

# ALBERT AI

## START LEVERAGING ARTIFICIAL INTELLIGENCE IN DAYS

The Albert AI Platform differentiates your brand from the competition. With Albert businesses can easily create an AI Assistant that leverages both Deterministic and Generative AI to respond to queries. In a few days you will have an AI Assistant ready to answer questions from sales teams, call center agents, or customers. The platform is straightforward; you simply upload your documents (html, doc, pdf, xlsx, pptx, etc). With access to Albert, staff is empowered to design the User Interface (UI) to match company branding without the help of a developer. Albert AI is a no-code platform that allows you to deploy AI Assistants anywhere by simply copying a pasting a link.

Adding an AI Assistant to your team creates frictionless interactions and improves processes. Here are some of the ways clients use Albert:

- Pre-qualify leads by engaging prospects on the web
- Increase sales by providing strategic advice automatically
- Reduce support costs by empowering customers to help themselves
- Reduce employee training time with a real-time digital expert
- Grow your business without increasing headcount

### BENEFITS

- Increase Sales
- Reduce Returns
- Boost Customer Satisfaction
- Reduce Support Costs
- Capture the Voice of the Customer
- 24/7 Availability
- Quick Implementation
- Reduce Training Time
- Integrate with Company Ecosystem

### OMNICHANNEL

Albert can be leveraged simultaneously across multiple channels, at anytime, from anywhere to meet customers where they are.



Website



Apps



Phone



Email



Smart Speakers



Contact Center



Webchat



Social Media

“The future of bots is sitting in thousands of documents folders, waiting to be born.”

Popular Science article by Kelsey D. Atherton about Albert's patented technology



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“ The use of NOHOLD technology for both sales and support has resulted in a cleaner, enhanced customer journey and is a revenue generator. We are pleased with the Customer Satisfaction rating the AI Assistants sustains. We continue to increase the scope of the Assistant, as we release new products.”

Garry Schultz  
VP of Customer Care

### BEST PRACTICES

- Customize with Company Branding
- Personalize the Experience
- Embed Multimedia
- Escalation Options
- Leverage Existing Knowledge
- Upsell & Cross-sell
- Share Ratings, Alerts, Promotions, etc.

### FEATURES

AI-based Natural Language Processor & Inference Engine  
Multi-turn, context aware, conversational interface

#### Generative AI

Leveraging the most accurate frontier Large Language Model (LLM)

#### Analytics

Systematically capture actionable customer behavior metrics

#### Application Programming Interface (API)

Integrates & connects with back-office systems

#### NOHOLD Connect (NHC)

Connect to other AI Assistants

#### Omnichannel

Can be launched via Phone system, Webchat, App, Smart Speaker, Social Media

#### Scalable

Handles millions of conversations per month

#### Multilingual

Live in 15 languages

#### Deployment

Available on both cloud and on premise

#### Compliant and Secure

SOC2 - Type 2, HIPAA, PCI

