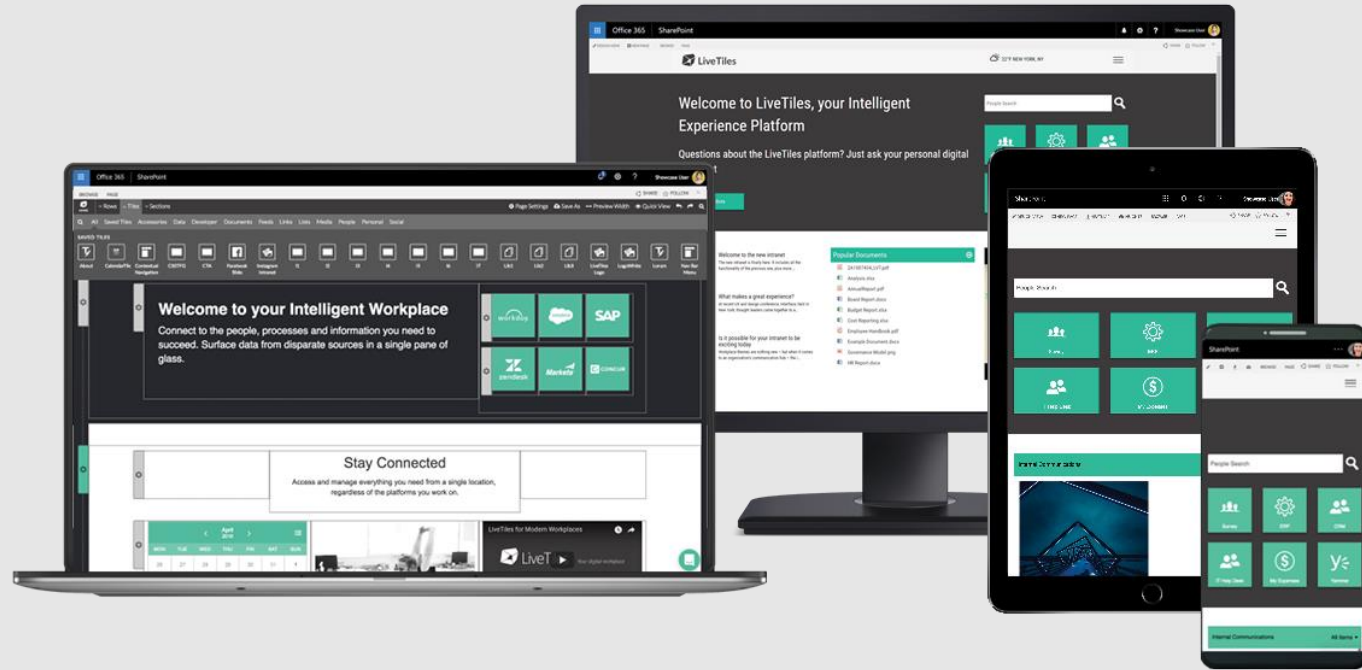


When **human** and **artificial intelligence** work together...

Employees are more productive and efficient, your customer experience is elevated and your business exponentially grows through **true intelligent transformation**. LiveTiles Bots will get you there faster.



An Intelligent Platform...



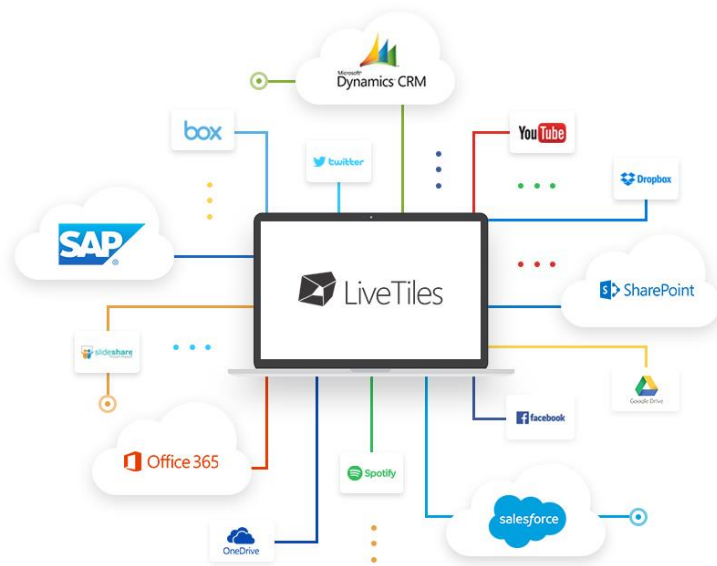
It should support lean and agile IT Teams and
NOT rely on developers.

- Recognizes that every organization, department and employee has different needs.
- **Simplifies** the chaos and abundance of technology through design that **empowers every single person** in a company.
- Delivers content and data together in a holistic, cohesive and **consistent experience** from any source.
- Provides **Flexibility** - easy to build and easy to change.
- Increases ROI by leveraging **existing technology** investments and increasing **adoption**.
- Ensures **security** and provides an **enterprise grade** solution.
- Provides a roadmap aligned to future business needs and technology shifts.

Intelligent Workplace

UX / UI

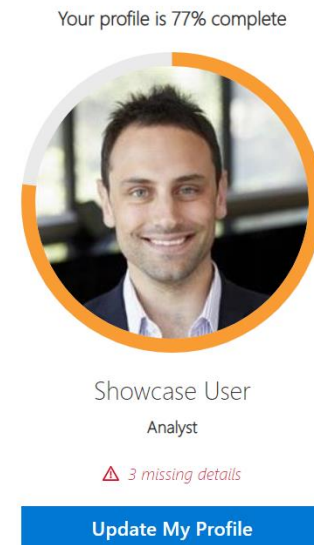
Deliver content and data together in a holistic, cohesive and consistent experience from any source.



Profiling

What do you know about your users? Do you have a complete picture of what you user know, how they work, what skills and value they provide?

Your profile is 77% complete



Showcase User
Analyst

3 missing details

Update My Profile

Bots

Leverage existing technology investments and enable the creation of relevant and discrete bots across the enterprise.

Your bot will be your own personal assistant.

Hey! I am Awesome-O your AI assistant. I don't have ZED's dance moves, but please tell me how I can help you today.

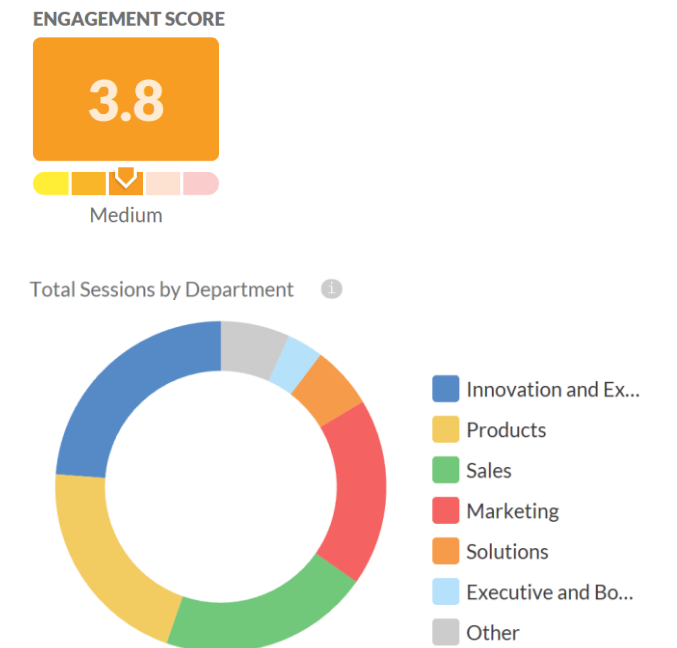
- New Hire Onboarding
- Reimbursement Request
- Leave of Absence Request
- Document request

HR Bot Ignite at 3:38:27 PM

[Type something...] **SEND**

Intelligence

Get insight into how your solution is being used and make data driven decisions to enhance the experience.



Deep personalisation (Proactive and Predictive)

AI to 'free up' human time for high value tasks

Data and analytics will be embedded in everything you do

Why should I care about chat bots?

- Language is the universal interface!
- In 2015, Messaging Applications surpassed Social Networking applications in terms of users
- In the (near) future, conversing with a CoBot will be like talking to a real person!
- And it doesn't need

According to Gartner:

"By 2019, 40% of enterprises will be actively using chatbots to business processes using natural-language interactions"

"By 2020, the average person will have more conversations with bots than with their spouse. "

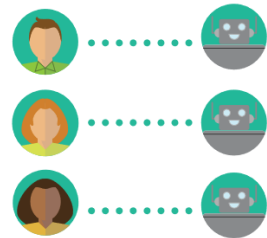
"By 2021, more than 50% of enterprises will be spending more per annum on bots and chatbot creation than traditional mobile app development."

OK, where is a good place to start?

LiveTiles' 4 Models of Bot Deployment

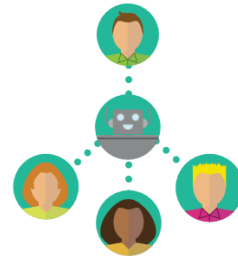
PERSONAL ASSISTANT

Deploy a customizable bot agent to every employee in an organization, so everyone can benefit from a virtual assistant they can edit to suit their style of working, specific tasks, and conversational style.



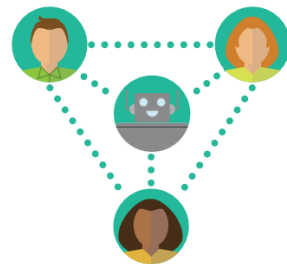
ENTERPRISE ASSISTANT

Develop a set of bots to be a first level of support for employees needing to ask questions of your enterprise operations staff. Asking a bot first enables the humans at both ends of that exchange to retain their focus and preserve their time.



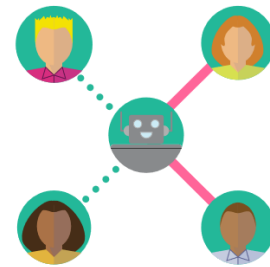
TEAM ASSISTANT

Place a bot with every team in an organization, and tighten the connection between the team members and the disparate systems they use every day. A team bot could take on a light supervisory role and algorithmically determine who should take on a new assignment, based on their existing workload.



EXTERNAL ASSISTANT

Design a bot as an "intelligent extranet agent"—an external-facing liaison between your organization and potential clients, or even with other businesses and their own customized external assistant bots capable of scheduling meetings, facilitating correspondence, and so on.



- Pick 1 to start with – be iterative
 - High value, low risk
- Location, Location, Location!
 - Where are my users and what do they have to do to get to my CoBot?
- Get as close to the 80/20 rule as you can
- Enhance an existing experience
- *(without intelligence, Intelligent Transformation is just transformation for the sake of change!)*
- Look ahead and orient the roadmap to the workload
- Be realistic!

- Does this Use Case **simplify** an interface?
- Provide the path of **least resistance**
- Does this Use Case provide functionality or information that is **disparate** in the organization?
- Compare it to **legacy**: Enterprise Search
- Go after information **where it lives**
- Does it just replace the current process, or does it **improve** it?
- Does it **reduce** workload or just displace it?

"The Airline"

Audience: Gate Agents

Business Problem:

- Policies and associated Forms difficult to find across multiple content systems
- Inability to escalate easily to a knowledgeable Agent
- Too many complex screens to find/enter information

Does this Use Case simplify an interface? **Yes!** It simplifies over 20 interfaces.

Does this Use Case provide functionality or information that is disparate in the organization? **Yes!** Over 100 policies, 50 forms, a Passenger Information System, and Corp Communications.

Does it just replace the current process, or does it *improve* it? **Improves!** The existing process wasn't really a process at all, and relied on the domain knowledge and training of the gate agent.

Does it reduce workload or just displace it? **Reduces!** This solution provides a guided experience for better than 80% of the situations that a gate agent would have to deal with.

The screenshot shows a chat window with a dark header containing a "refuse customer" button and the text "Anonymous". The main content area is a light gray box with a white border. It contains the following text: "I have found the following policy(s) that refers to your issue:", "You can also restate your question regarding **Customers and Incidents.**", and "**Passenger Refusal to Transport**". Below this is an "Overview" section with the text: "Overview: 'In these scenarios LiveTravel may deny a passenger transport and is a government regulation.'" To the right of the overview text is an icon of a hand with a sad face. At the bottom of the content area are two dark buttons labeled "Select" and "Restart". Below the content area, the text "LiveTravel at 4:14:07 PM" is visible. At the very bottom of the chat window is a dark input field with the placeholder text "[Type something...]" and a "SEND" button.

“The Theme Park”

Audience: All Corporate Employees

Business Problem:

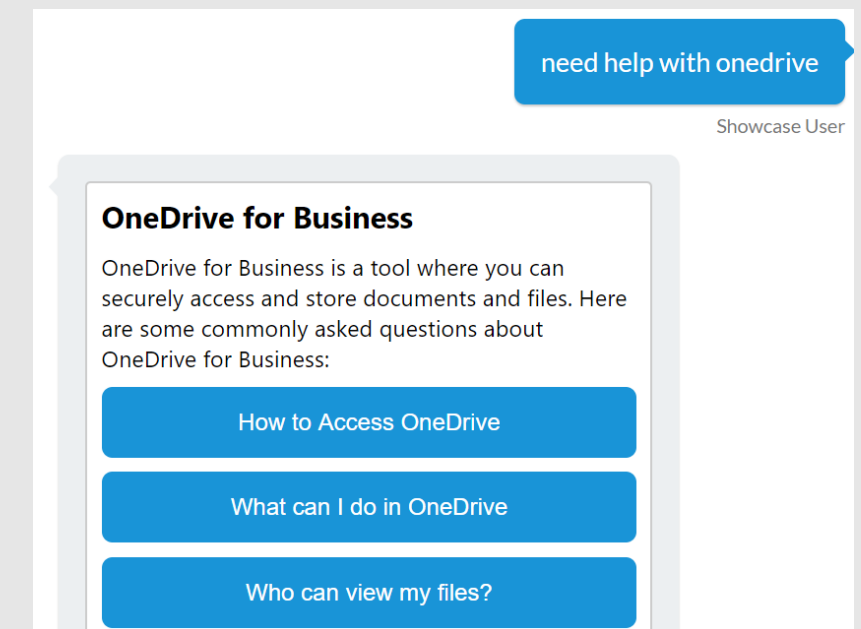
- Major technology upgrade from Office on-prem to O365 caused gaps in employee knowledge and hindered adoption and productivity
- Training materials, policies, How-To's, and instructional videos all on different platforms

Does this Use Case simplify an interface? **Yes!** The business problem is already one of having a new interface to deal with, so further complication was not an option. Natural language was the solution.
















Does this Use Case provide functionality or information that is disparate in the organization? **Yes!** That was really the primary point of this use case. Information existed, but it was logistically difficult to get it out in a unified location across such a traditional, siloed organization

Does it just replace the current process, or does it improve it? **Improves!** In this case it was all about going after the information where it lives, associating common information by subject across multiple platforms, and delivering it in a snackable, targeted way.

Does it reduce workload or just displace it? **Reduces!** The information was already being maintained, but created an additional load trying to get the information published. This eliminates that issue.



AI PROJECTS

EDUCATION	FINANCIAL SERVICES	HEALTHCARE & LEGAL	MANUFACTURING & CONSTRUCTION	MEDIA & ENTERTAINMENT	RETAIL & CONSUMER SERVICES	TECHNOLOGY & ELECTRONICS		
 <p>Department Concierge Bot</p> <p>Designed to Assist Researchers for the University to quickly and easily find available funding for programs. This allows them to transform a specialized process that has traditionally been very consultant based.</p> <p><i>Leading University with 8 billion in endowment and 16k students</i></p>	 <p>IT Self Service Bot</p> <p>This bot surfaces information relating to credit card enquiries from Discover's existing knowledge base.</p> <p><i>3rd largest credit card brand in US with 50 million cardholders, and 15,000+ employees</i></p>	 <p>Department Concierge Bot</p> <p>Multiple use cases, including Law Subject Bots, that provide Q&A for internal cases including Bankruptcy, Probate, Marriage Law, etc., and Directory Bots, designed to assist in finding lawyers within the firm that specialize in certain areas.</p> <p><i>One of US's largest law firms with over 14 offices and 1000+ attorneys</i></p>	 <p>Sales and Marketing Performance Bot</p> <p>Designed to assist in areas of supply chain tracking and management.</p> <p><i>Food production with 5k employees across 30 countries</i></p>	 <p>External Customer Concierge Bot</p> <p>Designed to assist customers in picking up merchandise. These bots assist with a range of logistical information, including pick-up ability, reservation of pick-up times, and customer pick-up locations.</p> <p><i>Leading Design Door Manufacturing sold across all 50 states</i></p>	 <p>Department Concierge Bot</p> <p>Designed to be used as virtual learning assistants. The bots surface relevant information from the company's existing knowledge base.</p> <p><i>2nd largest global media conglomerate with 190k employees worldwide</i></p>	 <p>HR Self Service Bot</p> <p>Designed to assist employees in seeking knowledge across common HR functionalities, and to provide employees with information from the existing knowledge base.</p> <p><i>Global leading retail for Pet Goods with 5,000+ employees</i></p>	 <p>Customer Service Assistant Bot</p> <p>Designed to assist gate agents in quickly responding to situations by providing information from multiple sources. These bots allow agents access to policy and procedural documents, as well as a people directory for escalations.</p> <p><i>One of world's largest airlines with 21 billion market capitalization on NYSE</i></p>	 <p>HR Self Service Bot</p> <p>Designed to assist employees in seeking knowledge across common HR functionalities, and to provide employees with information from the existing knowledge base.</p> <p><i>Global Telecommunication firm with 15k employees worldwide</i></p>
 <p>Department Concierge Bot</p> <p>Designed to Assist Researchers for the University to quickly and easily find available funding for programs. This allows them to transform a specialized process that has traditionally been very consultant based.</p> <p><i>Leading University with \$2 billion in endowment and 111k students</i></p>	 <p>Department Concierge Bot</p> <p>Multiple use cases, including financial knowledge base bots assisting on areas such as wealth management and investments.</p> <p><i>Global investment firm with over \$300 billion in assets and 2,400+ employees</i></p>	 <p>HR Self Service Bot</p> <p>Human Resources Bots – Designed to assist employees in seeking knowledge across common HR functionalities, including onboarding and benefits.</p> <p><i>Leading Medical Device company with 91,000 employees across 140 countries</i></p>	 <p>Department Concierge Bot</p> <p>Designed to assist HR customer service as a complement to the HR intranet portal.</p> <p><i>2nd largest Global construction and mining corporation with 47k employees.</i></p>	 <p>External Customer Concierge Bot</p> <p>Multiple use cases, including a HR bot that assists in rapid onboarding of seasonal workers, as well as customer service and internally facing bots, designed around event-specific knowledge bases that service fans, temporary workers, and ticket box workers.</p> <p><i>Leading sports entertainment venue with over running racing event that draws over 6M viewers</i></p>	 <p>External Customer Concierge Bot</p> <p>Designed to assist with customer service inquiries outside of traditional service hours, i.e. between 11pm and 7am EST.</p> <p><i>National leading bedding manufacturing and retailer with over 1.4 billion in revenue</i></p>			