# SuperAgi Hackathon

# SKYWARD.AI

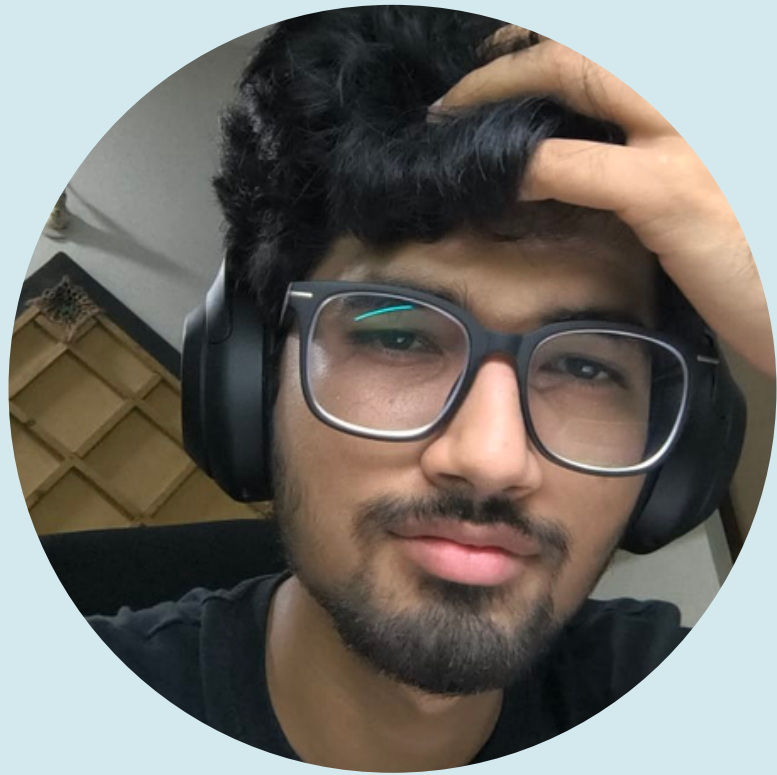**Enhancing Support, Every Customer Matters**
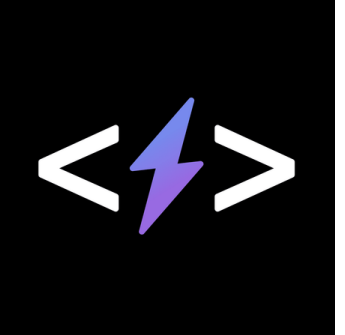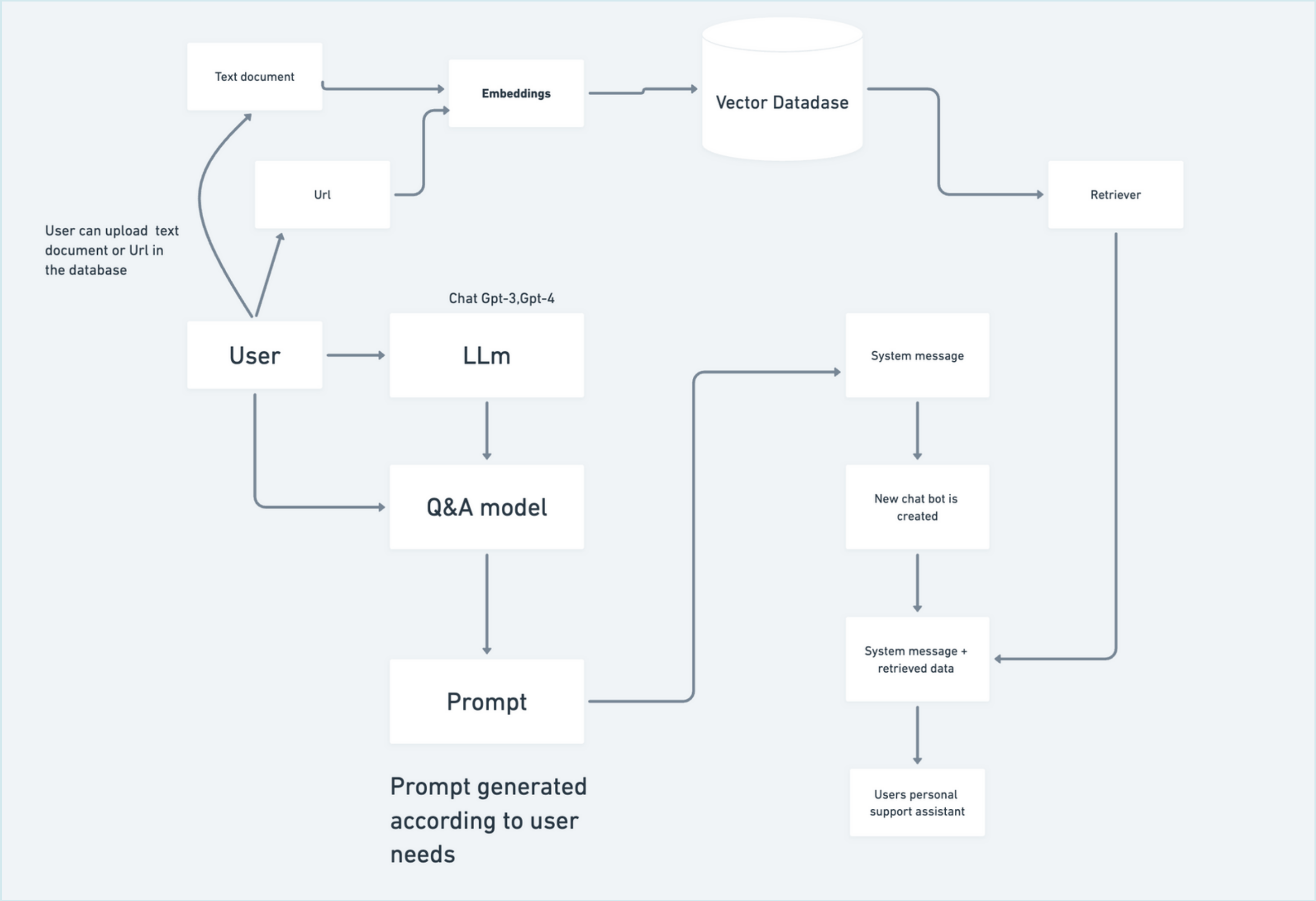
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# The Problem

Creating customized support for specific needs can be complex and technical. Need for a simple, conversational approach to express their requirements and receive a tailored chatbot that can be easily deployed on their website.
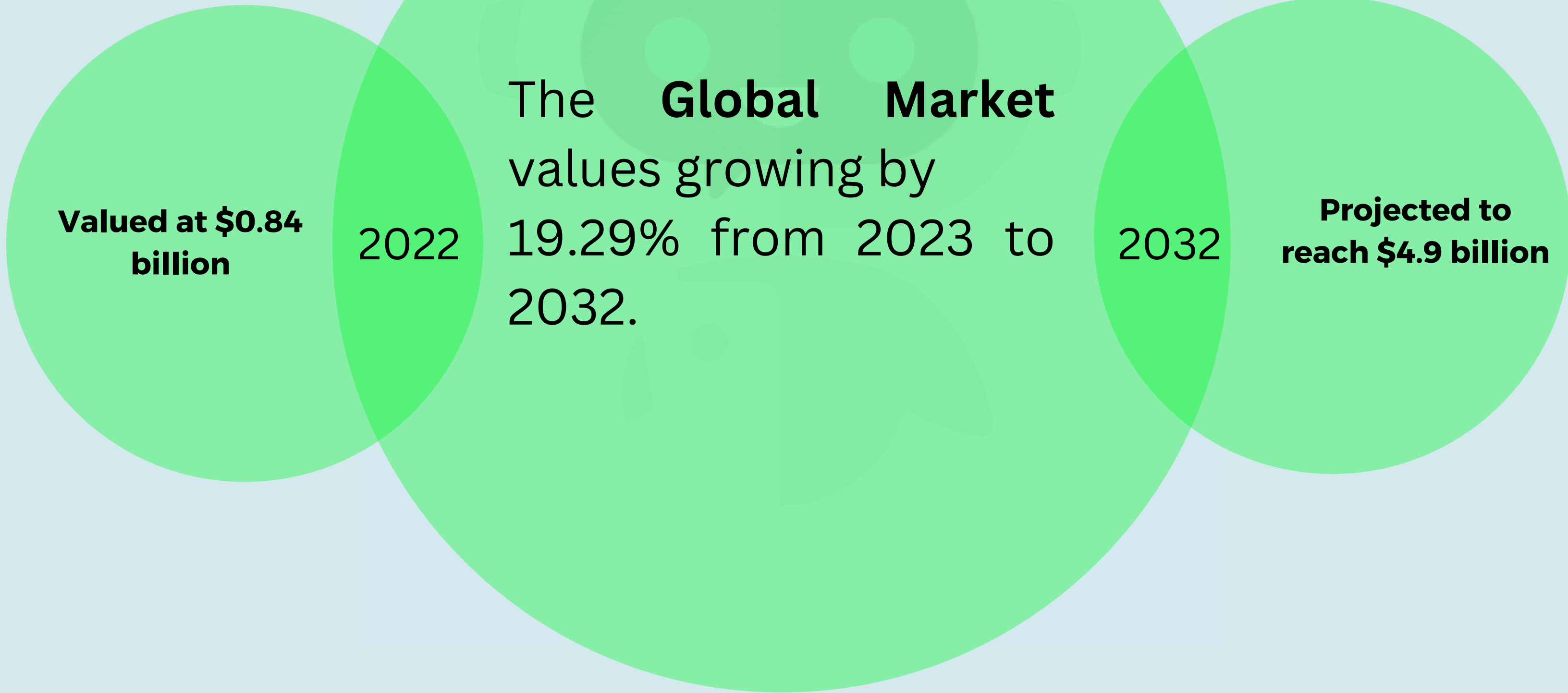
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# Case Study

| Title | A New Chatbot for Customer Service on Social Media | A Bibliometric Analysis of Publications on Customer Service Chatbots |
|---|---|---|
| ABSTRACT | This study presents a conversational system that uses deep learning to automatically respond to customer service requests on social media. Trained on 1 million Twitter conversations, the system effectively handles emotional requests and performs on par with human agents. It also outperforms information retrieval systems in both human and automated evaluations. | This study investigates the role of chatbots in Customer Service and their benefits for businesses. Through a literature review and bibliometric analysis, the research explores bot classifications, chatbot characteristics, and platforms for chatbot creation. The study highlights that chatbots enhance customer satisfaction by providing 24/7 service, personalized recommendations, and automated customer service tasks in areas like marketing, e-commerce, and HR. |
| Results | The deep learning-based chatbot outperformed the information retrieval system in terms of appropriateness, empathy, and helpfulness. The chatbot was able to recognize emotional situations and offer empathy accordingly. | The study examines chatbots, computer programs that use AI and natural language processing to converse with users. It emphasizes the value of chatbots in marketing, e-commerce, and HR for providing personalized customer interactions and helping businesses differentiate in a competitive environment. |

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# Architecture:



Text document

Embeddings

Vector Datadase

Url

User can upload text document or Url in the database

Chat Gpt-3,Gpt-4

User

LLm

System message

Q&A model

New chat bot is created

Prompt

System message + retrieved data

Retriever

Prompt generated according to user needs

Users personal support assistant

# Market size

**Valued at $0.84 billion**

2022

The **Global Market** values growing by 19.29% from 2023 to 2032.

2032

**Projected to reach $4.9 billion**

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# Pricing model:

## Base Plan
### For Start-up

- 3 Bots
- 1,000 Tokens/Bots
- Chat support/call support

## Pro plan
### For Mid-size

- 10 Bots
- 10,000 Tokens/Bots
- Chat support/call support

## Platinum plan
### For Large-size

- Unlimited Bots
- Unlimited Tokens/Bots
- 24/7 tech support
- CRM integration

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# Thank you