Witness the Shift



From Static to Cinematic Al-Driven
Transformation of Regulated Documents

Alan Burger CEO Americas, InfoSlips

Denise Miano M-EDP SVP of Transformation at OSG

DNA of an Interactive Document

TRUSTED & SAFE

Secure, immutable & compliant, archived legal statement-of-record



AN INTERACTIVE BRAIN...



BUILT FOR DIGITAL

Interactive, any device with Al smarts





Reuse existing digital assets – Augments web & mobile experiences





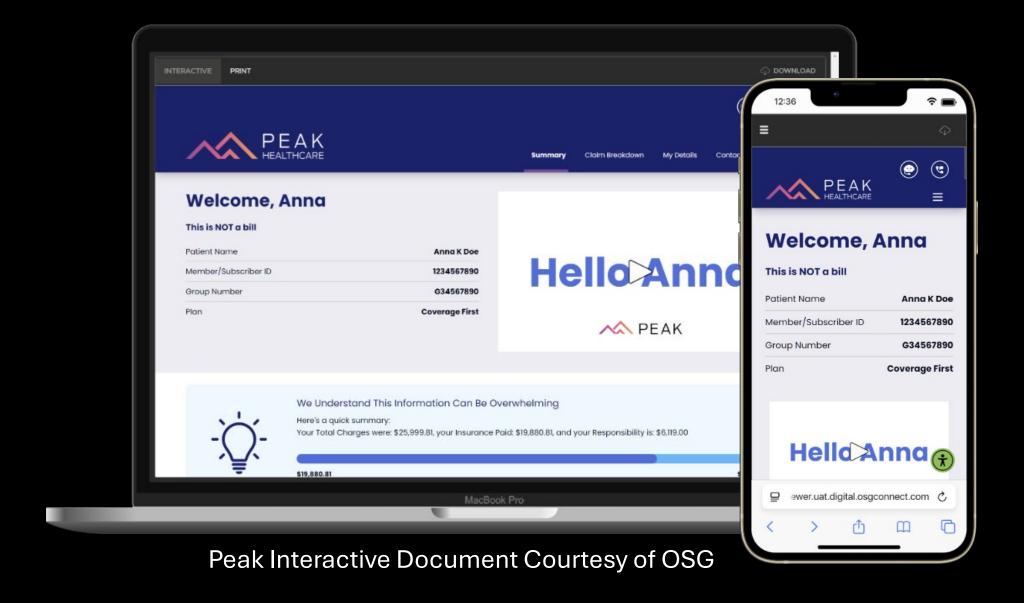
...WITH A HEART OF DATA

ANALYTICS & REPORTING

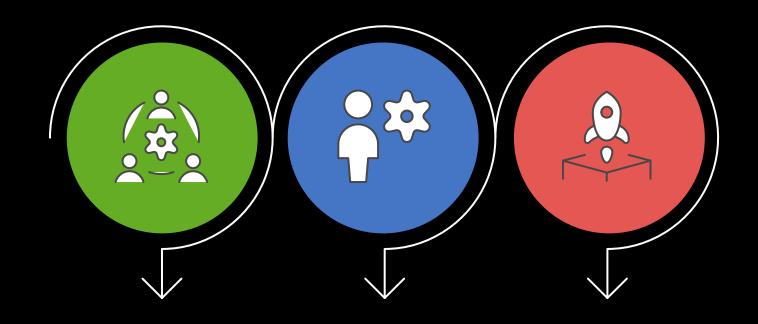
Understand usage to drive continual improvement



Transforming Transactions into Conversations



What is Agentic AI in Customer Communications?



Collaborative

Work alongside humans and other agents to coauthor, 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.



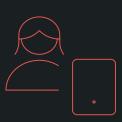
Sales and Sales Support

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 Alin CXM







The Evolution of **Customer Communication**

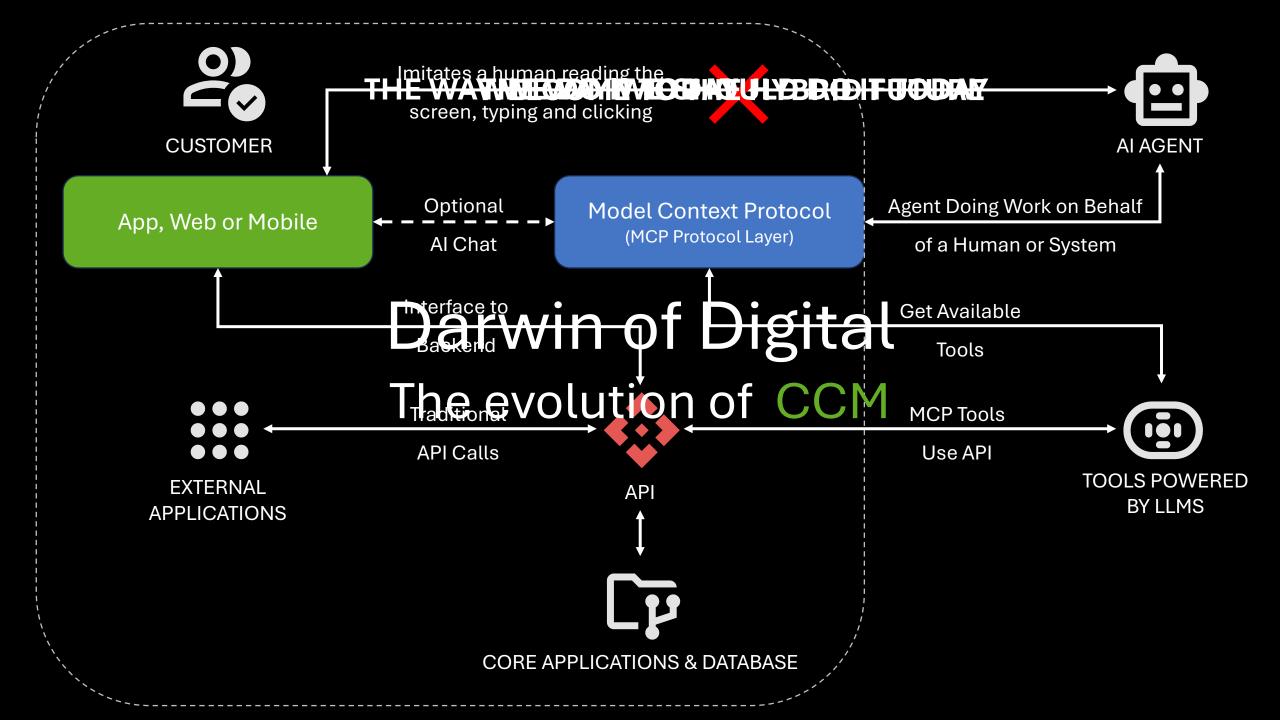




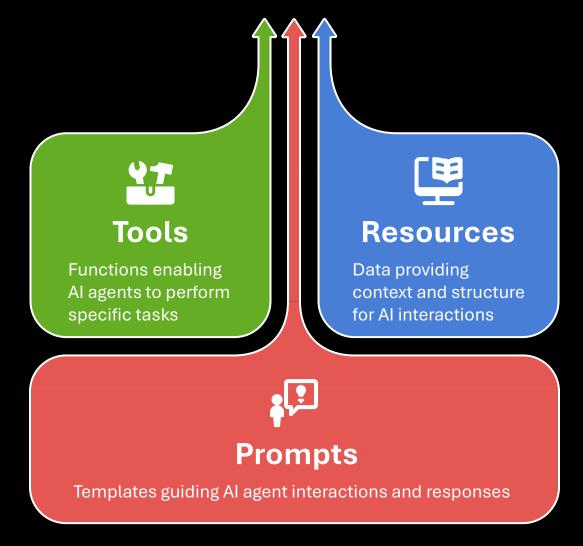


 $CCM \rightarrow CXM \rightarrow IXM \rightarrow AIXM$

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Conversations: Model Context Protocol (MCP)



MCP is the "universal translator" between your business and Al

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

Acorn.Author

Interactive template cocreation

AUTHOR & INTEGRATE

Acorn.Assist

Seamless integrations and APIs

BETA

CONTENT MANAGEMENT

Acorn.Forge

Content creation: Images, Banners, Video, Voice

Acorn.Persona

Hyper-personalize Communications

Acorn.Lingo

Multi-lingual support and translations

LIVE

The InfoSlips Acorn Suite

Exemplar Agents by InfoSlips:

IN DEVELOPMENT

Input Current PDFs or Wireframe

User uploads the current PDF communications or a wireframe

Input Steering Prompt

User provides a steering prompt to guide the process

Access Reference Compositions

Agent uses reference templates for guidance

Generate **Interactive Template**

Agent creates an interactive template

Create Run and Test

Agent starts run using template and data





rocess of going from to Interactive

Communications at zightspeed..

Manual

User uploads the brand manual to guide look and feel

Agent accesses knowledge base for the industry to get context

Access Component Library

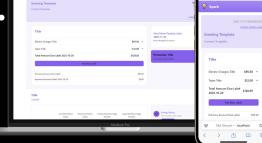
Agent gets the required components for the template from CMS



System creates a

with dummy data

JSON data structure





Acorn.Author Demo

Co-authoring Interactive Templates at lightspeed



OSG's Al tool spectrum

From content to interactions

Use Case Spotlight

Orchestrates timely, relevant, and customer-friendly communications.

Optimizes content for clarity and consistency across touchpoints.

Predicts customer behavior for personalized and effective messaging.

Intelligent Interactions

Content Curator

Enhanced Customer Engagement



Real-Time Insights



Privately Hosted Model

A model hosted and managed by the user



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



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

Accuracy



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

Privacy



Log everything for remediation, compliance, analytics and compliance purposes

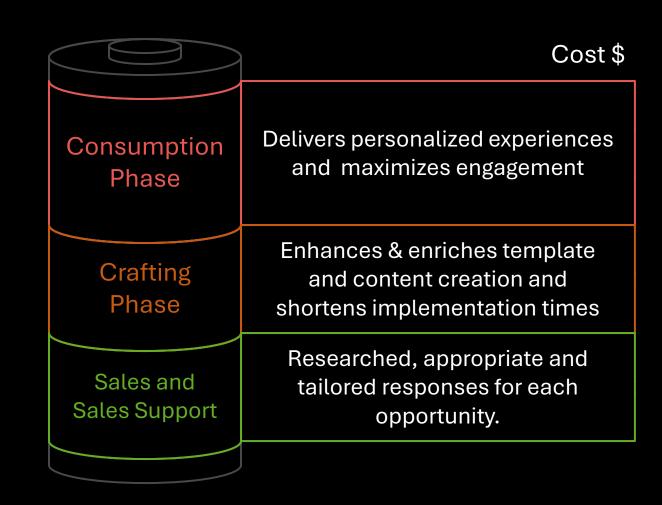
Auditability



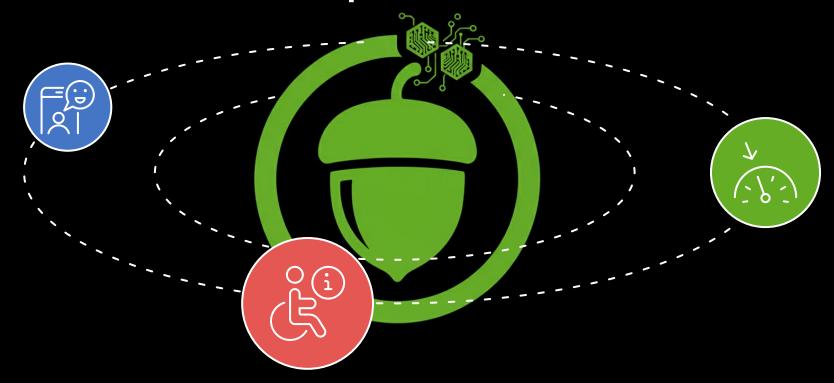
Test Al outputs on sensitive scenarios and protected classes to mitigate bias and ensure appropriate tone

Bias and Tone

Cost of Al across the Client Lifecycle



Al's Impact on CXM



Personalization & Guidance

Al provides unparalleled personalization, decisioning and real-time indocument assistant

Inclusivity & Compliance

Al ensures accessibility and compliance

Speed & Scale

Al 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 thats 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?

 $CCM \rightarrow CXM \rightarrow IXM \rightarrow AIXM$

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

