

AI-ASSISTANTS

We aim to create an AI Assistant that can help companies save money and resources by automating their customer service.

co:here

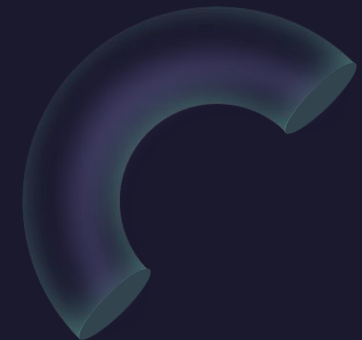
Cohere Hackathon



TEAM - ODR



- ---Arnav Upadhyav
- ---Rishikesh



Agenda

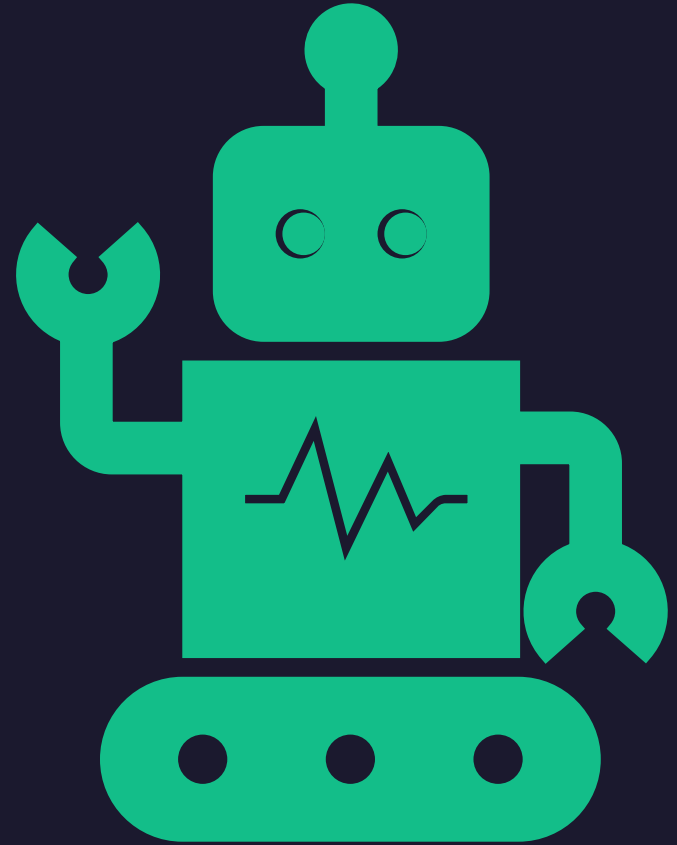
To create an AI model that answers questions raised by the customer and provide explanations and clarifications related to customer support.

To create a much-sophisticated bot that's yet simple and affordable for all business models to procure.



Introduction

- AI-powered customer support enables you to develop deeper insights and build a better user experience. This leads to improving online customer experience, retention rates, brand image, preventive help, and even the generation of revenue. In fact, AI is expected to boost company productivity by about 40% by 2035.



The Problem



Human based Customer service has mostly left a bitter experience to consumers. The most common errors with human based customer services are

Not knowing the answer to a question

Customer service workflows aren't aligned with the customer's journey

Dealing with angry customers

Not meeting customer expectations

Not having the right tools

OUR SOLUTION

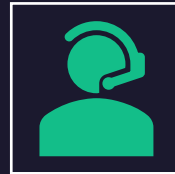
An AI model/Bot that answers questions raised by the customer and provide explanations and clarifications related to customer support.



Save on Human resource costs



Provides clearer explanation and clarification to customer support that a regular human support.



Will be online 24/7 to deal with customer support.

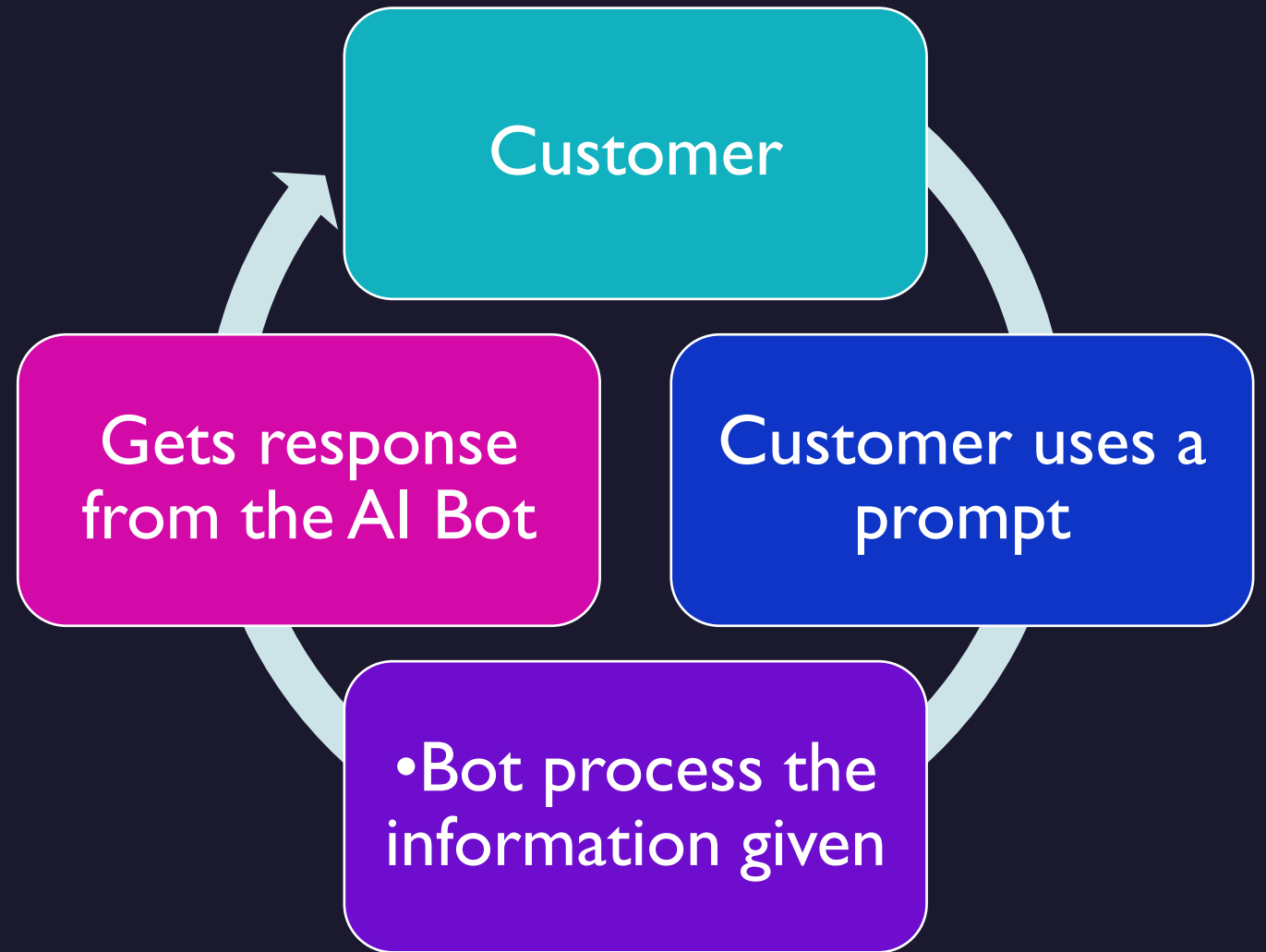


Handles and stores customer feedback and various other details to present the interaction timeline.

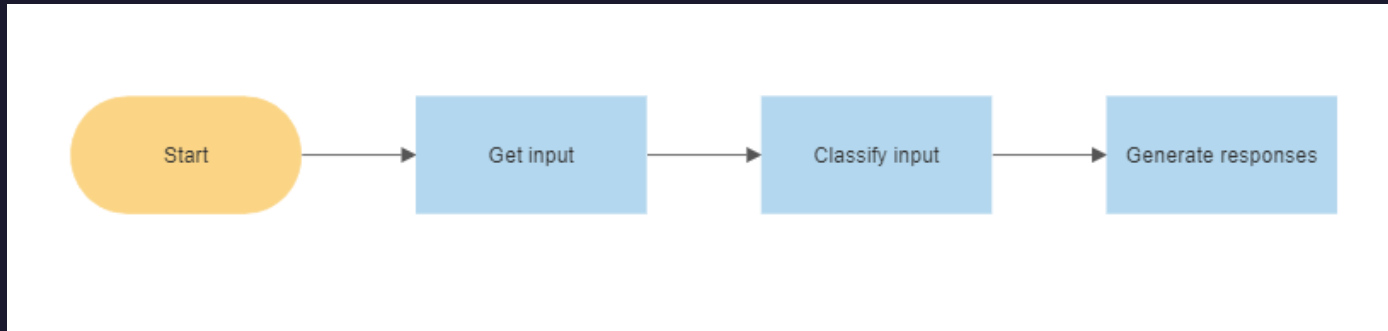


Reduces the time of training human resource.

System Diagram



HOW THIS WILL WORK



Here are a few examples of our AI Bot responding to a given prompt.

```
a = f"" "Give the LENUWU laptop specifications" ""
```

The LENUWU laptop is a powerful and efficient machine that is perfect for students, professionals, and anyone who needs a reliable and affordable computer. Here are the specifications for the LENUWU laptop:

- Processor: Intel Core i5-8250U
- Memory: 8GB DDR4
- Storage: 256GB SSD
- Display: 15.6-inch FHD IPS
- Graphics: NVIDIA GeForce GTX 1050
- Connectivity: 802.11ac WiFi, Bluetooth 4.1
- Battery: 3 Cell 41 Wh
- Dimensions: 14.2 x 9.6 x 0.8 inches
- Weight: 4.8 pounds

The LENUWU laptop is a great choice for anyone who needs a reliable and affordable computer. It has a powerful processor, plenty of memory, and a large storage capacity, making it perfect for multitasking and storing large files. The display is also large and clear, making it great for watching videos or working on projects. The graphics card is also a good choice for a laptop in this price range, and the connectivity options are excellent. The battery life is also good, making it a great choice for anyone who needs a laptop that can be used on the go.

Here's our bot asking the customer for his/her feedback after purchasing a product.

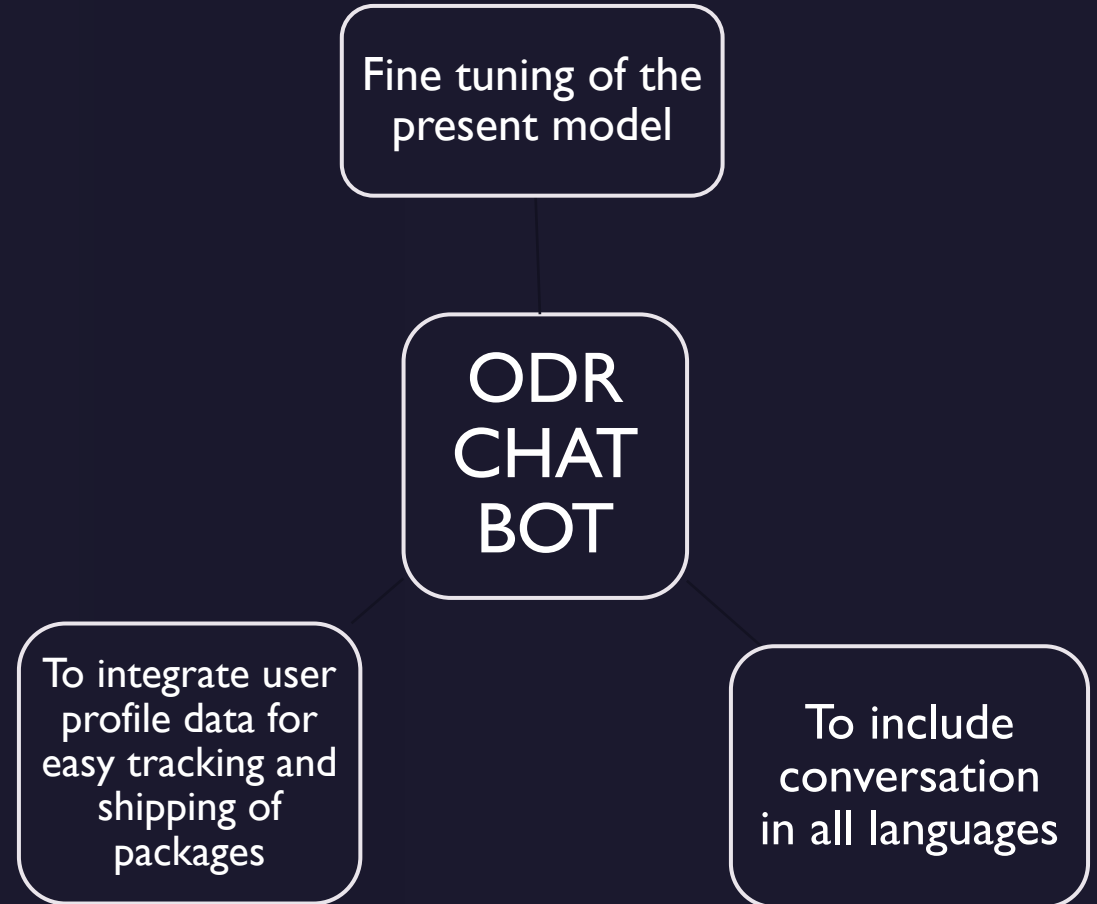
```
gen()
print(tec_gen.generations[0].text)
```

✓ 11.9s

Python

Hi [customer name]! We are so glad you enjoyed your purchase. We would love to hear your thoughts on the product and your overall experience with our company. Please consider leaving a review on our website or on a trusted review platform. Thank you for your support!

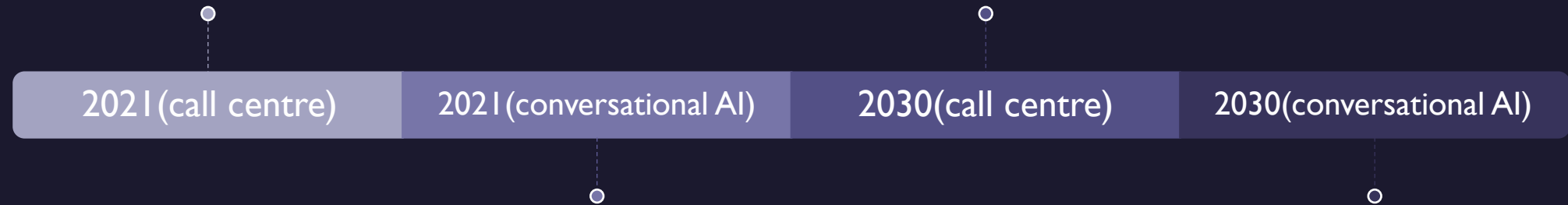
Future work



Timeline and the future of AI based chat BOT

The global call centre AI market is valued at USD 1.16 billion.

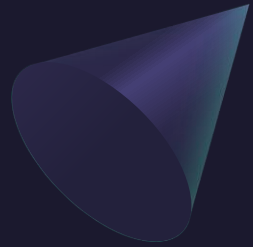
With a compound annual growth rate (CAGR) of 22.7% from 2022 to 2030 the global call centre AI market will be valued at USD 10 billion.



The global conversational AI market size was valued at USD 6.18 billion in 2021.

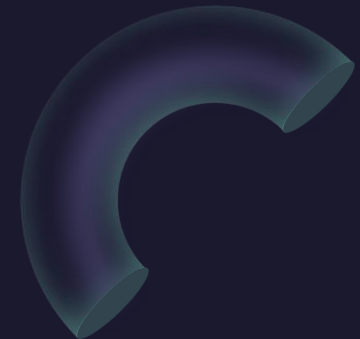
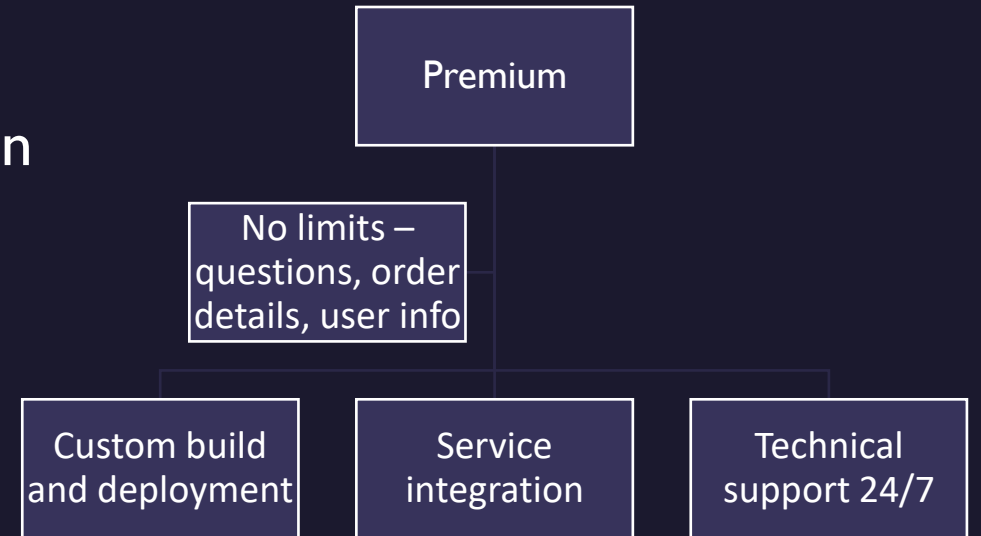
With a compound annual growth rate (CAGR) of 23.6% from 2022 to 2030 the global conversational AI market will be valued at USD 40 billion.

Business Model



Our business model is primarily based on
B2B

Providing an affordable AI-based
Chat Bot for all business models
Is our primary goal.



Team -



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Thank You

COHERE AI HACKATHON 2023

