Food complaints Resolution

AI App

Food complaints are handled with
a quick and customer-focused app

Our app makes it easy to handle customers complaints for damaged damaged food items by using an AI instead of human resources.

Meet our Team

Ayesha Mehmood

Mathematician

LinkedIn

Jaweria Batool

Software Engineer

LinkedIn

Indar Kumar

Data Scientist @ PG&E

LinkedIn

Ranjeet Nagarkar

Machine Learning
Engineer@DataKnobs
MSDS student- USFCA

LinkedIn

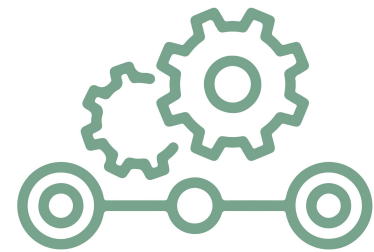**Inam Ul Rehman**

Software Engineer

LinkedIn

Usman Ali

Data Scientist & Graphic Designer

LinkedIn

Challenges Targeted and Solutions Provided:

Food Complaint Resolution

Streamlining Food Complaints:

The app aims to streamline the process of resolving food-related complaints by allowing users to upload images of their food items along with a description of the issue

Automated Recognition and Validation:

Utilizes Clarifai API for food item recognition in the images, automatically validating if the recognized items align with the selected food item.

Enhanced Customer Experience:

It uses multimodal GPT-4 Vision and GPT-4 Turbo to verify recognized food items, enhancing customer experience with personalized refund recommendations based on image analysis and user descriptions
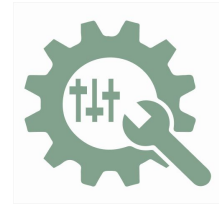
Benefits:

Handling of complaints in a quick manner without the need for extensive human intervention thus saving costs and time

Control your customer support

Take control of your customer support requirements with our innovative app architecture

Customized for your needs

Seamlessly integrate your company policies into our application, customizing it for user complaint handling to ensure a tailored and efficient experience

Multi-Modal LLM Model for Enhanced Image Data Support

Offer customers a live-agent-like experience with our advanced multi-modal LLM models. Analyze user-provided images and text for dynamic and responsive interactions

Target Market

The users we shall cater to

Food Service Industry:

- Restaurants and Cafes.
- Food Delivery Platforms.

Food delivery services can benefit from efficient complaint resolution, improving their customer service time and user satisfaction.

Customer Service Software Providers:

- Food Industry Tech Providers.
- Customer Service Software Providers.

Businesses providing technology solutions to the food industry may find value in incorporating our app to enhance their offerings.

Market size

10.5 Billion USD

Customer Service Software Market Size

CAGR

Of 21.1% from 2022 to 2030

58.1 Billion USD

Market Size by 2030

Source

Business Model/Savings:

Strategies for Cost Reduction in Business Operations

Reduce Service times

Substantially reduce the service times for the customer complaints in real time thus enhancing customer experience and satisfaction

Reduced human resources

Less human resources required to resolve customer complaints thus saving costs on live agent services

Timing

We believe that the timing is perfect to unveil our product

Rise of Multi-modal generative models

It's the best time to integrate chatbots with multi-modal generative AI models

Boom in food delivery services

Amid the flourishing food and home delivery industry, now is the opportune moment to seamlessly integrate generative models into customer support services.

Market Readiness

The widespread adoption of LLM technology is evident, with numerous companies establishing specialized AI conversational teams to harness the capabilities of generative AI.

Our Tech Stack

We have utilised some of the most new and emerging technologies in the market today to design a future-forward product

Food-item-recognition model

Enhance your customer support app with the food recognition model.

GPT-4 models

Leveraging multi-modality of GPT- 4 vision and GPT- 4 turbo for integrating image data with text support

Streamlit

Crafting seamless user experiences with interactive, real-time web apps.

Demo

Future Expansion

We plan to further refine and improve our app to have a production grade customer support

Personalized for the organization

Customize the application through RAG and fine-tuning to align seamlessly with the customer database and company policies, ensuring personalized solutions tailored to the unique needs of customers.

Scalable for production

Elevate the customer support with our application seamlessly deployed on a production-grade chatbot. Gain enhanced control and efficiency to meet the customer support needs effortlessly.

Improved Food Recognition model

Fine-tune the food recognition model on the company database

Thank you!