neodata group

Artificial Intelligence in Action:

30 Winning Business Applications to Replicate in Your Business

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Index

Use Case #1

Transforming data into knowledge

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Transforming data into knowledge

In many organizations, knowledge management is a critical but often overlooked challenge. Business information accumulates in silos: PDF documents, spreadsheets, audio recordings, and hard-to-navigate digital archives. This makes it difficult to quickly access the knowledge needed to make informed decisions or share insights across teams.

How can we transform all of our corporate information assets into an easily accessible, current, and useful resource for every function of the organization?

Goals

- Automatically organize large volumes of heterogeneous content (PDF, audio, spreadsheets...)
- Making it instant to find and retrieve the right information at the right time
- Support collaboration between teams by centralizing knowledge dynamically
- Enable strategic decisions based on a deeper, more cross-functional understanding of business data.

Types of Data Used

- Company Documentation in PDF, DOC, XLS
- Audio files from meetings
- Quantitative datasets from spreadsheets
- Project repositories, digital archives and corporate knowledge bases

#1 How the Solution Works

The designed AI system automatically indexes and understands content, regardless of format. Through NLP and machine learning models, it extracts key concepts, identifies correlations and proposes semantic exploration paths.

The information is then made available through an intuitive chatbot-style interface, which allows each user to:

- perform conversational searches ("show me the Q3 reports with mentions of ESG")
- receive personalized suggestions based on your role or activity
- collaborate more effectively, thanks to the intelligent sharing of relevant content.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Heterogeneous, multi-format, not well-structured sources	*High*
AI Implementation	Requires advanced NLP pipelines and information retrieval techniques	*Media*
Change management	It is essential to stimulate the culture of sharing and smart access to knowledge	*Media*

Results and KPIs

Time saved
-70%
Average access time to information

Information recycling
-40%
Reduce duplication of work on analysis/reports

Sharing
+45%
Cross-team engagement on the knowledge sharing platform

Decision making
+60%
Greater responsiveness in data-driven decisions

Use Case #2

Real-Time Brand Reputation Monitoring with AI

Use Case #2

Real-Time Brand Reputation Monitoring with Artificial Intelligence

Today, a brand's reputation can change in a matter of hours. A negative comment, a viral review, or a critical article can trigger an image crisis that is difficult to manage if you are not ready to intercept it promptly. Many companies monitor their reputation through manual reports, weekly analyses, or traditional social listening tools. But these tools are often slow, partial, and unable to capture the true emerging trends in real time.

The question is: how can we always stay one step ahead, without waiting until the damage is done?

Goals

- Monitor in real time what is being said about your brand online
- Understanding the tone and emotion behind every mention
- Identify early signs of reputational crisis or opportunities
- Offer the communications and PR team a concrete and fast decision-making tool.

Types of Data Used

- Posts, comments and reviews from social networks (e.g. Instagram, Facebook, X/Twitter, TikTok, Reddit…)
- Newspaper articles and online blogs
- Reviews on platforms like Trustpilot, TripAdvisor or Google
- Internal company data such as customer surveys, NPS scores, CRM

#2 How the Solution Works

Artificial intelligence analyzes every online content that mentions the brand, product or competitors. It interprets the sentiment (positive, neutral or negative), identifies the most recurring topics (e.g. “slow customer service”, “innovative product”) and reports sudden changes in the tone of conversations.

All of this happens in real time, on intuitive dashboards that help managers:

- understand if there is a reputational problem underway
- decide when and how to intervene
- monitor sentiment evolution after a corrective action.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Multichannel, multilingual, noisy	*High* 
AI Implementation	NLP Frameworks Established, But Needs Fine-Tuning	*Media* 
Change management	PR/Communications teams must learn to act faster and use AI-driven dashboards	*Media* 

Results and KPIs

Time saved

36 h to 2 h

the average time to detect brand crises

Accuracy

+90%

precision in sentiment analysis

PR

+60%

Increased crisis response capacity of the public relations team

Reduced costs

-40%

the cost of social listening

Use Case #3

Video Intelligence: *Making Audiovisual Content Searchable*

Use Case #3

Video Intelligence: Making Audiovisual Content Searchable

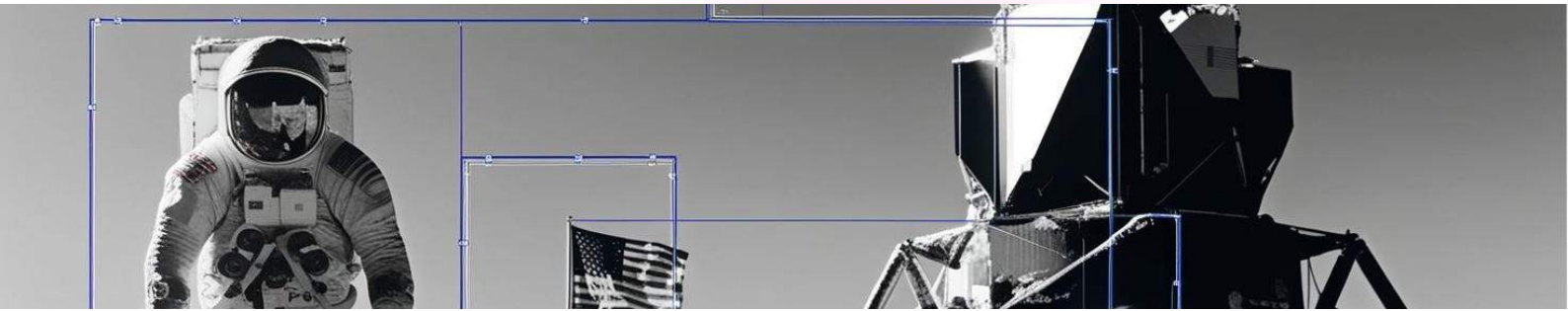
Every company today produces hours and hours of video content: conferences, presentations, webinars, training sessions, etc. But often these assets remain silent digital archives, difficult to explore and even more complicated to analyze. The value is there, but buried under thousands of frames.
How can we make this content "smart", accessible, and above all capable of generating real value?

Goals

- Recognize faces in video content, scenes, objects, emotions and words
- Automatically annotate and segment content
- Allow quick searches across entire video archives
- Extract frames and clips in high quality

Types of Data Used

- Editorial and communication contents
- Interviews
- Presentations, events and webinars
- Sporting events



#3 How the Solution Works

Frame by frame, AI extracts meaning from content. Videos become searchable by keyword, concept, topic, or even emotion. You can search for “moments where character X talks about sustainability” or “clips with positive audience reactions” and extract relevant clips and frames in seconds.

The result is a new way of enjoying: faster, smarter, more strategic.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Heterogeneous video, audio and images in different contexts	*High*
AI Implementation	Need to orchestrate multi-modal models and indexing capabilities	*High*
Change management	It is important to integrate the new fruition into existing workflows	*Media*

Results and KPIs

Time saved

-80%

Average time to find specific content

Reuse

+60%

Video and image content reuse rate

Reduced costs

-50%

Manual analysis cost optimization

Use Case #4

Data Intelligence for Everyone: *AI That Speaks to Your Numbers*

Use Case #4

Data Intelligence for Everyone: AI That Speaks to Your Numbers

Every company produces huge amounts of data every day: sales, logistics, performance, marketing, operations. But often this data remains in silos, fragmented and difficult to read without specific technical skills.
Complex dashboards, SQL queries, advanced BI tools – it all takes time, training and resources.
How can we democratize access to data and transform it into a daily lever for strategic decisions?

Goals

The objective is threefold:

- Simplify analysis and trend discovery
- Democratizing data access by enabling natural language queries of datasets
- Deliver clear answers, intuitive visualizations, and targeted insights to take action quickly.

Types of Data Used

- Sales reports and financial KPIs
- Operational and warehouse data
- Marketing flows, web analytics and digital performance
- Structured and semi-structured datasets

#4 How the Solution Works

AI integrates NLP models to allow users to “talk to data”. A question like “What is the turnover trend in the last six months in the northern area?” is enough to receive a precise answer, supported by graphs, explanations and alerts.
There’s no need to write code or know the queries: AI understands the intent, analyzes the dataset and returns a clear insight, ready to drive action.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Structured but often distributed in different sources	*Media* 
AI Implementation	Customizable NLP models and query-to-insight logic	*Media* 
Change management	Minimal training but a cultural shift towards self-service is needed	*Media* 

Results and KPIs

Time saved
-70%
Reduced time to gain operational insights

Use of data
+60%
Internal adoption of data-driven tools

Information
-50%
Reduce demands on the Data/BI team

Analyses
+45%
Increase non-tech decision making capacity

Use Case #5

Cities that Move Better: *AI at the Service of Urban Mobility*

Use Case #5

Cities that Move Better: AI at the Service of Urban Mobility

Modern cities face increasing challenges in mobility management: population growth, traffic congestion, pollution, and passenger dissatisfaction. Public transport systems often operate with limited data, making it difficult to adapt to real user needs and optimize available resources.

Goals

- Monitor in real time the number of passengers on board, boarding and alighting at each stop.
- Dynamically adapt frequencies and capacities of vehicles based on actual demand.
- Improve the travel experience by considering parameters such as air quality, noise, punctuality and seat availability.
- Simulate scenarios to predict the impact of service changes and support strategic decisions.

Types of Data Used

- On-board sensors for passenger counting and environmental monitoring.
- GPS tracking systems to track routes and travel times.
- User feedback collected through apps and digital platforms.

#5 How the Solution Works

AI continuously analyzes data to identify bottlenecks, suggest changes to routes or vehicle positioning, predict peaks in demand, and optimize resources. The system is able to:

- **Optimize trips, eliminating low-occupancy ones and increasing the most requested ones.**
- **Forecast demand, anticipating peaks in attendance and adjusting supply accordingly.**
- **Evaluate service quality, identifying areas for improvement to increase passenger satisfaction.**

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Need to integrate heterogeneous data in real time	***High***
AI Implementation	Requires advanced predictive models and simulation systems	***High***
Change management	Involvement of operators and planners in public management	***High***

Results and KPIs

Sustainability
-15%
Reduction of CO_2 emissions per passenger transported

Service
+20%
Improving the punctuality of vehicles

Optimization
+35%
Optimizing fleet utilization

Customer satisfaction
+25%
Increased passenger satisfaction

Use Case #6

Tailor-Made Customer Experience: *AI That Knows Your Customers Better Than Anyone Else*

Use Case #6

Tailor-Made Customer Experience: *AI That Knows Your Customers Better Than Anyone Else*

Consumers today expect brands to know them, listen to them, and offer them tailored content and services. However, many companies still rely on generalist strategies that ignore individual behavior and overlook signals scattered throughout the customer journey.

The effect? Irrelevant communications, impersonal support, customers who walk away.

Goals

- Analyze behaviors, preferences, feedback and micro-interactions
- Offer content, suggestions and offers tailored to each individual user
- Automate customer support with intelligent, contextual conversational agents
- Anticipate future needs to act proactively, not reactively.

Types of Data Used

- Purchase history and conversion behavior
- Responses to surveys, reviews, chats and support tickets
- Social interactions and indirect feedback
- Press e social media

#6 How the Solution Works

The platform analyzes real-time data from tickets, digital interactions, and public content like articles and reviews. AI performs sentiment analysis to capture the tone of conversations and identify signs of dissatisfaction or opportunity.

The results are displayed on an intuitive dashboard for marketing and product, while customer service receives personalized suggestions to handle requests faster and more effectively. The system also helps monitor brand perception in print, providing a complete view of the customer experience.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Necessary integration of data from different sources and formats	***Media***
AI Implementation	Requires machine learning models for predictive analytics	***Media***
Change management	Staff training for effective use of the platform	***Media***

Results and KPIs

Satisfaction

+25%

Increased Customer Satisfaction (CSAT)

Sentiment

+20%

Improved brand perception in media/press

Revenues

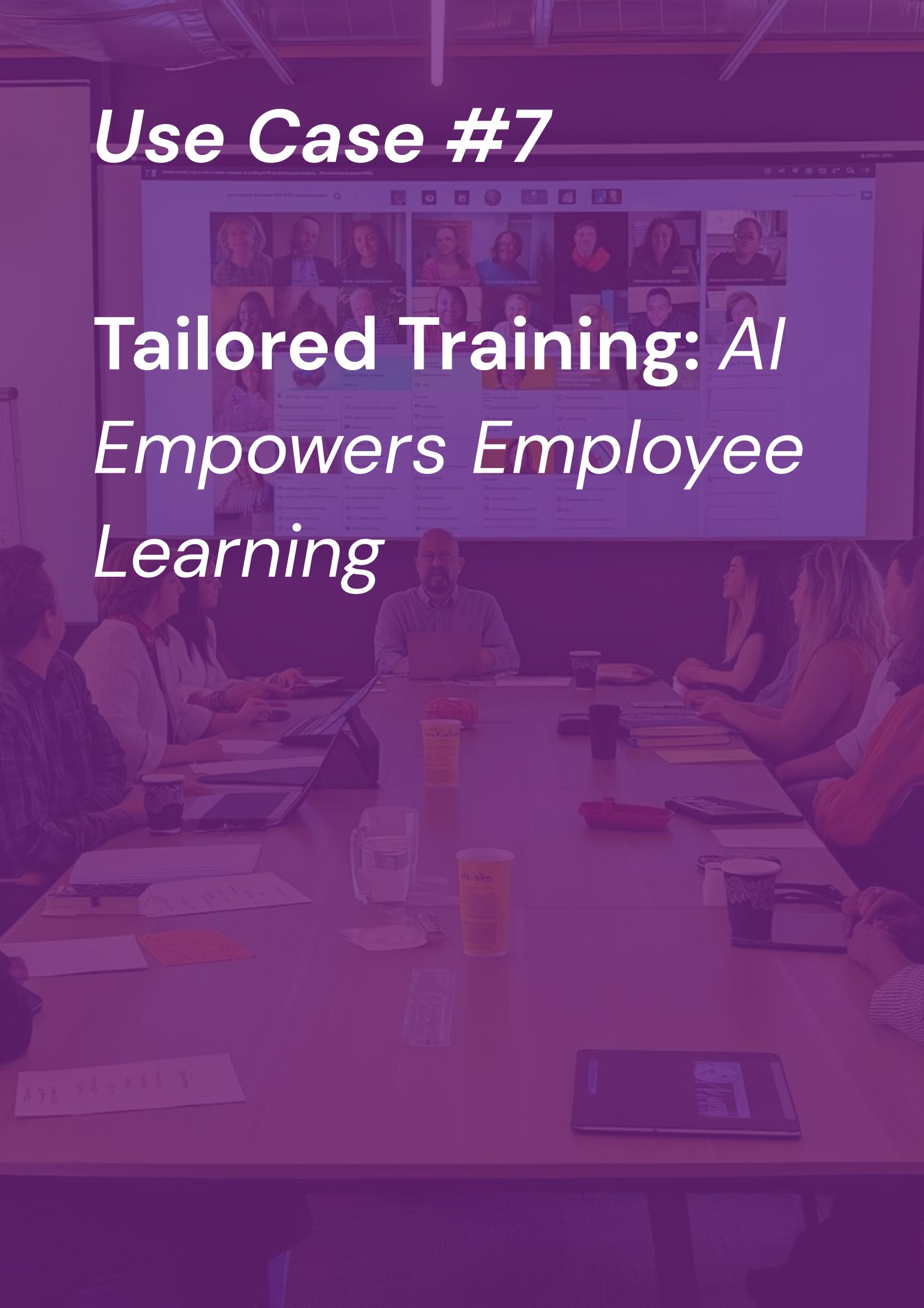
+20%

Identifying new cross-selling/up-selling opportunities

Dropout rate

-15%

Reduction of customer churn rate



Use Case #7

Tailored Training: *AI Empowers Employee Learning*

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Tailored Training: *AI Empowers Employee Learning*

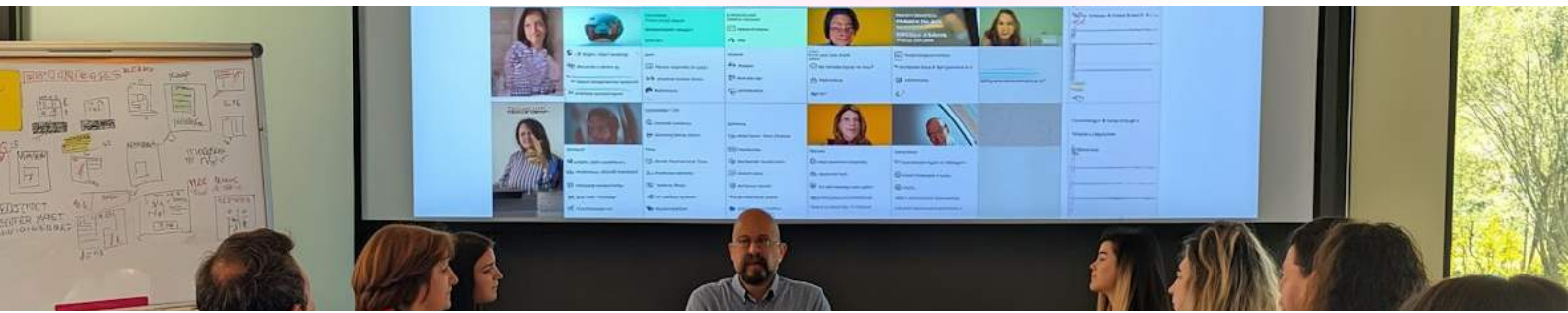
Companies face the need to continually update their employees' skills to stay competitive. However, traditional training methods often fail to meet the individual needs of workers, resulting in generic and unengaging learning paths.

Goals

- Analyze each employee's skills and learning preferences.
- Create personalized training paths that adapt to individual needs.
- Provide real-time feedback to monitor progress and adjust content.
- Align training with the company's strategic goals.

Types of Data Used

- Technical manuals, policies, operational guidelines
- Case studies and project documentation
- Industry books and scientific articles
- Training videos, webinars and internal recordings
- Content curated by business experts



#7 How the Solution Works

Artificial Intelligence analyzes the data collected to understand the training needs of each employee. Based on this information, it generates personalized learning paths, selecting the most effective content and teaching methods for each individual. During the training path, AI provides continuous feedback, adapting the content in real time to maximize the effectiveness of learning.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	The contents exist, but they require some processing	***Media***
AI Implementation	Modelli generativi + recommendation system	***Media***
Change management	It is important to involve HR and trainers to build effective content	***Media***

Results and KPIs

Engagement

+15%

Courses completed by employees

Time

-80%

Reduction of time to create training paths

Use Case #8

From Dispersed Data to Certifiable KPI: *AI at the Service of ESG Reporting*

Use Case #8

From Dispersed Data to Certifiable KPI: A*I at the Service of ESG Reporting*

Drafting a Sustainability Report compliant with GRI standards means collecting a significant amount of data—environmental, social and governance—scattered across departments, tools, different formats and levels of variable quality.

Excel spreadsheets multiply, systems don't talk to each other, and responsibility for compiling them is often unclear.

The result is a slow, fragmented, and error-prone process.

Goals

- Create a data collection plan with timely assignment of tasks, deadlines and responsible parties
- Guide each contributor in extracting and consolidating data from different sources
- Automate the calculation and association of values to the correct GRI KPIs
- Allow for informed and traceable validation by company referents

Types of Data Used

- Existing Excel sheets and reports
- Sistemi ERP, database e tool di business intelligence
- Invoices and accounting documentation (analyzed via NLP)
- Text files, PDFs, legacy materials
- Input manuali da stakeholder interni (HR, Operations, Finance...)

#8 How the Solution Works

The system creates a data collection plan where each KPI has an owner and a deadline. Users access an interactive wizard that acts as an AI co-pilot, helping them to:

- Extract data from available sources,
- Unite them, standardize them and attribute them to the right ESG indicator,
- View the aggregate result proposed by the AI.
- The referents can then validate, correct or modify the suggested value, before approving the final KPI. The entire process is traceable, auditable and replicable.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Multi-format, multi-owner, often partial or unstructured	*High* 
AI Implementation	Need NLP for document analysis and advanced data matching logic	*Media* 
Change management	Requires cross-functional engagement and guided flow onboarding	*Media* 

Results and KPIs

Time
-60%
Reducing the time to collect and validate ESG data

Errors
-50%
Reduction of errors in final ESG values after audit

Revenues
>20%
Accuracy in data classification under GRI KPIs

Traceability
100%
Process traceability and auditability

Use Case #9

Sales Radar: *AI That Discovers Leads and Partners Before Anyone Else*

Use Case #9

Sales Radar: *AI That Discovers Leads and Partners Before Anyone Else*

For sales teams, the real challenge is not just generating leads, but identifying the truly relevant contacts, before the competition. The information is available online—in articles, industry sites, vertical portals, company directories—but it is fragmented, redundant, difficult to read and connect.

How to transform this complexity into a concrete, targeted and updated commercial pipeline?

Goals

- Monitor public online sources in real time (news, portals, corporate sites, vertical blogs)
- Automatically collect relevant contacts and business details
- Classify and simplify information, highlighting strategic information
- Populate a sales dashboard with curated leads, ready for your sales team to activate
- Identify patterns and signals useful for up-selling and cross-selling strategies.

Types of Data Used

- Company websites, directories and sector portals
- Online news, blogs and vertical press articles
- Events, conferences, tenders, partnership announcements
- Unstructured content (PDFs, articles, presentations)
- Internal databases and CRM, to enrich profiles with proprietary data

#9 How the Solution Works

The AI engine doesn't just search for keywords. It uses linguistic models and semantic rules to identify useful contexts, such as the expansion of a company, the birth of an innovative project, or interest in certain sectors.
All information collected is categorized (e.g. company type, industry, size, opportunity) and presented in a clear, actionable business dashboard.
The sales team can thus consult already qualified leads, with useful insights for the first interaction. In addition, the platform reports potential cross-selling/up-selling opportunities on existing customers, thanks to comparative data analysis.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Multi-source, online and offline in real time	*High* 🔴
AI Implementation	NLP e generative AI	*Media* 🟡
Change management	Requires cross-functional involvement in the sales team	*Media* 🟡

Results and KPIs

Time
-60%
Reduction of contact search and validation time

Conversion
+30%
Increase conversion rate on AI-identified leads

Use Case #10

Access for all:
AI that makes culture and research understandable, safe and shareable

Use Case #10

Access for all: *AI that makes culture and research understandable, safe and shareable*

Research centers, libraries, and museums preserve and generate enormous amounts of knowledge. However, much of this content remains inaccessible or difficult to understand for non-experts, from ordinary citizens to the very young.
Communicating effectively with the economic world, with families or with the world of education requires different languages and tools.

How to make culture, science and research understandable and available to all, without losing rigor?

Goals

- Automatically select, aggregate and simplify text content
- Adapt communication to different targets: scholars, businesses, children, families, teachers, citizens
- Build an intelligent document infrastructure, capable of storing, exploring and sharing information dynamically,
- Communicate scientific or cultural results in an engaging and multi-channel way
- Ensure content privacy and control with a private AI architecture.

Types of Data Used

- Scientific articles and academic papers
- Catalogues and museum collections
- Books, ebooks and materials for dissemination
- Historical texts, archives and specialist documentation
- Research output in collaboration with public and private bodies

#10 How the Solution Works

AI analyzes text documents and creates customized versions for different targets: informative summaries for citizens, educational factsheets for schools, technical-economic abstracts for businesses and policy makers. A flexible document infrastructure organizes and connects all content, making it accessible through simple interfaces.

The system can be hosted in private mode (Private AI), ensuring the security of sensitive data, and uses generative models to create accessible texts, interactive captions, educational tools and social-ready content.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Long, technical, historical, structured and unstructured texts	*High* 🔴
AI Implementation	Generative AI + document intelligence in private environment	*Media* 🟡
Change management	Requires collaboration between experts, curators, communicators	*Media* 🟡

Results and KPIs

Time

50%

Reduction in average time to prepare outreach materials

Users

+25%

Engaging new segments (e.g. children, SMEs, disabled audiences)

Use Case #11

Conversational Commerce B2B: *Normalizing Unstructured Orders with AI*

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Conversational Commerce B2B: *Normalizing Unstructured Orders with AI*

In the B2B and retail world, receiving orders via WhatsApp, email, or voice messages is a common practice—especially in informal, field, or multilingual settings.
But these orders often arrive in heterogeneous and ambiguous formats: voice messages in dialect, product photos, unclearly written emails.
Delays, errors, duplicates, manual load on the sales team or customer service are just some of the problems that this type of management creates.

Goals

- Manage the arrival of orders via WhatsApp, email, images, videos or voice messages
- Automatically interpret ambiguous or unstructured content
- Use purchase history and product catalog to disambiguate data
- Interact with the user (via chatbot) for clarification requests
- Return a normalized order ready for insertion into ERP or eCommerce systems.

Types of Data Used

- Texts written in natural language (even informal)
- Voice messages (with dialect and slang recognition)
- Images or videos containing products, catalogs, handwritten notes
- Historical data (previous purchases, preferences, user patterns)
- Company price lists and dictionaries (with synonyms and local terminologies)

#11 How the Solution Works

AI applies multi-modal technologies (OCR, speech-to-text, NLU) to transform any input into structured text. It uses an advanced product classifier, supported by a semantic dictionary and order history, to correctly match each request to the right product.

When clarification is needed, a chatbot springs into action, asking the user for additional information in a natural way.

The system integrates with WhatsApp and email, and returns structured, consistent and ready-to-process orders.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Voice input, dialects, blurry or handwritten images	*High*
AI Implementation	Multi-modal (speech, text, vision) with adaptive and semantic models	*High*
Change management	Sales and service teams need to trust automation	*Media*

Results and KPIs

Requests

-50%

Reduction in post-submission clarification requests

Orders

-70%

Reduction of average order entry time

Use Case #12

My Guide:
Personalized Museum Experiences with Generative AI

Use Case #12

My Guide: *Personalized Museum Experiences with Generative AI*

Today, the museum experience is often standardized. The audio guide is the same for an eight-year-old and for a Renaissance art expert. The result? A rigid interaction, not very engaging and distant from the real interests or understanding of visitors.
How can we make the experience of museum content more inclusive, exciting and tailored?

Goals

- Adapt cultural content based on the visitor's profile and interests,
- Enriching overly synthetic or technical explanations with additional content (using RAG - Retrieval-Augmented Generation techniques),
- Change your tone of voice based on your age, your level of preparation, or even the mood of the moment,
- Automatically generate a new, fully customized audio guide, unique for each visit

Types of Data Used

- Existing museum content (cards, audio guides, catalogues)
- User profiles (expressed preferences, demographic data, visit history)
- External sources to enrich (open knowledge, articles, digital archives)
- Visit context (time available, type of experience desired)

#12 How the Solution Works

AI creates a unique itinerary for each visitor, selecting the most relevant stops. For each point of the route, it generates a personalized audio narration, modulated in tone (educational, technical, narrative), duration, language and insights.

In a few seconds, each user receives “their” ideal visit, accessible, engaging and consistent with their interests.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	A basic digitalization of the path and contents is needed	***Media***
AI Implementation	RAG + narrative generation + voice customization	***Media***
Change management	Curators and designers involved to enhance customization	***Media***

Results and KPIs

Satisfaction

>90%

Overall satisfaction with experience (post-visit survey)

Engagement

+60%

Increased interactions with extra content

Use Case #13

From design to offer: *generating technical estimates with AI*

Use Case #13

From design to offer: *generating technical estimates with e AI*

Preparing a complete technical proposal—including products, services, and costs—is a labor-intensive task. It requires analyzing complex technical designs (often in CAD format), identifying components, matching with product catalogs, and calculating ancillary services. All with one unknown: that effort may never translate into a sale. Can we reduce time, errors and costs by optimizing the quotation process?

Goals

- Analyze a project in CAD format (e.g. industrial plant layout)
- Automatically identify components, connections and technical specifications
- Associate each item with the correct model from the company catalog, with the relative price
- Also calculate the professional services (installation, consultancy, logistics) necessary for the implementation
- Generate an accurate preliminary quote, which can be verified and finalized by the sales team.

Types of Data Used

- CAD files containing layouts, specifications, technical objects
- Product catalogs with updated specifications, codes and price lists
- Calculation tables for ancillary services, based on size, type or distance
- Configurable business rules and margins
- History of previous quotes and customer customization parameters

#13 How it works: The quote generates itself (almost)

The system analyzes the CAD file, recognizing the necessary components (e.g. pipes, electrical panels, HVAC systems, etc.).
Each element is compared with the catalog and the most suitable model is selected.
The system applies customized price lists and automatically calculates the costs of related services (e.g. assembly, transport). The result is a draft offer that is coherent, complete and ready to be refined and sent.

The sales team saves precious time and focuses on added value.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Non-standardized technical objects, different symbols between sectors	*High*
AI Implementation	Requires visual analytics models + dynamic pricing rules	*High*
Change management	Technical and commercial team must collaborate in final refining	*Media*

Results and KPIs

Time

-70%

Reduction of the average time to prepare a quote

Errors

-60%

Reduction of errors in estimated costs

Productivity

+50%

Increase in the number of offers that can be managed per sales resource

Use Case #14

Legal Intelligence: *Simplify and Accelerate Legal Document Analysis with AI*

Use Case #14

Legal Intelligence: *Simplify and Accelerate Legal Document Analysis with AI*

Contracts, regulations, company policies, formal letters: the legal world is based on complex, technical and often long-winded documents.
Reading, understanding, summarizing and adapting each text for each client or stakeholder requires time, attention and skilled resources.
But the load increases and the margins shrink: how to simplify without compromising precision?

Goals

- Simplify complex legal texts for clients or internal users (e.g. HR, finance, compliance)
- Automatically extract key clauses and points of attention
- Generate customized summary versions by role, objective or legal expertise level
- Verify compliance with reference regulations or standard templates
- Drastically reduce analysis and review times

Types of Data Used

- Contracts (e.g. NDA, framework agreements, procurement)
- Terms and conditions, internal regulations, policies
- Industry regulations (e.g. GDPR, Legislative Decree 231, public contracts)
- Corporate contract templates and standards
- Notes and previous revision versions

#14 Talk to contracts, in real time

The AI system combines intelligent retrieval, Retrieval Augmented Generation (RAG) and semantic analysis technologies to allow users to “speak” with contracts and the legal corpus.

Here's what it does:

- Answers specific questions about contracts and reviews them
- Suggests improvements or inconsistencies (e.g. missing NDA, non-compliant constraints).
- Automatically draft articles from simplified inputs.
- Provides simplified explanations of clauses or codes, with links to regulatory sources.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Mostly textual documentation	***Media*** 
AI Implementation	Requires models trained on legal language	***Media*** 
Change management	It is necessary to involve lawyers and consultants in the initial validation	***Media*** 

Results and KPIs

Time

-60%

Reduction of time for analyzing legal documents

Errors

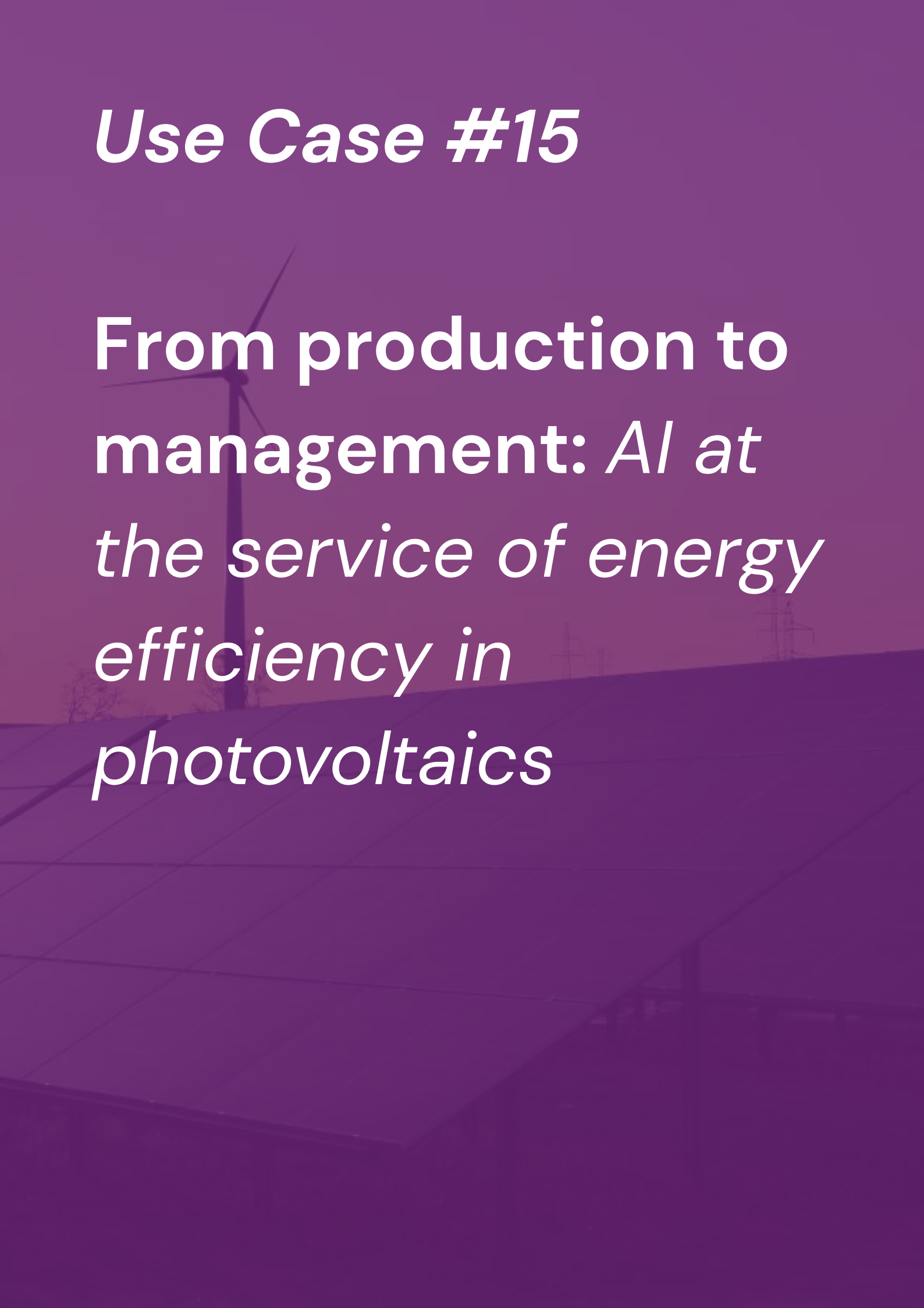
-40%

Reduction of errors due to contract drafting

Productivity

x2

Increase in the number of practices managed by each operator



Use Case #15

From production to management: *AI at the service of energy efficiency in photovoltaics*

Use Case #15

From production to management: *AI at the service of energy efficiency in photovoltaics*

Companies with photovoltaic systems often face difficulties in forecasting energy production and effectively managing consumption, especially due to climate variations and the lack of integration between production and consumption systems.

Goals

- Accurate energy production forecasts based on historical and meteorological data
- Detailed monitoring of energy consumption to identify waste and optimize efficiency.
- Integration between production and consumption for dynamic and sustainable energy management.

Types of Data Used

- Historical energy production data
- Updated weather forecast
- Detailed information on energy consumption by area or production process
- Data from corporate CRM and ERP systems

#15 Predict and optimize energy production

The system uses IoT sensors to collect real-time data from both energy production and consumption. AI analyzes this data along with weather forecasts to:

- Predict energy production for the next 72 hours.
- Identify areas of inefficient consumption or energy waste.
- Suggest energy efficiency interventions and plan activities based on expected energy availability.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Includes weather, IoT, consumption, logistics and operational planning data.	*High* 🔴
AI Implementation	Predictions, pattern recognition and adaptive suggestions	*Media* 🟡
Change management	Requires involvement of energy managers, operations and IT	*Media* 🟡

Results and KPIs

Costs

-20%

Reduction of energy-related operating costs

precision

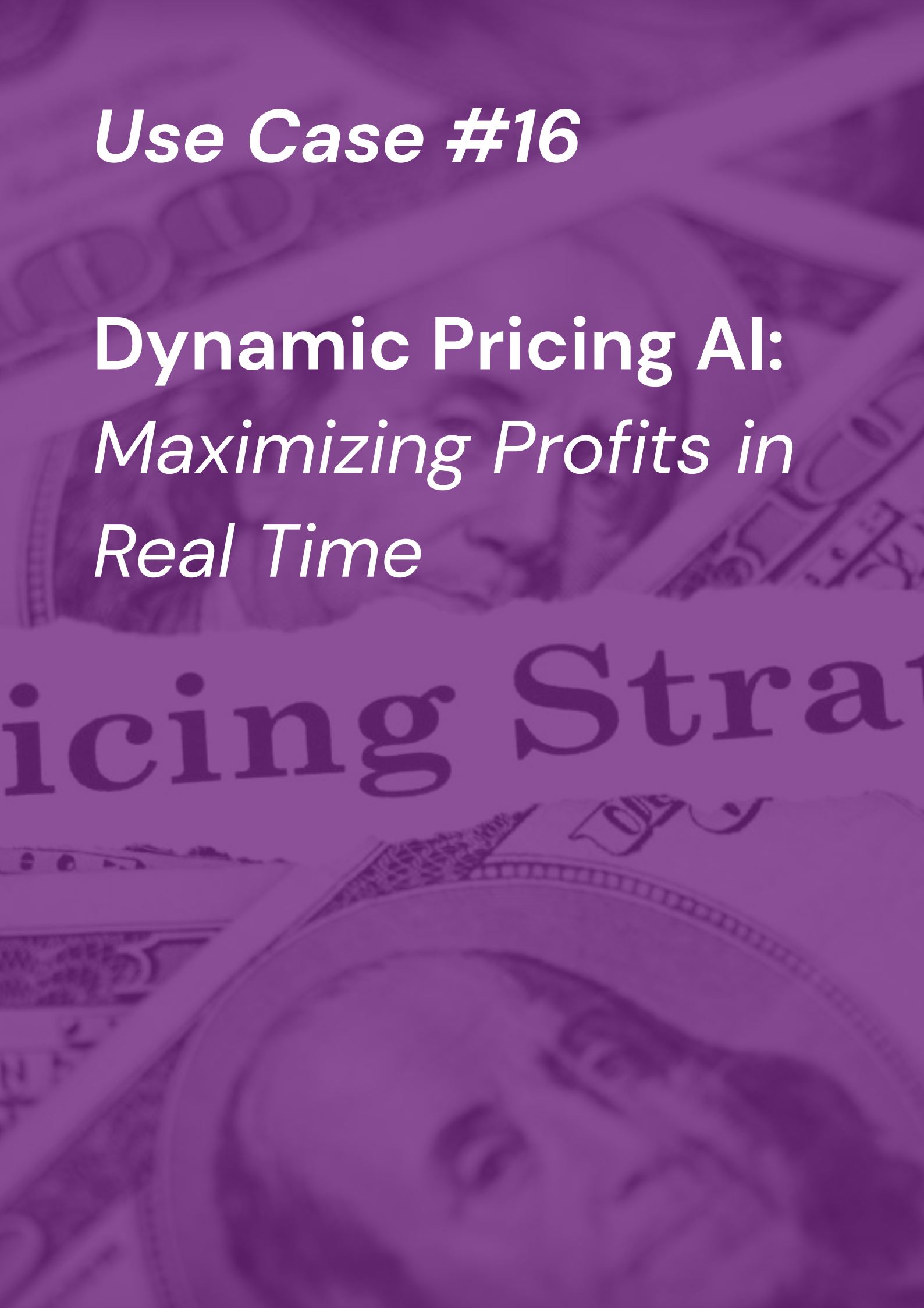
>95%

Accuracy of energy production forecasts

Productivity

+25%

Increased overall energy efficiency



Use Case #16

Dynamic Pricing AI:

Maximizing Profits in Real Time

Use Case #16

Dynamic Pricing AI: Maximizing Profits in Real Time

In a highly competitive market, retail and e-commerce companies must continually adjust their prices to remain attractive. Traditional, often manual, methods fail to respond quickly to changes in demand, costs, and competitor prices, leading to reduced margins and lost sales opportunities.

Goals

- Implement an AI-based dynamic pricing system to adjust prices in real time.
- Integrate internal and external data to forecast demand and optimize margins.
- Reduce manual intervention and increase operational efficiency.

Types of Data Used

- Sales history and inventory data.
- Competitor prices obtained via scraping or API.
- Promotional data, seasonality and market trends.
- Purchasing behaviors and customer segmentation.

#16 Dynamic and intelligent pricing

AI uses machine learning algorithms to analyze data and predict future demand. Based on these predictions, the system automatically suggests or applies price changes to maximize revenue and margins, while maintaining competitiveness.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Need for accurate and up-to-date data	*Media*
AI Implementation	Requires complex models and A/B testing	*High*
Change management	Necessary alignment with pricing strategies	*Media*

Results and KPIs

Revenues

+12%

Gross margin increase

Conversion

+18%

Increase conversion rate

Optimization

35%

Reduction of unsold stock

Use Case #17

Fraud Detection AI: *Protecting Transactions in Real Time*

Use Case #17

Dynamic Pricing AI: *Maximizing Profits in Real Time*

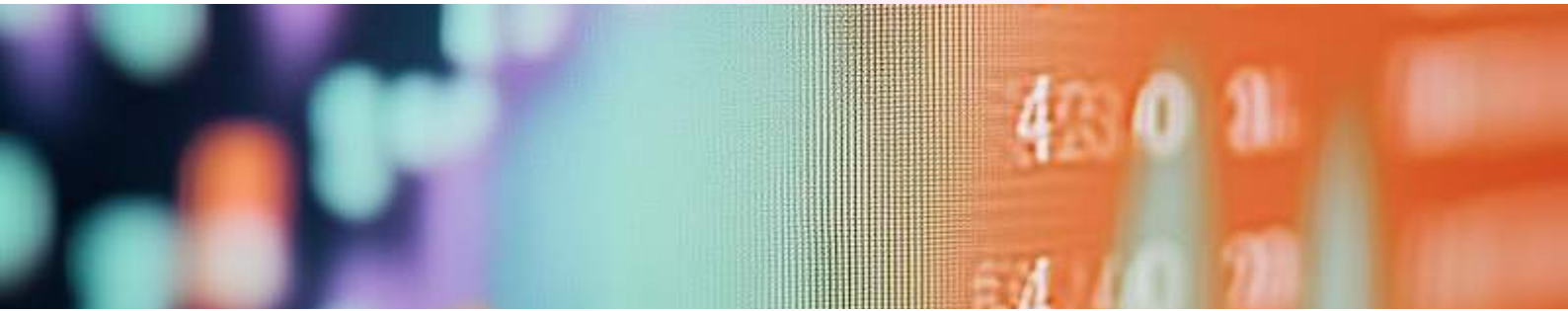
In the digital world, the increase in online transactions is accompanied by a constant evolution of fraud techniques. Static rule-based fraud systems struggle to keep up with sophisticated threats that are constantly adapting. The challenge was to build a detection system that is intelligent, adaptive, and able to learn from new fraud patterns without blocking legitimate transactions.

Goals

- Detect financial fraud and anomalous behavior with minimal latency.
- Dramatically reduce false positives without compromising safety.
- Automate critical decisions (block, approve, escalate) based on contextual intelligence.
- Enable fraud analysts to see hidden patterns and act on suspicious clusters.

Types of Data Used

- Transaction details (amount, time, channel, payment method)
- Customer profile and activity history
- Behavior parameters (e.g. data entry speed, keystrokes)
- Technical data (geolocation, IP addresses, device fingerprinting)
- Database of known frauds and shared blacklists



#17 Predict and optimize energy production

The solution employs supervised machine learning models (e.g. Random Forest, Gradient Boosting) combined with anomaly detection and deep learning techniques to detect complex patterns in real time.
The platform can be integrated with intuitive dashboards that display KPIs, risk heatmaps, and alerts on emerging clusters. Thanks to continuous learning, the system improves accuracy over time, adapting to new fraud patterns.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Real-time collection from multiple sources is essential	*High*
AI Implementation	Requires advanced models, explainability (XAI) and continuous training	*High*
Change management	Necessary coordination with risk management and compliance teams	*Media*

Results and KPIs

Precision
-20%
Reduction of false positives

Time
<1 second
Average detection time

Costs
-35%
Savings on investigation and complaint management costs

Use Case #18

Intelligent Supply Chain Optimization

Use Case #18

Intelligent Supply Chain Optimization

Modern supply chains are complex global networks vulnerable to disruption: supplier delays, demand fluctuations, geopolitical events, natural disasters. Companies struggle to balance inventory costs, service levels, and operational resilience. Traditional planning is reactive and often inadequate.
The question is: how can we anticipate and mitigate supply chain risks while optimizing costs and performance?

Goals

- predict disruptions and bottlenecks in the supply chain
- Optimize inventory management by reducing stock and stockout
- automate sourcing and logistics decisions
- Increase supply chain resilience and agility

Types of Data Used

- Transactional data: orders, deliveries, lead times, supplier performance
- Sales forecasts and production plans
- External data: traffic, weather, geopolitical events, economic indices
- Supplier information: production capacity, financial situation, certifications

#18 Predict and Optimize

Advanced algorithms process thousands of variables to forecast demand, optimize stock levels and identify emerging risks. The system suggests proactive corrective actions: supplier diversification, inventory repositioning, alternative routes. Executive dashboards provide:

- visibility end-to-end della supply chain,
- predictive alerts on potential disruptions,
- scenario planning to test alternative strategies.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Multi-partner data, often incomplete or delayed	*High*
AI Implementation	Complex models for multi-objective optimization	*High*
Change management	Involves multiple functions and external partners	*High*

Results and KPIs

Precision

+15%

Incremento forecast accuracy

Time

-25%

Lead time reduction

Optimization

+95%

Improved fill rate

Use Case #19

Automated Quality Control with Computer Vision

Use Case #19

Automated Quality Control with Computer Vision

In manufacturing, manual quality control is slow, expensive, and prone to human error. Inspectors can miss subtle defects or be inconsistent in their assessments. The costs of non-quality (scrap, rework, customer complaints) significantly impact profitability. Companies need faster, more accurate, and scalable systems. How can we automate quality control while ensuring high standards and reducing costs?

Goals

- automatically identify defects and production anomalies
- standardize quality acceptance criteria
- reduce inspection times and control costs
- prevent defective products from leaving the factory

Types of Data Used

- High resolution images from industrial cameras
- Dimensional data from precision sensors
- Process parameters: temperature, pressure, speed
- Defect history and quality classifications

#19 Vision analysis and detection

Computer vision and deep learning algorithms analyze product images identifying micro-defects, surface imperfections and dimensional deviations. The system automatically classifies products as compliant/non-compliant and generates detailed reports on the types of defects detected. Integration with production systems allows:

- **automatic rejection of non-compliant products,**
- **real-time feedback to production processes,**
- **trend analysis for continuous improvement**

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Requires professional imaging setup	*Media*
AI Implementation	Complex computer vision models, specific training required	*High*
Change management	Operators must adapt to new workflows	*Media*

Results and KPIs

Precision

>99%

Defect detection accuracy

Time

+500%

Improved inspection speed

Optimization

-30%

Reduction of production waste

Use Case #20

AI and Digital Twin: *The Digital Twin for Real-Time Operational Decisions*

Use Case #20

AI and Digital Twin: *The Digital Twin for Real-Time Operational Decisions*

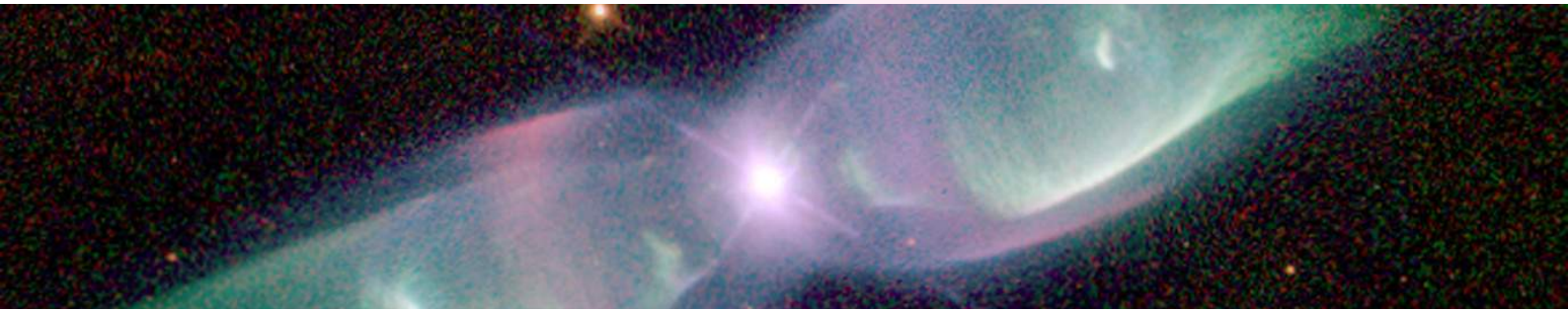
Many public administrations and industrial and manufacturing companies operate on complex systems, where any process change can have unexpected impacts on costs, production and sustainability. However, simulating scenarios and predicting consequences before acting is often difficult, slow and based on outdated data.

Goals

- Reproduce in real time the behavior of a plant, production line or logistics system
- Simulate future interventions (new systems, reconfigurations, maintenance) before their implementation
- Predict impacts on performance, costs, consumption and delivery times
- Support rapid, data-driven decisions by operational and management teams

Types of Data Used

- IoT sensors and real-time data from machinery or assets
- Maintenance history, production orders and operational KPIs
- Environmental, energy and logistics data
- System design and configuration parameters



#20 Intelligent Digital Twin

AI integrates and harmonizes real data flows with physical and statistical simulation models.

The Digital Twin becomes an interactive virtual replica of the real environment, capable of:

- View current status and anomalies in real time.
- Simulate “what if” scenarios to evaluate new shifts, suppliers, layouts, failure scenarios, or demand changes.
- Submit optimized suggestions to management on time, costs, resources or sustainability.
- All of this happens in intuitive, collaborative dashboards.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Requires heterogeneous data (physical, environmental, management, sensors)	*High*
AI Implementation	Combines machine learning, simulation and optimization	*High*
Change management	Requires ongoing involvement of engineers, IT and operations	*Media*

Results and KPIs

Costs

-60%

Defect detection accuracy

Time

-70%

Average time to identify anomalies or bottlenecks

Optimization

+20%

Increased operational efficiency (lines, assets, logistics)

Use Case #21

Intelligent Predictive Maintenance with AI: Fewer Failures, More Efficiency

Use Case #21

Intelligent Predictive Maintenance with AI: *Fewer Failures, More Efficiency*

In many industries – from manufacturing to energy – unplanned plant shutdowns are a critical problem. A breakdown can block production, cause delivery delays and lead to high repair costs.

Companies often find themselves managing maintenance reactively or according to fixed schedules, without taking into account the real operating conditions of the machines.

Goals

- Anticipate failures or malfunctions before they happen
- Plan maintenance interventions only when actually necessary
- Reduce operating costs related to maintenance
- Increase the reliability and availability of production assets

Types of Data Used

- IoT sensors on machinery (vibrations, temperatures, pressures, speeds…)
- Maintenance intervention history
- Operating cycles and environmental context (e.g. humidity, dustiness)
- Logs and data from SCADA / PLC systems
- Technical manuals and machine documentation

#21 Intelligent Digital Twin

AI collects data from sensors installed on the systems in real time.
Machine learning models identify patterns and anomalies that historically precede failure. When it detects critical conditions, the system:

- Proactively notify technicians with contextualized alerts.
- It suggests the most appropriate intervention, the part to replace or the component to check.
- Dynamically adapt maintenance plans according to the actual machine status.

It's all integrated into visual dashboards, accessible from mobile or desktop, to help engineers and managers make immediate, informed decisions.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	IoT Sensors and Consistency in Historical Maintenance Data Needed	*High*
AI Implementation	Requires predictive models and tuning for individual machine/process	*Media*
Change management	Technicians must move from scheduled to predictive maintenance	*Media*

Results and KPIs

Efficiency
-35%
Reduce unplanned downtime

Time
-40%
Average time to diagnosis by the team

Use Case #22

AI Voice for Customer Service: *The Voice of Assistance Becomes Intelligent*

Use Case #22

AI Voice for Customer Service: *The Voice of Assistance Becomes Intelligent*

In customer care, the call volume is often high, customers require immediate responses and human resources are not always able to guarantee optimal time and quality.

Many requests are repetitive (order status, password reset, product info), but at the same time a natural and personalized interaction is needed, especially in sectors such as eCommerce, telco, insurance or utilities.

Goals

- Automate top-level calls
- Deliver a natural, multilingual conversational experience
- Reduce waiting and management times
- Relieving human operators of simple requests, making them more available on complex cases

Types of Data Used

- FAQ e knowledge base
- Customer interaction history (from CRM, ticketing)
- Recent transactions (e.g. orders, bills, claims...)
- Customer voice (recordings or voice inputs)
- Languages, dialects, tones and context

#22 An AI voice assistant

The customer calls the toll-free number. An AI voice assistant welcomes him, interprets his request (thanks to ASR – Automatic Speech Recognition – and NLU – Natural Language Understanding technologies) and interacts in natural language.

Can:

- Answer frequently asked questions.
- Hook data from your CRM to offer personalized responses.
- Forward the user to an operator only when necessary, maintaining context.
- The synthetic voice is expressive, customizable in tone and language, and can be integrated with call center platforms, chatbots, and back-end services.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	A clear and well-structured knowledge base is essential	***Media*** 
AI Implementation	Requires voice models, NLU and context-specific tuning	***Media*** 
Change management	Operators must coordinate with AI and change management processes	***Media*** 

Results and KPIs

Efficiency

+50%

Increased percentage of calls resolved independently

Time

-40%

Reduction in average call handling times

Optimization

+50%

Increased percentage of calls resolved independently

Use Case #23

Proactive Cybersecurity for Threat Detection

Use Case #23

Proactive Cybersecurity for Threat Detection

Cyber attacks are increasingly sophisticated, fast and targeted. Techniques such as personalized phishing, zero-day malware and APT (Advanced Persistent Threat) attacks easily elude traditional security systems based on fixed rules or known patterns.

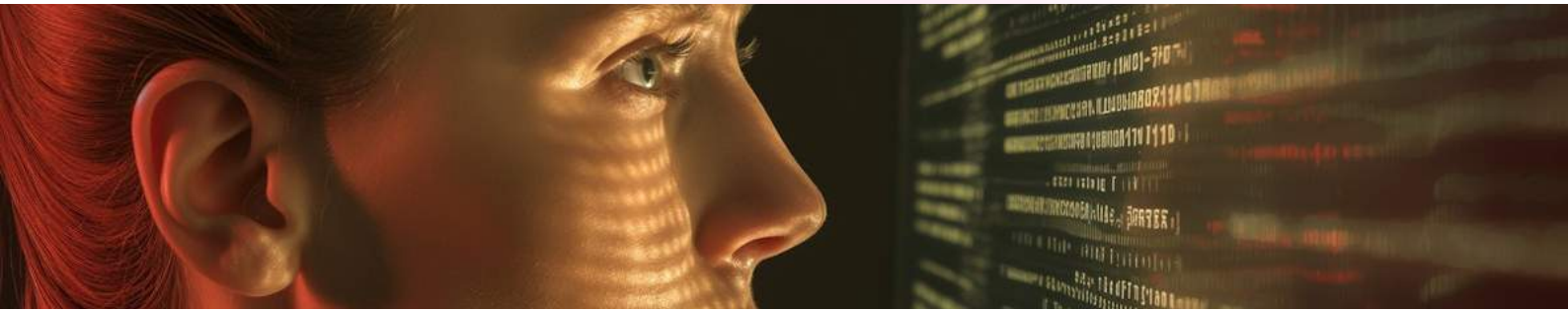
Many companies only react after a breach has occurred, suffering financial, reputational and legal damage. How can we move from reactive defense to predictive and intelligent protection?

Goals

- detect suspicious behavior and anomalies in IT systems in real time
- Identify still unknown (zero-day) attacks before they spread
- reduce mean response time (MTTR) from hours to minutes
- Support security teams with intelligent alerts and automatic incident prioritization

Types of Data Used

- Log di rete (firewall, proxy, router)
- System and application logs
- User Behavior Analytics
- Access events, logins, abnormal permissions
- External threat intelligence feeds (e.g. indicators of compromise, IOCs)



#23 Defense and detection

The AI system uses machine learning and deep learning models to build a “normal” profile of network and user behavior. When an anomalous activity is detected — such as access from an unusual geolocation or massive data exfiltration — an intelligent alert is triggered. These models can be:

- Supervised: Trained on historical data of known attacks
- Unsupervised: Able to identify unknown patterns without labels
- Reinforcement learning: They improve over time with human feedback
- All of this is visualized in real-time dashboards that suggest priorities and possible corrective actions.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Heterogeneous infrastructure, high frequency, need for standardization	*High*
AI Implementation	Hybrid models are needed, but mature technologies are available	*Media* 
Change management	IT teams need to trust AI and act faster	*Media* 

Results and KPIs

Efficiency

+50%

Increase in prevention cases compared to post-attack response

Time

-70%

Reduction of mean response time (MTTR)

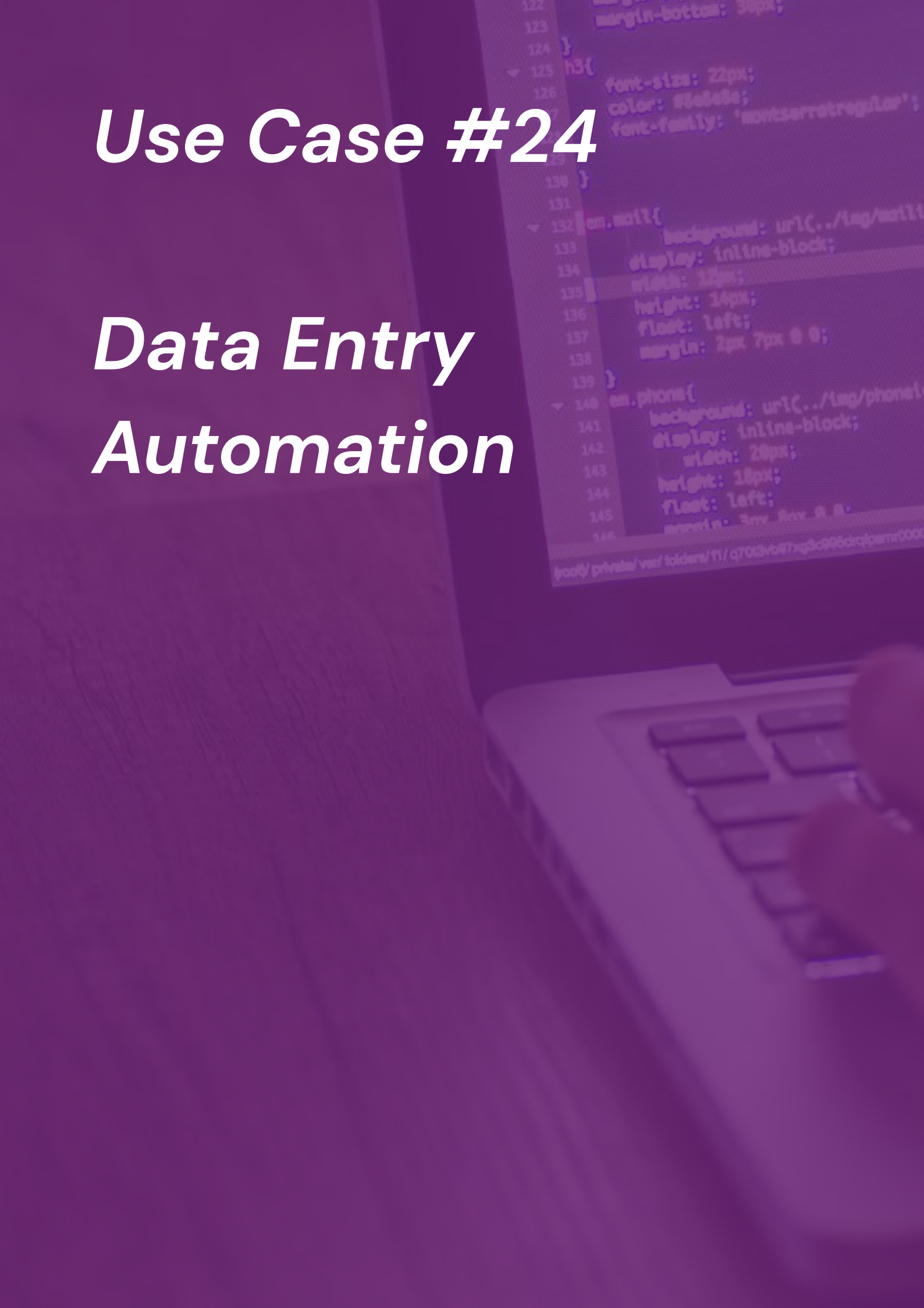
Optimization

-60%

Reducing false positives with self-adaptive models

Use Case #24

Data Entry Automation



Use Case #24

Data Entry Automation to Eliminate Errors and Free Up Time

Manual data entry continues to be one of the most time-consuming and resource-intensive tasks, especially in sectors such as finance, logistics, healthcare, and government.

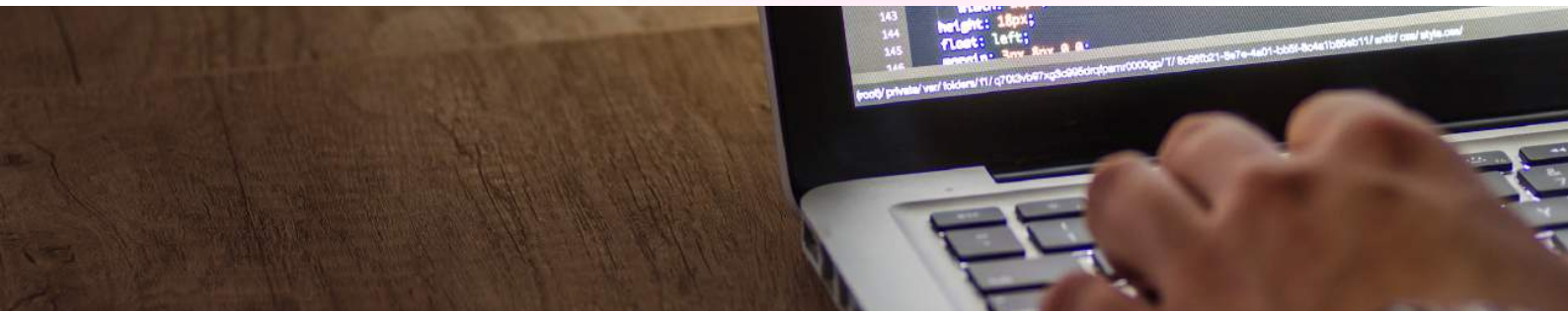
Filling out forms, transcribing data from PDFs, inserting invoices, extracting information from contracts or emails: all activities that slow down business processes and introduce human errors.

Goals

- automate the extraction of structured and unstructured data from heterogeneous sources
- eliminate human intervention in repetitive and error-prone phases
- integrate the extracted data directly into management systems (ERP, CRM, database)
- increase operational efficiency and free up resources for higher value activities.

Types of Data Used

- PDF documents (e.g. invoices, orders, contracts)
- Scanned paper forms (OCR)
- Emails with standardized requests or attachments
- Screenshots or images containing text
- Excel sheets or semi-structured data



#24 Operation

The solution combines NLP, OCR and classification/extraction models technologies.

1. The system reads and interprets the document, even if scanned or photographed.
2. Automatically identify key entities (e.g. names, dates, amounts, product codes).
3. Validate the collected data through business rules or comparison with internal databases.
4. Send clean and structured information to the target system (ERP, CRM, etc.).
5. All of this can happen in real time or in batch mode, with the possibility of human supervision only on ambiguous cases.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Advanced OCR and NLP	*Media* 
AI Implementation	Out-of-the-box solutions available and customizable	*Low* 
Change management	Teams need to trust automation and validate early stages	*Media* 

Results and KPIs

Accuracy

>98%

Accuracy in data transcription

Time

-80%

Reduction of average data entry time

Optimization

-70%

Document backlog reduction

Use Case #25

AI for Intelligent Recruiting

Use Case #25

AI for intelligent recruiting

In today's job market, companies receive hundreds (sometimes thousands) of applications for each open position. HR teams spend hours manually reading resumes, risking overlooking good candidates and unknowingly fostering cognitive biases.

Additionally, many organizations fail to fully leverage the candidate data they collect over time, limiting their ability to build an effective talent pool.

How can we transform recruiting into a faster, more objective and data-driven process?

Goals

- Automatically analyze CVs and compare them with job descriptions
- Rank candidates based on compatibility, experience and soft skills
- identify recurring patterns in the best performing profiles
- reduce screening times and improve the quality of short lists

Types of Data Used

- Resume in PDF, Word, Excel or free text format
- Job descriptions published on portals or internally
- LinkedIn or professional social profiles
- Feedback from previous interviews and evaluations
- Post-employment performance review

#25 Automated CV Screening and Talent Selection

The AI platform uses NLP to read and understand CVs, extract relevant information (e.g. experience, educational qualifications, technical and soft skills), and match them with the job requirements.

Through semantic matching models and supervised machine learning, the system:

1. Assign a compatibility score to each candidate
2. Detect potential positive outliers that may emerge outside traditional filters
3. Suggests the short list and explains the rationale behind each recommendation
4. Allows continuous feedback to improve matching accuracy

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Resumes vary greatly in format and structure; robust pre-processing is required	*Media*
AI Implementation	Mature technologies, but customization by sector/role recommended	*Media*
Change management	Recruiters must learn to integrate AI insights into their decisions	*Media*

Results and KPIs

Accuracy

>90%

Profile-role matching accuracy

Time

-75%

Reduction of average screening time

Use Case #26

Automatic Manual Generation

Use Case #26

Automatic Manual Generation

Many companies offer complex products or services that require technical manuals, user guides, FAQs, and up-to-date after-sales documentation.
Customizing these materials for different markets, customer segments, or product versions is time-consuming, expensive, and prone to consistency errors.
How can we produce up-to-date, clear and tailored documentation in a scalable way?

Goals

- Automatically generate manuals, step-by-step guides and FAQs from technical sources
- customize content based on user profile (beginner, expert, technical, commercial)
- keep documentation updated in real time as releases change
- enable multilingual versions without duplicating manual work

Types of Data Used

- Product specifications, datasheets and technical documentation
- Support Request History / FAQs
- Script interni, training materials, knowledge base
- Customer feedback on existing documentation
- CRM and real usage profiles

#26 Technical manuals and guides in a few moments

GenAI is trained on existing documentation and fed with technical updates.
Depending on the context, it can:

- generate a technical manual starting from a product sheet,
- create a step-by-step guide from repetitive tickets,
- rewrite content to adapt it to specific sectors or markets,
- produce automatic FAQs from support logs.
- All contents are supervised and revisable by technicians or content editors.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	It is necessary to standardize sources and constantly update information	*Media* 
AI Implementation	Ready-to-use solutions available and easy to train	*Low* 
Change management	It is necessary to redefine the roles in the content and document validation teams	*Media* 

Results and KPIs

Accuracy

-50%

Reduction of errors and inconsistencies in manuals

Time

-75%

Reduction of documentation production time

Use Case #27

AI Co-writer for Research & Development and Scientific Documentation

Use Case #27

AI Co-writer for Research & Development and Scientific Documentation

Research and Development (R&D) departments, along with scientific and technical teams, continuously generate new knowledge in the form of experiments, tests, prototypes, models and innovations. Documenting these outputs in a clear, complete and reusable way is essential to:

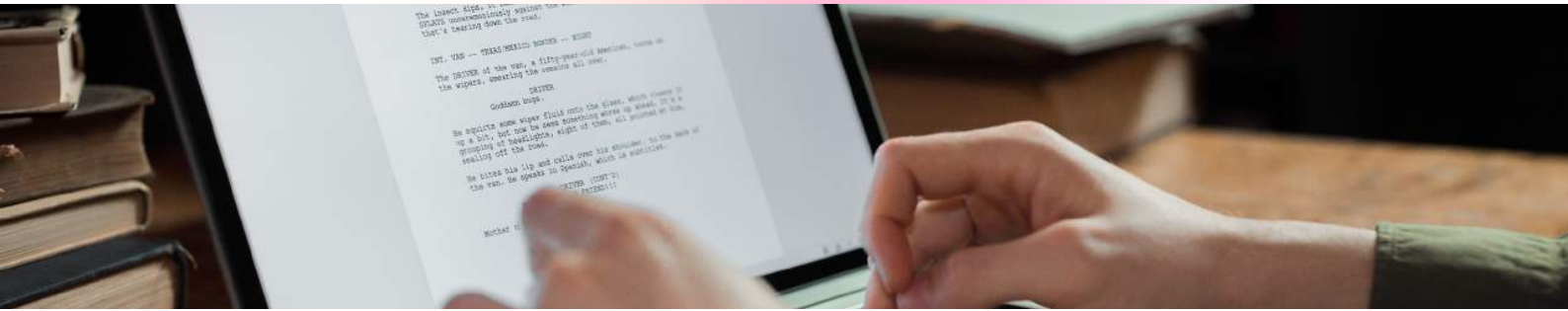
- ensure internal traceability
- facilitate technology transfer
- produce publications, white papers, patents and external communications
- But often the time needed to write scientific reports or technical documentation is much greater than that available.

Goals

- automatically structure and draft technical and scientific reports
- adapt the language to different audiences (experts, investors, internal stakeholders)
- produce drafts of publications, articles or patent documents
- summarize results and evidence from experimental data or laboratory notes

Types of Data Used

- Internal test and validation reports
- Lab notes, digital notebooks, technical logs
- Structured datasets of results (CSV, Excel, DB)
- R&D Presentations and Slides
- Product or release versioning documents



#27 How does it work?

The R&D team enters notes, results or short descriptions of experiments into the work environment (editors or collaborative tools). The GenAI, trained on technical and scientific documentation, generates draft texts — such as abstracts, methodologies or summaries — adapting them to the target audience (technical, managerial, patent). Text can be refined iteratively with feedback, maintaining human control but dramatically speeding up editing and document consistency.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Technical logs need to be clean and structured	*Media*
AI Implementation	Requires tuning on specific technical-scientific style	*Media*
Change management	R&D teams need to learn to collaborate with a dynamic writing tool	*Media*

Results and KPIs

Sharing

+30%

Increased reuse of internal knowledge

Time

-60%

Reduction of average drafting time

Use Case #28

AI Agent for End-to-End Order-Invoicing Cycle Automation

Use Case #28

AI Agent for End-to-End Order-Invoicing Cycle Automation

The order management and invoicing cycle includes repetitive but critical activities: receiving orders, verifying data, creating tax documents, updating ERP and communicating with the customer. These steps, if managed manually, generate bottlenecks, errors and high operating costs.

Goals

- receive and understand order documents (email, PDF, web form),
- extract relevant data (quantities, prices, product codes),
- verify correctness with ERP and CRM systems,
- automatically generate the invoice and send it to the customer.

Types of Data Used

- Order confirmation emails or web forms (structured and semi-structured formats)
- PDF or attached documents (with OCR)
- Price lists, commercial conditions and customer records (CRM/ERP)
- Product codes, stock availability, billing rules
- Templates and document standards for electronic or B2B invoices

#28 How does it work?

The AI Agent monitors email boxes or company forms in real time, interprets orders via NLP and OCR, performs cross-checks on internal systems (e.g. availability, commercial conditions) and generates the invoice in electronic format.
The cycle ends with registration on the management system and notification of issue.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Requires connection to ERP/CRM and standard document management	*Media*
AI Implementation	Sequential operations, but critical for tax compliance	*Low*
Change management	People need to trust the accuracy of automation	*Media*

Results and KPIs

Errors

-50%

Reduction of corrective requests from customers

Time

-60%

Reduction of order-to-invoicing cycle time

Use Case #29

AI Agent for Active Monitoring and IT Incident Resolution

Use Case #29

AI Agent for Active Monitoring and IT Incident Resolution

In the IT world, the mean time to detect and resolve an incident (MTTR) directly impacts the quality of service and user satisfaction.

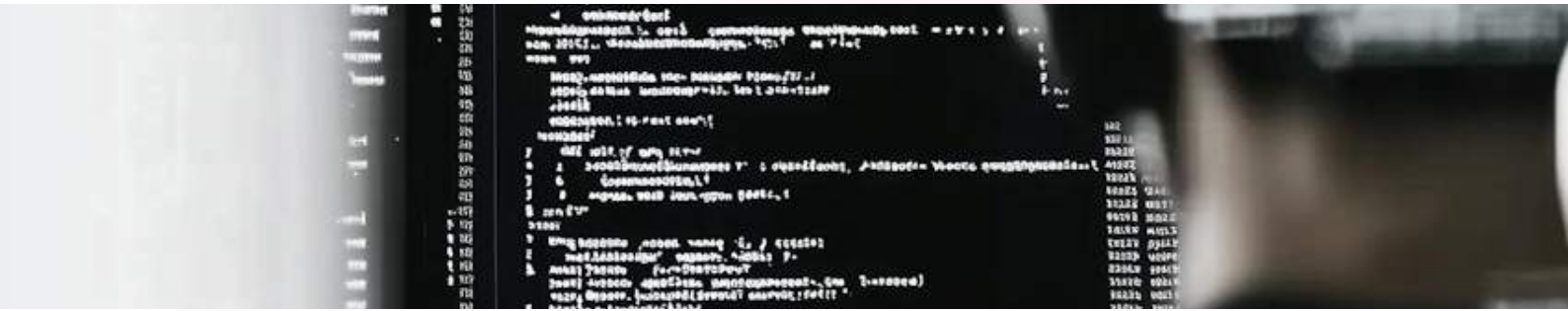
Many anomalies are detected late or reported only by customers, with manual interventions that slow down recovery.

Goals

- monitor metrics and logs in real time,
- detect anomalous patterns (500 errors, timeouts, system overloads)
- activate predefined corrective actions
- open qualified tickets or escalate the intervention to DevOps teams.

Types of Data Used

- System logs, application events and errors from server and cloud environments
- Alerts and monitoring thresholds from tools such as Prometheus, Datadog, Splunk
- System KPIs (uptime, CPU/RAM usage, API response, latency times)
- History of past incidents, tickets and resolution times (MTTR/MTTD)
- Periodic Infrastructure Health Check Reports



#29 How does it work?

The AI Agent integrates with observability tools (e.g. Datadog, Prometheus, Splunk), receives alerts, interprets them and evaluates the severity of the incident.
For example, it can restart a service, scale cloud resources, notify oncall, and generate a problem summary for technical resolution.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Must operate in heterogeneous environments with access to critical systems	***High*** 
AI Implementation	A catalog of configurable actions and intervention priorities is needed	***Low*** 
Change management	DevOps must learn to collaborate with autonomous agents	***Media*** 

Results and KPIs

Errors

+60%

Incident detection before user reporting

Time

-50%

Reduction of service downtime

Use Case #30

AI Agent for Automated Customer Onboarding

Use Case #30

AI Agent for Automated Customer Onboarding

In the B2B SaaS world, slow or ineffective onboarding can lead to early churn and poor product adoption.
The process involves many repetitive interactions: setting up accounts, activating features, explaining flows, collecting feedback.

Goals

- guide the new customer through the interface with interactive explanations
- automatically configure initial parameters based on the profile
- offer personalized training content (tutorials, demos, tips)
- gather feedback and intervene in case of friction or doubts.

Types of Data Used

- Data provided during registration (company, sector, role, objectives)
- Initial activities in the platform (clickstream, features activated, frequency of use)
- Knowledge base interna: guide, FAQ, tutorial video
- Configuration templates and standard setup parameters
- History of typical issues encountered in previous onboardings
- User feedback collected in real time (surveys, NPS, chat)

#30 How does it work?

The AI Agent welcomes the customer at the first login, guides him through a dynamic path, proposes contextual content and configures the system based on the data entered.

Can answer frequently asked questions, suggest relevant features, and report issues to the account team.

Construction complexity

Area	*Note*	*Difficulty*
Data quality and variety	Requires access to user settings and in-app content	***Media*** 
AI Implementation	Guided and predictable workflows, with progressive logic	***Low*** 
Change management	AI is perceived as an added value for the customer	***Low*** 

Results and KPIs

Activation

+50%

Increased activation rate in the first 7 days

Time

-70%

Reduced onboarding time

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AI for your business. Delivered

Contact us at:

info@neodatagroup.ai

Milan, Via Giovanni Battista Pirelli, 30 - 20124

Catania Via Gugliemo Oberdan, 141 - 95129

www.neodatagroup.ai

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