



We empower businesses with **AI** to **Automate** their **Customer Support**

Automate Businesses .. Globally With Instant .. Zero Code AI Workers

# Problem Statement

## Meet Ahmed



**Ahmed is an Event Organizer**

He organizes events like conferences, exhibitions, seminars, workshops, etc.

# Problem Statement

Ahmed



Participants



Many Participants Contact Ahmed about events information all the time asking about many things like the event location, speakers, dates, etc.

They will contact Ahmed anytime and day like during morning, evening, night, weekends, etc.

# Problem Statement



As a result, Ahmed delays to reply and causing customer Dissatisfaction



Sometimes, he needs to refer to documents to be able to answer the enquiries which will consume his time

# Problem Statement

Eventually...



# Problem Statement



Ahmed isn't alone, there are a lot of people like Ahmed out there, facing problems in replying to their **Customer Enquiries** in different industries like E-Commerce, Hotels, Restaurants, and Customer Support Services.



# Problem Statement

That's why ....

# Problem Statement



We came out with an idea...



# Problem Statement

Introducing .....

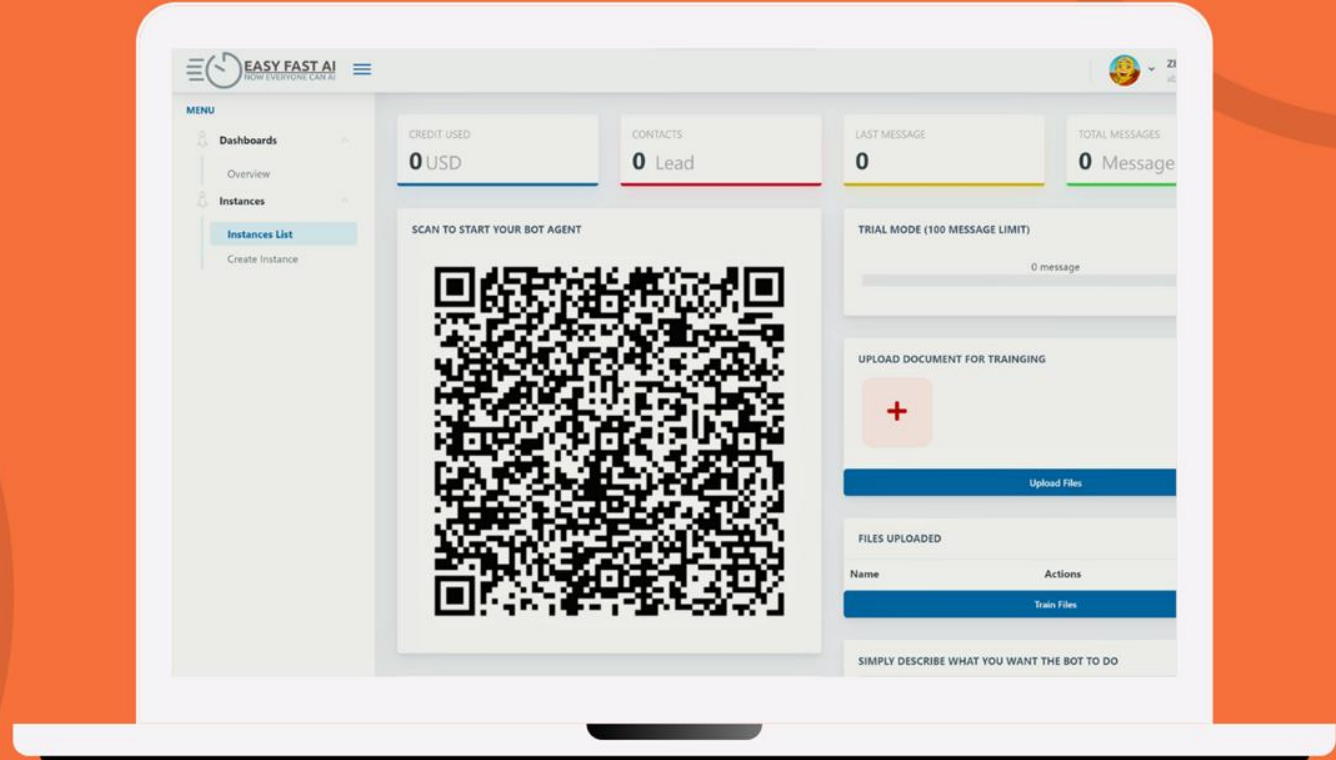
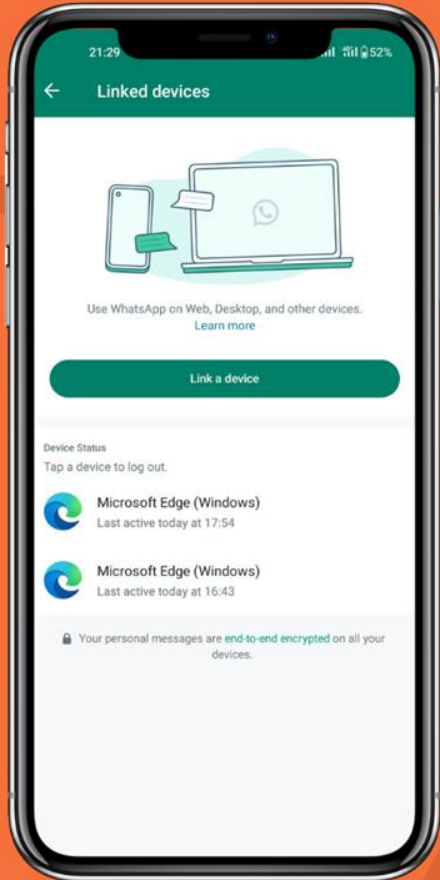
# The Solution



EasyFastAI is a groundbreaking AI solution for enterprises to automate all their customers enquiries with AI

# The Solution - How to use EasyFastAI..? - Step 1

Link your WhatsApp with EasyFastAI by scanning the QR code in the EasyFastAI platform



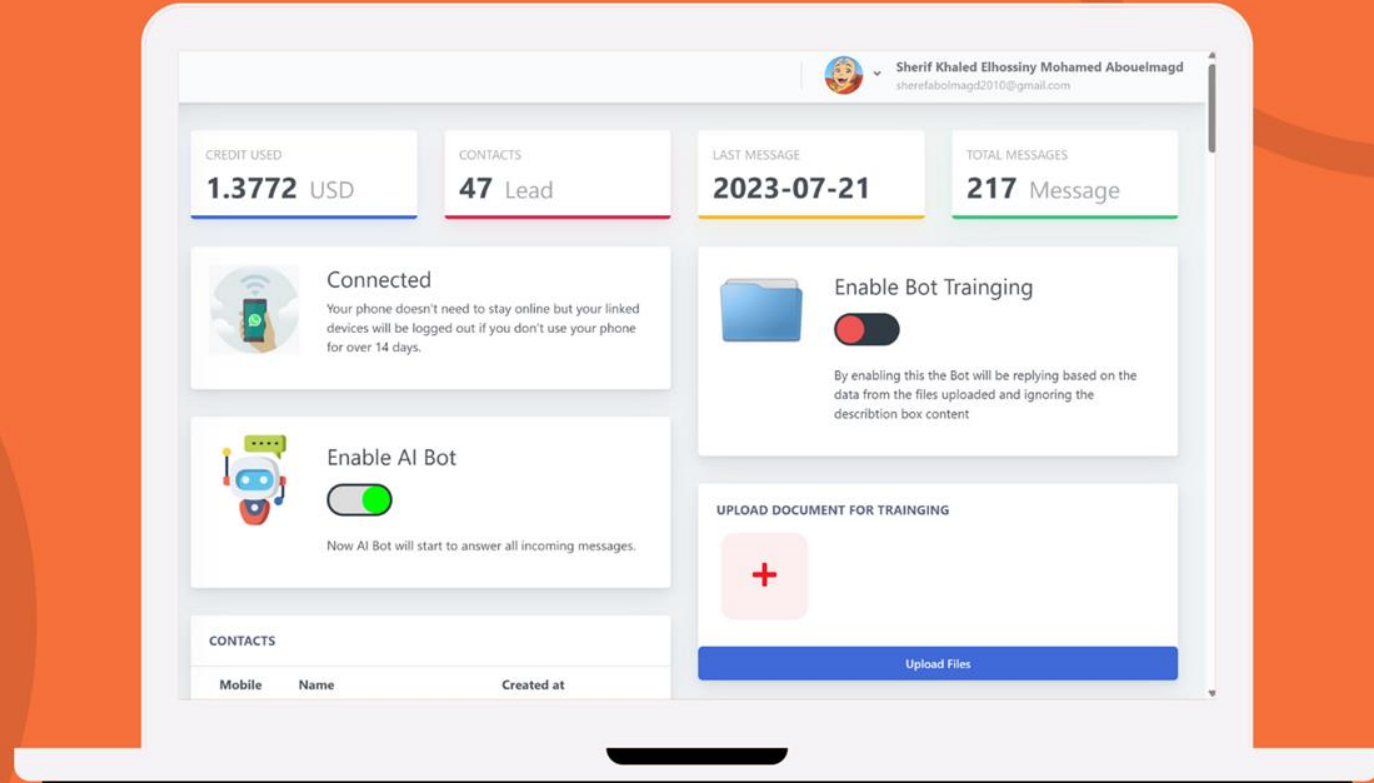
# The Solution - How to use EasyFastAI..? - Step 2

Upload all your documents to train the EasyFastAI with your information

UPLOAD

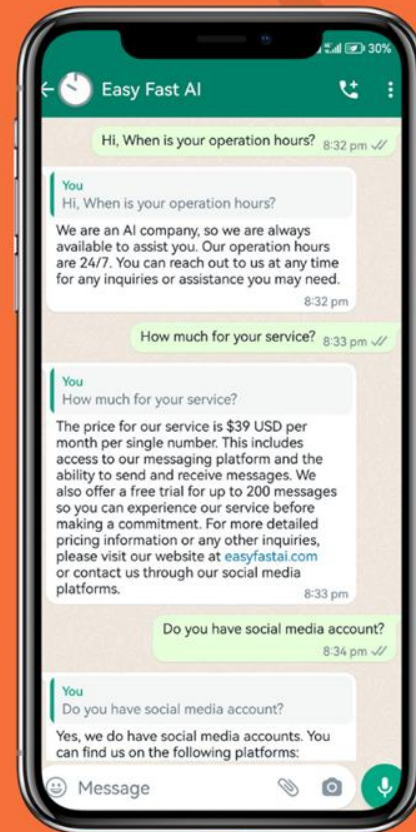


- PDF
- Excel
- Word
- JSON
- Audio
- Cloud Folder
- Website URL
- SQL Database
- More



# The Solution - How to use EasyFastAI..? - Step 3

Now, your WhatsApp can use EasyFastAI to reply messages and voice notes in multiple languages



# The Solution - Technology Used



## Firebase

Google's mobile and web application development platform with cloud services



## Puppeteer

Google's tool for headless Chrome automation and web page manipulation.



## Mongodb

NoSQL database for flexible, scalable, and high-performance data storage and retrieval



## RabbitMQ

Open-source message broker for reliable, asynchronous communication between applications



## WhatsApp

Popular messaging app for text, voice, and video communication globally



## Socket.io

JavaScript library for real-time, bidirectional communication between clients and servers



## Embeddings

OpenAI's Embedding that convert text into vectors for the AI to be able to understand and match.



## ChatGPT

ChatGPT is a versatile AI language model for natural language processing



## Whisper

OpenAI's speech recognition system for accurate, multi-language audio-to-text transcription.



## LangChain

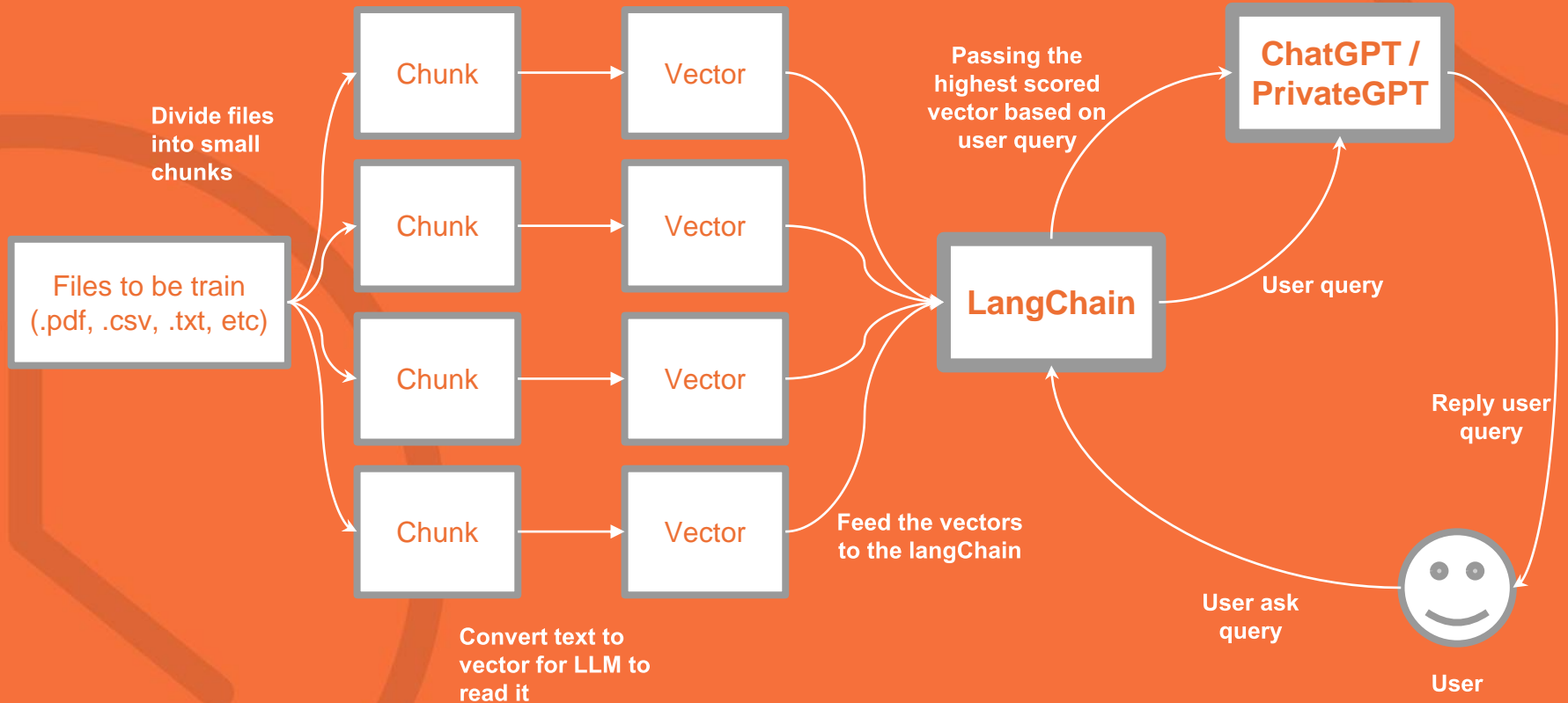
Framework for developing applications powered by language models



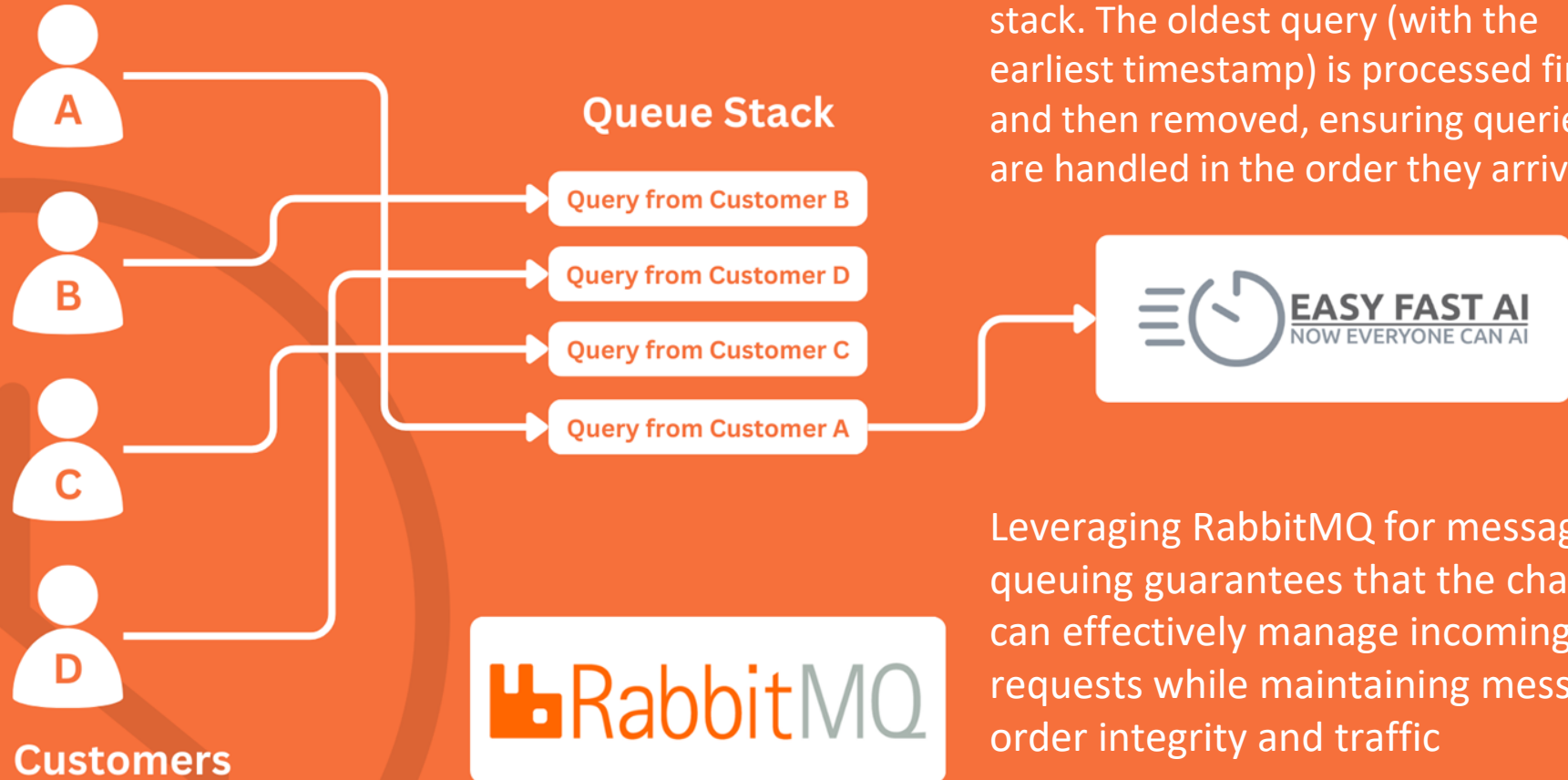
## PrivateGPT

Secure, privacy-focused variant of GPT for confidential AI interactions

# The Solution – Design Overview



## The Solution – Enterprise Grade Environment



In a FCFS query system, queries are assigned timestamps and stored in a stack. The oldest query (with the earliest timestamp) is processed first, and then removed, ensuring queries are handled in the order they arrived

Leveraging RabbitMQ for message queuing guarantees that the chatbot can effectively manage incoming requests while maintaining message order integrity and traffic



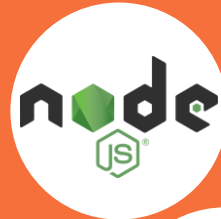
# The Solution – Technology Stack



FrontEnd



BackEnd



DataBase



DevOps



# The Solution – Market Sizing (System Infrastructure)



**Low Traffic**  
(Server workload indicator 10%)

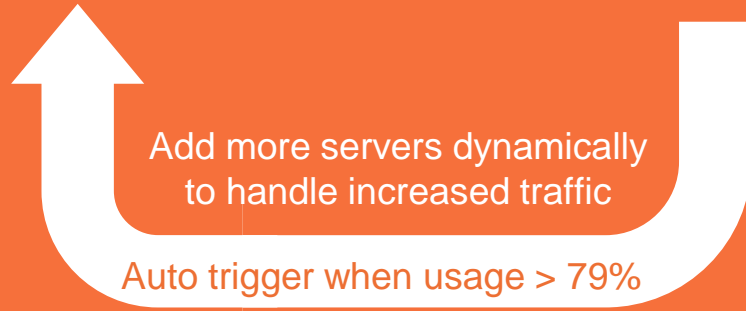


**Medium Traffic**  
(Server workload indicator 50%)



**High Traffic**  
(Server workload indicator 80%)

- Load Balancing:** Distribute requests evenly.
- Horizontal Scaling:** Add servers dynamically.
- Asynchronous Processing:** Queue non-urgent tasks.
- Rate Limiting:** Prevent excessive usage.
- Auto-Scaling:** Adjust server capacity.



# Our Customers

All businesses that have customer support and use Chatbots to reply to their customers

## Insurance Companies

Answering claim details and the insurance policy terms and elaborating on the different between different insurance plans

## Hotels

Answering the customers about the available rooms and bookings and performing the booking for them

## Traveling Agencies

Explain the different traveling packages available and help in booking, payment and managing bookings

## Airlines Companies

Help customers to book flights, manage their old bookings and provide all the details about pricing and times

## Restaurants

Explain the menu options for customers, conduct booking for them, and elaborate about the meals and the pricing

## Event Organizers

Understand every new event details and answer customers about dates, time, location, agenda, speakers and more about the events details

## University Admission

Promote the university programs to new customers, explain each degree's specifications and help customers choose the right degree for them

## E-commerce

Help customers search for the right product for them, compare products and explain the specifications of a product

## Banks

Answer all the customer inquiries about the banks' policies, procedures to be done to conduct a certain transaction and send them the necessary forms

**AND MORE...**

# The Solution - EasyFastAI Features/Benefits

Link to WhatsApp,  
Telegram, Facebook

Train with different  
types of documents

Reply to multiple  
languages

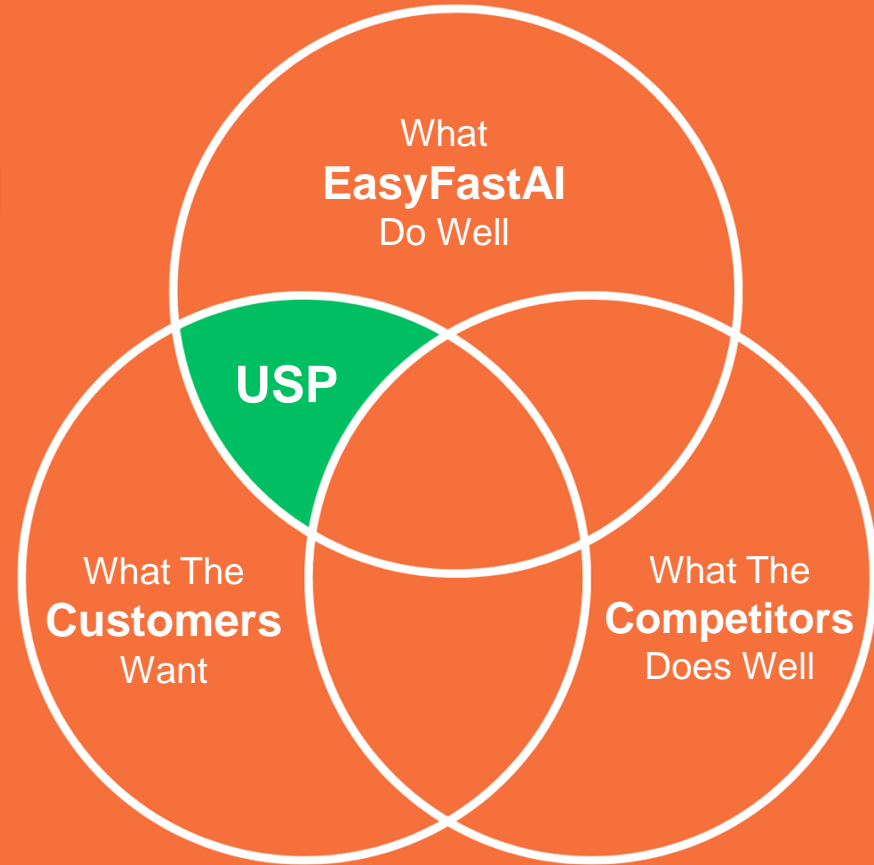
Reply to voice  
notes



## Perform Actions

Booking, Purchasing, Emails, Calendar, etc

## The Solution – Unique Selling Point (USP)



- **Privacy:** Your Data is protected and private it is not reused again and its encrypted
- **Versatile:** Works seamlessly with Personal, Business, and Official WhatsApp, Telegram and Facebook accounts
- **Multi-Data Integration:** Train bots with diverse data sources for comprehensive knowledge
- **Human-Like Understanding:** Capable of comprehending human language, even with spelling mistakes, ensuring smooth and natural conversations
- **Multilingual:** Supports multiple languages, making it accessible to users worldwide
- **Text and Voice Support:** Handles various formats, including text and voice messages, for a truly interactive experience
- **Intelligent Responses:** Delivers responses in a natural, human-like language, avoiding repetitive answers for engaging conversations
- **Easy Setup:** Get started in just 3 simple steps and less than 5 minutes, making it hassle-free to integrate into your WhatsApp, Telegram, Facebook
- **Conversation Memory:** Remembers previous interactions with customers, providing a personalized experience and building stronger connections

# Competitive Analysis



					
Founded	Today	2020, IN	2020, HK	1999, NL	2009, US
LLM Tech	✓	✓	✓	✓	✓
Document Training	✓				✓
Personalized Conversation	✓		✓	✓	
Seamless Integration	✓				
Friendly UI	✓	✓	✓		
Perform Actions	✓				

# Go to Market Strategy

## Strategy 1 – Spread Awareness and offer Free Trial

Using AI to fully automate customer support isn't a commonly used approach among businesses



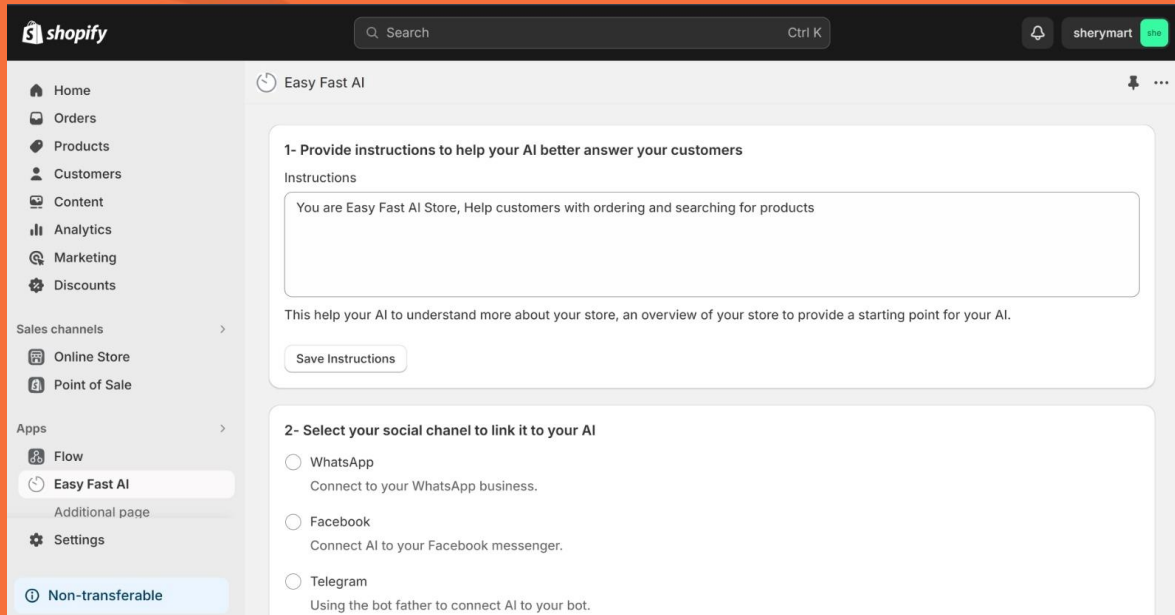
Validate the solution capabilities to automate customer support by demonstrating show cases to our targeted customers and convince them to try the solution with a **free trial for 100 conversations**

# Go to Market Strategy

## Strategy 2 – Integrate with specific market segments

Integrate EasyFastAI with some special customer segments like E-commerce customers who are using Shopify to sell their products

This photo shows the EasyFastAI plugin that we are working on to be available in Shopify Plugins store. Therefore, any Shopify store can download and install it on their Shopify store to integrate EasyFastAI with their stores to reply to customers and perform Shopify actions like Purchasing, modifying order details and comparing products. All this is done on WhatsApp, Telegram, Facebook, etc.





# Go to Market Strategy

Things to keep in mind

EasyFastAI can be used by different customers like hotels, traveling agencies, event organizers, e-commerce and more.



We have to study each customer segment separately because each customer segment will have a different value proposition based on the nature of the business. Therefore the penetration to each market segment will be done in a different way

# Business/Revenue Model

Basic

**\$39/m**

&

**\$2 per 1mil Char**

- 1 WhatsApp Line
- Basic Support

Silver (Most Popular)

**\$59/m**

&

**\$2 per 1mil Char**

- 1 WhatsApp Line
- Basic Support
- Voice Note Support

Diamond

**\$69/m**

&

**\$2 per 1mil Char**

- 1 WhatsApp Line
- Basic Support
- Voice Note Support
- Reports and analytics

# Financial - Costs

Based on some basic estimations

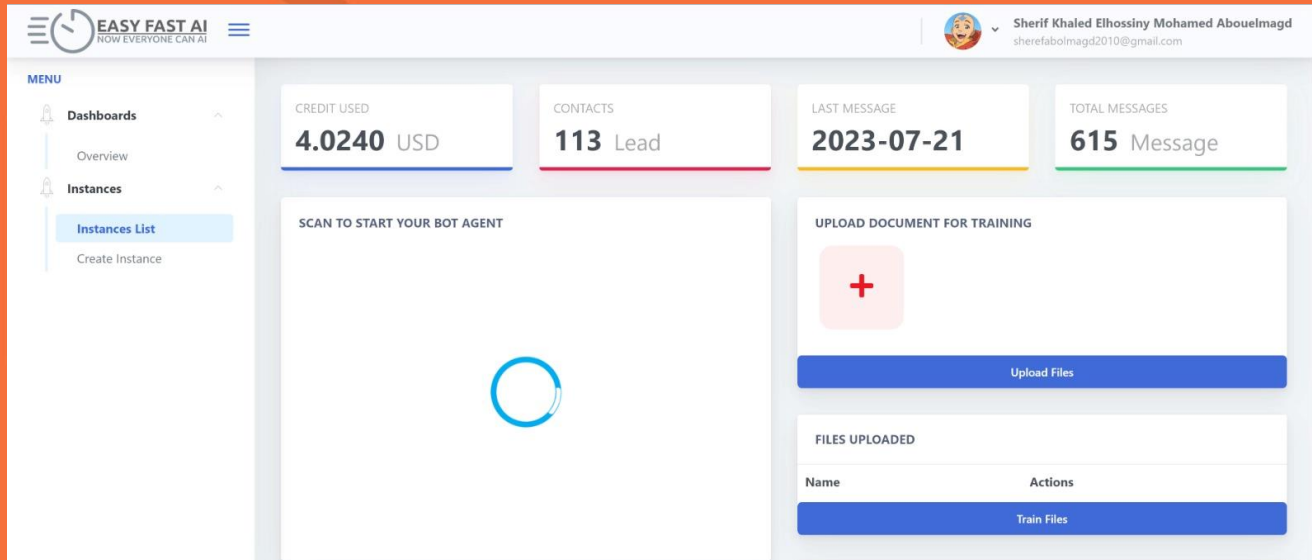
<b>Cost</b> (USD)	
<b>Infrastructure</b>	<b>Around 200 USD/month</b>
<b>GPT-4 API</b>	<b>1 USD/ 2mil character</b>
<b>Whisper API</b>	<b>1\$ / 150 mins recording</b>

<b>Revenue</b> (USD)	
<b>Service Subscription per line</b>	<b>\$39 – 59\$ - \$69</b>
<b>Messaging</b>	<b>\$2 / 1mil character</b>
<b>Voice Notes</b>	<b>\$2 / 100 mins</b>
<b>Actions Integrations</b>	<b>\$2 / 100 actions performed</b>

# Validation/Traction

Based on customer experiments – Our first paying customer (Ahmed)

We experimented EasyFastAI on an Event Organizer customer when they organized the ENT UPDATE 2023 Conference. Their feedback was very good and EasyFastAI managed to reply to 615 messages using the conference WhatsApp replying to 113 customers. **Ahmed now is our first paying customer.**



The screenshot displays the EasyFastAI dashboard interface. The top navigation bar includes the logo 'EASY FAST AI NOW EVERYONE CAN AI' and the user profile 'Sherif Khaled Elhossiny Mohamed Abouelmagd' with the email 'sherefaboimgd2010@gmail.com'. The main dashboard area is divided into several sections:

- MENU:** Includes 'Dashboards' (Overview) and 'Instances' (Instances List, Create Instance).
- STATISTICS:** Four summary cards showing:
  - CREDIT USED: 4.0240 USD
  - CONTACTS: 113 Lead
  - LAST MESSAGE: 2023-07-21
  - TOTAL MESSAGES: 615 Message
- SCAN TO START YOUR BOT AGENT:** A large QR code area for bot activation.
- UPLOAD DOCUMENT FOR TRAINING:** A section with a red plus icon and an 'Upload Files' button.
- FILES UPLOADED:** A table with columns for 'Name' and 'Actions', featuring a 'Train Files' button.

The photo also shows an estimated cost after the subscription fees. Since our business model includes monthly fees and “as you go” fees. The photo shows that “as you go fees” after replying to 615 messages is around 4 USD.

# Future Prospects – What is next..?



## User Case 1

Hotel Room Booking

Automate Businesses .. Globally With Instant .. Zero Code AI Workers



## User Case 2

Purchasing from Shopify Store

Automate Businesses .. Globally With Instant .. Zero Code AI Workers

Feel Free to watch our demo here:

<https://youtu.be/Va3Uizp2M0c>

# Future Prospects – What is next..?

Q1 2024

## Currunt

WhatsApp, Telegram,  
Facebook Integration  
Train AI with Documents  
Multi Language  
Handle Voice Enquiry  
AI Ability to Perform  
Action

Q2 & Q3 2024

## Near Future

Meta Integration with  
Instagram  
Connect AI to Live Data

10-40 Clients

\$50-90K Revenue

Q4 2024

## Long Term

Marketing  
Biz Development  
System Refinement  
Enhance AI to Reply to  
Facebook and Instagram  
Comments and google  
reviews

100-500 Clients

\$100K-450K Revenue

# People Behind EasyFastAI



## **Sherif Abouelmagd**

Chief Executive Officer  
AI & LLMs Engineer in HealthCare  
and TeleHealth  
Kuala Lumpur, Malaysia

Software Engineering from UTM Malaysia  
Design, built and deployed 2 AI products  
Work in multiple full stack projects.  
5 years experience in software dev.  
Skilled in robotics, AI and Full-stack dev.  
Represented Malaysia internationally in Robotics for 2 years in a row.



## **Omar Abouelmagd**

Business Development Manager  
AI Engineering, Business &  
Robotics  
Penang, Malaysia

Background in Mechatronics Engineering, ML from Oxford  
2 Publications in IOT & Robotics  
2 Intellectual Properties IPs  
2 years of experience in AI and Robotics  
Skilled in programming, problem solving



**EASY FAST AI**  
NOW EVERYONE CAN AI



*Try it out NOW!*

**CLICK HERE TO  
TRY IT NOW**