

Witness the Shift



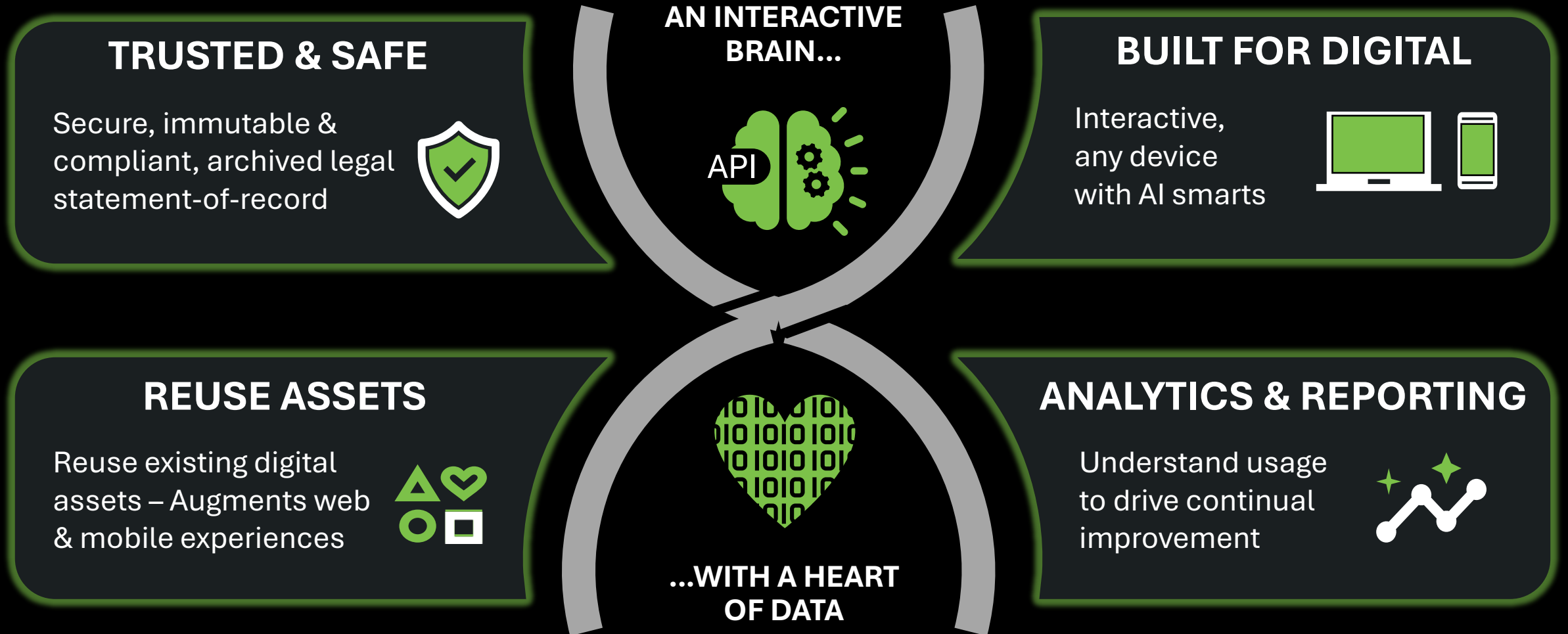
From Static to Cinematic AI-Driven
Transformation of Regulated Documents



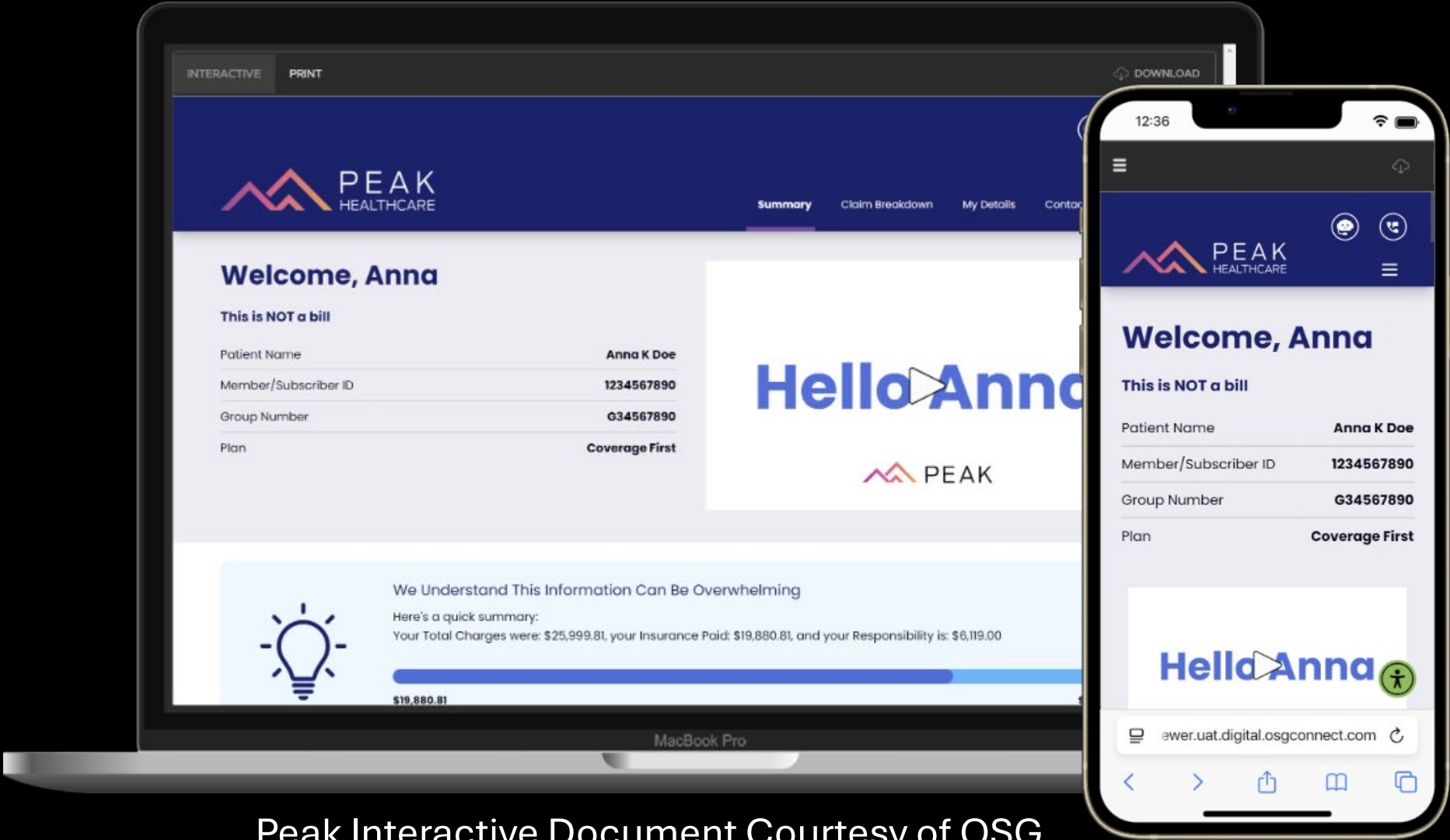
Alan Burger CEO Americas, InfoSlips

Denise Miano M-EDP SVP of Transformation at OSG

DNA of an Interactive Document

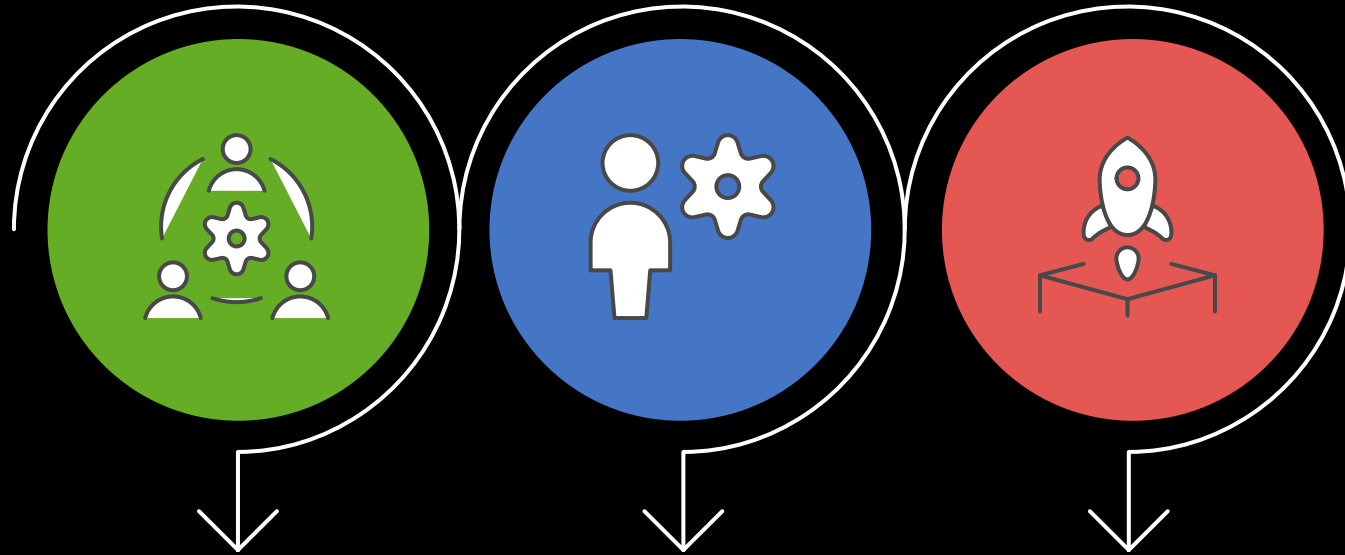


Transforming Transactions into Conversations



Peak Interactive Document Courtesy of OSG

What is Agentic AI in Customer Communications?



Collaborative

Work alongside humans and other agents to co-author, review, and deliver experiences.

Task-Oriented

Each agent is designed for a specific mission: authoring, integrating, personalizing,

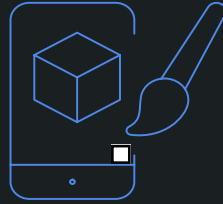
Adaptive

They continuously learn from interactions to improve outcomes over time.



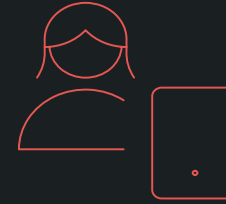
Sales and Sales Support

Thoroughly research and create personalized and tailored responses for each opportunity



Crafting Phase

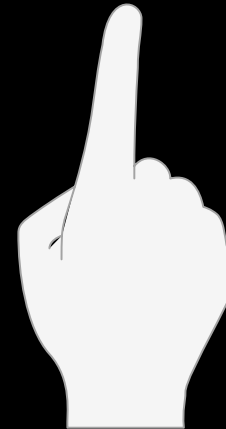
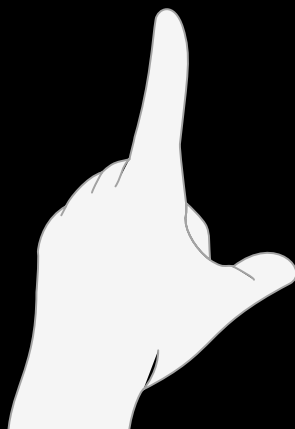
Enhance template and content creation and shorten the kickoff to go live process



Consumption Phase

Enable tailored and personalized experiences that maximize engagement and value

Where to Use Agentic AI in CXM

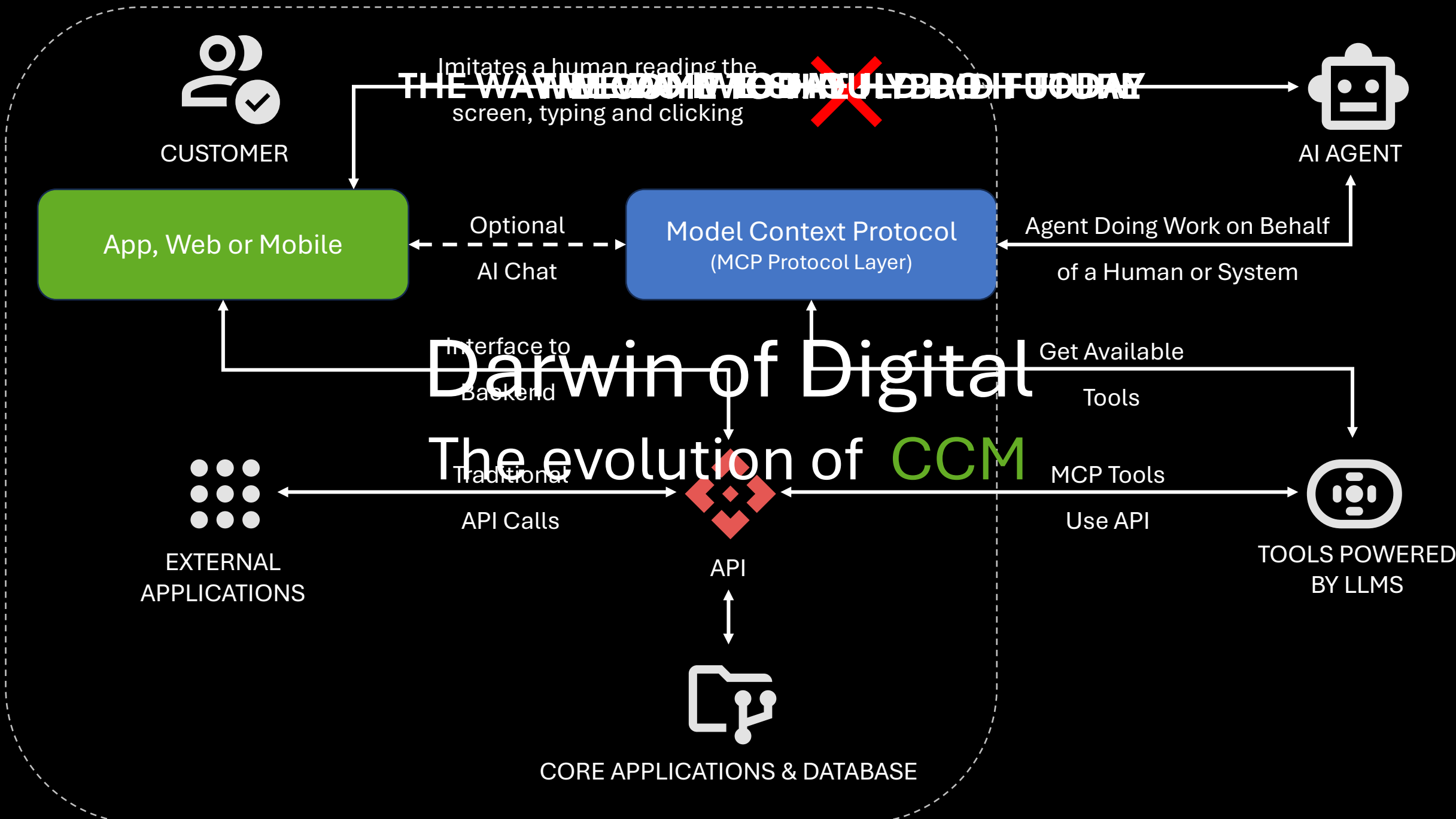


The Evolution of Customer Communication

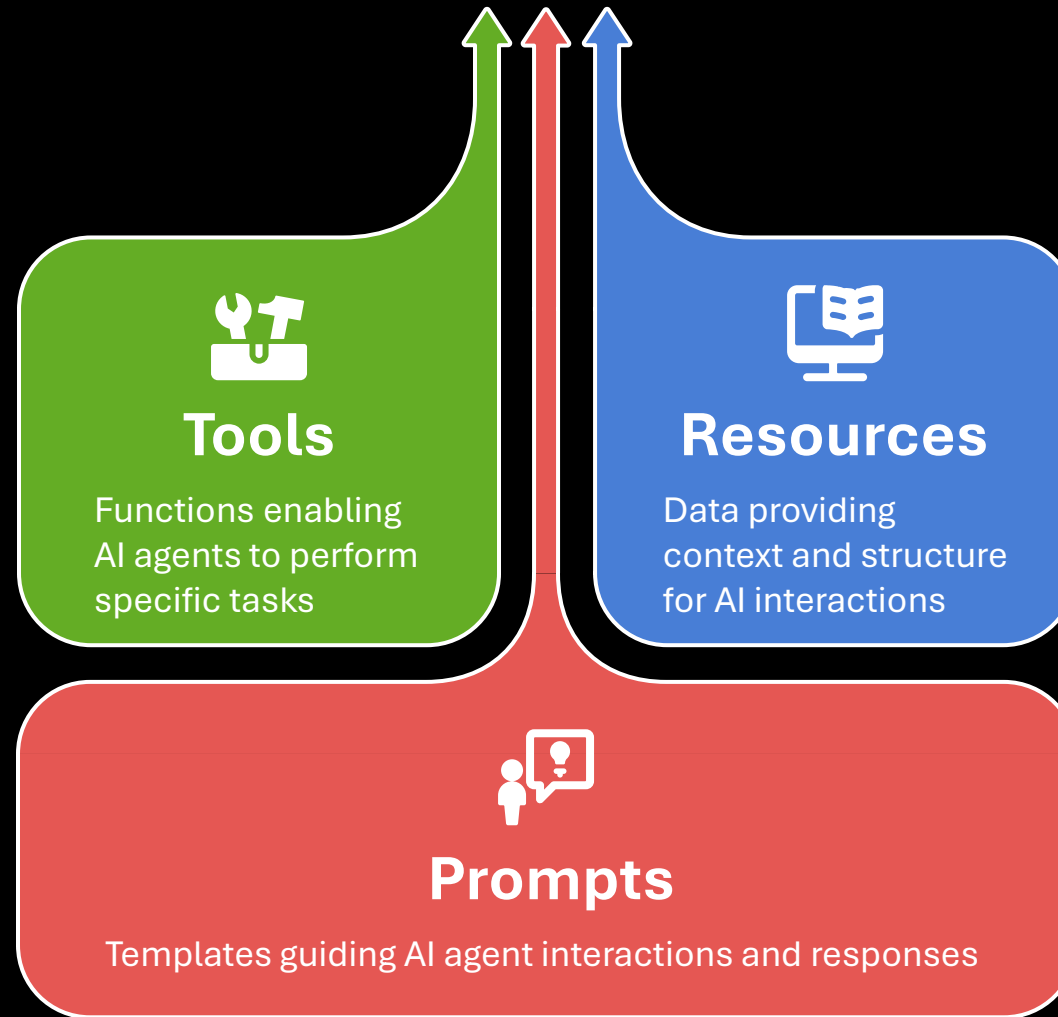
CCM → CXM → IXM → AIXM

CUSTOMER INFORMATION MANAGEMENT

[illegible]



Conversations: Model Context Protocol (MCP)



MCP is the “universal translator” between your business and AI

AIXM: Agentic Intelligence for Customer Communication

IN-DOCUMENT CX

Acorn.Insight

In-document guidance and answers

Acorn.Access

Accessibility and usability

SALES & COMPLIANCE

Acorn.Reach

Pre-sales support

Acorn.Trust

Compliance, risk, and security

AUTHOR & INTEGRATE

Acorn.Author

Interactive template co-creation

Acorn.Assist

Seamless integrations and APIs

CONTENT MANAGEMENT

Acorn.Forge

Content creation: Images, Banners, Video, Voice

Acorn.Persona

Hyper-personalize Communications

Acorn.Lingo

Multi-lingual support and translations

LIVE

BETA

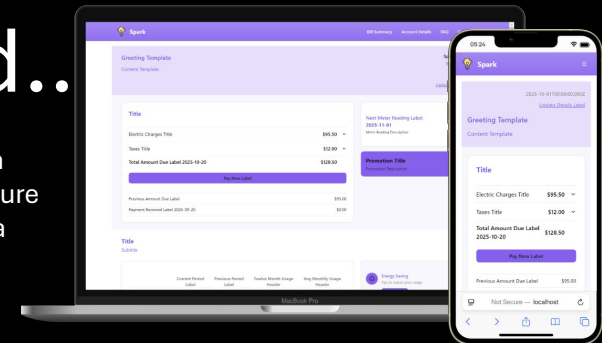
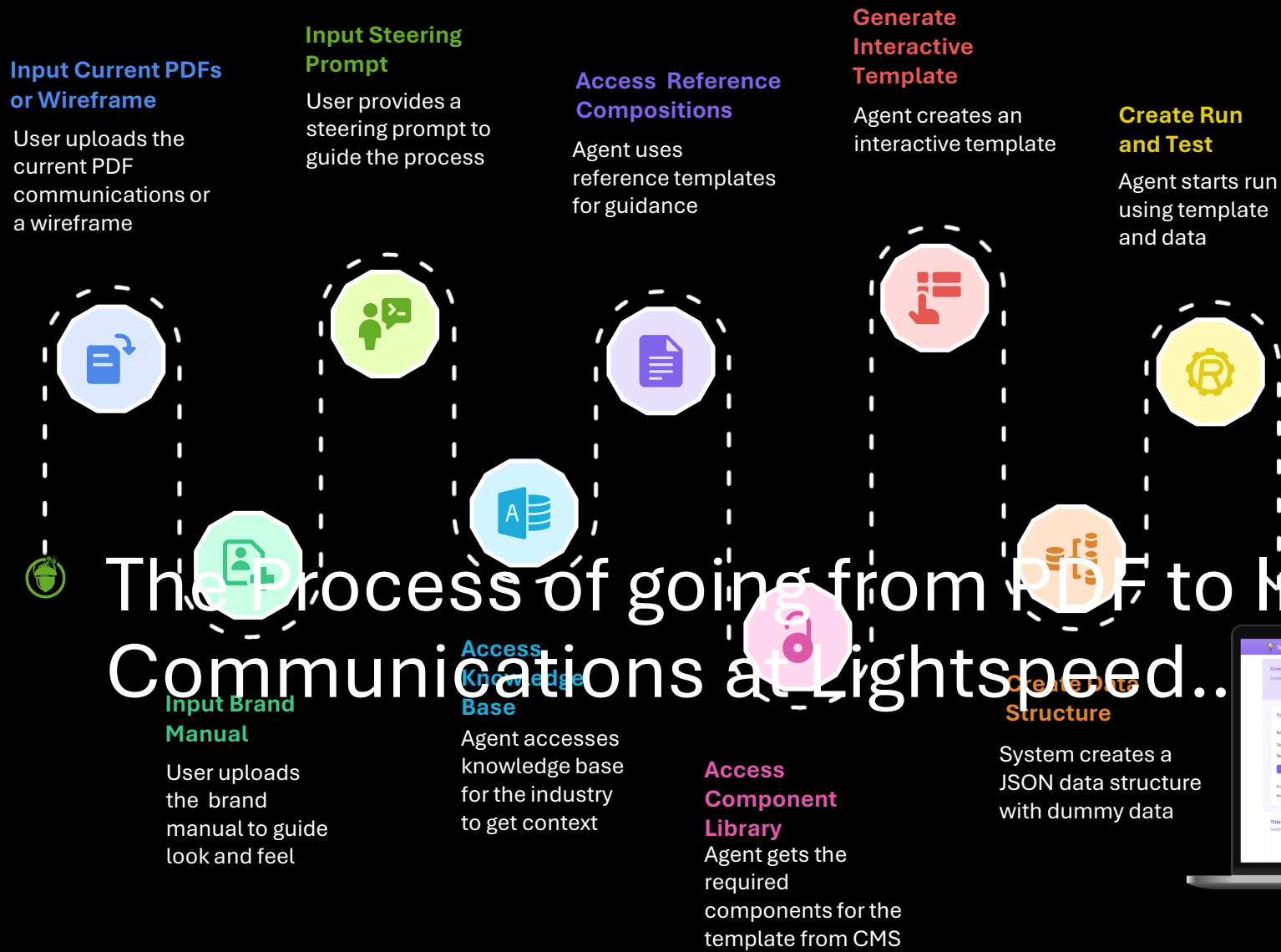
IN DEVELOPMENT

Exemplar Agents by InfoSlips:



The InfoSlips Acorn Suite

Acorn.Author





Acorn.Author Demo

Co-authoring Interactive Templates
at lightspeed



OSG's AI tool spectrum

From content to interactions

Use Case
Spotlight

- 1** Orchestrates timely, relevant, and customer-friendly communications.
- 2** Optimizes content for clarity and consistency across touchpoints.
- 3** Predicts customer behavior for personalized and effective messaging.

Intelligent
Interactions

Content
Curator

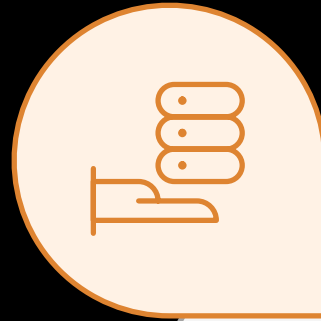
Real-Time
Insights

Enhanced
Customer
Engagement



Privately Hosted Model

A model hosted and managed by the user



LLM Model Agnostic

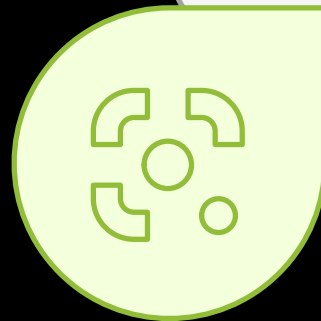
GPT 5

A powerful language model known for its advanced capabilities



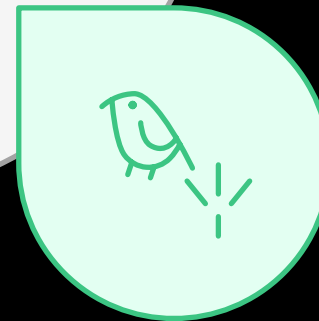
Gemini 2.5 Pro

A model praised for its versatility and accuracy



Sonnet 4.5

A model recognized for its efficiency and speed



Risks and Guardrails


1



Keep humans in the loop for regulated content to ensure accuracy and prevent hallucinations

Accuracy


2



Avoid exposing personally identifiable information (PII) by using private LLM or data obfuscation

Privacy


3



Log everything for remediation, compliance, analytics and compliance purposes

Auditability

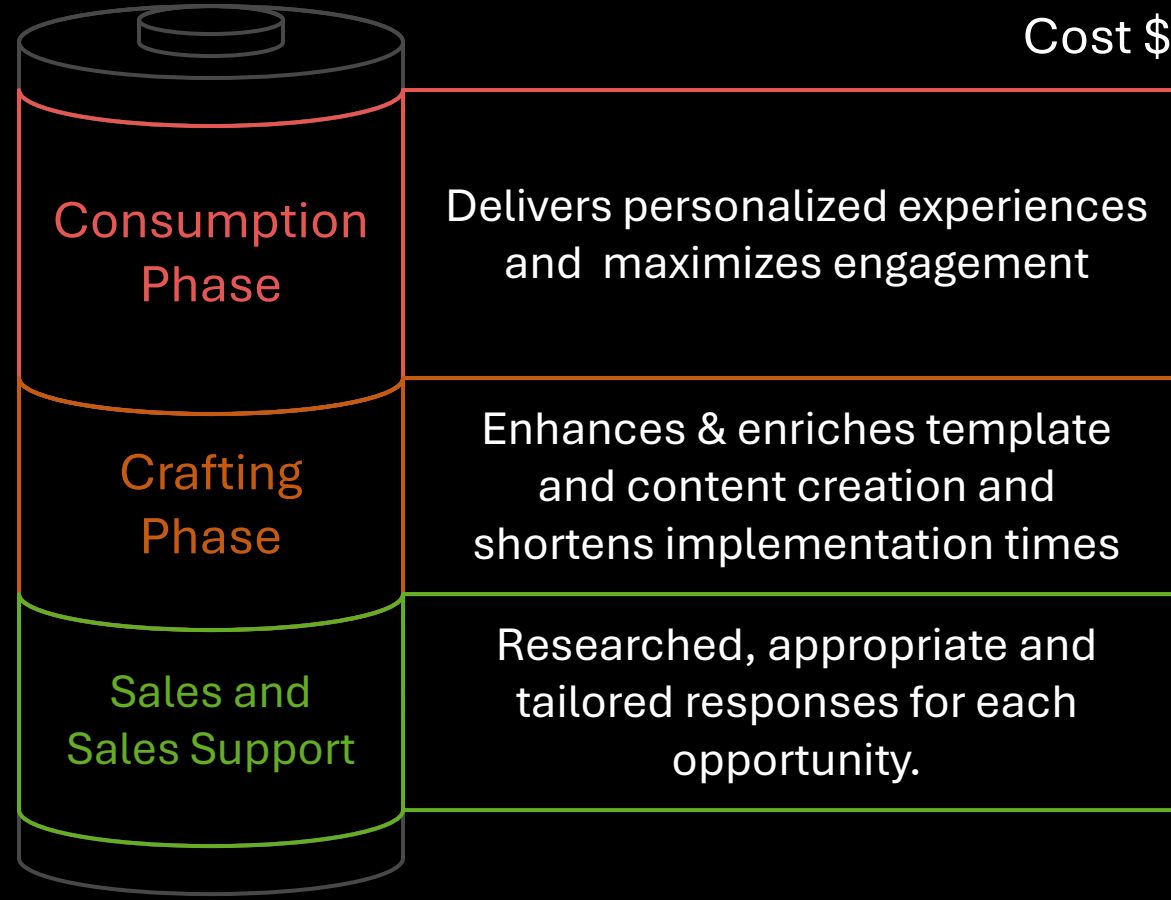
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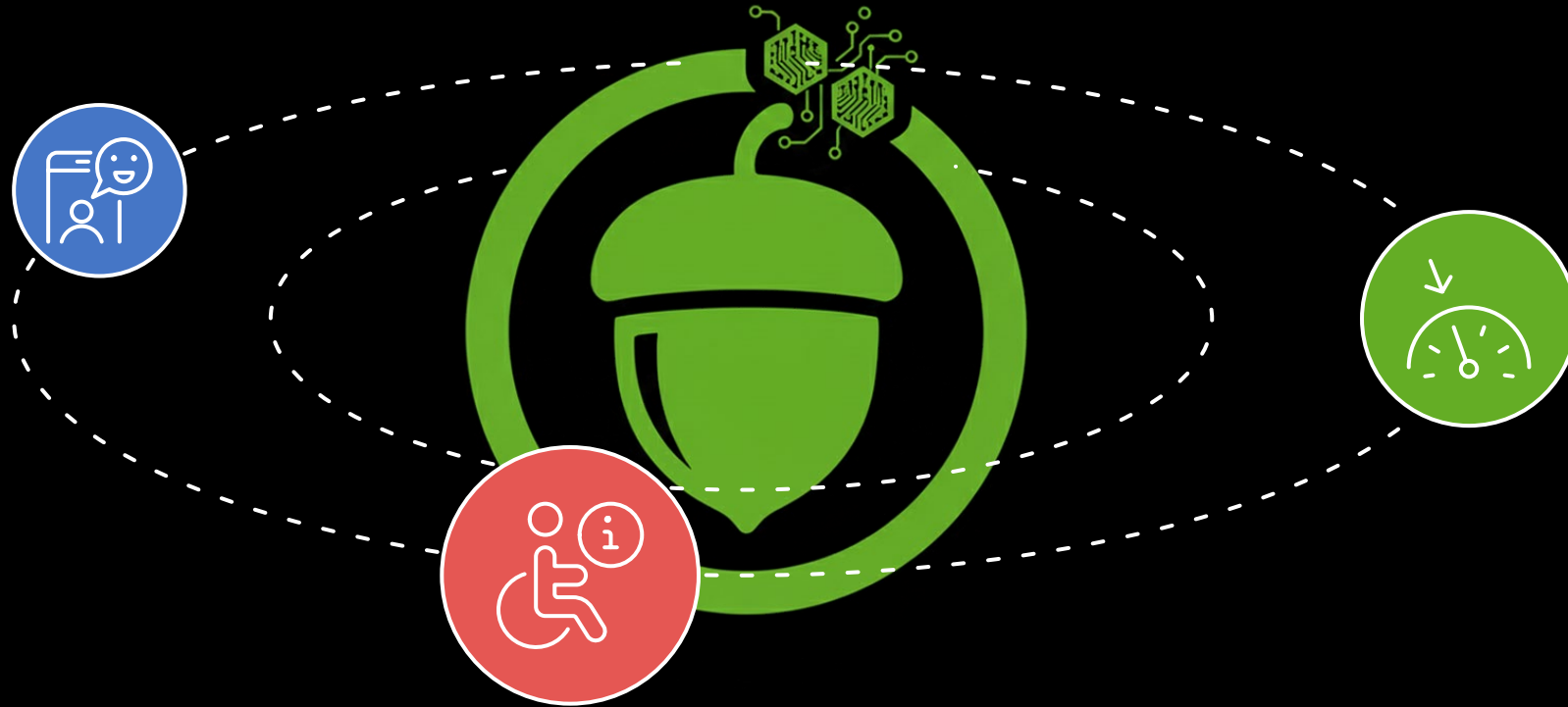
Test AI outputs on sensitive scenarios and protected classes to mitigate bias and ensure appropriate tone

Bias and Tone

Cost of AI across the Client Lifecycle



AI's Impact on CXM



Personalization & Guidance

AI provides unparalleled personalization, decisioning and real-time in-document assistant

Inclusivity & Compliance

AI ensures accessibility and compliance

Speed & Scale

AI enables rapid template creation and seamless LOB and process integration

AIXM: Agents Coming Soon

Acorn.Link

A secure bridge between users, systems, and their regulated communications. Recipients can retrieve, send, and query any InfoSlip from their archive via MCP, chat, SMS, or workflow. Whether that's WhatsApp, enterprise chat, or an automation platform like n8n.

Acorn.Twin

A living digital twin of each customer by continuously learning from every interaction across communications, meetings, and records. Use to hyper-personalize every message and to safely test new or updated communications before release to predict engagement.

Acorn.Path

Design, adapt, and personalize every customer journey.

Are you Ready for AIXM?



AI EXPERIENCE MANAGEMENT

The next generation of IXM that uses agentic AI to personalize, guide, and automate interactions while maintaining compliance and governance.



Acorn.Author Demo

Lets see the co-authoring agent output

Thank You



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