

kovecta



Digital Proposal for BMW Financial Services

May 2026



Agenda

01

PROPOSED SOLUTION

02

TIMELINE

03

PROPOSED SOLUTION
COMPONENTS

04

ENGAGEMENT MODEL



Proposed Solution

Phase 1 – Immediate Wins



AQA deployment
(scoring, coaching, training)



Process Discovery
(DataOrb/Orby)



Decline Insights (analytics +
retailer patterns, other
sources?)

Phase 2 & 3 – Based on Discovery



Agent Assist

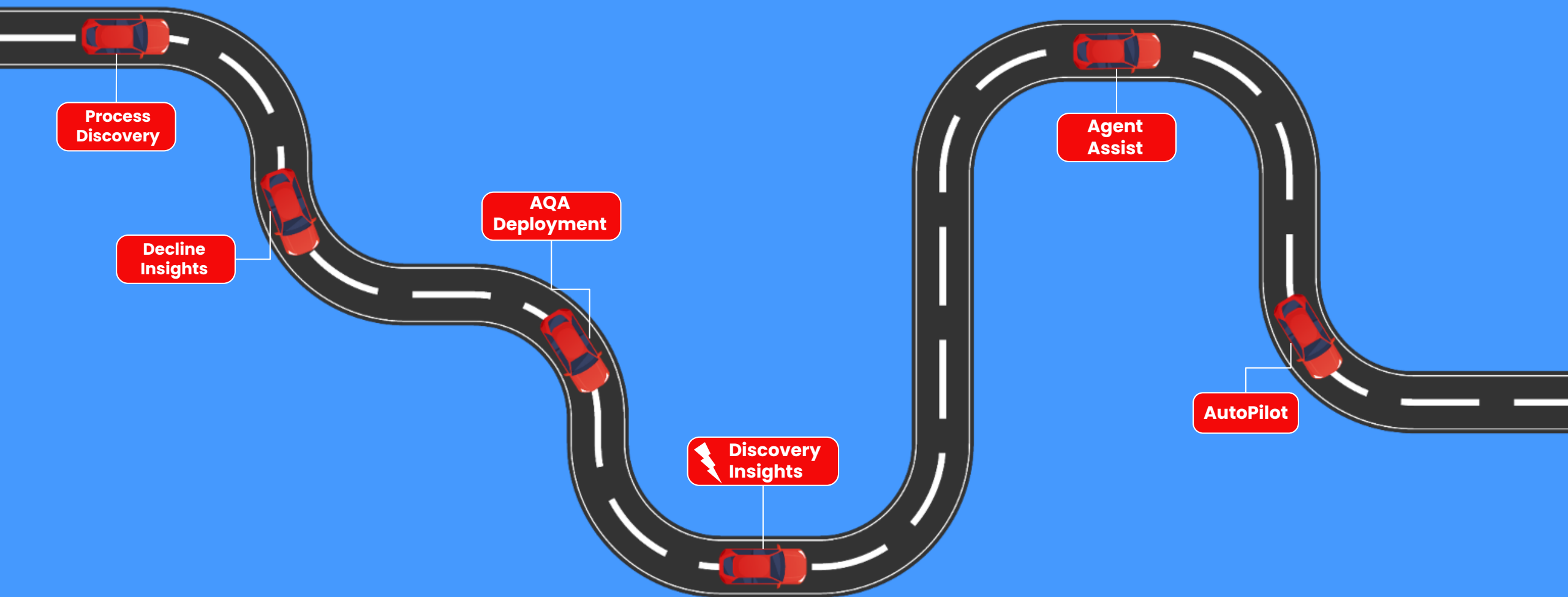


Auto-pilot



Proposed Timeline

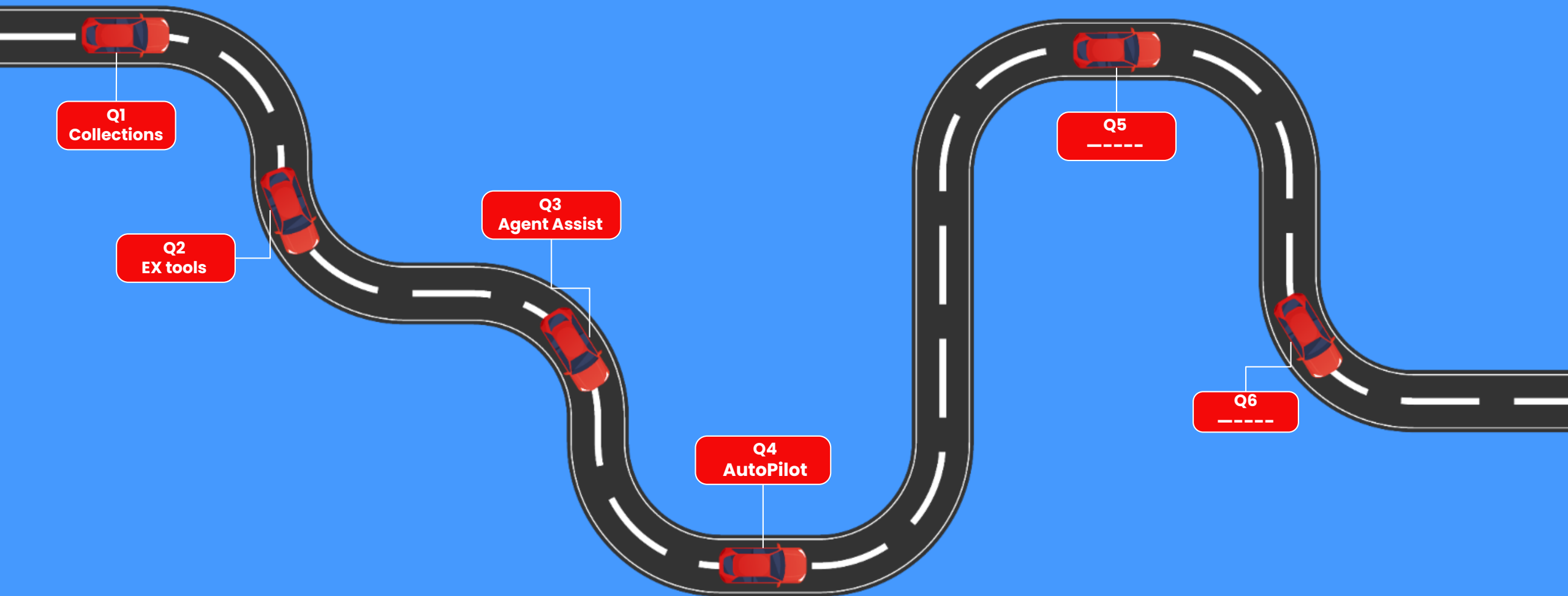
Digital Proposals within current services





Proposed Timeline

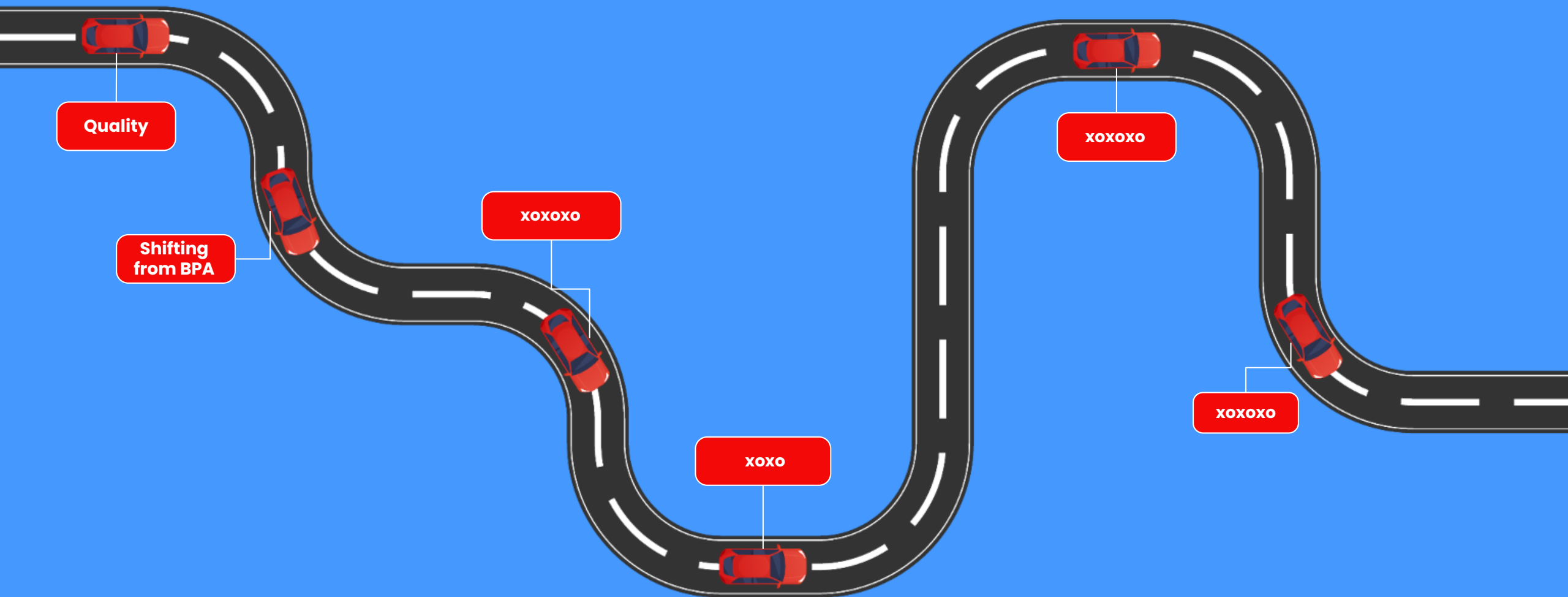
Digital proposals for wider BMW – Quarterly Workshops





Proposed Timeline

Additional Lines of Business





Process Discovery

DataOrb

You can't transform what you don't understand

CONTEXTUAL INTELLIGENCE LAYER

Listens across every touchpoint

Voice, chat and digital ☒ every interaction captured and structured in real time. Sentiment, intent, churn risk and emerging patterns surface continuously.

Reveals the why behind performance

Not just what happened, but why resolution took longer, why contacts escalated, why customers called back. The intelligence that drives the right response.

Feeds intelligence into Kolibri

DataOrb's signals flow directly into Kolibri triggering agentic workflows at the right moment, grounded in real customer and operational context.

Orby

Understand the work. Then redesign it.

PROCESS INTELLIGENCE & DESIGN

Observes how work actually happens

Deployed silently alongside your workforce, Orby watches across systems – capturing every click, decision and workaround that never appears in process documentation.

Generates the AI-optimised blueprint

Produces an objective current-state map and a redesigned workflow – identifying what to automate, where human judgement is essential, and how handoffs should work.

Becomes the instruction set for CrewAI

Orby's output is the workflow design that Kolibri orchestrates and CrewAI executes – grounded in operational reality, not workshops or assumptions.



AQA/Training/Coaching

- **Automated Scoring:** Allows the use of existing QA forms to establish specific evaluation criteria for every question.
- **Speech & Sentiment Analysis:** Continuously scans interaction transcripts to perform real-time sentiment analysis, helping users identify underlying customer emotions and brand perception.
- **Compliance & Keyword Tracking:** Automatically monitors transcripts for mandated phrases, compliance requirements, and specific key phrases to protect against risk.
- **Conditional Evaluation:** Set targeted rules for when the AI should evaluate a call or chat.
- **On-Demand QA:** Team leaders can override automated conditions and trigger instant AI evaluations for specific historical interactions right from the dashboard.
- **Agent Training/Coaching:** Creates a process for managers to coach agents & makes Coaching effective, consistent, and scalable

AQA plays a **critical role in insights and reporting inside an agentic AI system** because it acts as the *quality gatekeeper* for all outputs, decisions, and actions.

When AQA is built into the agentic loop, it doesn't just "check" work — it **creates cleaner, more reliable data**, which directly improves the accuracy and usefulness of insights and reporting.



Kolibri

- **Konecta's Internal AI Platform:** Kolibri is an AI platform developed by Konecta to leverage artificial intelligence for various business functions.
- **Empowering Employees:** It's designed to provide employees with advanced AI capabilities to enhance productivity and decision-making.
- **Diverse Applications:** Kolibri supports a range of tasks, from improving customer interactions to streamlining internal operations.
- **Safety and Responsibility:** A core principle of Kolibri is its commitment to safe and responsible AI use, which is enforced through its robust Kolibri platform guardrails.
- **Ensuring Compliance and Ethics:** The platform's guardrails are fundamental to ensuring all AI interactions adhere to Konecta's policies, ethical standards, and data security requirements.





Agent Assist

Agent Assist provides support to Agents through:

- Guided Flows for Agents
- Next Best Action
- FAQ Support



The backbone of modern Agent Assist tools is AI-powered intelligence. This encompasses several sophisticated functionalities:

- Conversational AI
- AI-Driven Insights
- Emotion Detection
- Domain-Specific AI

Auto-Pilot

Automate routine customer interactions with AI-powered agents:

- Handles calls autonomously with natural, human-like conversations
- Enhances customer understanding and problem-solving at lower costs



- Up to 30% cost interaction reduction
- -15 to -20% AHT reduction
- 50% automation of inbound contact

Engagement model

(consistent and field proven)



Discover

- Journey mapping & assessment
- Use Cases identification
- Data readiness
- Solution selection
- Success metrics



Design

- Target journeys
- Solution Architecture Development
- Data & Integration design
- Prototyping for quick validation



Develop

- Model development
- Conversational AI & UX refinement
- Integration development
- Performance Testing & Quality assurance
- Pilot deployment



Deploy

- Move to Production
- Change management & training
- Performance monitoring
- Refinement & improvement



Drive

- Implementation Support
- Feedback loop
- Innovation lab
- Continuous Learning and Optimization
- ROI measurements
- Compliance and risk audits

Cybersecurity & Compliance



thank you

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