OneCenter

LABLAB VECTARA 2023

WHAT IS ONECENTER

- **An AI powered call center solution**

WHAT PROBLEM DOES ONECENTER ADDRESS

cutomer service challenges such as:

- **Delayed response**
- **Incompetent support staff**
- **Influx in call rate**

IMPACT OF MY HACK

According to a report by Statistica, as of 2022

- **the number of startups in Nigeria have exceeded 3360 and small businesses are over 30 million**

- **57.7 customer interactions with customers is by phone leaving the remaining 42.3 to be shared amongst email, chatbots, social media, etc**

TECHNOLOGIES USED

- **TypeScript**
- **RAG(Retrieval Augmented Generation)**
- **Vectara (Faster Vector Database)**
- **Gpt3.5**
- **Jambonz**
- **Radysis**