INNOVATION AND CHANGE MANAGMENT

SHIFT IN SKILLS DEMAND

	Physical & Manual Skills	Basic Cognitive Skills	Higher Cognitive Skills	Social & Emotional Skills	Technological Skills
2016	203	115	120	119	73
2030	174	97	140	148	113
	-14 %	-15 %	+8 %	+24 %	+55 %
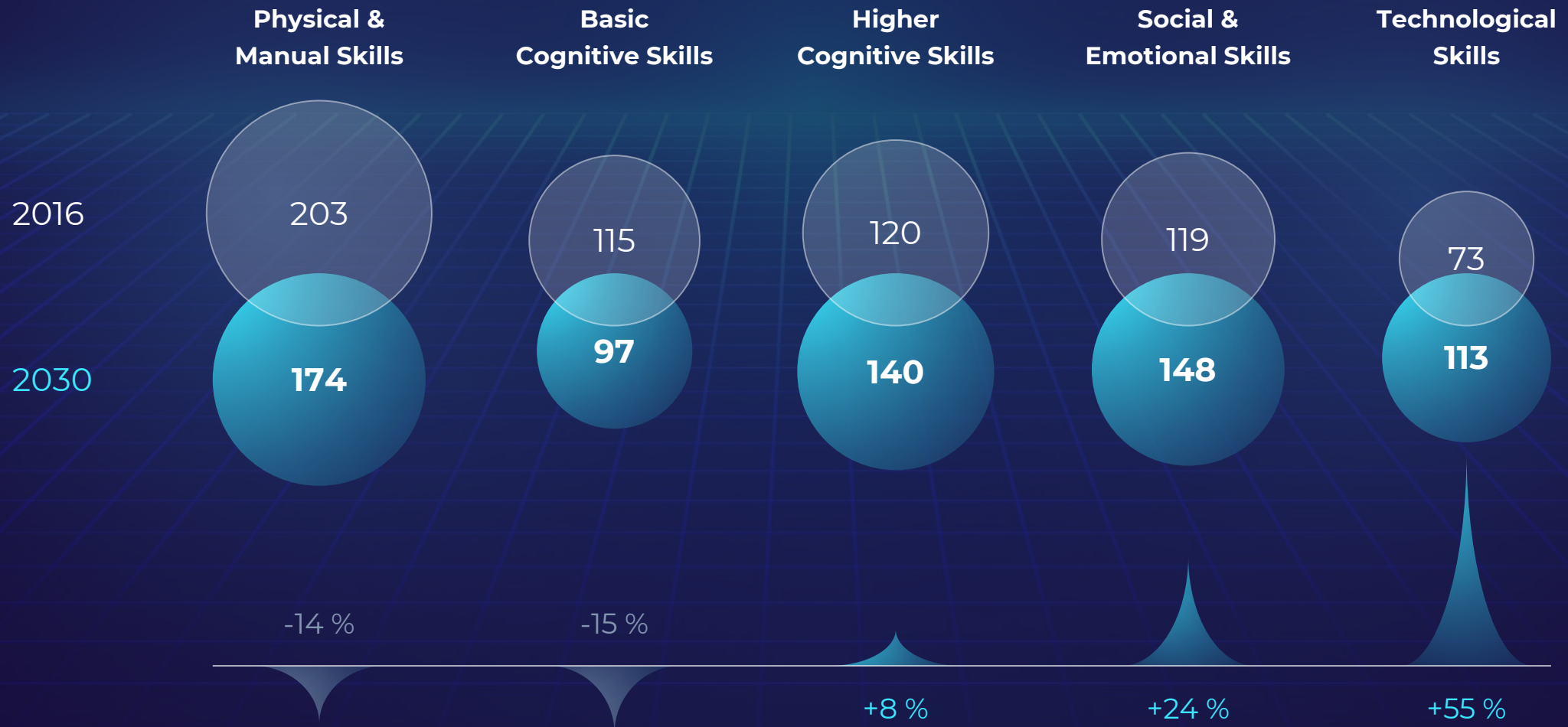
Based on findings and recommendations Deloitte, McKinsey, PwC, BCG, and Bain

INTELLIGENT CUSTOMER ENGAGEMENT

TODAY

FUTURE

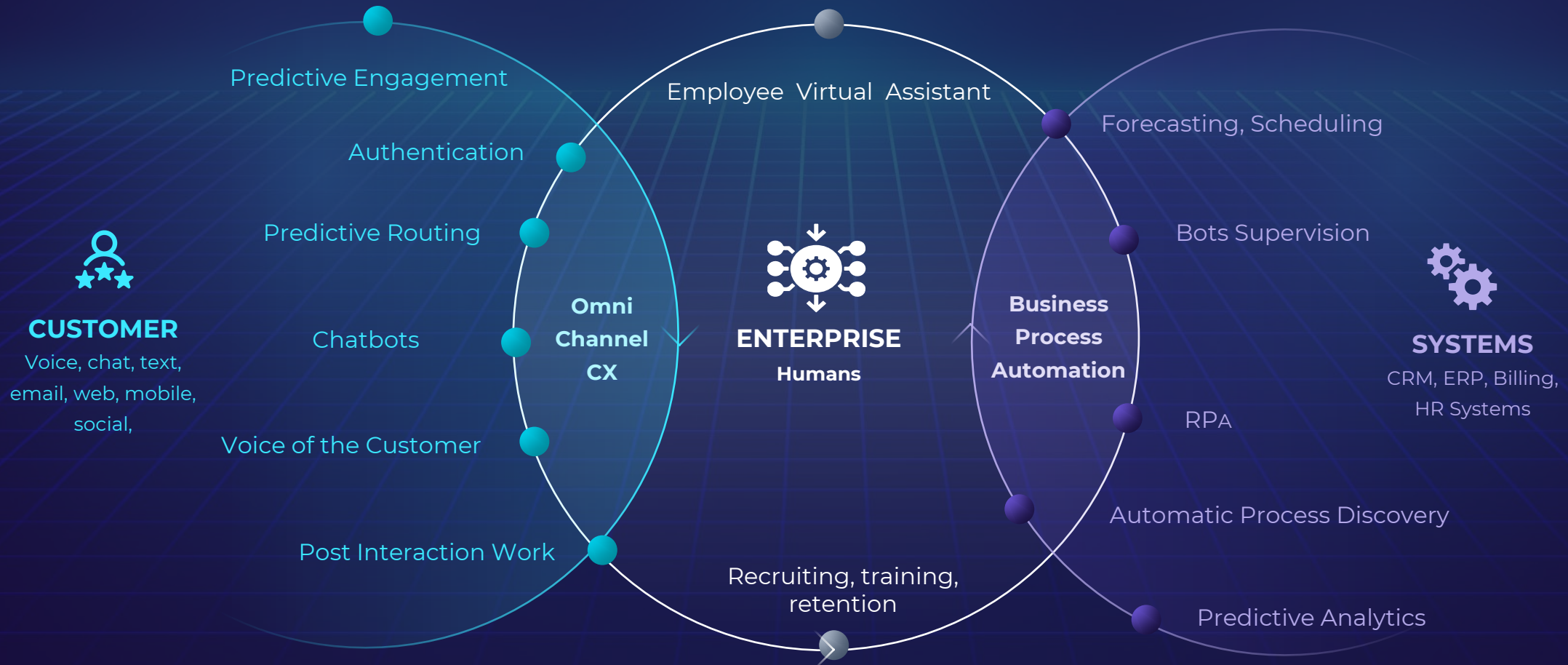|		
5%	Digital Assistant	30%
10%	Human Chat	20%
25%	Interactive Voice Response	20%
60%	Call Center	30%

Big Gain Focus

Based on findings and recommendations Deloitte, McKinsey, PwC, BCG, and Bain
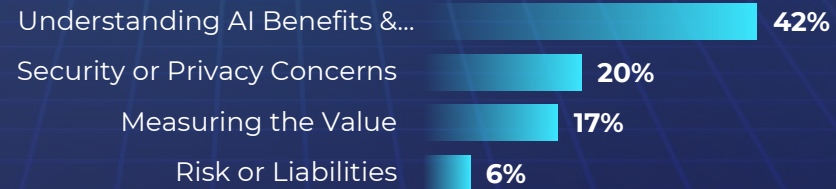
END-TO-END AUTOMATION

CUSTOMER
Voice, chat, text, email, web, mobile, social,

Predictive Engagement

Authentication

Predictive Routing

Chatbots

Voice of the Customer

Post Interaction Work

Omni Channel CX

Employee Virtual Assistant

ENTERPRISE
Humans

Recruiting, training, retention

Business Process Automation

Forecasting, Scheduling

Bots Supervision

RPA

Automatic Process Discovery

Predictive Analytics

SYSTEMS
CRM, ERP, Billing, HR Systems

Based on findings and recommendations Deloitte, McKinsey, PwC, BCG, and Bain
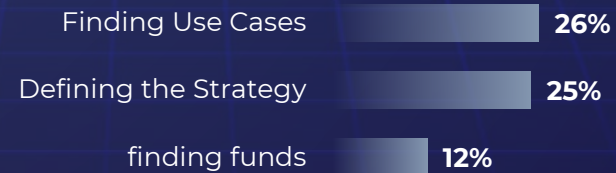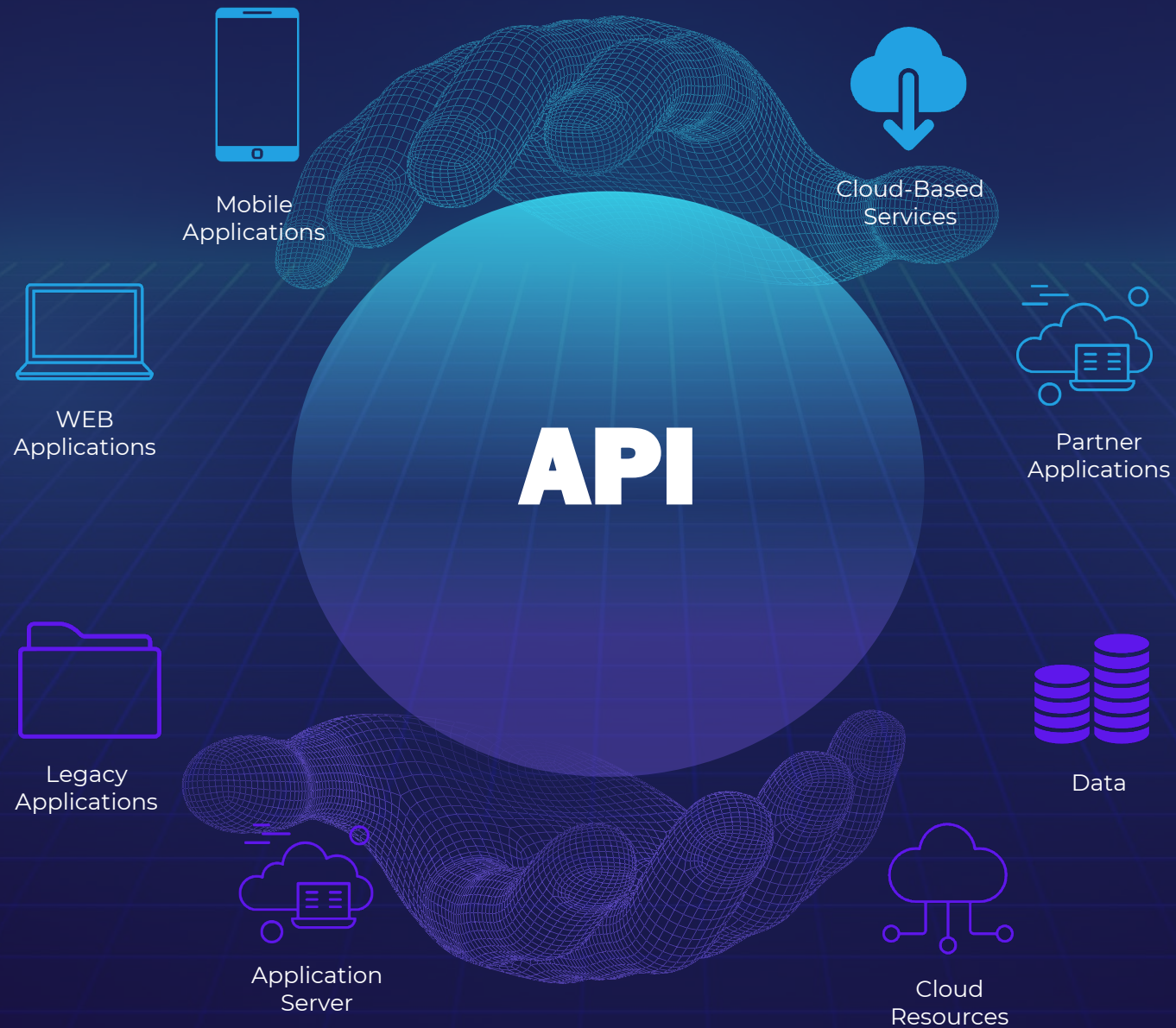
API APPLICATIONS

Credit scoring

- IoT + AI

Finance

Payment with Credit Card

- Real time reporting

Finance
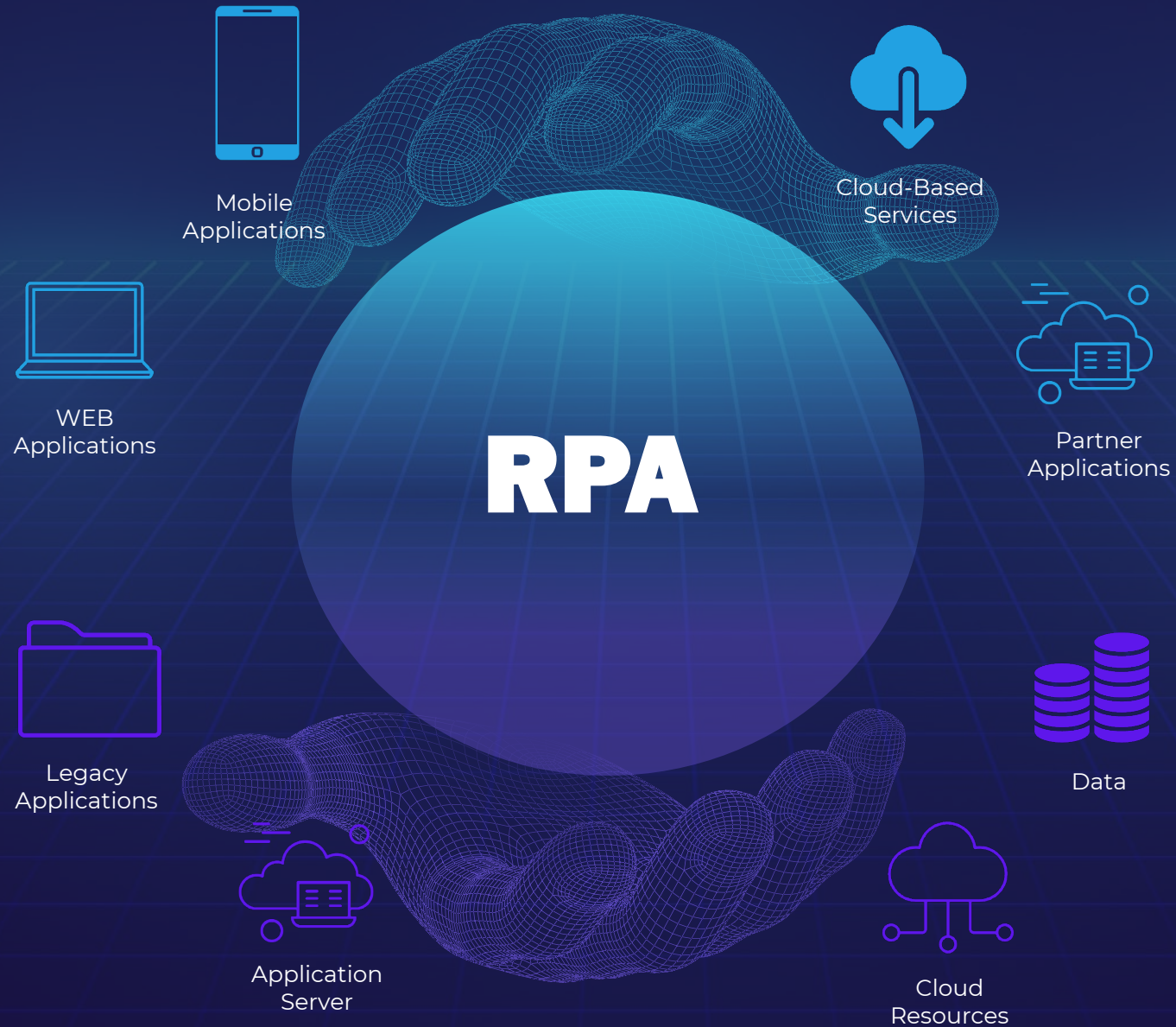
Productivity

multi-bank transactions

- Intelligent Chatbot

Bank Reconciliation

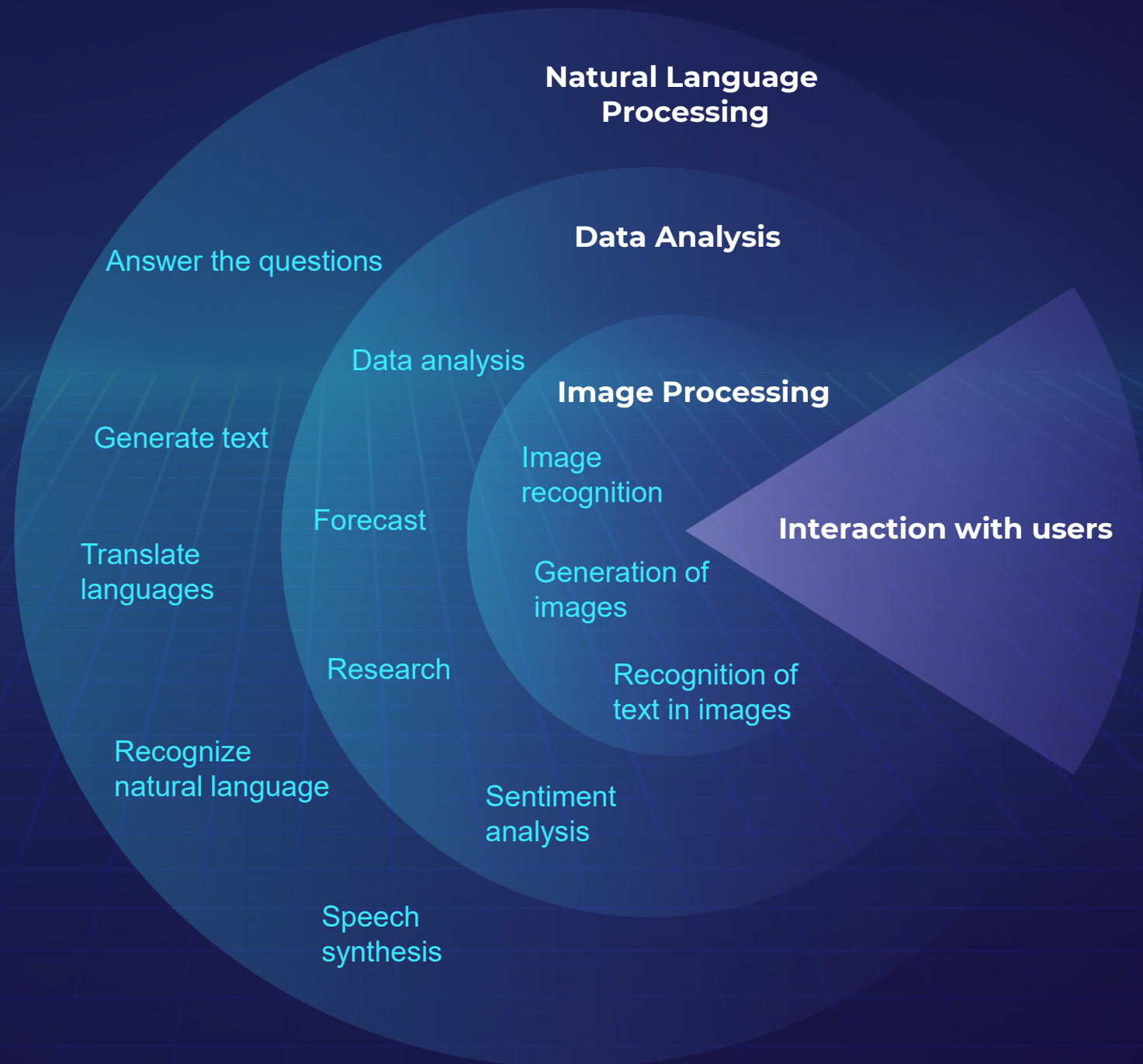- 2FA

Flow RPA

RPA SOLUTIONS

- data monitoring
  - Software Integration

- Invoice preparation
  - Repetitive human tasks

- Comparative analysis of financial data
  - web site navigation

- Credit collection
  - Fill in forms

- Finance
- Productivity

CHAT GPT MAIN FUNCTIONS

Natural Language Processing

Answer the questions

Generate text

Translate languages

Recognize natural language

Speech synthesis

Data Analysis

Data analysis

Forecast

Research

Sentiment analysis

Image Processing

Image recognition

Generation of images

Recognition of text in images

Interaction with users

SWOT Analysis

Weakness

- Slow reaction to innovation
- Potential risks of data security
- Dependence on high-quality and correct data

Treats

- Tech company could cannibalize part of our business
- Talent retention
- Fees reduction

Strengths
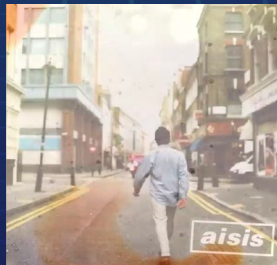
- Combine Professional background & Technology
- Efficient and fast analysis of large amounts of data
- Automation of repetitive and routine tasks

Opportunity

- Generate new Business
- Offering personalized solutions to clients
- Efficiency & cost reduction Improvement

THANK YOU

" *The production of too many useful things results in too many useless people* ".

(Karl Marx)

one more thing!

An eight-track album - "AISIS" - to an AI-created version of the voice of Liam Gallagher, leader of Oasis.

https://youtu.be/whB21dr2Hlc