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“If your customer care
satisfy the customer,
the chances for the competitors
become zero.”

A prospect says, during a YoDa focus group - 03/04/2024

Italian Business Forum & Research Day

Ljubljana, April 09-10, 2024

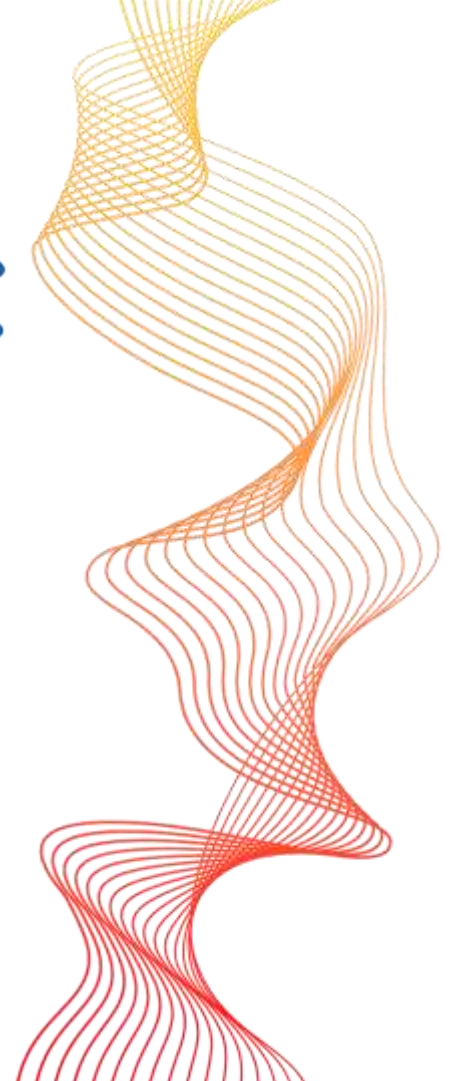




AI Fabric

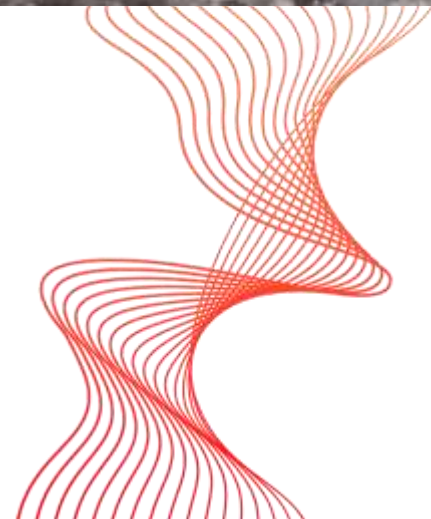
YoDa - **Yo**ur **Da**ta Ai empowered
for IT Service Management

We transform raw and scattered data into complete deliverables,
ready to make your technical customer service impeccable.

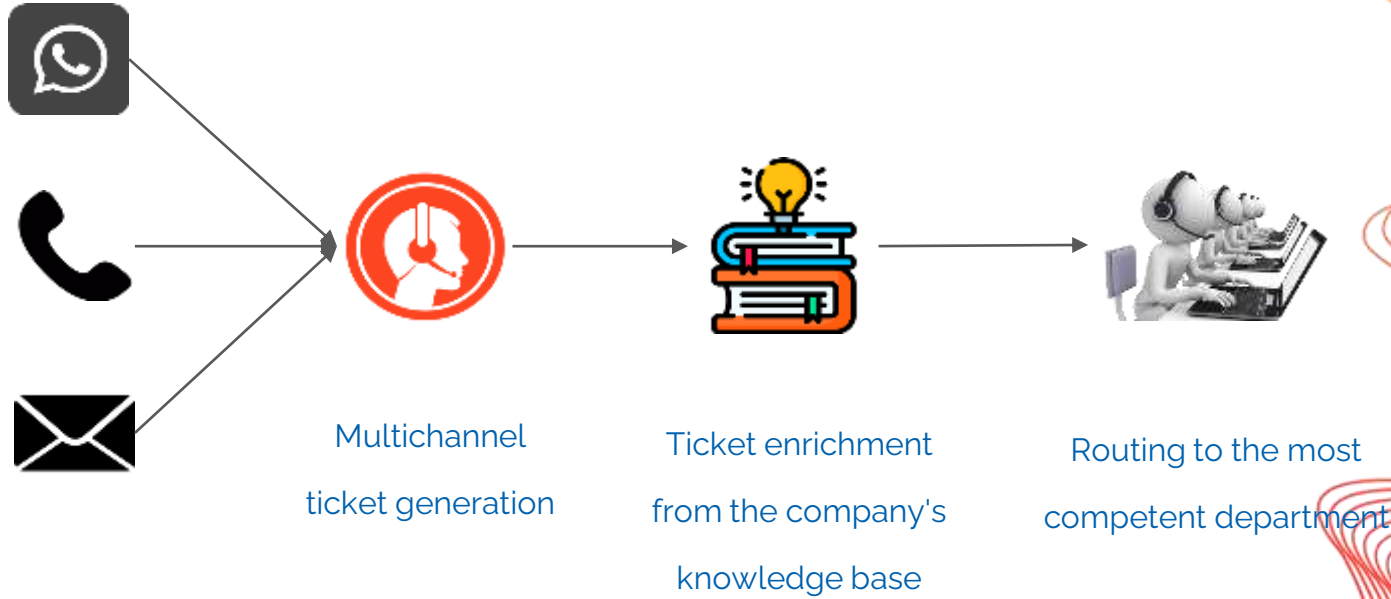




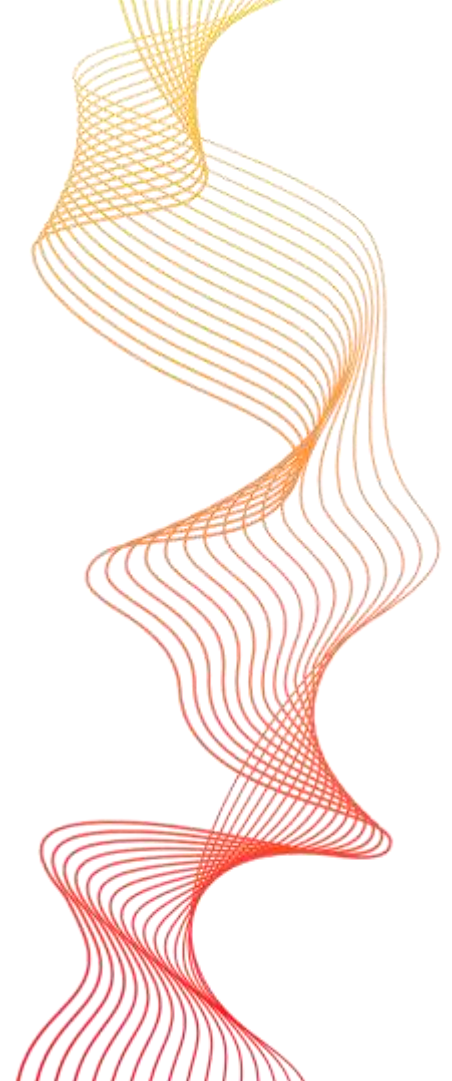
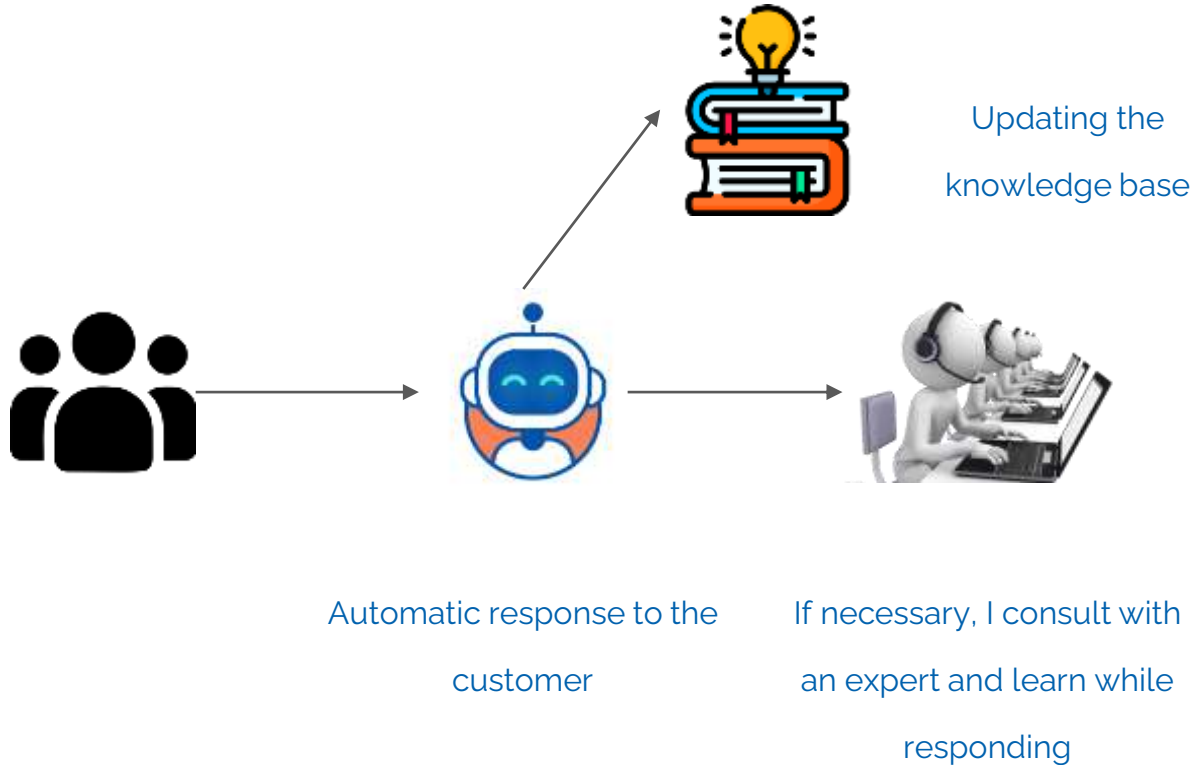
AI is a spice,
not a complete dish



▶ YoDa - Some Examples



▶ YoDa - Some Examples





Real customer who sent an email to support@optiwise.cloud

Projects / YoDa Demo / YD-10

info BWTest results

Create subtask Link issue ▼ ⋮

 [redacted]@gmail.com raised this request via Email

[Hide details](#)

[View request in portal](#)

Description

Hi,

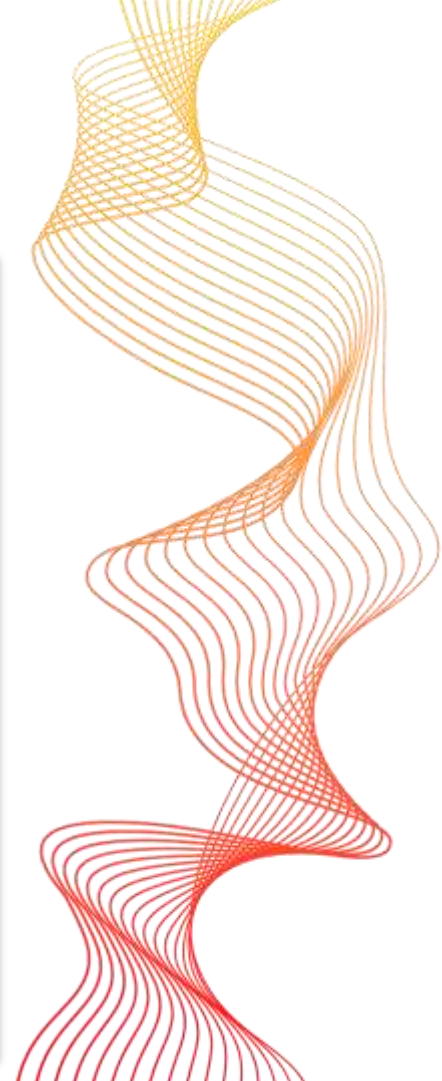
for the connectivity with contract ID 301 with IP 18[redacted] and description "SDWAN2 - [redacted]", I'm experiencing an anomaly. When I run a bwtest from the BNG towards the IP 185.192.139.178 of the WDSL, I get 50M, but when I do it on the IP sdwan loopback 18[redacted], I don't get more than 1920bps.

Can you provide any information?

Additionally, and this might indeed be a problem caused by the above, I still see a lot of traffic on the LTE, which is the second connectivity that indeed we had set up together as a fallback with priority 2 compared to the WDSL.

Thanks

Manuel





Customer response, automatically generated by YoDa

YD

Add internal note / Reply to customer



Pro tip: press **M** to comment

YD

YoDa demo April 8, 2024 at 1:53 PM

Hi Manuel,

Thank you for reaching out to us and reporting the connectivity issue with contract ID 301. We have received your details regarding the discrepancies in bandwidth tests between the BNG and the IP addresses of the WDSL and the SDWAN loopback. Furthermore, your concern about the significant traffic on the LTE backup link has been duly noted.

Our team is investigating these anomalies as a matter of urgency, and we will endeavor to provide you with a resolution as quickly as possible. We understand how pivotal reliable connectivity is for your operations, and we are committed to ensuring that your services are running optimally.

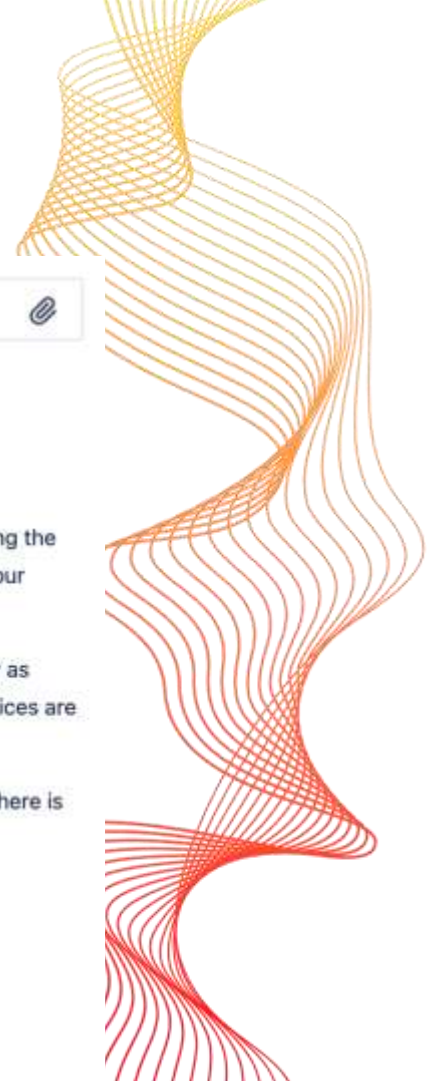
Should we need any further information from you, we will reach out promptly. Conversely, please feel free to update this ticket if there is any change in the situation or if you observe additional details that might help in our investigation.

We appreciate your patience and cooperation as we work on rectifying these issues.

Best regards,

YoDa, Smart Assistant by AI Fabric

Edit · Delete ·





Internal report, automatically generated by YoDa

YD

YoDa demo April 8, 2024 at 1:53 PM · Internal note

Problem Understanding:

Manuel is facing a connectivity issue with a specific contracted IP service (contract ID 301). The service is supposed to use WDSL as the primary connection and LTE as a failover (with lower priority). However, bandwidth tests (bwtest) from the Broadband Network Gateway (BNG) to the WDSL IP result in expected speeds of 50 Mbps, whereas tests to the SDWAN loopback IP only achieve 1920 bps, which is significantly below the expected performance. Additionally, there seems to be excessive traffic on the LTE connection, which shouldn't be the case if the WDSL connection were functioning properly as the primary connection.

Sentiment Analysis:

The sentiment of Manuel's message is neutral to slightly negative due to the description of the ongoing issues. He expresses a clear request for assistance, implying some level of concern about the potential impact of these anomalies on his network's performance.

Possible Solution:

To address the problem and assist Manuel, the following steps could be taken:

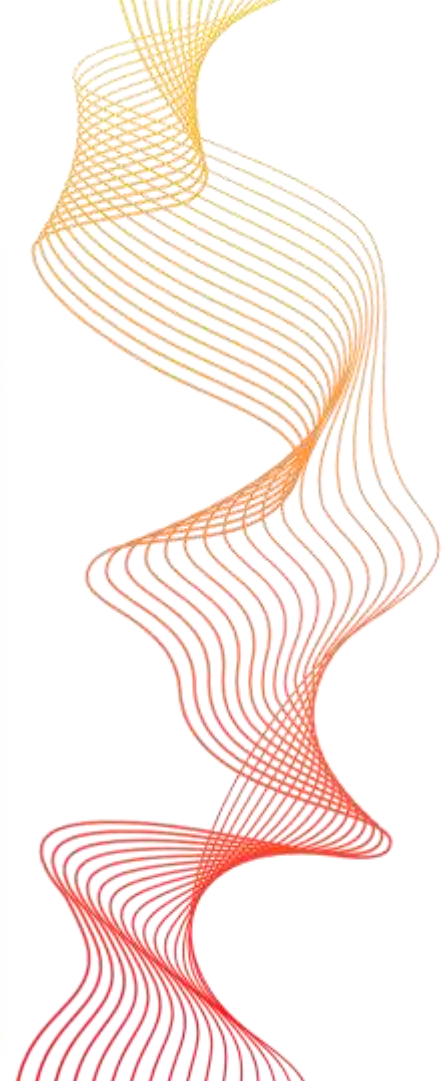
1. *Validate Configuration:*

- Ensure that the configuration for SDWAN and the priority settings for failover are correctly configured in both the SDWAN appliance and the BNG.
- Verify that the traffic shaping or QoS policies do not inadvertently limit the bandwidth to the SDWAN loopback IP.

2. *Diagnostics and Testing:*

- Conduct further bwtests and compare across different points in the network to isolate where

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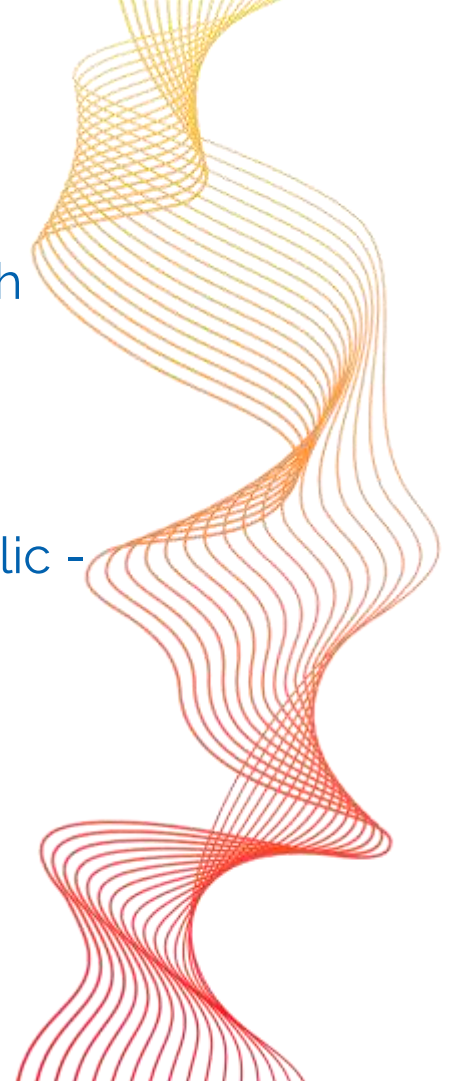
Market

About 10,000 TLC and ICT companies in Italy, of which 7,000 are registered with the ROC

Companies in the sector in Europe.

Lookalike markets: all organizations - private and public - that need to manage relationships with many customers/end users:

- healthcare
- e-commerce
- transportation
- etc.





Competitors and business model

Competitors:

- Customers who prefer to develop AI solutions in-house.
- System Integrators with Telco and AI experience.

BM:

- Agency
- Subscription





Who we would like to meet today

Distributors, also in white label

Software houses for integrations

Prospects, including public institutions

SAFE (Simple Agreement for Future Equity) investors





Core Team



Paolo Visintin
Founder & CEO



Giovanni Tommasini
Founder & CTO



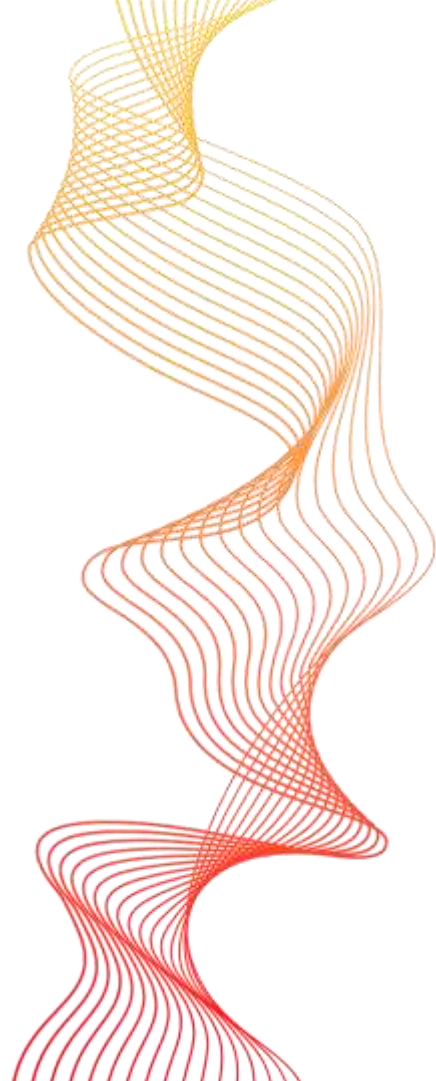
Alessandro Pretz
Operations & CFO



Priel Korenfeld
Org. Design & Facilitation



Federico Vitiello
Digital strategist & Growth Hacker





Thank you for your time!

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