

Description of Service

Introduction

Boost.ai is a developer of conversational AI, offering a comprehensive software solution that enables the creation, deployment and management of AI-powered virtual agents for chat and voice, as well as a suite of tools to support human customer service agents. These solutions are designed to be highly adaptable, catering to the unique requirements of each customer.

Unless otherwise provided, by paying the Subscription Fee, boost.ai shall provide support and maintenance at no additional charge to the Customer to the extent provided under the respective Service Level Agreement.

1. Standard Access

1.1. Platform and service

Boost.ai provides the conversational AI platform as a Software as Service (SaaS) solution. It enables customer service teams to automate enterprise customer support and deliver responses to inquiries sent through online chat channels.

1.2. Hosting Infrastructure

The Solution is hosted using Amazon Web Services (AWS).

1.3. Admin Panel

All Customers of boost.ai gain access to the Admin Panel, a management tool designed to configure and maintain a customized virtual agent that meets each Customer's specific needs. This panel is used for building, training, and maintaining the solution. It is aimed at customer service experts and AI trainers, empowering them to build and train the virtual agent with a focus on automating customer service and internal support. Additionally, the Admin Panel is also for platform administrators, enabling them to effectively manage system configurations.

1.4. No-Code Design

The Admin Panel has been designed with an emphasis on user-friendliness and intuitive usage. This implies that the interface requires no coding, nor does it necessitate the involvement of developers or data scientists.

1.5. Chat Interface

The chat interface is a core component of the Solution provided. This interface serves as the platform for the virtual agent's interactions with End Users and can be deployed across various customer touchpoints, including but not limited to, the Customer’s website and other communication platforms.

1.6. E-Learning Platform

The Customer will have access to the Boost Academy, a comprehensive E-Learning Platform. This platform provides resources and tutorials to aid the Customer in leveraging the Solution's capabilities and features, effectively assisting in the creation and management of their virtual agents.

1.7. APIs

Boost.ai provides a suite of external APIs to support integration with a variety of external systems and tools:

- **Chat API**: This API facilitates the communication between the boost.ai platform and other chat interfaces enabling seamless integration of boost.ai’s conversational AI technology into existing chat systems.
- **Export API**: This API allows for the extraction of data from the Boost.ai system, enabling customers to analyze and store data in their preferred external system.
- **Security API**: This API helps manage and ensure the security of the system, allowing for custom security configurations and integrations.
- **Analytics API (Statistics & Status Board)**: This API provides access to statistical data and status board information, enabling customers to monitor and analyze the performance and status of their virtual agents and overall system.

1.8 Security Features

Boost.ai is committed to maintaining the industry standards of security and data protection. As a testament to this commitment, boost.ai is certified under ISO 27001 and ISO27701, internationally recognized standards for information security management and privacy information management respectively. The following security features are available as standard in the Solution:

- **Two-Factor Authentication (2FA):** The Solution supports 2FA, providing an extra layer of security that requires not only a password and username, but also something that only the user has on them.
- **SSO with SAML:** Support for Single Sign-On (SSO) with Security Assertion Markup Language (SAML), a standard protocol for web browser Single Sign-On using secure tokens.
- **SSO with OIDC:** Support for SSO with OpenID Connect (OIDC), a simple identity layer on top of the OAuth 2.0 protocol, which allows clients to verify the identity of the end-user.
- **Security API**: The Solution provides a Security API that allows administrators to manage and ensure the security of the platform.
- **Data Retention and Minimization features**: This feature allows administrators to control how much data is stored and for how long, minimizing unnecessary data accumulation and potential privacy risks.

2. Optional and/or Additional

To get access to the parts of the Deliverables/services provided below, the Parties shall clearly regulate this in the Agreement and/or Order Form. The services below may be subject to Supplemental Terms, costs and fees.

2.1. Voice

The Solution incorporates voice capabilities, which equip the virtual agent to comprehend and respond to voice inquiries from End Users. This provides an alternative model of interaction beyond standard text-based interactions, due to the enablement of voice-specific features and integrations.

The voice integration builds on boost.ai's Chat API, with the Voice API acting as an additional layer over it. As such, features available for chat-based interactions also function with voice. In certain instances, adjustments may be necessary to optimize these features for voice interactions to ensure an optimal user experience.

2.2. Large Language Models/Generative AI

It is possible to integrate Large Language Models (LLMs) within the Solution. These models enhance the virtual agent's functionality by enabling a more sophisticated understanding and generation of text-based responses, allowing the virtual agent to process and respond to a broader range of inquiries. These capabilities include but are not limited to:

- Agent handover summary
- Agent answer rewrite
- Contextual, pre-written responses
- Content suggestion
- Accelerated training data generation
- Action rewrite
- Translation

2.3. Human Chat

Boost.ai's dedicated Human Chat functionality enables the Customer's personnel to take control of the conversation from the virtual agent at any point during an interaction. This feature is especially relevant for inquiries that the virtual agent is unable to resolve independently, enabling redirection to human operators. This service is available upon request.

The Human Chat service incorporates a dedicated chat panel and backend service. Once enabled, the Human Chat panel URL is exclusively accessible to the Customer's customer service team via a web browser, under a framework of role-based access control with IP restrictions.

2.4. Integrations

The Solution can be integrated with various third-party platforms and systems to extend its functionality. Not all integrations are included as standard features within the base solution. Some integrations may necessitate additional configuration and may be subject to an additional fee. Specific details regarding these integrations and any associated costs will be determined based on the Customer's needs and requirements.

Pre-built integrations available in the Admin Panel, subject to additional charges, include:

- **Channel Integrations:** Azure Bot Service, Facebook, Google Chat, Ninchat, Sunshine Conversations, Symphony, Twilio SMS, Twitter, Viber, Vonage Messages (WhatsApp and SMS), Twilio WhatsApp, Workplace, and Zoom.
- **Human Chat Integrations:** Amazon Connect, Avaya Aura, Custom chat, Dixa, Dynamics 365 Human Chat, eDialog24, eGain, Five9, Freshdesk Human Chat, Front, Genesys Cloud, Genesys Engage, Genesys PureConnect, Giosg, Glia, GoContact, Intercom, LivePerson, NetNordic, Puzzel, Salesforce, ServiceNow, Sinch, SuperOffice, Twilio Flex, Vergic, and VIER Human Chat.
- **User Authentication:** Auth0, Azure, BankID NO, Feide, Google, Nets, Okta, OpenID Connect, PayPal, Signicat and Vipps, SAML 2.0, User Token.
- **Utility Integrations:** Nynorsk, Google Translate.
- **Voice integrations:** Alexa, Google Home, Twilio IVR, VIER, and VoiceAI Connect.

Pre-built integrations that don’t incur an additional cost but may require additional setup through our API Connector include Azure Active Directory, Corelation, Dynamics 365, Freshdesk, Google Sheets, Google Translate, Lucidtech OCR, Microsoft Excel, Nodemailer, Q2 Digital Banking, Salesforce CRM, UiPath, Vipps Payment, and Weatherstack.

In addition to the pre-built integrations mentioned, customers and partners have the flexibility to create their own integrations using our API Connector. This tool, employing JavaScript, enables data exchange with external systems such as CRMs, ticketing solutions, billing systems, eCommerce platforms, and databases. While there's no cost for using the API Connector, the responsibility of building and maintaining the code rests with the

Customer or Partner. Boost.ai can provide support in building these connectors based on the scope of work, but the Customer remains responsible for code maintenance.

2.5. On-Prem Solution

For customers with stringent data security requirements or who operate under strict regulatory controls, boost.ai offers the option of an on-premises solution. This ensures that all data remains fully under the customer's control, stored and processed within their own datacenter.

Disclaimer

The services and features enumerated in this document are those being offered at the time of the signature of the agreement. Optional services and add-ons that are not subject to a signed order form may change, be discontinued, or be removed at boost.ai's discretion. Boost.ai reserves the right to modify or discontinue any feature of the service as it deems necessary.