

A futuristic robot with a human-like face and a parrot logo in the background. The robot is white and blue, with a large eye and a small antenna. The parrot logo is orange and black. The background is a blurred office setting with a laptop and a person working.

KASUKU AI



www.afrineuron.com



Problem Statement

01

Scalability Issues

As businesses grow, so does the need for customer service agents. This leads to escalating costs and complexities in management.

During peak times, human agents may become overwhelmed, resulting in slower response times and inconsistencies in service quality.

03

Language barriers

Existing chatbots only support specific languages, with limited vocabulary and multilingual support.

Human agents are also unable to handle customer inquiries effectively in multiple languages.

02

Limited availability and customisation

Human agents cannot provide 24/7 customer service, resulting in unaddressed customer queries outside business hours.

Most off-the-shelf chatbot solutions come with in-built exchanges, with limited vocabulary. They function as glorified FAQ sections.

04

Integration with other SaaS platforms

Manual entry of orders into CRM platforms can be inefficient and prone to miscommunication and transcription errors.

Solution Overview

Our AI-powered chatbot, **Kasuku AI**, provides fast, accurate, and personalized assistance to customers 24/7.

Kasuku AI can be **trained on your enterprise data**, including customer profiles, transaction histories, product information, and customer service interactions in order to provide more effective and **personalized customer service**.

Kasuku AI comprehends and responds to customer inquiries in **multiple languages**, with the ability to **learn and adapt to each interaction** to provide more personalized service.



Key Features



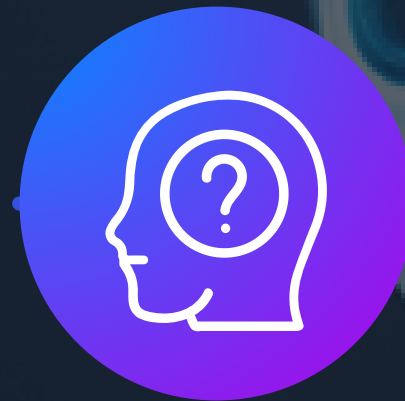
Multi-lingual

Supports multiple languages including English, Swahili, French, & German.



Adaptable

Our AI learns and adapts from each interaction, providing personalized assistance to enhance customer satisfaction and retention



Personalised

Trained on your enterprise data, such as past customer interactions and product catalogs, in order to provide effective and personalised responses to even the most complex inquiries.



Cost-effective and scalable

24/7 Round-the-clock service without the need for additional resources

Tech stack

Eleven Labs



Text-to-speech synthesis
(Output)

Streamlit



Front-end (UI)

OpenAI whisper



Speech-to-text (input)

ChatGPT



Natural Language Processing

Value proposition



Scalability

Kasuku AI is highly scalable. Unlike human agents who can only handle a limited number of queries at once, the chatbot can simultaneously manage numerous customer interactions without affecting the service quality. As your business grows, the chatbot effortlessly scales up to match the increased customer service demand, providing consistent and reliable service regardless of the volume of inquiries.



Customisation

Kasuku AI can be trained on your enterprise data, including customer profiles, transaction histories, product information, and customer service interactions in order to provide more effective and personalized customer service.



Data security and customisation

Our chatbot is designed with stringent data security measures in place. It ensures that customer data is collected, processed, and stored securely. As a part of our commitment to data security, we do not use proprietary user data for training external models.

Potential Applications



E-commerce

Integration of our chatbot on e-commerce platforms can enable seamless customer engagement, order placement, and fulfillment.



Personal Assistant

Our chatbot can act as an assistant to professionals. Enabling seamless booking of appointments and follow-ups.



Retail

Our chatbot can handle a multitude of customer queries about product availability, pricing, store hours, return policies, and more. It can also recommend products based on customer preferences, increasing sales.



Hospitality & Tourism

For hotels, airlines, and travel agencies, the chatbot can handle bookings, provide information about services, answer inquiries about travel destinations, and offer personalized travel recommendations.





Future scope

"While our chatbot is currently a prototype, its potential is immense. Future development and rigorous testing around data security and privacy will make it ready for commercial use. We envision a future where our chatbot will become an integral part of any business's customer service strategy

- **Integration with Whatsapp API to enable seamless customer engagement and lead generation on Whatsapp business.**
- **WordPress API/Plugin to the chatbot to enable integration with websites.**
- **VoIP call service for speech-to-speech interaction with the AI chatbot.**
- **Integration with CRM platforms.**

Our team



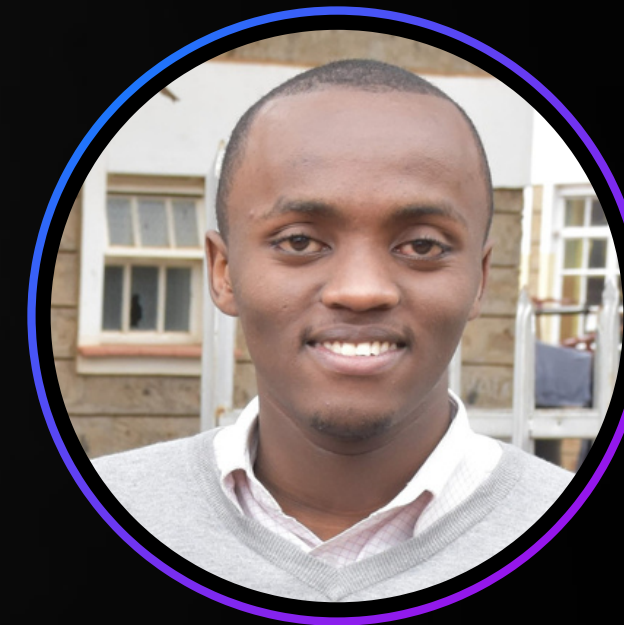
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