



# Transform Customer Experiences with Human-Centered AI

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# Our Founders



**Deon Nicholas**  
CEO & Co-Founder



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CTO & Co-Founder





# TE DISRUPT

## SAN FRANCISCO



TE DISRUPT  
San Francisco 2018

DATE: 09/07/18

PAY TO: *FORETHOUGHT AI* \$100,000

WINNER OF STARTUP BATTLEFIELD

#TCODISRUPT

# We Power Organizations That Change The World



Forbes

2021

# NEXT BILLION-DOLLAR STARTUPS



**Think about the last time  
you were on hold.**

# The Business Cost of Bad Customer Service

TIME | ENERGY | ATTENTION | MONEY

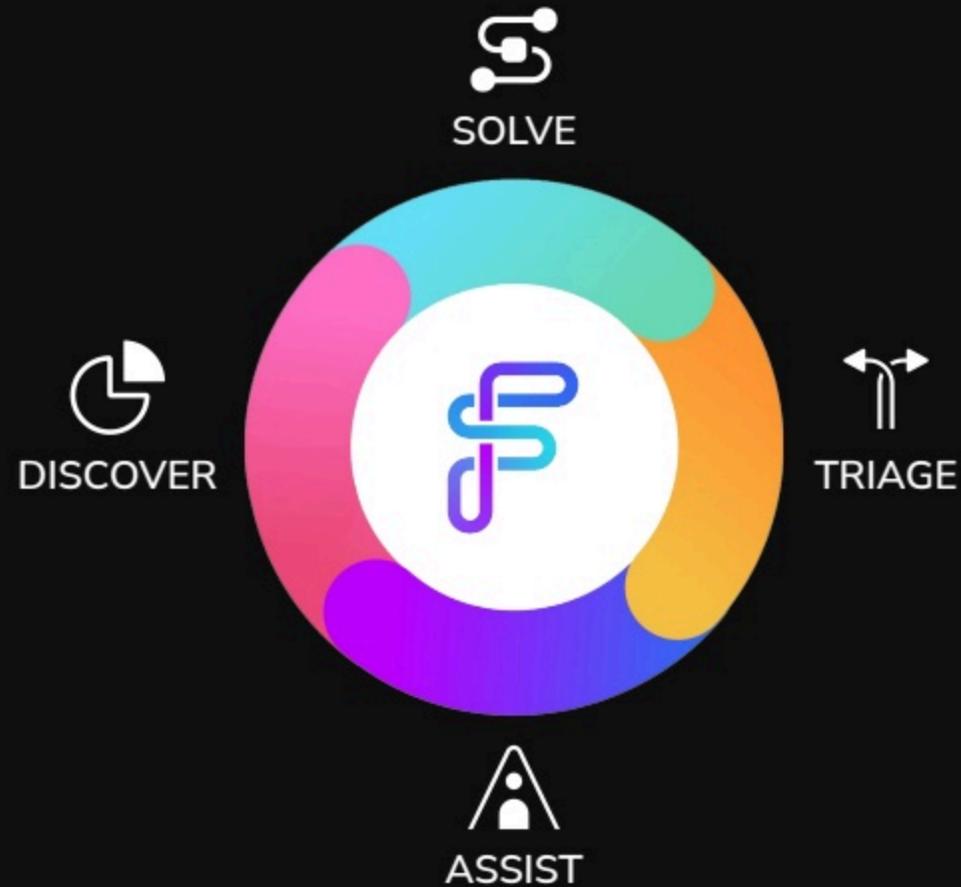
**\$75B** lost revenue annually

**65%** of customers have changed to a different brand because of a poor experience

**67%** of customer churn is preventable when issues are resolved the first time



TRANSFORM CUSTOMER EXPERIENCES WITH  
**Human-Centered AI**



# Complete Platform



Embeds across entire support lifecycle

Enterprise-ready

Strategic AI that scales with your business



# True AI



NLU Transformer models learn from real conversation history

Boost accuracy with little upkeep

Top AI minds as researchers, advisors & partners

## TOP RESEARCHERS & ADVISORS



## INTELLIGENT PRODUCT EXPERIENCES

Workflow Builder

CHANNEL Widget DATE RANGE

Deflection Rate 54.1% +2.1%

Intent Workflows

- INTENT
- Forgot password
- Refund order
- Check order status

**Suggested Improvements (123)**  
based on your query traffic...

INTENT	IMPACT (300)	
Place Orders	21,020 Inquiries	+ Add
Account Cancellations	19,016 Inquiries	+ Add
Reset Account	High Dropoff Rate	Edit
Change Delivery Address	18,321 Inquiries	+ Add
Product Discount	Commonly Used	+ Add
Check Refund Status	15,023 Inquiries	+ Add
Unsubscribe Email	13,219	+ Add

+ Add Custom Intent

CSAT ACTIVATE

N/A

N/A

N/A

# Rapid Time-to-Value



Deploys in days or weeks, not months

Not a “professional services” project

Resolves up to 30% of cases in the first 30 days



1

Install Forethought native integrations and connectors

2

NLU model and workflows self-built from data

3

Deploy JS widget or agent chrome extension

4

Starts resolving, triaging, and assisting immediately

# Secure and Trusted

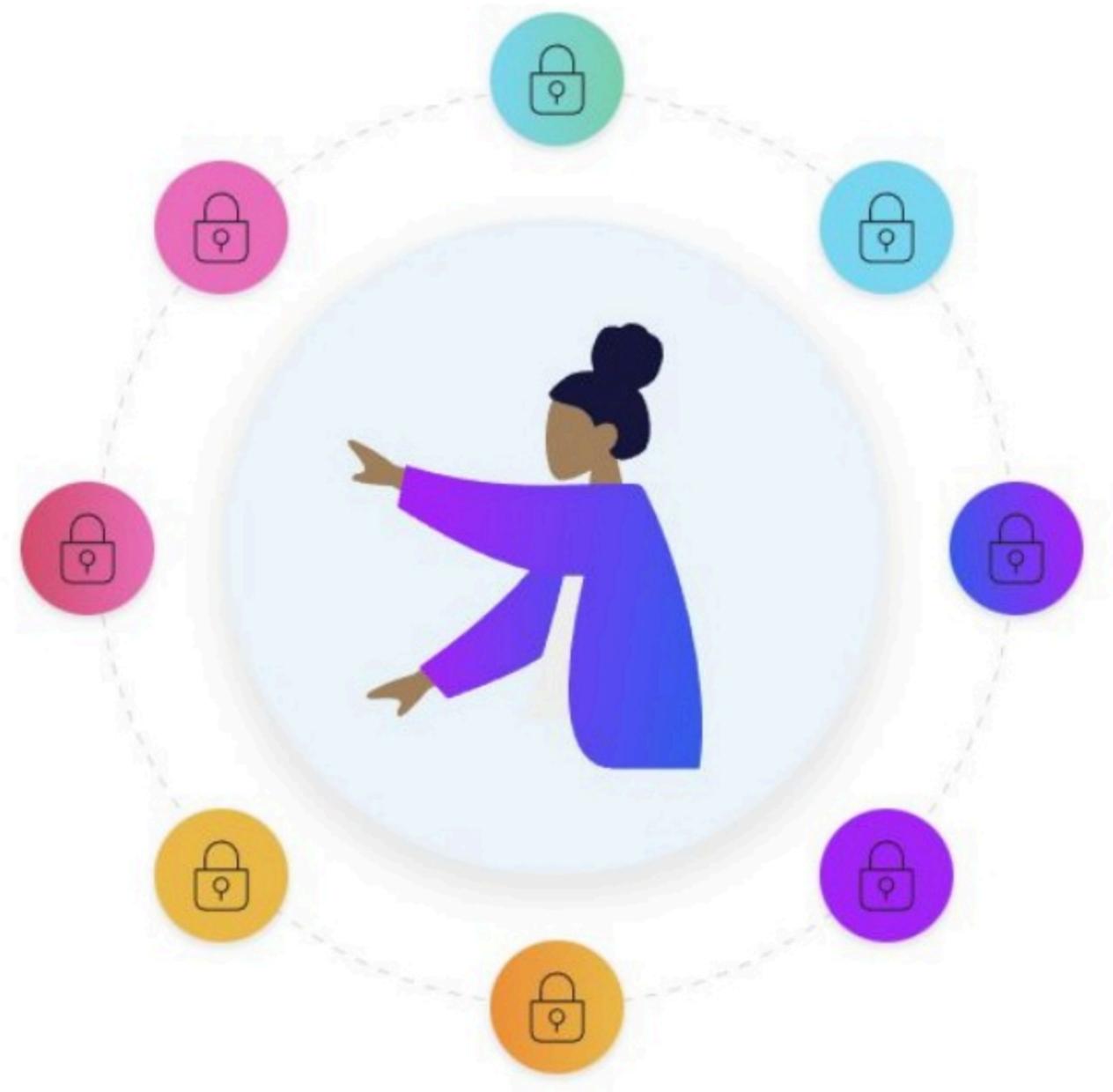


**ISO 27001 compliant**

**Certified for SOC 2**

**Data encrypted at rest and  
protected by TLS in transit**

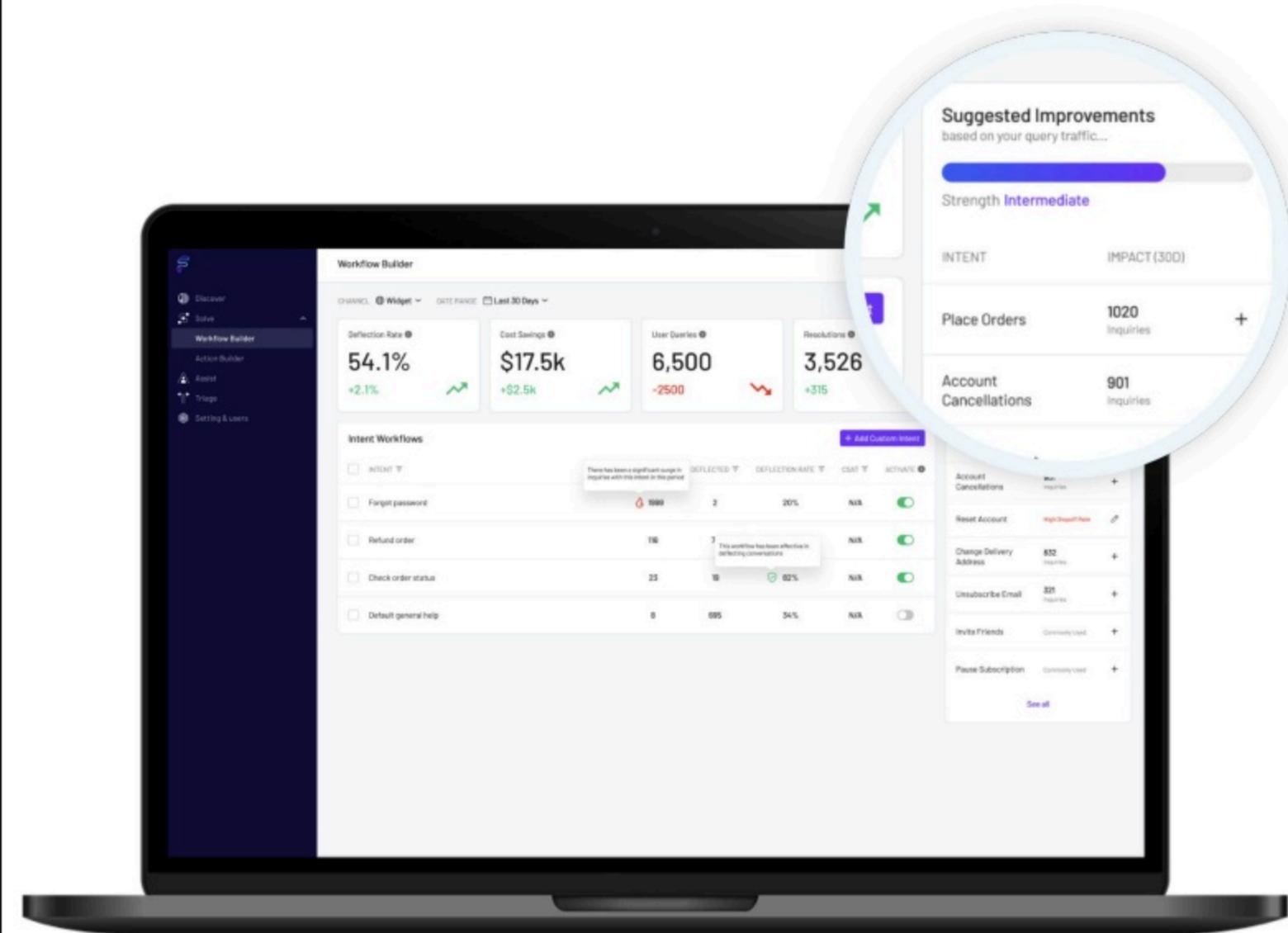
**Regular security design reviews  
and employee security trainings**



# Intelligent Gap Detection



AI models automatically detect gaps in customer intents and provide intelligent suggestions, improving performance over time.



# Trusted By the Best



Powering the organizations  
changing the world

Named by Comparably as a  
2022 winner for  
**Best Company Outlook.**



qualtrics.<sup>XM</sup>

 **TaskRabbit**

**gusto**

 **Lime**

**upwork**



 **hopin**

**Marriott**

 **carta**

  
**asana**

 **instacart**

**Sendoso**



**LEVER**

**simplehuman**



**43%**

**Tickets Deflected**

“I am so impressed with the results, I want to put Forethought in front of every support channel that we have.”

**QUINTON AYERS**  
DIRECTOR, PRODUCT SUPPORT



**85%**

**Routing Accuracy**

“We knew we were talking to really smart people that were thinking about things the right way.”

**JONATHAN BRYANT**  
SR. MANAGER, TECHNICAL  
PROGRAM MANAGEMENT



**21%**

**Handle Time Reduction**

“It’s easy to use [and provides] the most accurate and insightful answers for customer inquiries.”

**TYLER GOLD**  
CUSTOMER CARE MANAGER



**32%**

**More Cases Closed per Agent**

“Agents [using Forethought] are 3.5 times more likely to meet their weekly efficiency goals.”

**SASHA ANTONENKO**  
DIRECTOR, END USER SUPPORT

