

# Sofie

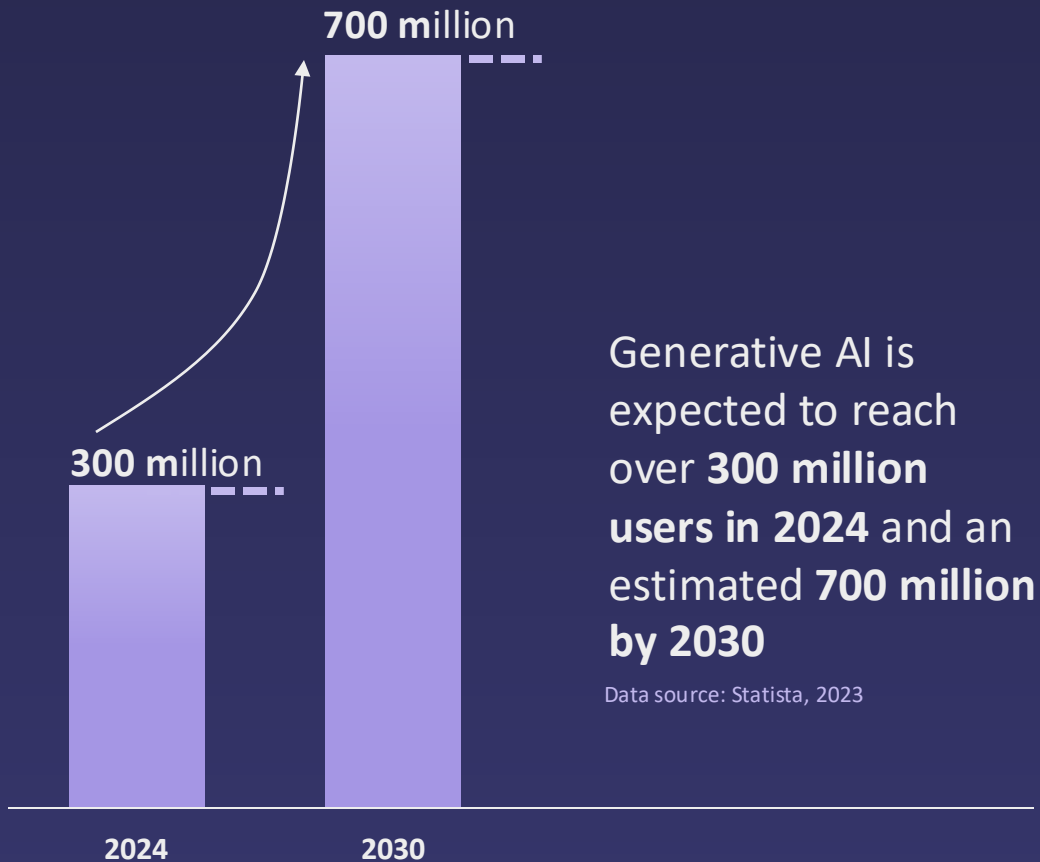
## Level Zero Support

Instant, AI-powered security support, anytime you need it



AI CHANGED EVERYTHING LAST YEAR

## Generative AI is Here to Transform Business



“

Latest research estimates that generative AI could add the equivalent of **\$2.6 trillion to \$4.4 trillion annually across the 63 use cases** we analyzed—by comparison, the United Kingdom’s entire GDP in 2021 was \$3.1 trillion.

[McKinsey and Company, The Economic Potential of Generative AI, June 2023](#)

## THE PRESSURE INTENSIFIES

### Challenge for security teams in 2024: shortage of staff & burnout

**3.9**  
mil.

unfilled cyber security positions  
worldwide

**59%**

of organizations have a shortage  
of cyber security staff

**66%**

of cyber security professionals  
suffer from significant work  
stress

“

The number one challenge in the  
cyber security industry right now  
is burnout: There's too much  
data, too many cases, and not  
enough time.



**Stéphane Duguin**

CEO of the CyberPeace  
Institute

# Can AI address shortage and burnout problems for security professionals?

“

**76%**

of contact center and IT leaders say  
conversational AI/chatbot  
capabilities are revolutionizing  
business communications

**8x8 State of Conversational AI Report**



## MEET SOFIE CONVERSATIONAL AI

# Sofie Level Zero Support: The First Line of Support for Security Questions

Customize name and avatar!

Adjust tone of voice!



✓ An AI-powered conversational experience

✓ Saves time on zero-level customer support questions

An employee has an IT Security question



Sofie is available 24/7 on Teams



Sofie looks up the answer using a blend of LLM/ company knowledge

Sofie answers in a natural, conversational tone



If human IT support is needed, the question is forwarded as a ticket



### Why Sofie 2.0

- ✓ **Lowers time to resolution:** Sofie automates responses to common inquiries
- ✓ **Saves time for strategic projects:** Your security experts can focus on what truly matters
- ✓ **Increased security culture:** Educates and engages employees
- ✓ **Adapts to your brand:** Modify name, avatar and tone of voice
- ✓ **For organizations that prioritize data protection:** Data handling and processing meet the highest standards



## What can users ask Sofie?

I may have clicked on a phishing email. Help.

My company phone was stolen. What should I do?

Am I allowed to use ChatGPT for work?

I accidentally disclosed some sensitive information. Now what?

Can I download program X to my computer?

How do I connect to my VPN from home?

I need access rights to a folder on the network.

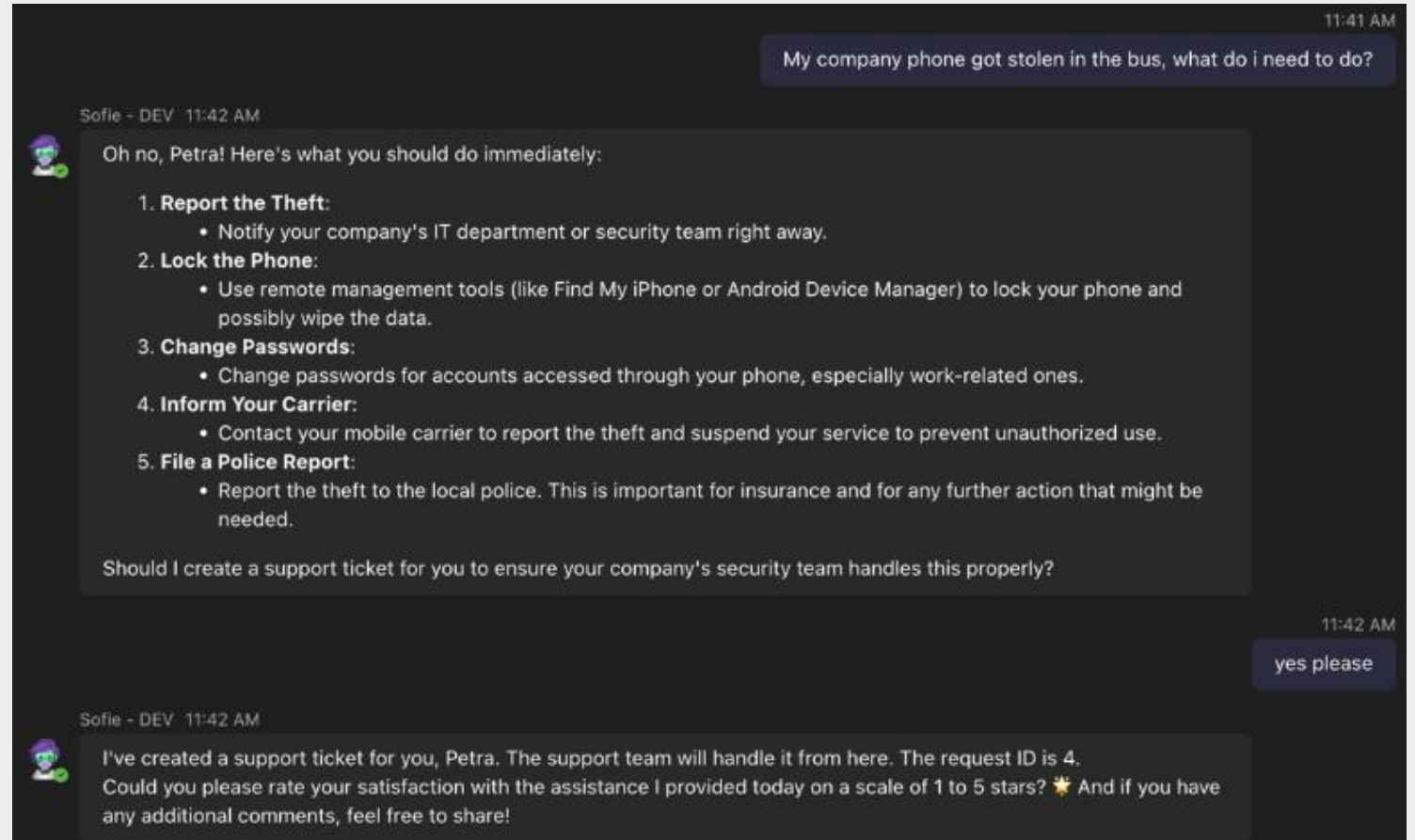
My antivirus software is showing a warning message. What do I do?

Help, I forgot my password!



### Use case: Company Phone Lost

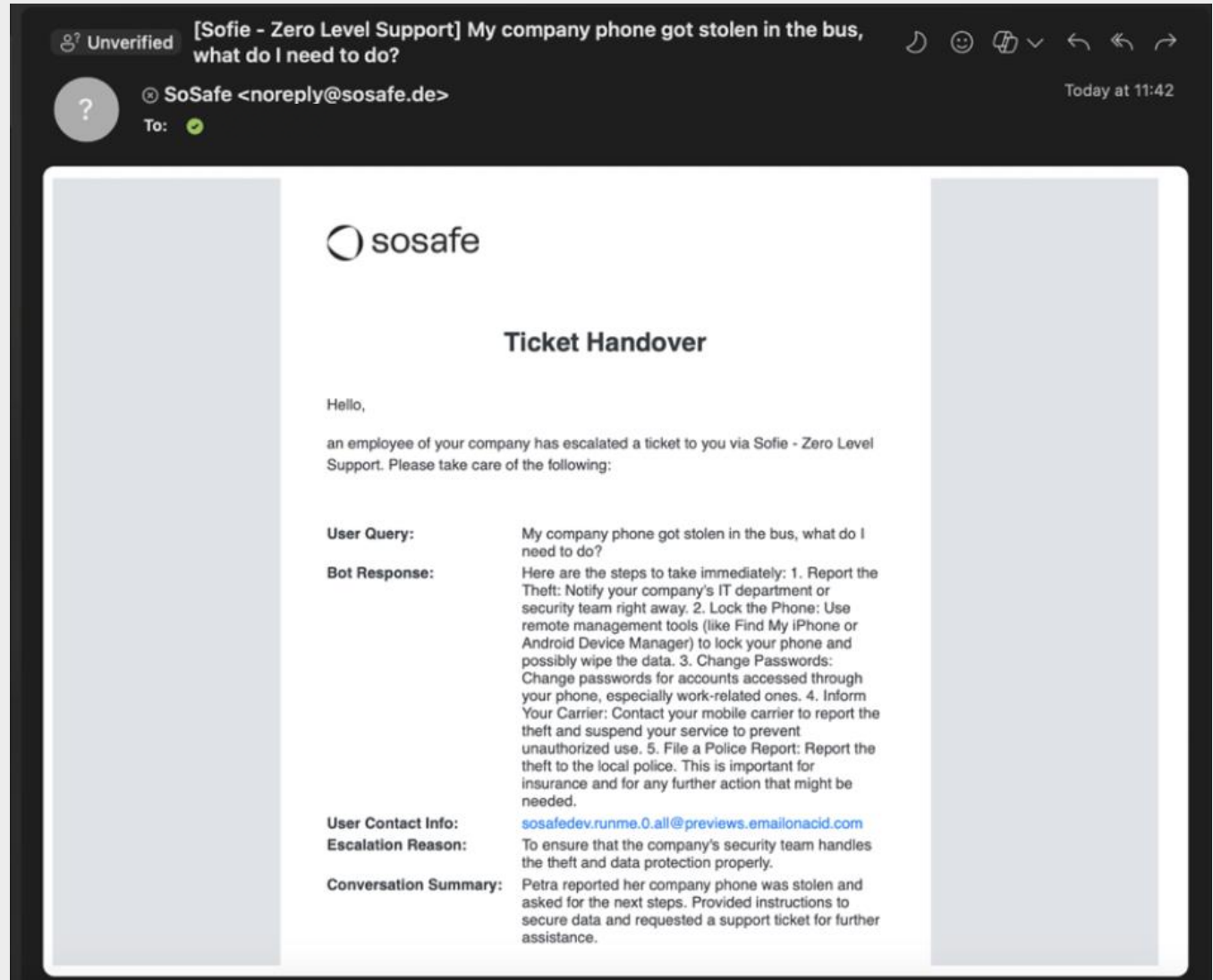
- The user reports phone loss to Sofie, asking what to do
- User chooses to open a support ticket





## Use case: Company Phone Lost

- Support ticket is sent via email to the IT team
- Support ticket includes a summary of the conversation

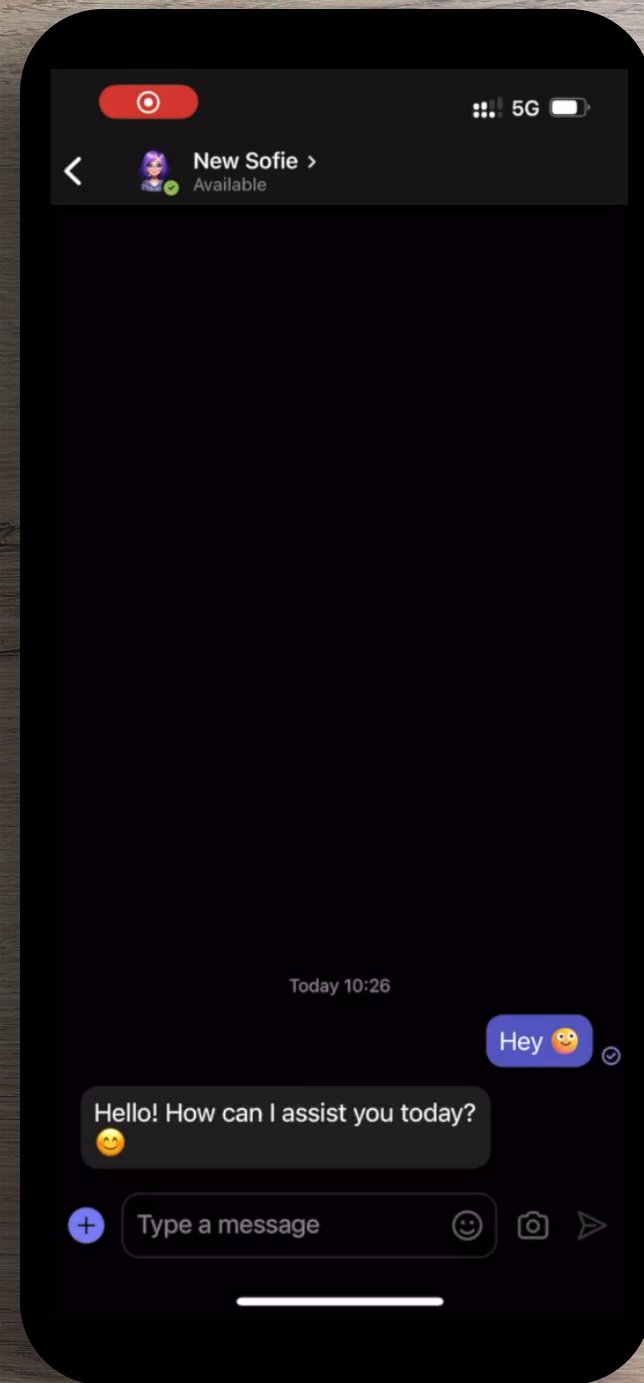


The screenshot shows an email interface with a dark header. At the top, it says "Unverified" next to a question mark icon, followed by "[Sofie - Zero Level Support] My company phone got stolen in the bus, what do I need to do?". On the right, there are icons for a moon, a smiley face, a speech bubble, and a checkmark, along with navigation arrows. Below the header, the sender is "SoSafe <noreply@sosafe.de>" and the recipient is "To: [green checkmark]". The date "Today at 11:42" is on the right. The main body of the email has a white background with a light blue border. It features the "sosafe" logo at the top. Below the logo, the title "Ticket Handover" is centered. The text "Hello," is followed by "an employee of your company has escalated a ticket to you via Sofie - Zero Level Support. Please take care of the following:". Below this, there are four sections: "User Query:" with the text "My company phone got stolen in the bus, what do I need to do?"; "Bot Response:" with a detailed list of steps (1. Report the Theft, 2. Lock the Phone, 3. Change Passwords, 4. Inform Your Carrier, 5. File a Police Report); "User Contact Info:" with the email "sosafedev.runme.0.all@previews.emailonacid.com"; and "Escalation Reason:" with the text "To ensure that the company's security team handles the theft and data protection properly." Finally, there is a "Conversation Summary:" section with the text "Petra reported her company phone was stolen and asked for the next steps. Provided instructions to secure data and requested a support ticket for further assistance."



## SOFIE CONVERSATIONAL AI

User has shared sensitive information  
with suspicious person!



# Amateurs hack systems, professionals hack people.

## Bruce Schneier

Expert in Cryptography  
and Computer Security  
Harvard University



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THE  
EUROPAS

