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Umni AI Chatbot platform

Empower your company and employees with AI chatbot

About the Company: Umni is a **B2B SaaS platform** transforming business-customer communication through curated by the business AI chatbot. Umni empowers businesses in various industries with a <u>no-code solution</u> powered by GPT, optimizing customer interactions and employee performance, reducing costs, boosting sales & marketing, supporting HR, and ensuring 24/7 support, among many other benefits for the company, its employees and customers.

How We Help Businesses: The AI chatbot created on Umni platform is designed to improve user engagement and optimize service communication on the website / platform. The chatbot has features such as 24/7 availability, multi-lingual support (28 European languages plus Chinese) and the ability to instantly process a wide range of service offering' related queries at the same time with multiple users - significantly reducing response times and improving overall communication efficiency for both users and employees, while also boosting direct sales, upscaling the website and the marketing efforts, automating routine tasks.

The technical architecture of the chatbot and the platform is built to provide both easy management of the chatbot content and functionalities by a business team, and direct access to chatbot communication to users from anywhere online and offline **with 1 click of a link or scan of a QR code**. Various integrations are available to help automate routine tasks for users and staff.

Founding Story: Umni gained its experience on the field as the 1st Chatbot agency in Bulgaria since 2017. Umni AI chatbot platform emerged during the pandemic, transforming challenges into opportunities. Despite losing 70% of customers due to business closures, Umni team pivoted to a platform as a working solution - with 1st powered by AI project becoming **the 1st in Bulgaria city tourism AI chatbot (2019)** with partner In Your Pocket, <u>a leading EU company</u> in tourism information distribution. Strategic partnerships like this, The Hotel Network, TODA Macau and other partners underscore Umni's resilience and commitment to innovation.

Customers: Umni boasts a thriving customer base from various industries, with customers in Bulgaria, UK, Germany, Portugal, Slovenia, US, Hong Kong, Macau. Notable partnerships with int'l companies, like with Tymbark Bulgaria and TEZTour, also Rotary, validate Umni's impact. The platform already saves up to **7,000 working hours annually** per company (SMEs), a notable customers success, with up to **52% nighttime user rate and 35%-45% of inquiries collected at night**. Umni works with small and large companies and organizations ready to include AI instruments in their operations - from libraries and universities, NPOs, to 4- and 5-star hotels, SPA & wellness, service businesses, online stores, physical stores, coaches, consultants, and others.

Recognitions: Umni has garnered global recognition, winning a global **UNWTO Startup Competition** ('23) and being named one of the **UNWTO Innovation Champion** ('23). Other accolades include victory at the **EU Travel Awards 2023**, being a finalist in Bulgaria's first TV Startup Competition, organized by **BloombergTV**. Umni was a finalist, in top 5 startups of int'l **BoostX Scaleup Program** (an int'l competition and accelerator hold in Portugal, by Ministry of Tourism of Portugal, Nova and NEST). In Dec.'23 Umni received a **Special Award for Innovation in Tourism** by the Ministry of Tourism of Bulgaria.

Umni is also recognized for its **expertise** – Elitza Stoilova, the CEO of Umni, is a frequent **speaker** at various events, **article writer** and **a lector** with her own original **24-hours course about AI chatbots usage for business** at the Software University in Sofia, Bulgaria.