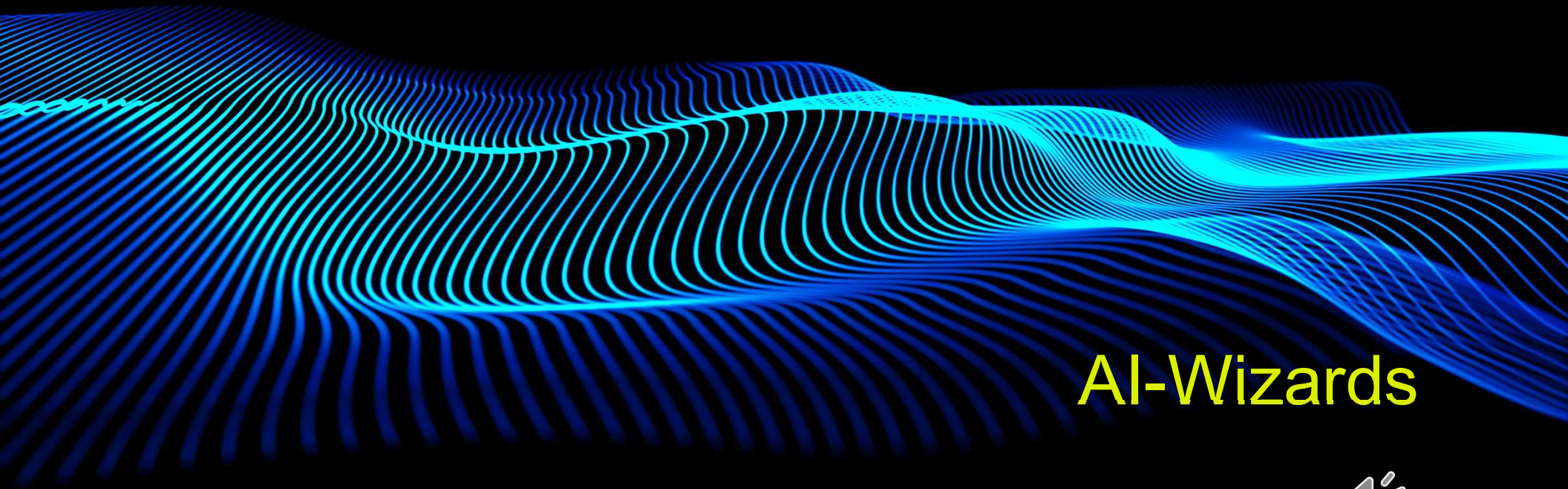
MediGenius: Smart Customer Care Bot



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Our Team

AI-Wizards

Narendra

- Principal Software Engineer @Veritas
- 1+ yrs. AI/ML exp
- Data Scientist and QA

Priyanshu

- R&D Engineer @ Genpact
- 1 yrs. AI/ML exp
- ML Engineer and Researcher

Shayan

- Developer@Turing
- 4 yrs. AI/ML exp
- Domain Expert and ML Engineer

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Problem statement

Challenges in traditional customer care support:-

- Long wait time
- Limited Accessibility
- Rising Cost
- Lack of personalization

So,

Introducing a ground-breaking approach to customer service, Designing an AI-driven chat solution for streamlined healthcare customer service, prioritizing real-time query resolution and personalized assistance.

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Overview

- A smart customer care bot, offering personalized assistance and solutions to inquiries through natural language processing ultimately enhancing customer satisfaction and streamlining support processes.
- Combining OpenAI GPT-4 with TruLens technology, this chatbot offers an advanced customer care experience, leveraging state-of-the-art natural language understanding and personalized recommendations to address inquiries effectively and empathetically, setting new standards in customer service excellence.

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Technologies Used:

Front End	Back End / Framework	Models	Database
• Telegram App	• Llama_index • Python • telebot library • trulens (Benchmarking)	• OpenAI – GPT4 • text-embedding-small (for embedding)	• MongoDB Altas as Vector DB

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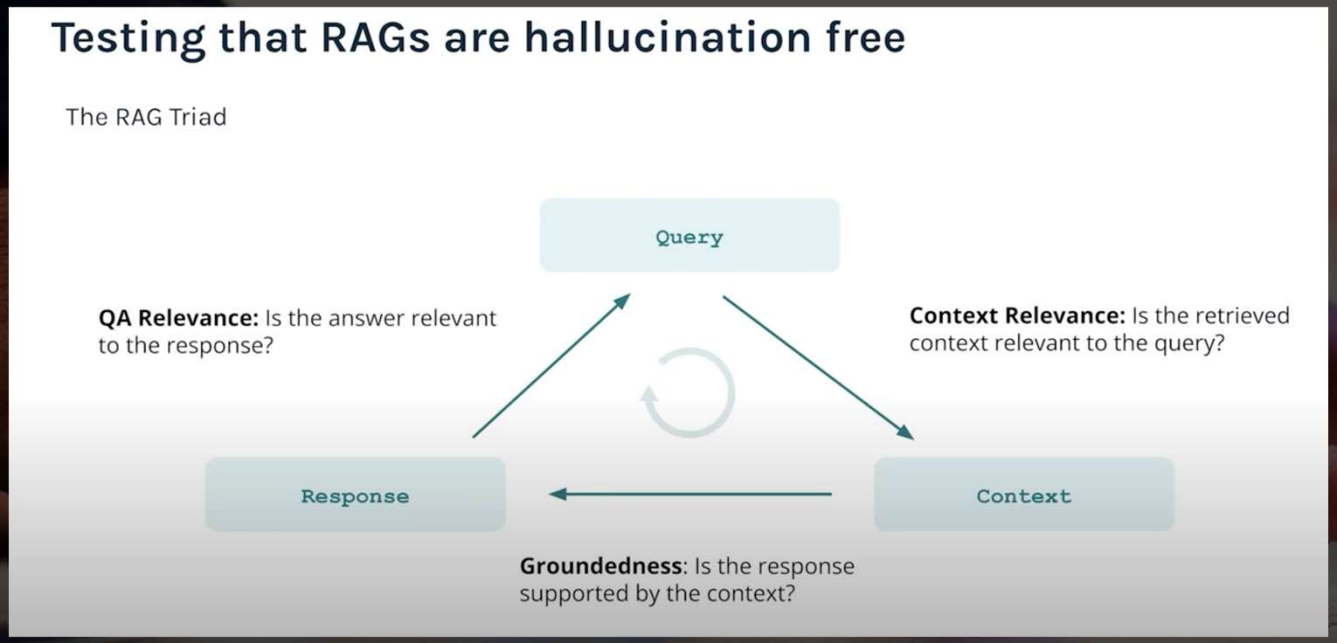
Use of TruLens

- A powerful open-source library for evaluating and tracking large language model-based applications



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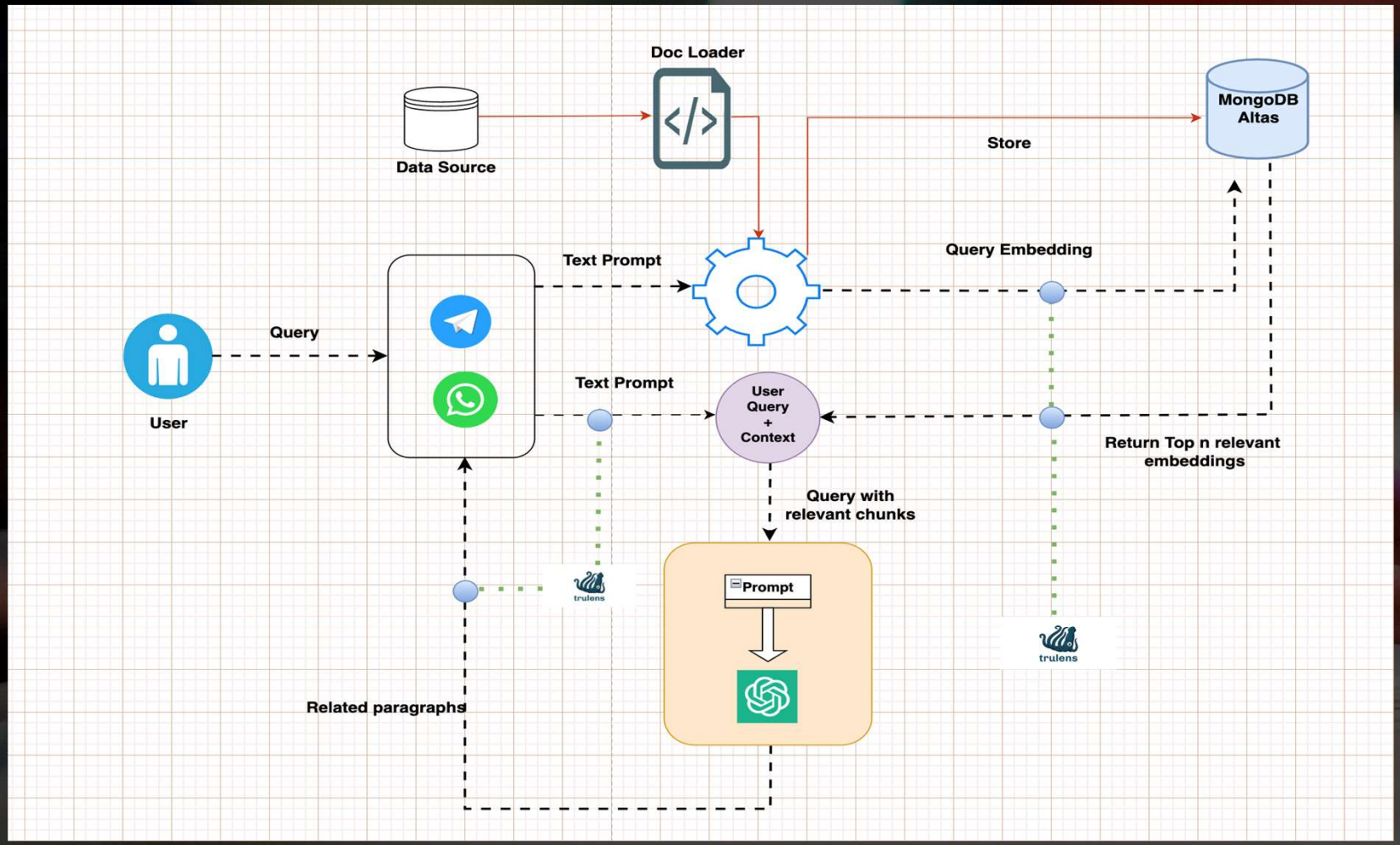
Architecture Diagram



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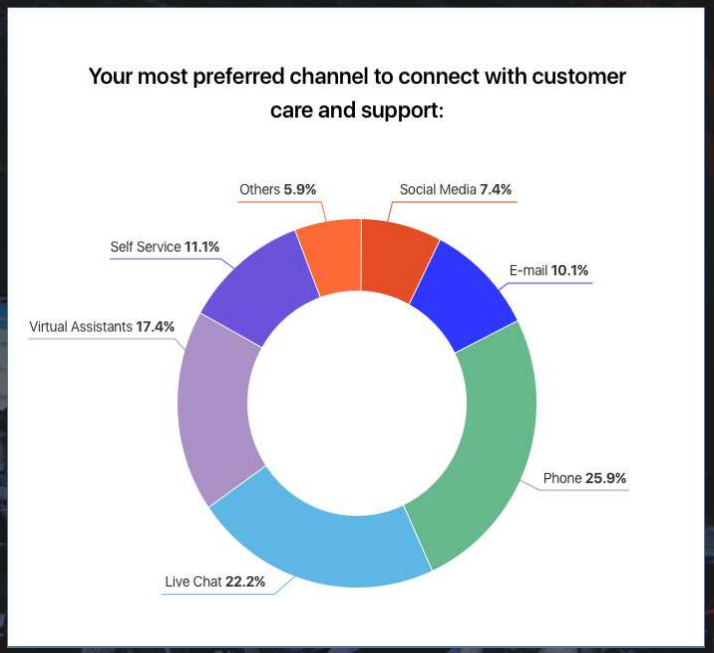
Market Opportunity

- Growing demand for efficient customer service solutions
- Adoption trends: Shift towards text and voice-enabled technologies
- Target industries: E-commerce, telecommunications, healthcare, hospitality



Global customer care industry survey

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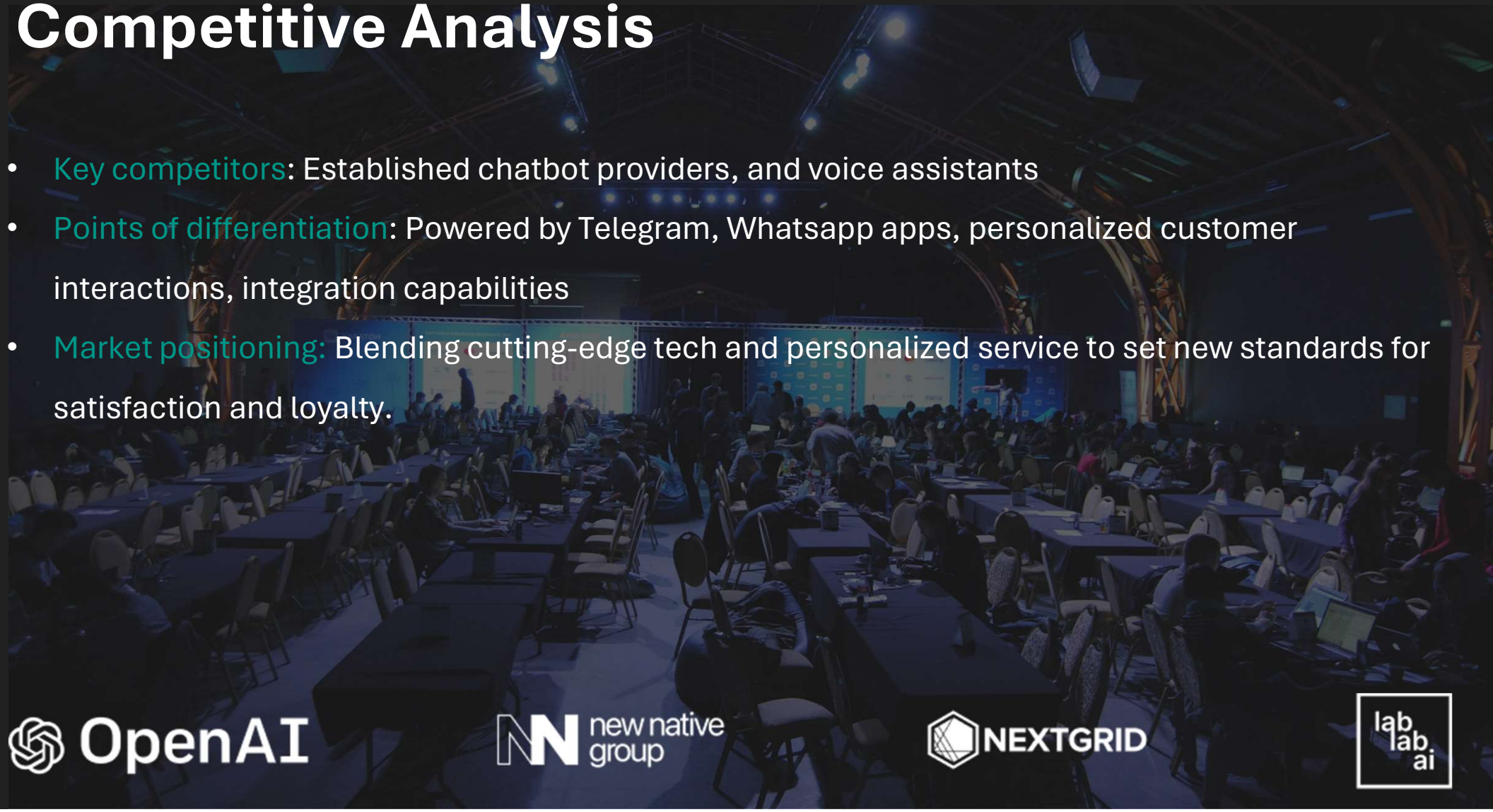
Competitive Analysis

- Key competitors: Established chatbot providers, and voice assistants
- Points of differentiation: Powered by Telegram, Whatsapp apps, personalized customer interactions, integration capabilities
- Market positioning: Blending cutting-edge tech and personalized service to set new standards for satisfaction and loyalty.



Revenue Model

- Pay-per-use pricing: Charging customers based on the number of interactions or minutes of usage, allowing for flexibility and scalability
- Licensing fees: Generating revenue through licensing the technology to third-party platforms or businesses for integration into their systems
- Value-added services: Offering premium features such as advanced analytics, customizations, or dedicated support for an additional fee
- Partnerships and collaborations: Exploring opportunities to monetize through partnerships with other businesses or service providers, sharing revenue generated from joint offerings or referrals.

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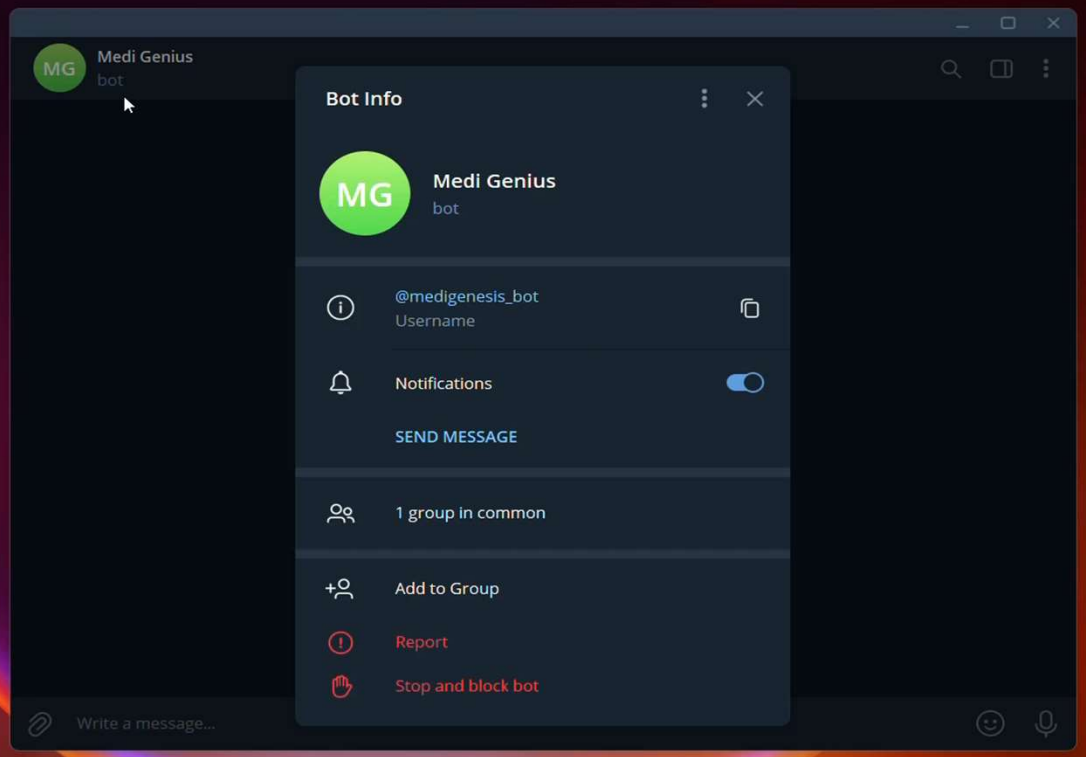
App **Demo**



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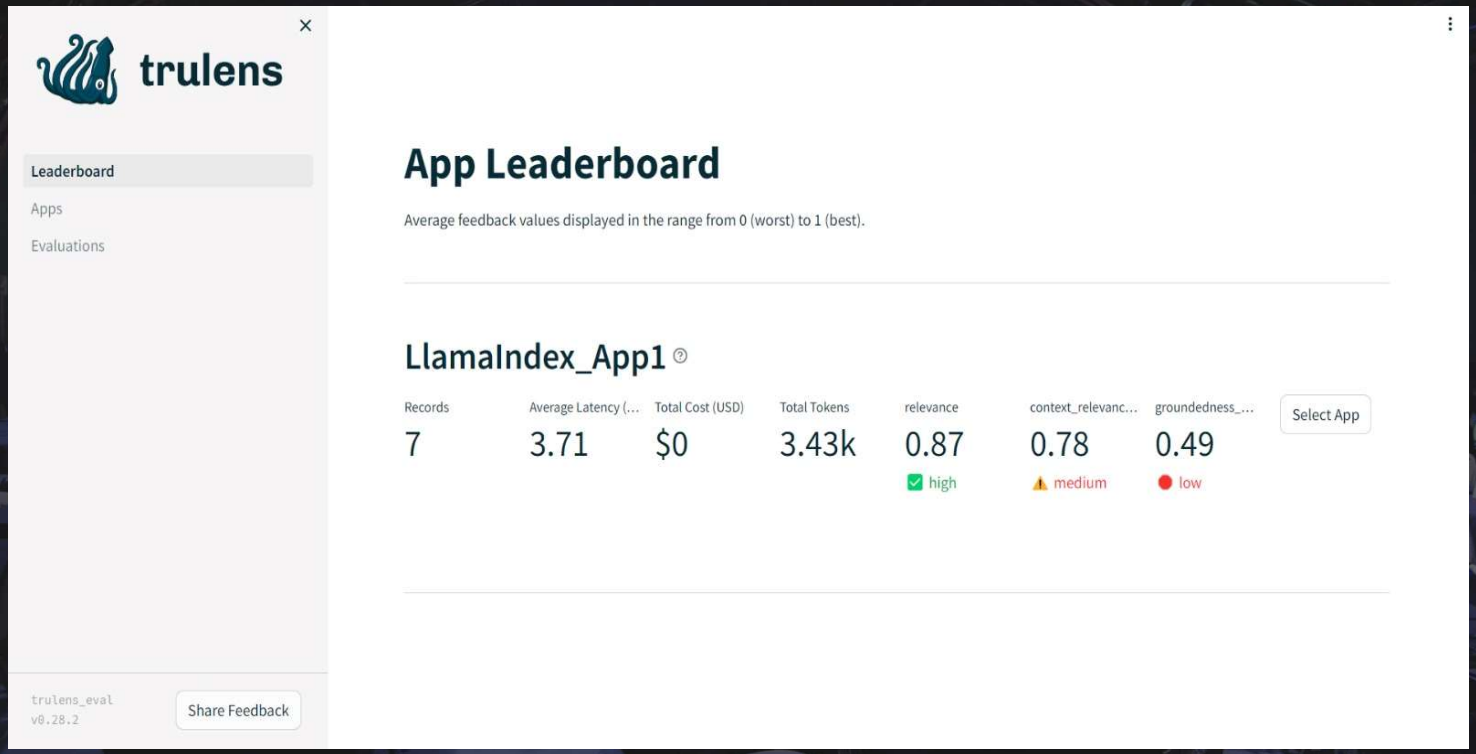
TruLens LeaderBoard



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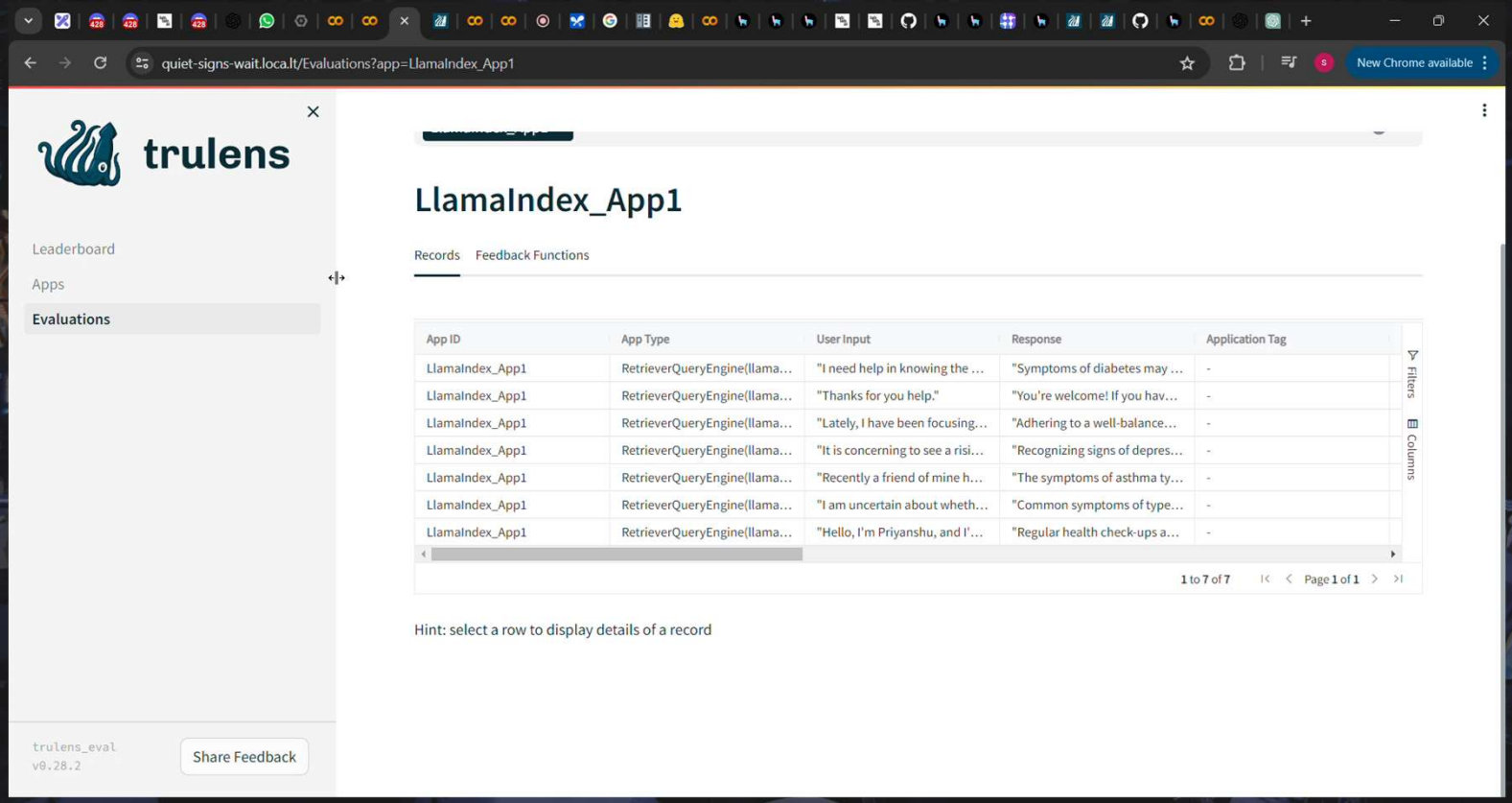
TruLens integration



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Future Prospects:

- Voice enablement: Adding capability for voice-based conversation
- Zoom and Google Meet Support: Integration to this tool to provide one-on-one meeting experience to clients or join meetings as an AI-based bot acting as representative
- Multilingual support: Developing capabilities to cater to a diverse customer base globally
- Advanced analytics: Leveraging data insights to optimize customer interactions and improve service efficiency
- Onboarding doctors: Learning from patient-doctor conversation in confidential way
- Cloud-based infrastructure Explore it for seamless expansion and updates

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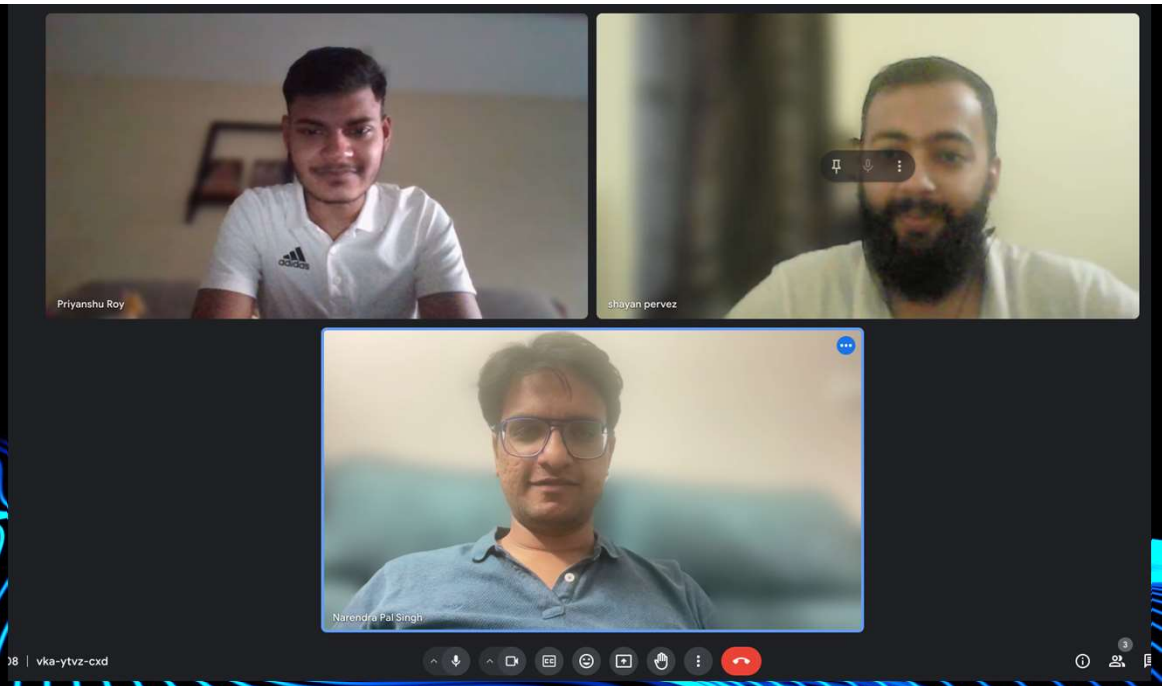
Thanks!



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