

## Generative Al Digital Humans

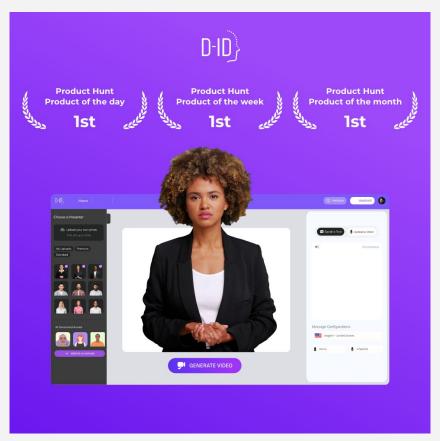
## **Interview with OpenAI GPT**



# Generative Al at scale Over 100M videos created Soon to double!









## The right presenter = best outcome

1. Video is more effective that just text, images & voice



People are <u>75%</u> more likely to watch a video than read a doc. And <u>85%</u> more of the message is retained vs text.

2. Faces are the more compelling form of video



Content that features a person's face gets <u>92%</u> more attention

3. The appropriate presenter is best of all



Audience is **significantly**, influenced by the demographic of their presenter.



### **Our Key Differentiators**

- ✓ The only ones offering both **single photo animation** and video footage animation for B2B in enterprise level
- ✓ Performance fast processing time, faster than realtime, scalable
- ✓ We provide a robust API, plugins and studio which handle millions of animations at the same time. Currently above 100M animations were successfully produced by our customers
- ✓ Best quality and lipsync accuracy of photo to video animation
- ✓ Streaming & Al conversations



## **Customer Experience**





## The Best of Both Worlds

#### **TEXT-BASED**

#### **Chatbots**

Overly simplified
experience
Lack of personalization
Predictable responses
Frustrating

#### **NLP-based Chatbots**

Better experience but still lacking human feel Forces user to use text, which is unnatural

#### **DIGITAL HUMANS**

#### **Benefits**

Highly engaging, increased customer satisfaction

Strong ROI, eg reduction in call center volumes, improved sales, etc

Consistent customer experience

Language agnostic 24x7 availability

#### HUMAN REPRESENTATIVES

#### Challenges

Expensive
Possible human errors
Can get upset or emotional
Resource limited
Training intensive



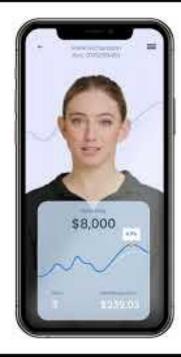
## **CX Demos**

## **Elevate Your Customer Experience**











## **Benefits**

# **Optimized** customer service D-ID

- Immediate response
- 24x7 customer service availability
- Language barriers removed
- All reps are your best service person
- Consistent experience
- Constant improvement driven by customer feedback analytics

## Reduced costs Increased ROI

Reduction in call center interactions needing human attention, leads to lower costs



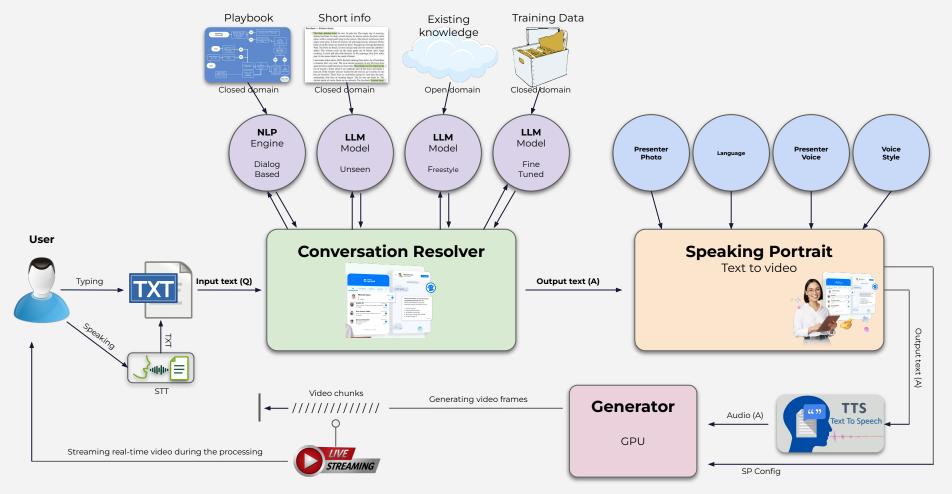
# Increased revenues

Reps availability is **unlimited** 

No need to "finish the call and move to the next customer", leading to **upsell and cross-sell** opportunities



### **Solution Architecture**



## **Product Implementation**



- Discovery
- Use-cases ideation
- Conversational design
- Integration and testing
- First User Testing (FUT)
- Launch
- Ongoing feedback and improvement



## Our Story

Incorporated Jan. 2017

45

Employees

\$47M

Raised

Backed by Tier 1 Investors

**Offices & Partners**Globally



**Blue-chip Customers** 







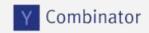
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**Awards & Recognition** 









D-ID

## Thank you

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