

SΔTISFI
LABS



Klick Health

WHO ARE WE?



Justine Santa Cruz
SVP Retail & Enterprise



Dave Bovenschulte
Vice President, Strategy





ENGINEERING SCIENCE



DATA SCIENCE



Klick Health



MEDICAL SCIENCE



BEHAVIOURAL SCIENCE

PROPRIETARY + CONFIDENTIAL

DECODING THE CONSUMER

10%

consumers searching
for healthcare
information are doing it
with voice



68%

consumers would like to
be able to ask a voice
assistant about health
insurance

DECODING THE CONSUMER

>50%

consumers are
interested in booking
doctor appointments via
a voice device



54%

consumers asked for
the nearest urgent care
center or emergency
room

DECODING THE CONSUMER

FASTER

Humans can
speak 140-150
words per
minute

EASIER

Humans can
type 40-45
words per
minute

EFFICIENT

Random access
versus
hierarchical
navigation

DECODING THE CONSUMER

Voice is Hands and Eyes Free

Office Visit



Hospital

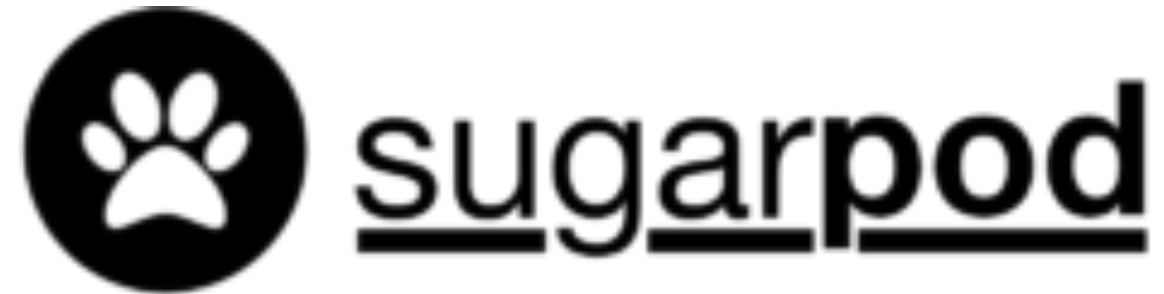


Office Retail



Patient At Home

DECODING THE CONSUMER



*Alexa Diabetes
Challenge Winner*

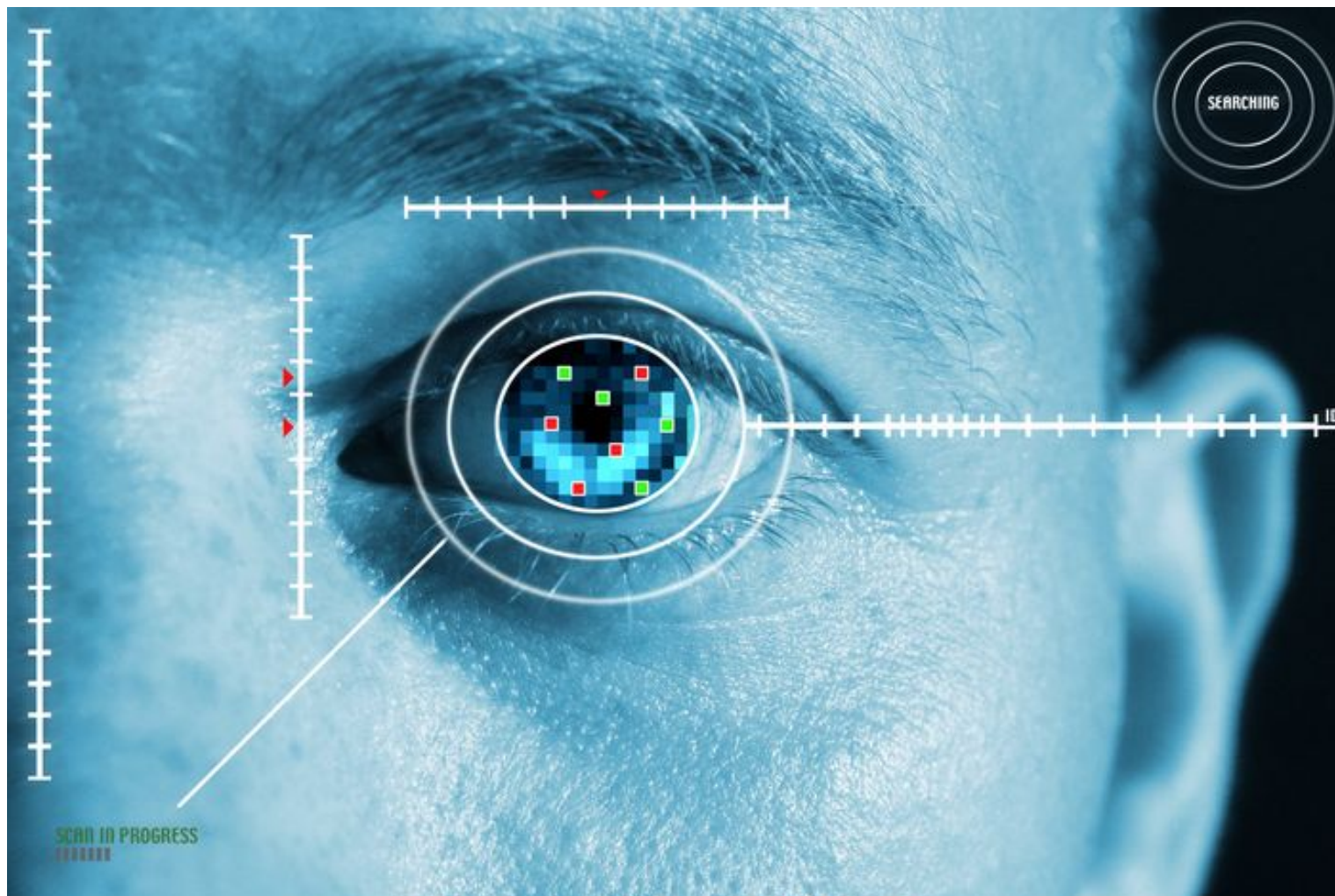


Biometric + Voice

- A voice-enabled scale and diabetic foot scanner
- Voice supports a broad range of information and interaction capabilities
- A natural fit for patients that are vision challenged

DECODING THE CONSUMER

Eyecare + Voice



- Eyewear Assistant
- In-Office Assistant
- AI Diagnosis

DECODING THE CONSUMER

Gateway to Our Behavior Modification

% Agreeing with statements about smart speakers

You have encouraged your friend to get a smart speaker

52%

61%

You wouldn't want to go back to your life without a smart speaker

55%

54%

Since acquiring a smart speaker, you are using the voice assistant on your phone more

44%

56%

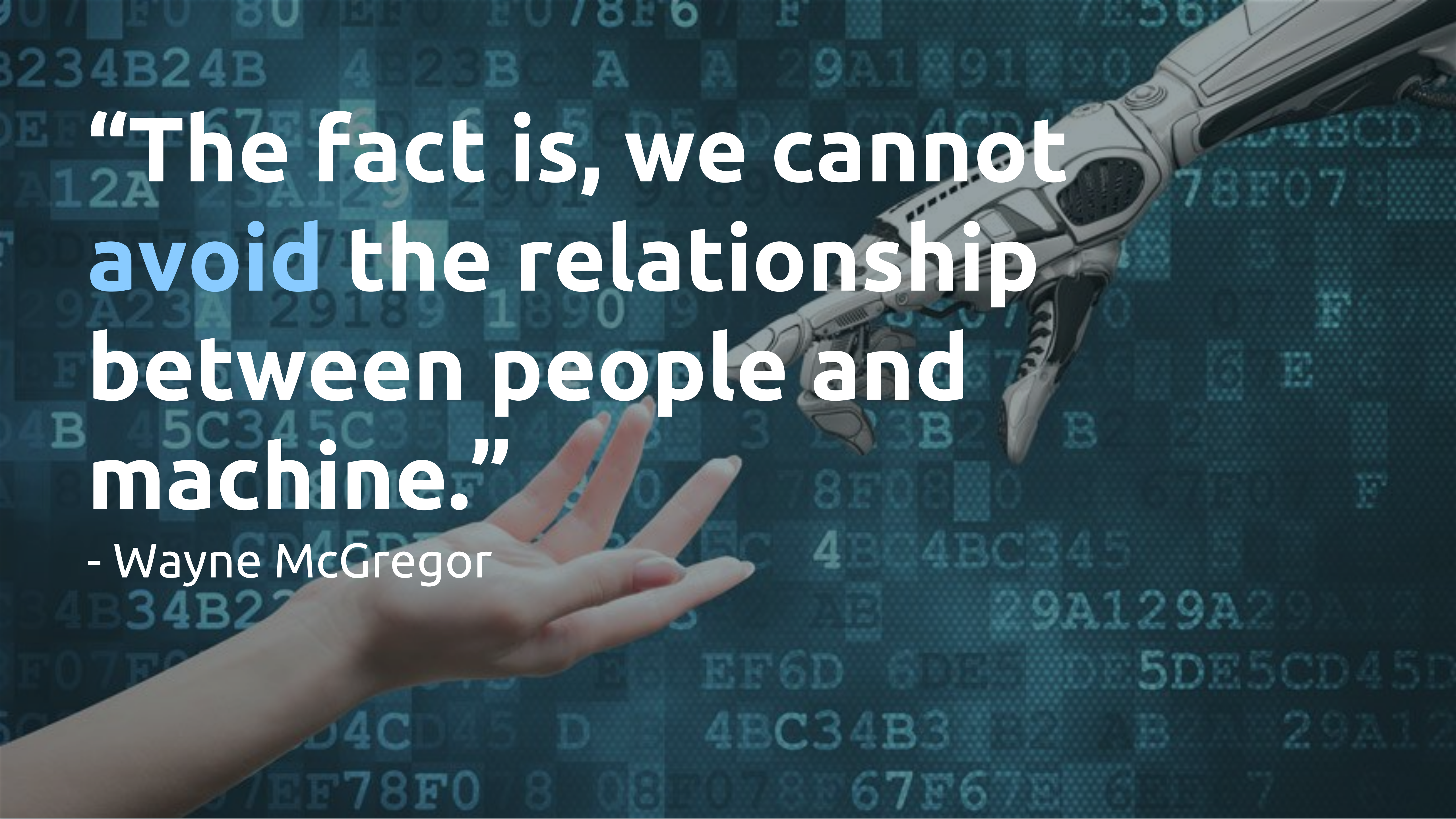


FIRST ADOPTERS



EARLY MAINSTREAM





**“The fact is, we cannot
avoid the relationship
between people and
machine.”**

- Wayne McGregor

DECODING THE CONSUMER

Retail floorspace available per person, 2015



DECODING THE CONSUMER

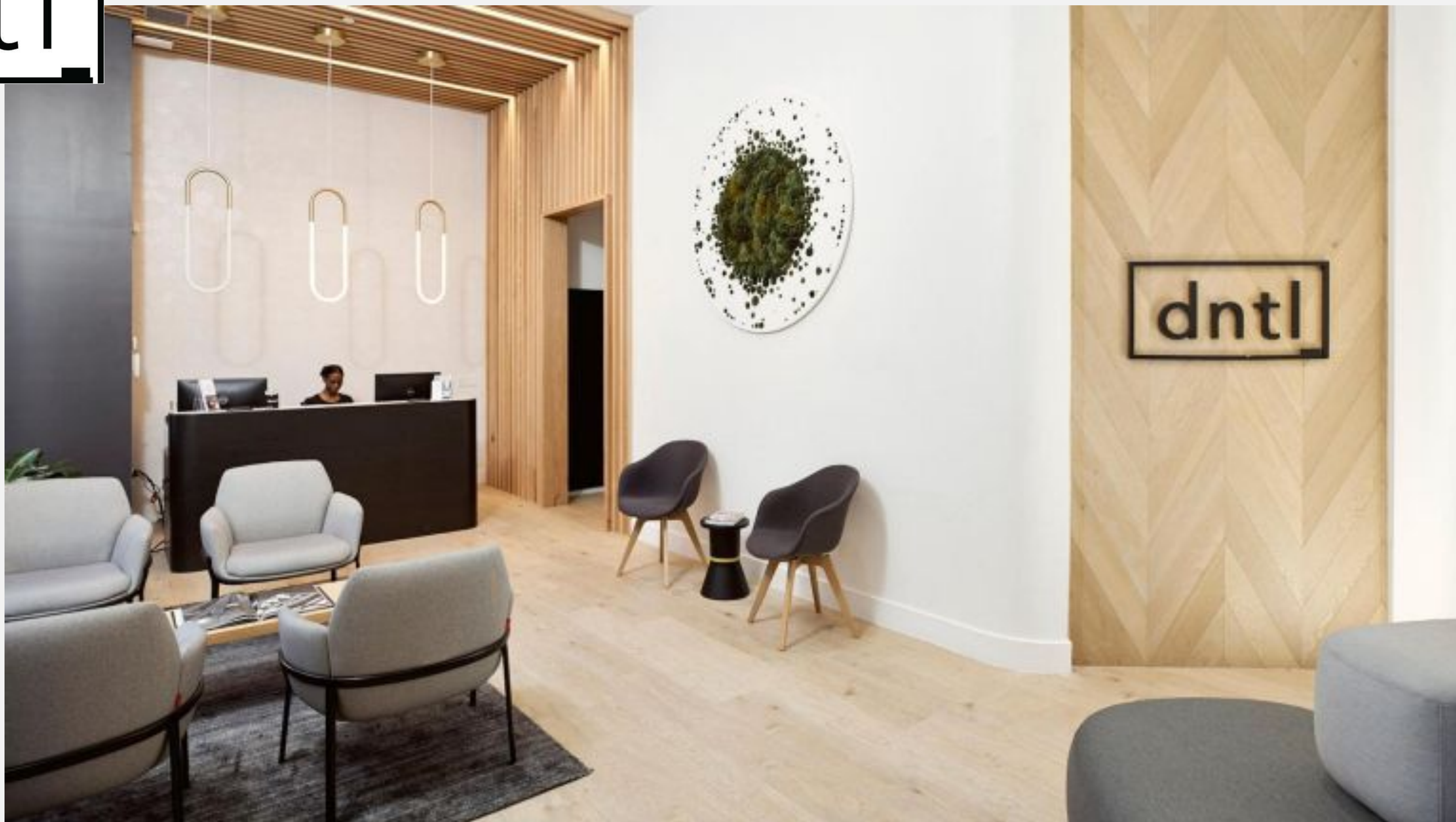


GENTLE MONSTER





dntl





57%

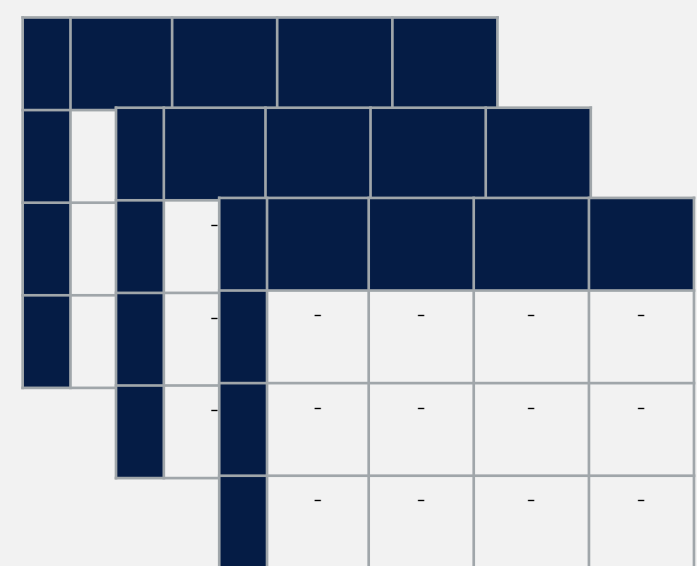
leave the site or store after not receiving an answer on their question in real-time

When customer questions
are answered right away,
shoppers convert at a

5X

or higher rate.

THE ANSWER ENGINE



Product Details

+



Digital
Information

+

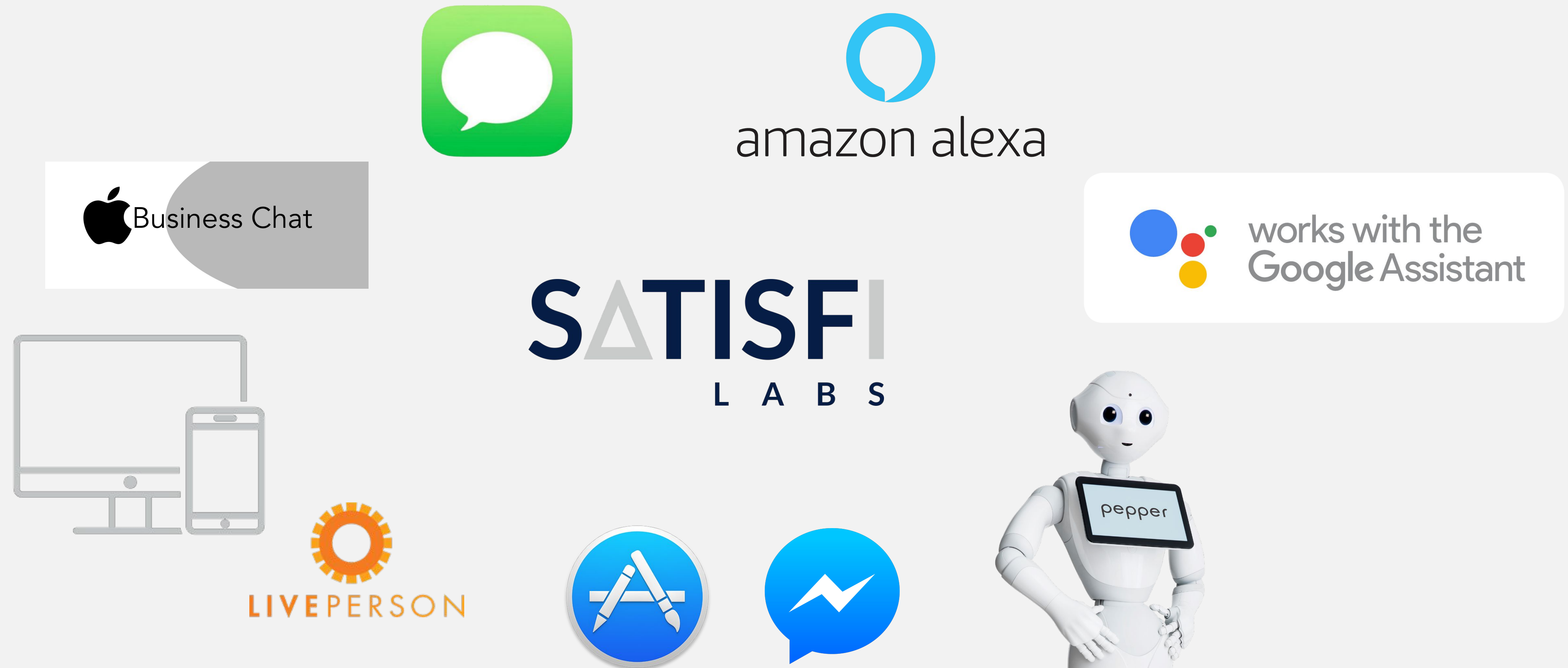


Employee
Knowledge

=

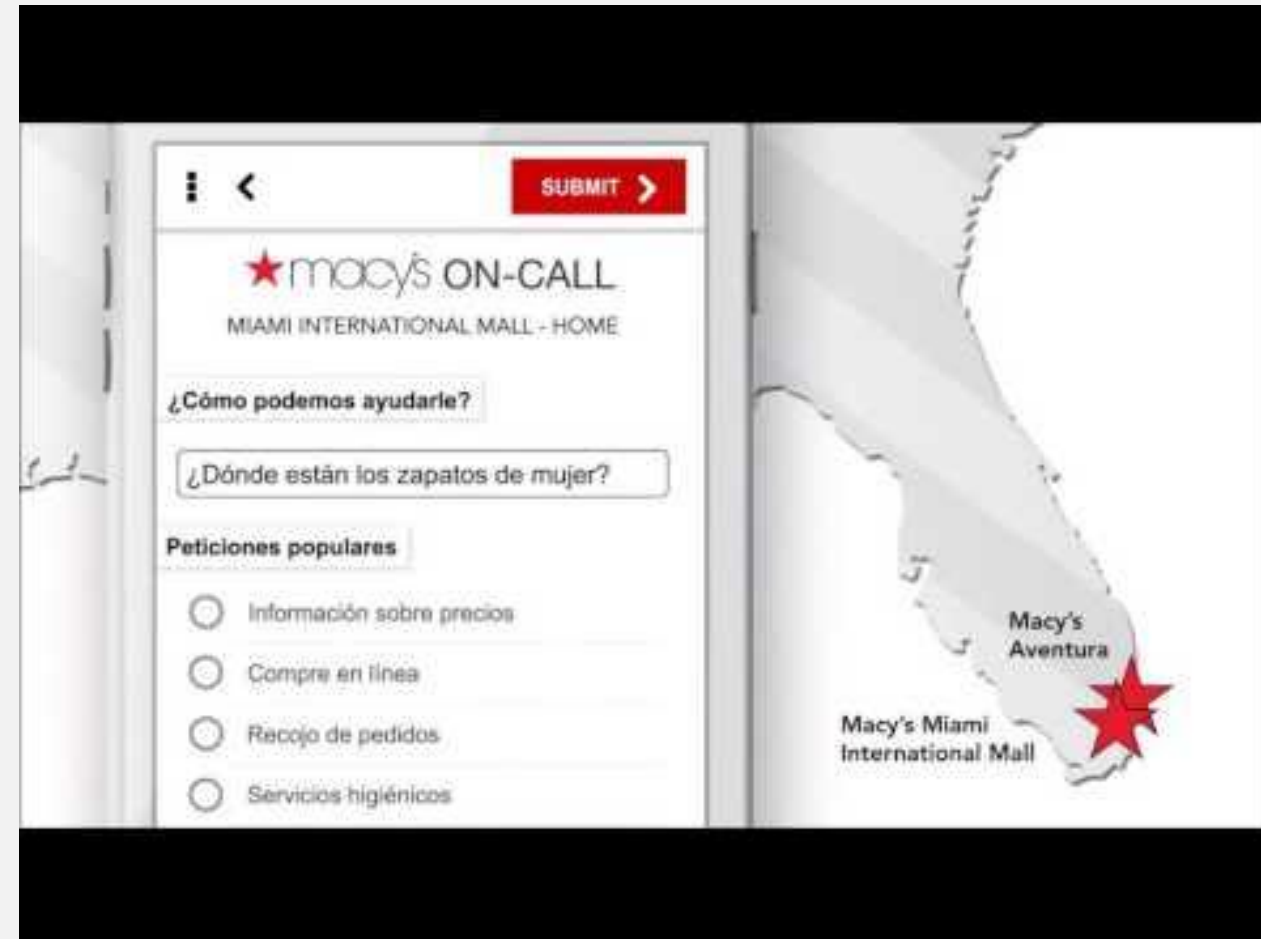


THE ANSWER ENGINE



The Answer Engine API can be accessed across different customer touchpoints.
That means customers can ask a question from anywhere and get an answer in milliseconds.

ANSWERING QUESTIONS



First in-store AI

RETAIL

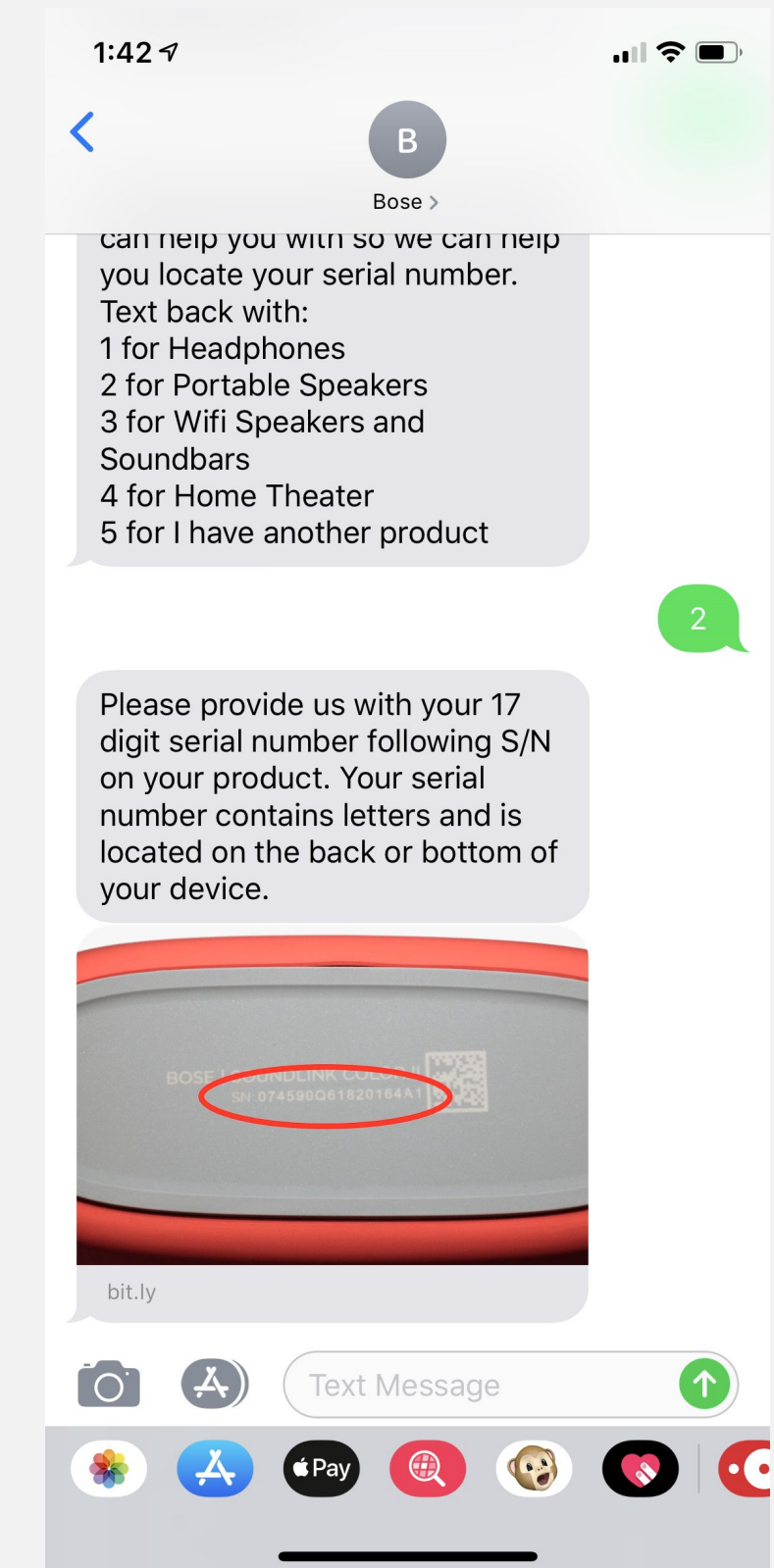
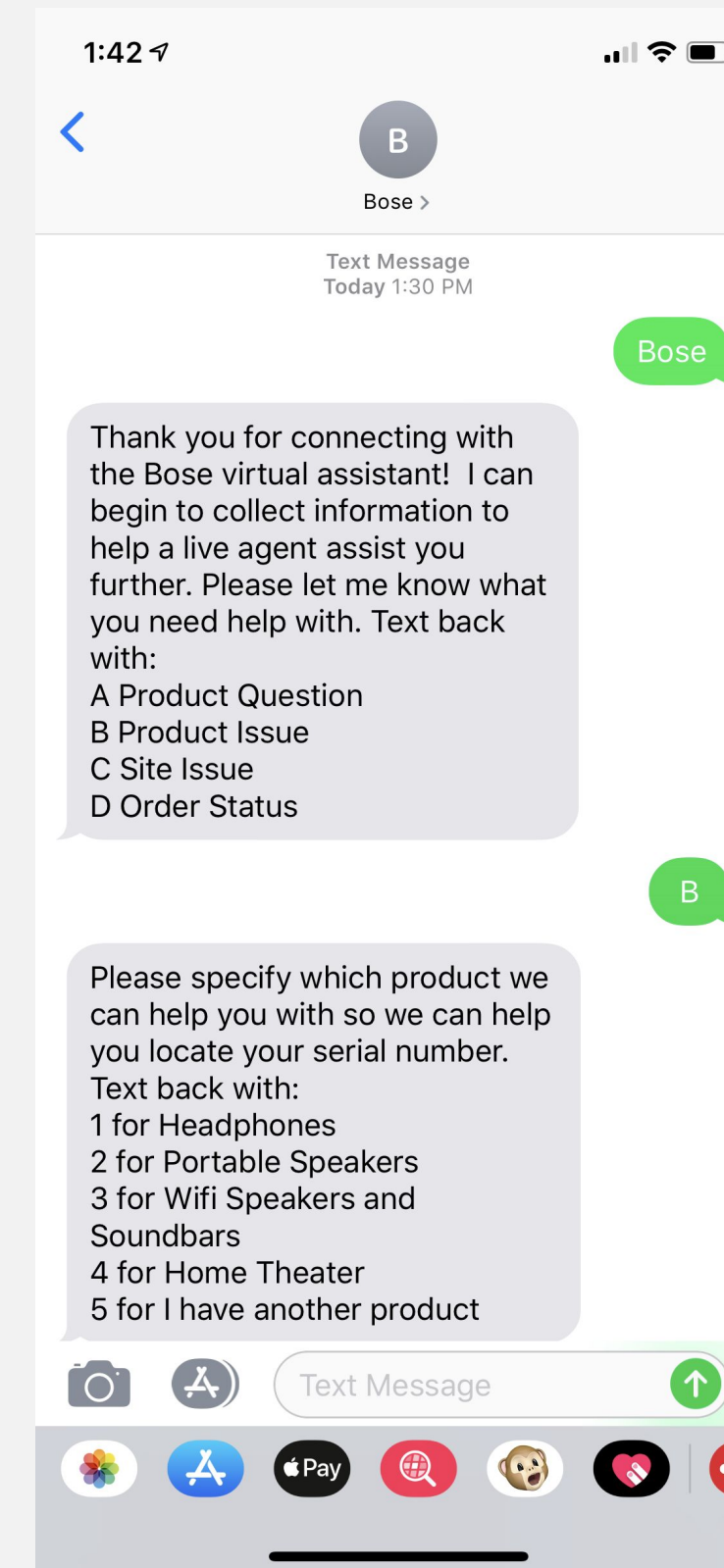
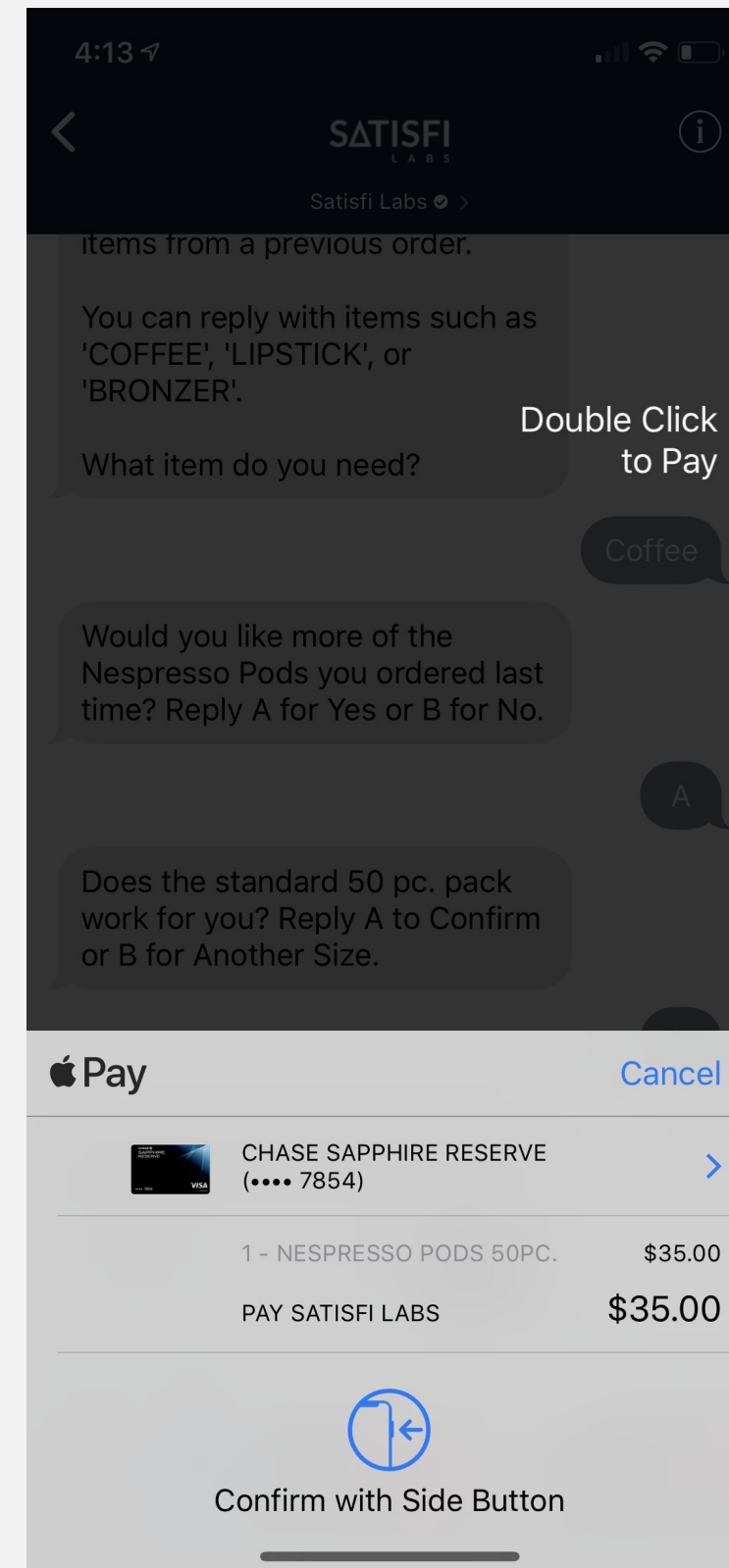
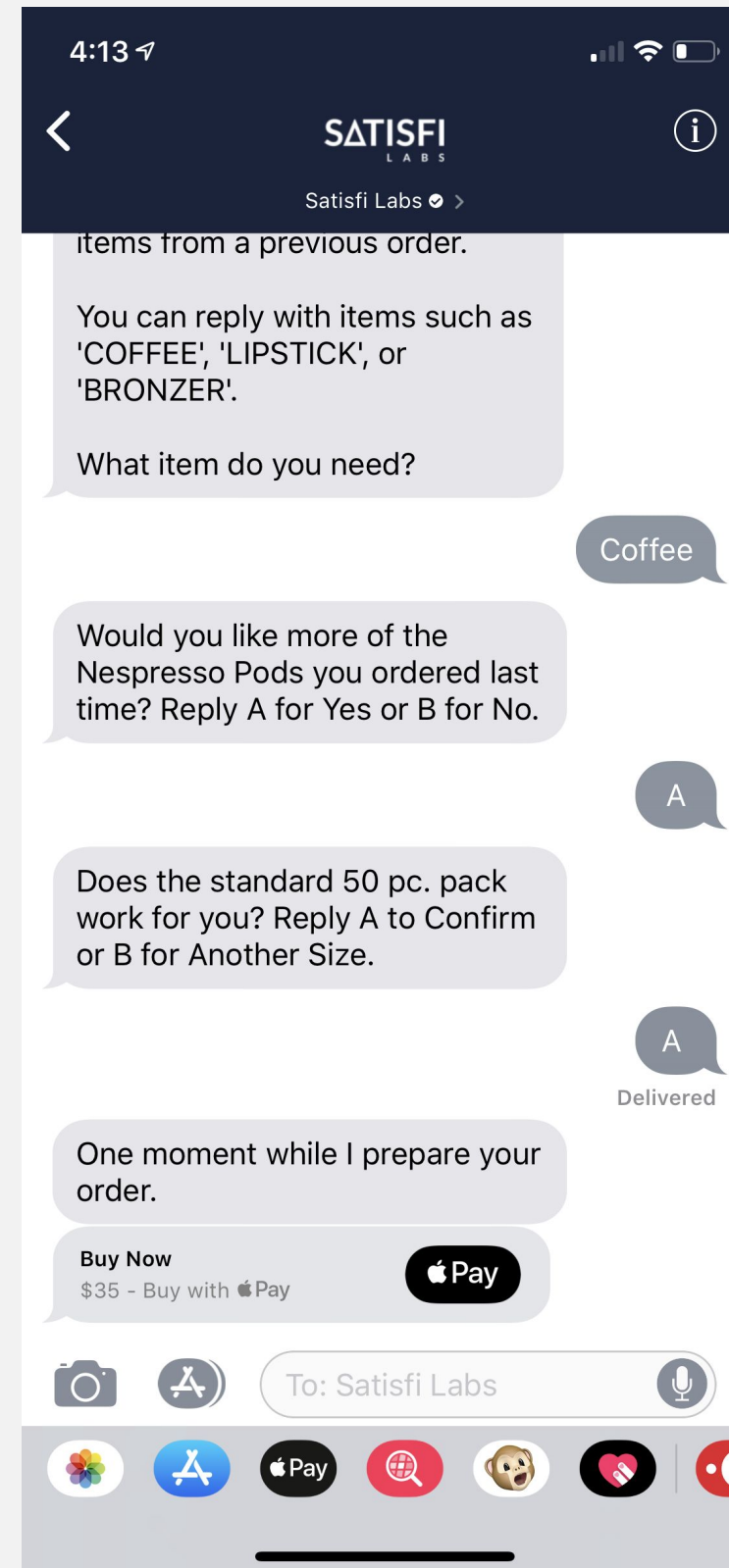
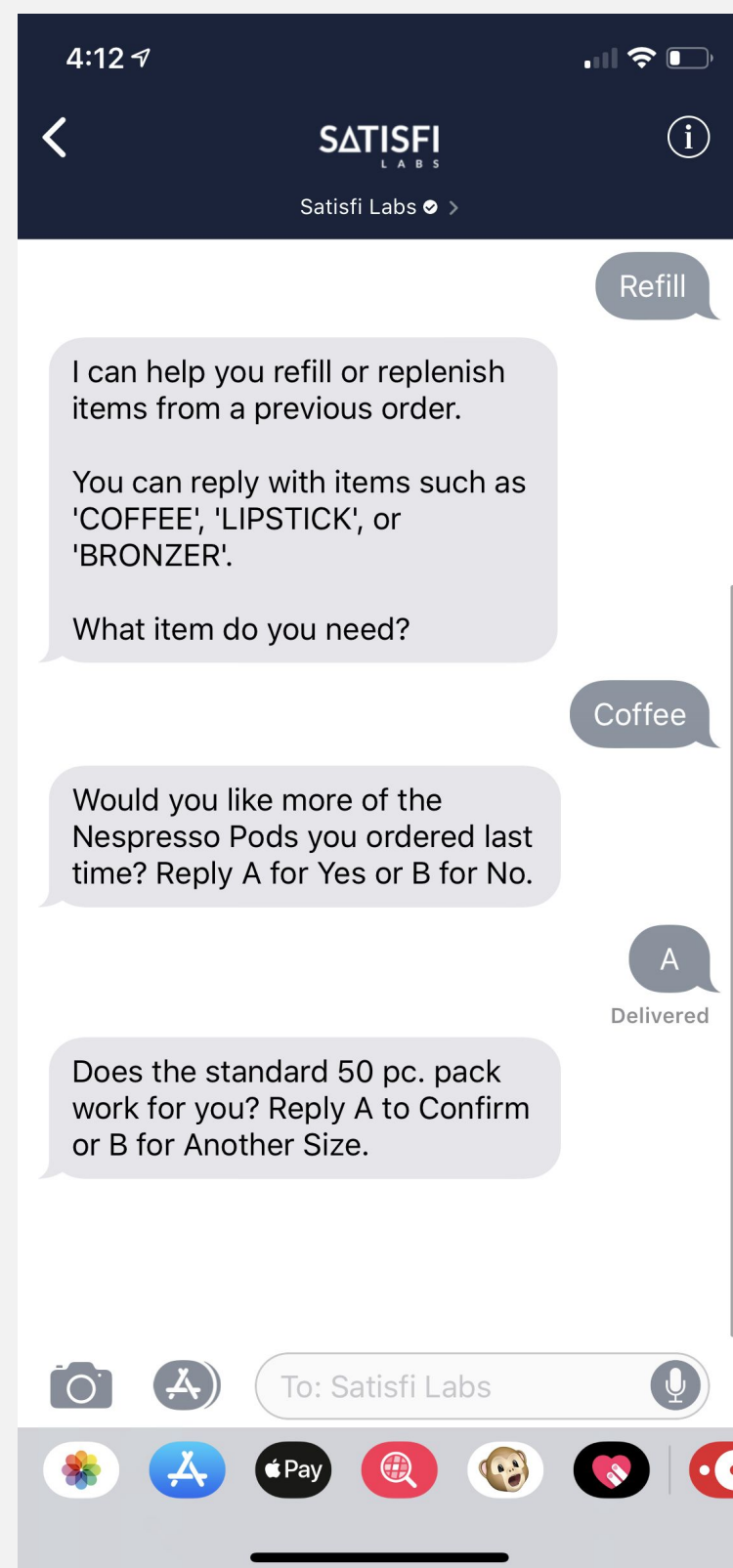
First in-arena AI

**SPORTS &
ENTERTAINMENT**

First AI Personality on the strip

MALLS & HOSPITALITY

ENABLING ACTIONS



Replenishment, Shipping
Status and Inventory

RETAIL

Troubleshooting Product
Issues

BRAND/MANUFACTURERS

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