Project Clippy

Revolutionizing the Customer Service Industry with LLMs

Meet the Team

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The Problem

There is currently no way to efficiently scale interactions with users or customers in a cheap and consistent way. Either rigid bots leave customers confused and angry or large numbers of customer service agents will be doing highly repetitive work at a large cost to an organization.
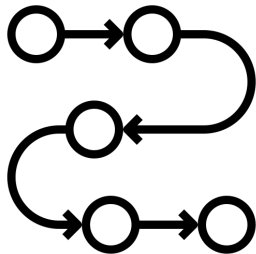
How does Clippy solve this?

Clippy **eases friction** in the chatbot to customer interaction, and **frees up bandwidth** for customer service agents.
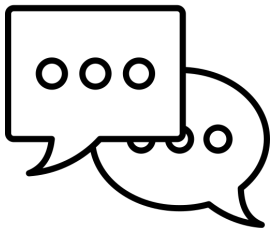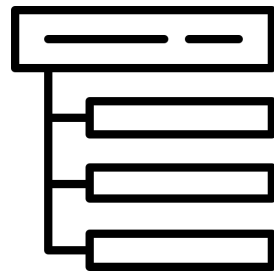
Conversational interactions in both text and speech forms

Decreases the need to **repeat or search** for information

Easy-to-use **UI interface** so **non-technical users** can also develop tools

Provides a **predictable framework** for unstructured data
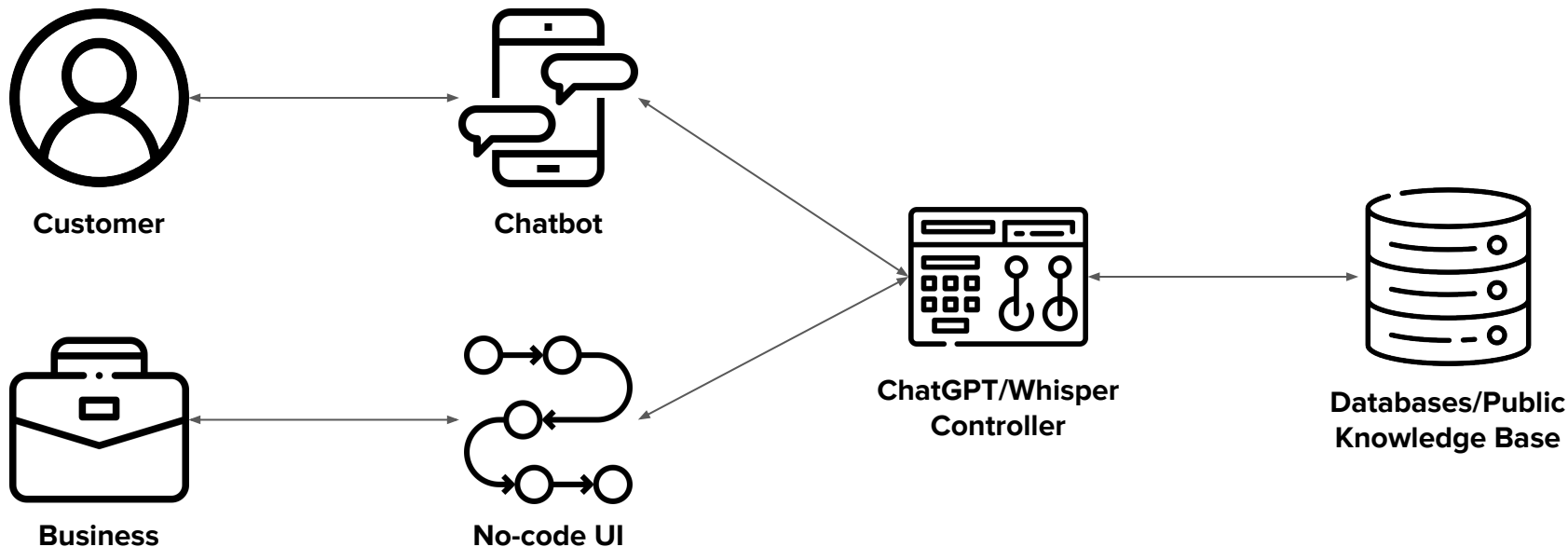
How does Clippy work?

OpenAI ▶

ChatGPT
ChatGPT is used externally to **understand conversational input** and internally to **execute a logical flow** on unstructured data.

Whisper
Whisper is use to **understand voice input** from the customer.

How does Clippy work?

Customer

Chatbot

Business

No-code UI

ChatGPT/Whisper Controller

Databases/Public Knowledge Base

Demo

Future Improvement

- Better database integrations

- Integration with more services

- A more dynamic and intuitive UI

Business Plan

Target Audience	Strategy	Metrics

The target audience for Clippy is companies where customer service plays an important role.
Clippy has a use case in almost any industry, including Retail, Finance,

Reach scale with many small customers through easy onboarding and digital marketing

Foremost we care about how many chats are successfully completed for customers

Thank you!