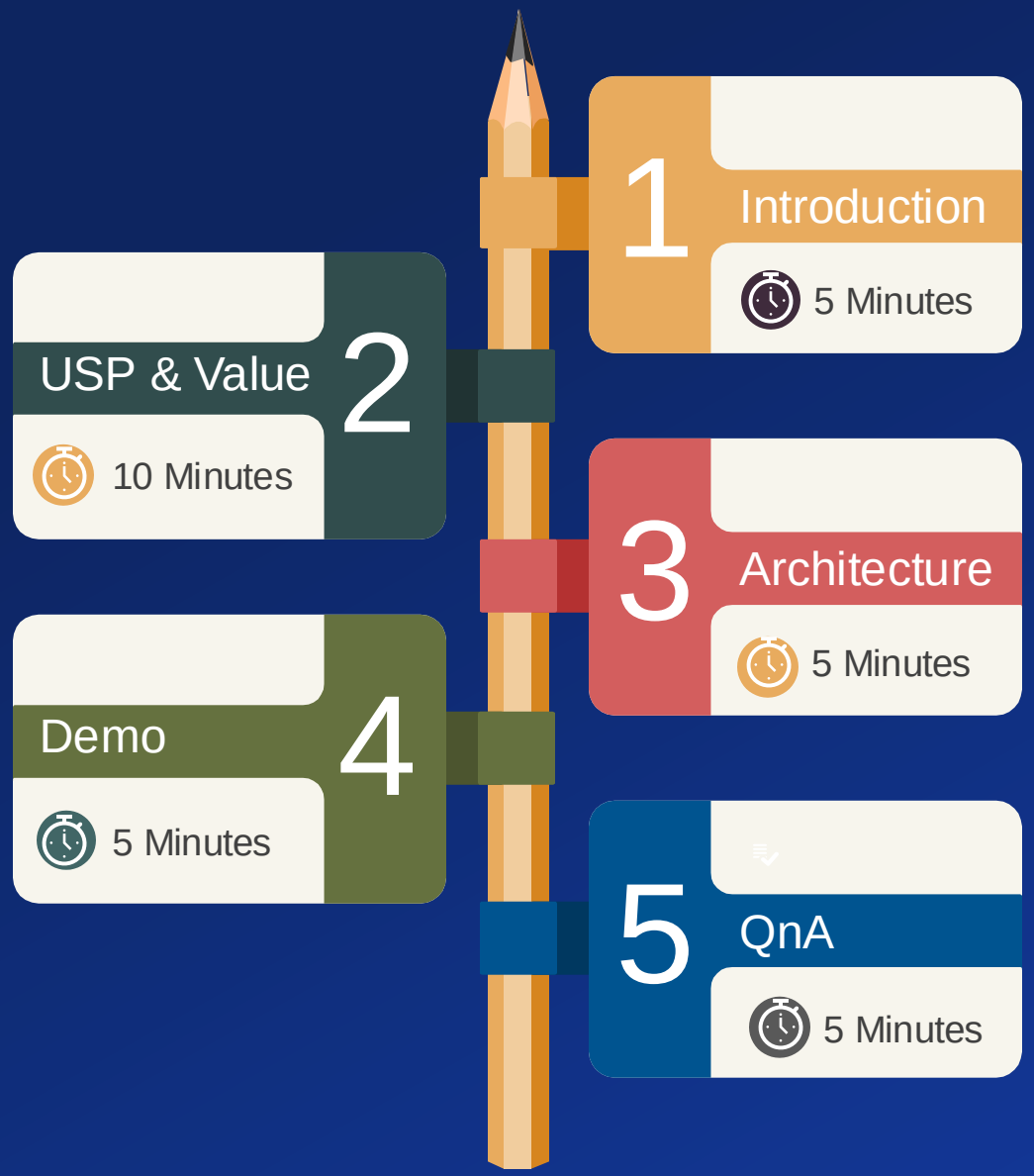
Meta-human Project (Lilly2.0)



- Background.
- Project Summary.

- Business Value.
- Features.

- Technology Used.
- Architecture.

- Document Activation.
- Chat testing.
- Avatar Interaction.

- Questions & Answers Session

Introduction

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Overview

Development of an advanced digital assistant (Meta Human) using Unreal Engine and IBM WatsonX

PROJECT: **Lilly 2.0**

Project Summary | Team

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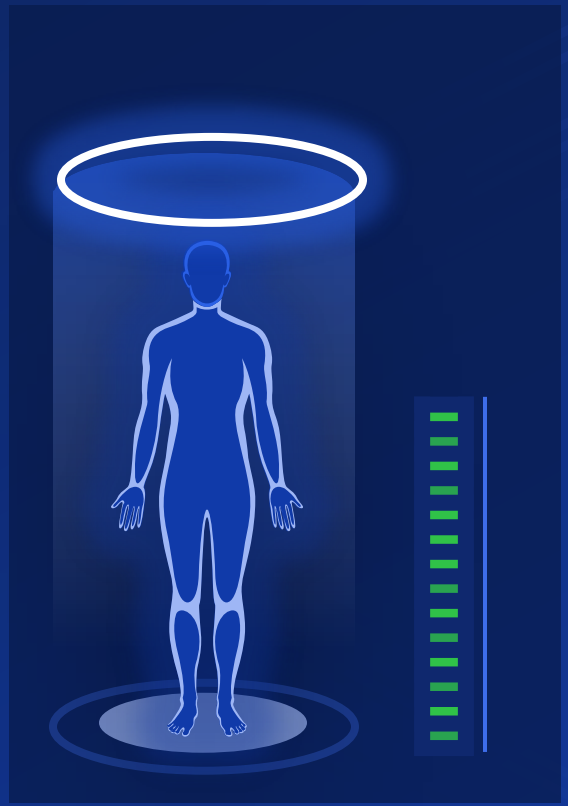
Project Summary

- SCRUM-based project spanning 25 sprints
- Approximately **2,400 hours** invested in development, testing, and deployment
- Successful creation of a fully configurable **Meta Human avatar** that adapts to user-defined personas and behaviors
- Developed an indigenous **backend application** to seamlessly manage the avatar's functionalities and document control.
- The project involved extensive exploration of AI technologies, language processing, and multi-lingual support, offering significant learning opportunities for the team.

PROJECT: **Lilly 2.0**



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USP

Key Features

Business Use Cases

Business Value

Configurable Avatar

The client can define and configure the avatar’s persona and backstory.

Persona-Driven Behavior

User-Friendly Interface

Document-Based Knowledge

Multi-lingual Support

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Key Features

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Persona-Driven Behavior

The avatar's behavior dynamically adapts based on the defined persona.

Configurable Avatar

User-Friendly Interface

Document-Based Knowledge

Multi-lingual Support

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Easy-to-use setup for configuring personas and backstories.

Configurable Avatar | Persona-Driven Behavior | Document-Based Knowledge | Multi-lingual Support

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- USP
- Key Features
- Business Use Cases
- Business Value

Document-Based Knowledge

The avatar only accesses and interacts with activated documents, uploaded by the client.

- Configurable Avatar
- Persona-Driven Behavior
- User-Friendly Interface
- Multi-lingual Support

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The avatar responds in the language of the user, with Swedish and English enabled for today's demo.

Configurable Avatar | Persona-Driven Behavior | User-Friendly Interface | Document-Based Knowledge

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Persona Customization

Persona settings drive how the avatar behaves, speaks, and responds to questions.

Document Activation

Dynamic Response System

Secure Data Handling

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Document Activation

Upload and activate multiple documents, graphs, and images that the avatar can use to answer queries.

Persona Customization

Dynamic Response System

Secure Data Handling

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Dynamic Response System

The avatar seamlessly shifts between multiple languages.

Persona Customization

Document Activation

Secure Data Handling

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Document activation allows control over the avatar's accessible knowledge.

Persona Customization | **Document Activation** | **Dynamic Response System**

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Persona Customization | Document Activation | Dynamic Response System | Secure Data Handling

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Norway

Digital assistants are being used to support healthcare providers and assist patients with routine medical inquiries.

Banking and Financial Services | Public Services | Retail | Education

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Banking and Financial Services

Sweden

Virtual banking assistants are used to improve customer experience and automate routine financial tasks.

Healthcare | **Public Services** | **Retail** | **Education**

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Denmark

Digital assistants are being deployed by governments to support citizens with public services and regulations.

Healthcare | Banking and Financial Services | Retail | Education

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Finland

Digital avatars are transforming the e-commerce landscape by guiding users through their shopping journey and offering personalized recommendations.

Healthcare | **Banking and Financial Services** | **Public Services** | **Education**

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Education

Iceland

AI-driven avatars are used in the education sector to provide interactive learning experiences and tutor students.

Healthcare | **Banking and Financial Services** | **Public Services** | **Retail**

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Digital assistants can be tailored to meet individual user needs, offering personalized responses based on user behavior, preferences, and language.

Increased Efficiency and Cost Reduction

Scalability and Multilingual Support

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Increased Efficiency and Cost Reduction

Digital assistants can handle routine inquiries, automate repetitive tasks, and provide 24/7 support, reducing the workload on human agents

Enhanced User Engagement and Personalization

Scalability and Multilingual Support

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Digital assistants can easily scale to handle increased volumes of queries and support multiple languages simultaneously, without the need for additional resources.

Enhanced User Engagement and Personalization

Increased Efficiency and Cost Reduction

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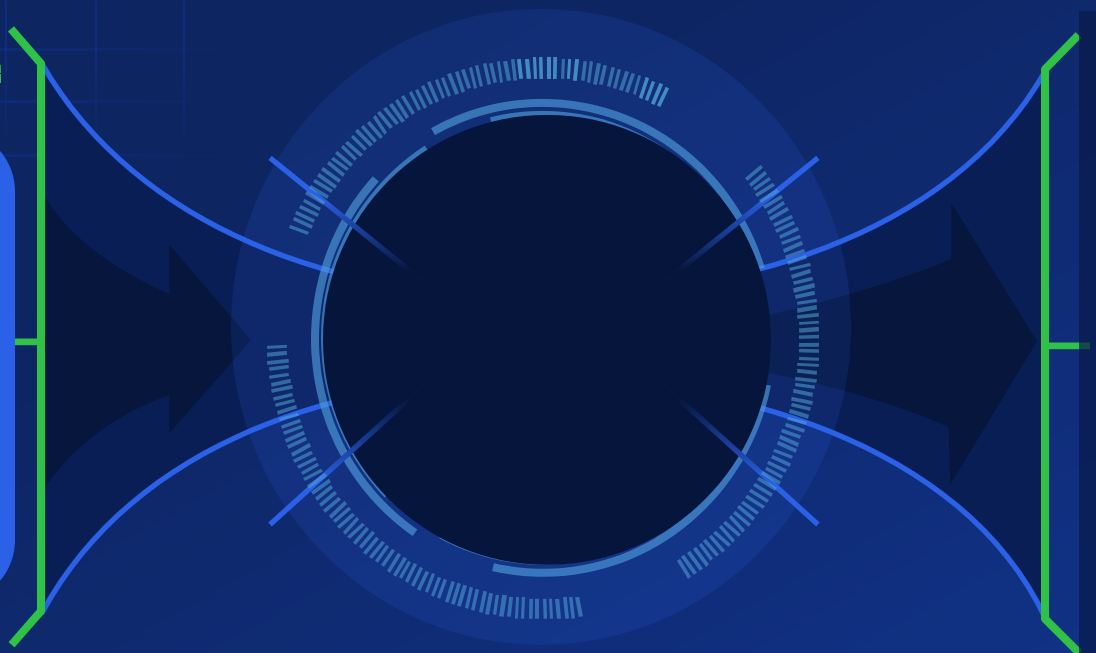
Business Impact



SEB, a leading financial services group in Sweden, adopted Amelia, an AI-powered digital assistant, to help handle routine customer service tasks.

30%	€ 1.1 M	50%	10 min
Customer Service Request Automated	Per year savings	Improvement response time for CS	Avg. reduction in wait time

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Business Impact

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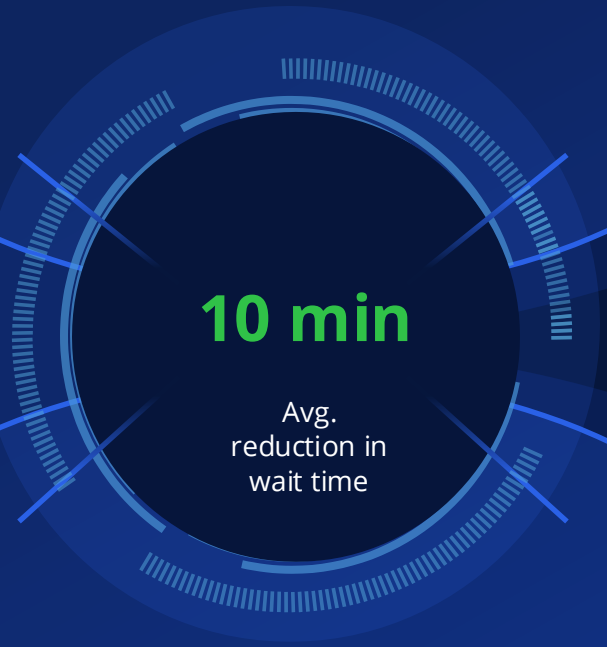

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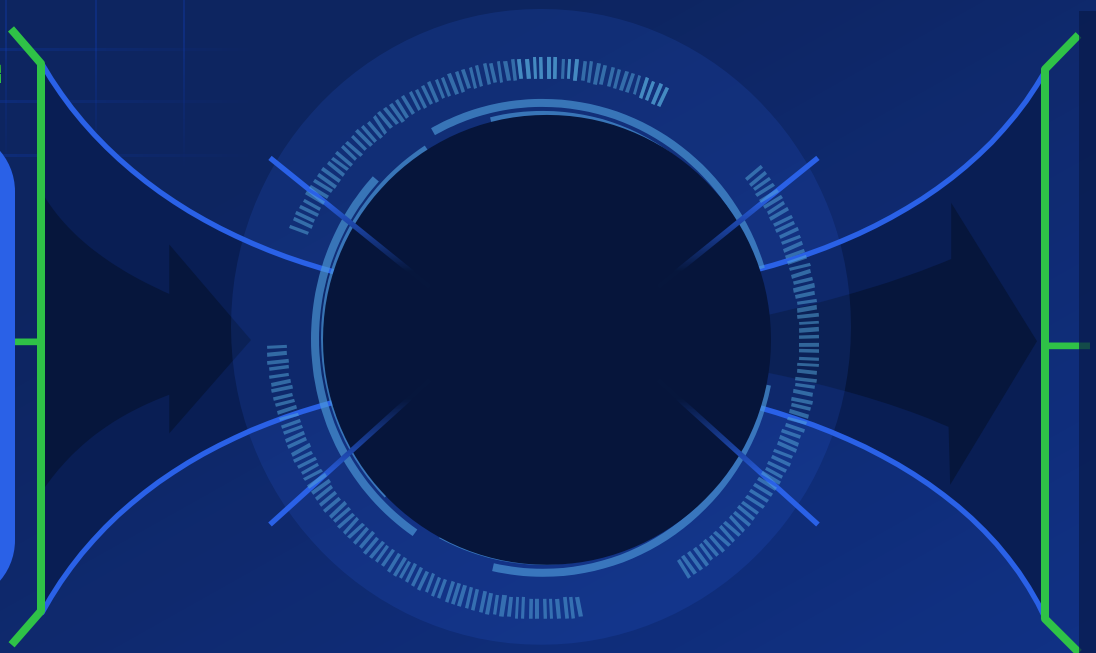

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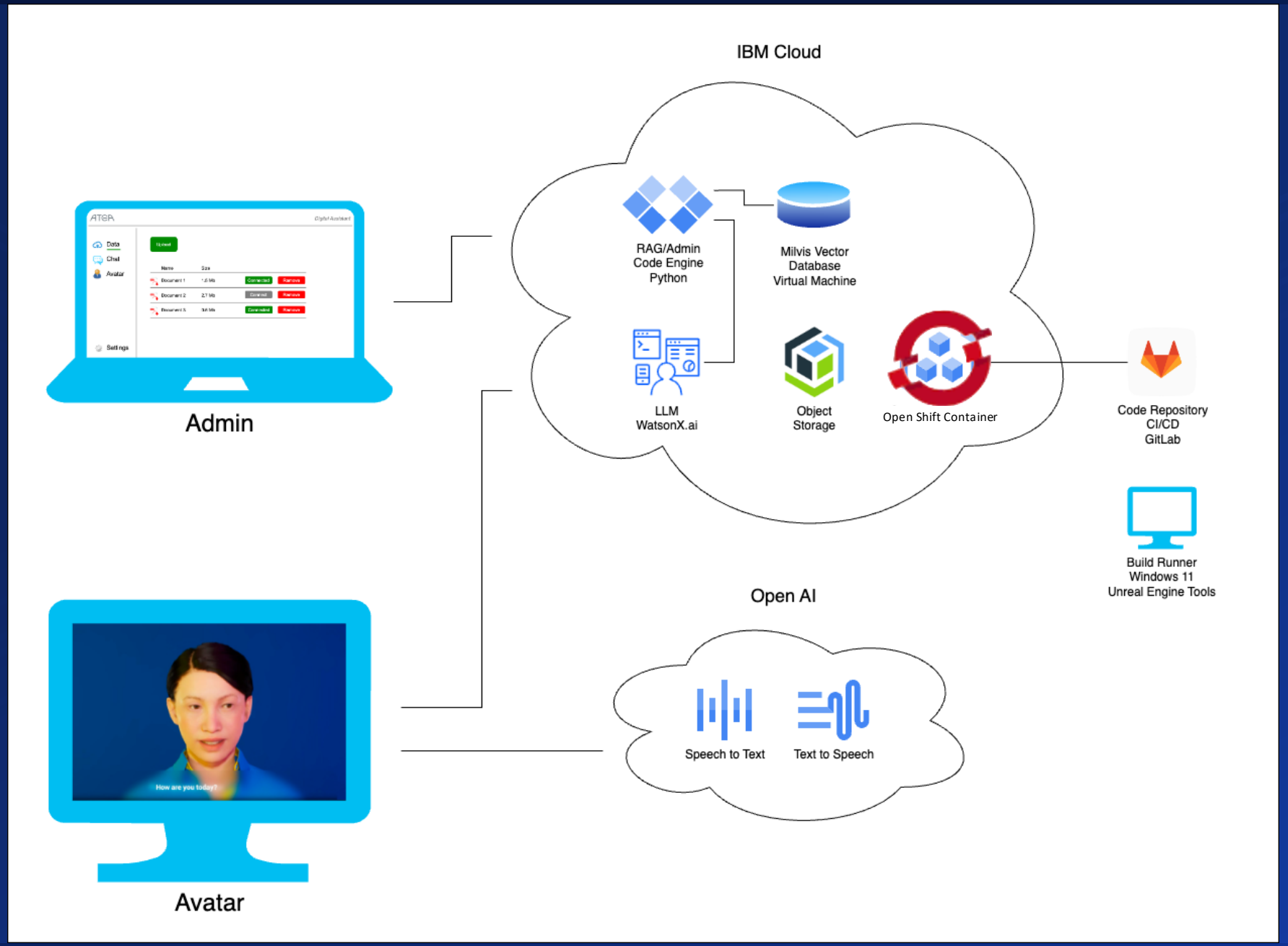
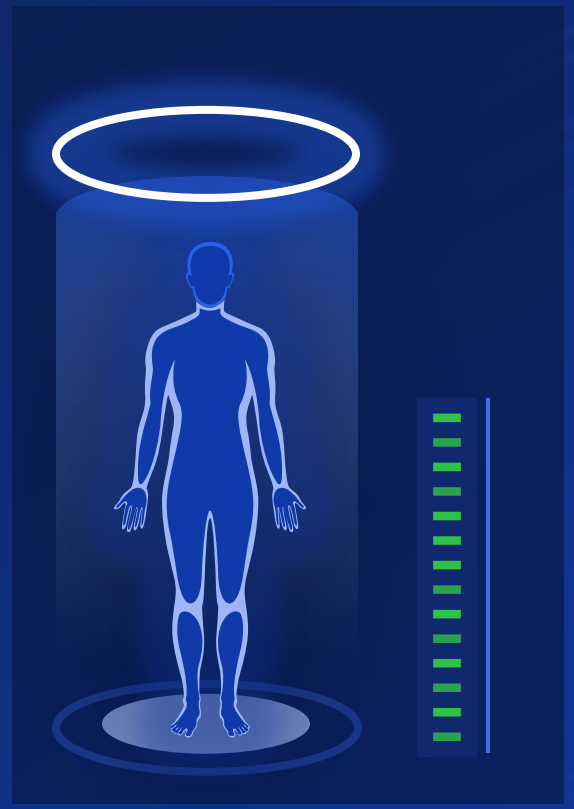


Demo

Demo



Emelia | Ola