Meet Mosaic

A unified and integrated digital conversation platform that scales based on the depth and breadth of omni-channel solutions required to provide an optimized customer experience journey.

Benefits Delivered

- **Omni-Channel Self-Service** | Voice, Text, Web, Mobile, Social
- **Personalized Engagement** | Meaningful Conversations
- **Next Best Experience** | Machine Learning & Artificial Intelligence
- **Data Fusion & Perceptive Visualization** | Platform Integration
- **Cross-Channel Journeys** | Strengthened by Pattern Recognition
- **CPaaS and Lifecycle Managed Flexibility** | Supported by APIs

Customers expect **exceptional, flexible & personal** experiences. Mosaic delivers.

- **60%** Want easier access to self-service solutions
- **64%** Expect to receive real-time assistance
- **75%** Prefer personal interactions, not necessarily with humans

An increase in self-service automation of just 3 percent saves one brand **$1M** per month. Imagine what you can do with a managed solution from Intrado …
Optimize Design. Secure ROI.

Intrado has dedicated more than 25 years to technology advancement, end-to-end contact center management, and comprehensive professional services that go into your exceptional user experience.

This cloud-based managed solution empowers organizations to improve self-service, reduce operational costs, and grow revenue:

- **Transformation** – Cloud-first technology
- **Innovative** – Google AI & ML, best in class
- **Personalized** – Conversational experiences that personalize customer contact and reduce effort
- **Self-Service Analytics** – Assess the customer journey, make measurable improvements in task automation, customer satisfaction, and Net Promoter Score
- **Reliability** – Accommodate high call volumes, traffic spikes, and business expansion while maintaining peace of mind with 24/7 monitoring and support
- **Speed to Value** – Go-Live in hours and days
- **Ongoing Optimization** – Access contemporary cloud-based technology, and benefit from a collaborative and consultative team that proactively conducts assessments and makes refinements to drive ROI

What if customers came to you with an issue, then walked away feeling valued & connected to your brand? That’s where Mosaic comes in.

<table>
<thead>
<tr>
<th>Robotic</th>
<th>Human-like text-to-speech generated “on the fly”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rules-based</td>
<td>AI-powered virtual agents</td>
</tr>
<tr>
<td>Clunky</td>
<td>Auto-tuned, AI driven speech models running on TPU</td>
</tr>
<tr>
<td>Searching</td>
<td>Surfacing relevant articles and insights in real-time to agents</td>
</tr>
</tbody>
</table>

© 2020 Intrado Corporation. All rights reserved.

200716NS-04-BR-Meet Mosaic