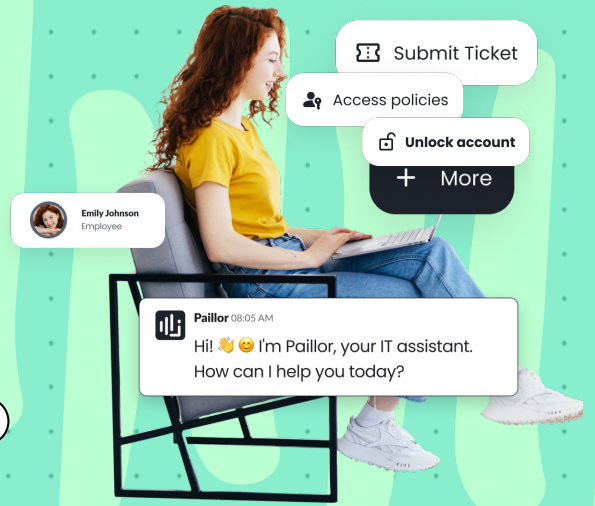




4 Product in 1 Platform for instant help at work with AI.



Paillor For IT Conversational AI for Immediate IT Solutions.

Paillor facilitates seamless integration of your knowledge base, helpdesk, and more than 100 applications, empowering employees to resolve issues directly within the app through advanced automation tailored to your environment.

Key Features

The Unified Platform: Approach offers a rich, swift, and user-friendly IT support solution for tasks that are urgent but not complex.

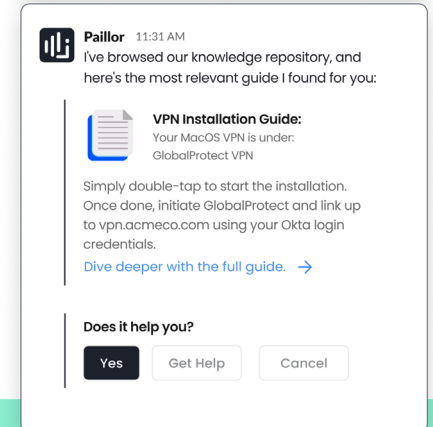
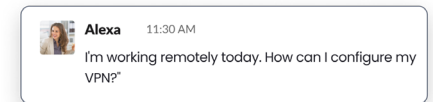
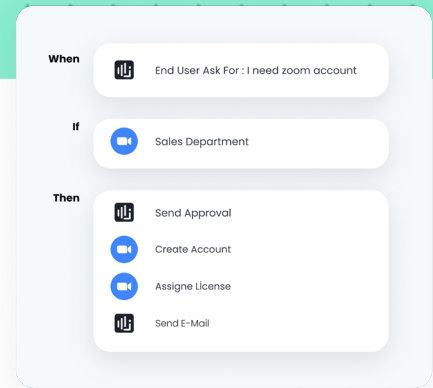
Enterprise Knowledge Search: Integrates with your articles, policies, Confluence, SharePoint, Zendesk, and more, providing instant answers to employees.

The inbuilt ticketing system: Equipped with an AI-powered virtual assistant, enables efficient ticket management and automation.

SaaS automation: Connects with over 100 integrations, allowing you to create more than 10,000 actions with an easy-to-use drag-and-drop interface.

Omnichannel support: Consolidates IT self-service into a single point of contact, ensuring seamless connectivity across various channels.

Onboarding/Offboarding: Has never been easier with Paillor, enabling you to create accounts, assign licenses, remove profiles, add groups, and more, with minimal effort.



Benefits

- 4x improvement in employee satisfaction

The Domain-Trained virtual assistant understands IT context and concepts out-of-the-box, supporting your employees with ease in over 10,000+ use cases tailored to your needs.

-45% reduction in call volume

Paillor's innovative virtual assistant enables collaboration to occur naturally. Serving as the first point of contact, the virtual assistant allows your IT staff to concentrate on high-value tasks and business priorities.

-85% reduction in Level 1 support inquiries

Automation has never been easier with Paillor's drag-and-drop functionality, featuring ready-to-use cases tailored to every type of business need with "When", "If", and "Then" conditions.

Why choose paillor for IT solutions?

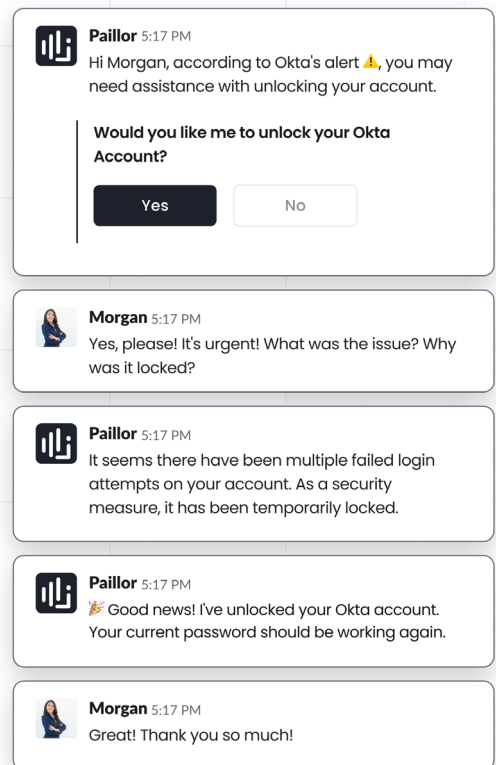
“It’s hard to believe we have reduced IT support costs by 38% in the first three months with Paillor. “My top three priorities for supporting our workforce are enabling support teams to focus on high-value tasks, equipping them with intelligence to make better decisions, and delivering the best experience to our employees. **Paillor is unique in its ability to help us achieve all three.**”

- Keith Nugara, CEO, NCI Group



The approach to employee support is flawed, yet it’s redeemable through AI. Paillor is a generative AI platform designed to address workplace issues efficiently. Leveraging conversational AI and machine learning, the copilot grasps employee needs, pinpoints the best solution, and automates the necessary steps for resolution right out of the box—eliminating the need for resource-intensive projects.

Employees can communicate with Paillor using everyday language within the tools they’re already familiar with. **Paillor delivers immediate solutions, offering an unmatched experience that keeps employees productive and allows support teams to concentrate on strategic initiatives.**



Paillor 5:17 PM
Hi Morgan, according to Okta's alert 🚩, you may need assistance with unlocking your account.

Would you like me to unlock your Okta Account?

Morgan 5:17 PM
Yes, please! It's urgent! What was the issue? Why was it locked?

Paillor 5:17 PM
It seems there have been multiple failed login attempts on your account. As a security measure, it has been temporarily locked.

Paillor 5:17 PM
🎉 Good news! I've unlocked your Okta account. Your current password should be working again.

Morgan 5:17 PM
Great! Thank you so much!

Use cases

AI-powered employee support (up and running in weeks)

- Automate ticket lifecycle
- Fix account issues
- Provision software
- Streamline onboarding
- Update benefits

Accelerated service improvement

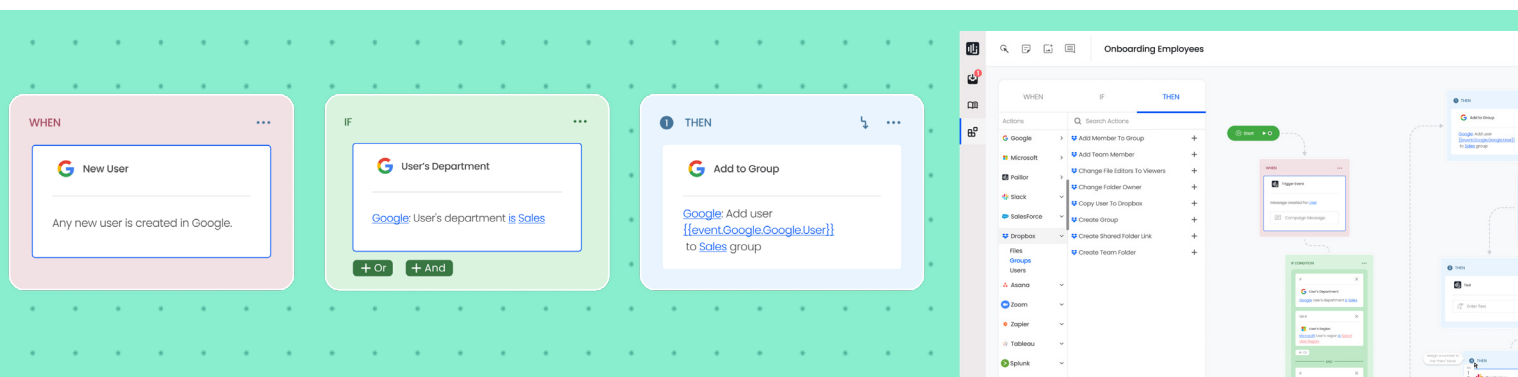
- View experience by persona
- Identify priority projects
- See knowledge gaps
- Generate needed content
- Send targeted messages

Universally accessible content and data

- Troubleshoot questions
- Handle payroll inquiries
- Answer security FAQs
- Get how-to instructions
- Search unstructured data

Enterprise workflows extended with conversational AI

- Look up data in any system
- Send proactive alerts
- Update information in systems
- Simplify existing processes
- Schedule follow-up actions



WHEN

New User

Any new user is created in Google.

IF

User's Department

Google: User's department is Sales

+ Or + And

THEN

Add to Group

Google: Add user {{event.Google.Google.User}} to Sales group

Onboarding Employees

Actions

WHEN	IF	THEN
Google	Search Actions	
Microsoft	Add Member to Group	
Paillor	Add Team Member	
Slack	Change File Editors to Viewers	
Salesforce	Change Folder Owner	
Dropbox	Copy User To Dropbox	
File Services	Create Group	
Zoom	Create Shared Folder Link	
Tableau	Create Team Folder	
Asana		
Zoom		
Zipier		
Tableau		
Spoke		

Instant support with AI

29 mins

saved for every support request answered by Paillor

45%

reduction in call volume for IT and HR teams overall with Paillor

85%

reduction in Level 1, 40% reduction in Level 2 support inquiries

Our Technology

Hand-in-hand collaboration

The copilot dynamically interacts with users, mirroring the kind of nuanced conversation they'd expect from a live agent, and building a collaborative bridge between employees and their copilot that accelerates work.

Human-like reasoning

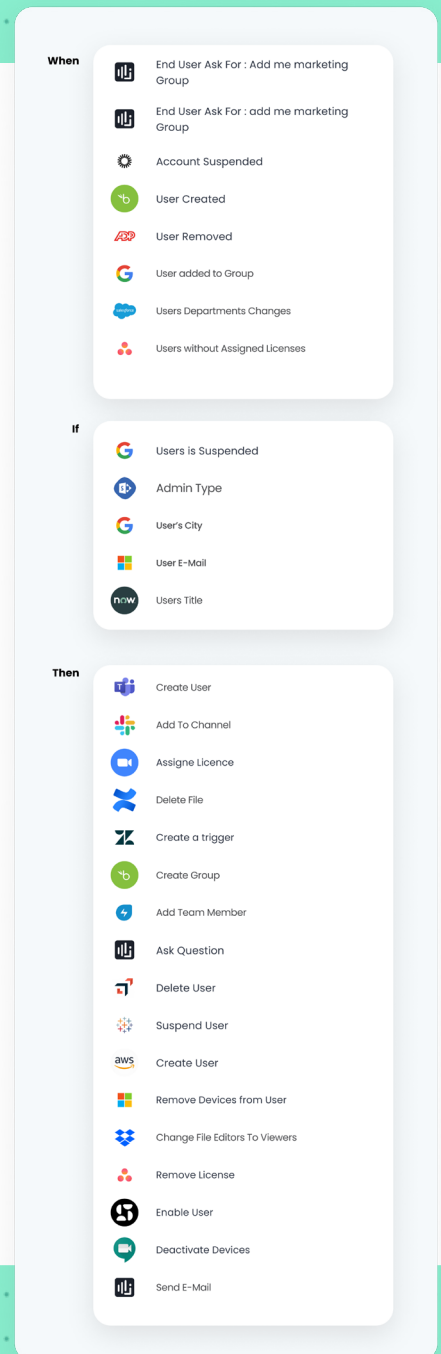
The copilot autonomously thinks ahead, makes plans, and chooses the best answer while having a complete understanding of your entire suite of business systems and context.

Grounded in factuality

A proprietary, fine-tuned fact checking model instills confidence in answers by validating outputs with the citations used to create it and evaluating how close the output aligns to the original query.

Built for scale

With robust ML operations and a modular, plugin design, it's easy to continuously add use cases while preserving the business logic and permissions critical to enterprise workflows.



Deeply integrate with all of your systems



+ And More