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# **Guhoo Technologies**

## **AI Business Process Automation**

### **USE CASES**

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Created by  
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[DOCUMENT IS UNFINISHED]

[www.guhoo.com/ai.html](http://www.guhoo.com/ai.html)  
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## **I. Introduction**

### **A. Introduction**

1. AI/LLM technologies have been around for a long time, but recently, with the release of ChatGPT and GPT3/3.5/4, they have become a widespread and easily usable tool for online users around the world. AI tools can enhance our lives by doing research and providing the right information at the right time.
2. AI and business process automation can save business owners multiple hours per week by doing boring, repetitive work for them and freeing them up to do the work they love. AI also costs significantly less than human employees and does the same work, but faster. This exponentially increases efficiency.
3. However, AI/LLM integration for business is complicated, and many business owners don't have the time to learn automation. This is where Guhoo comes in.
4. Guhoo Technologies, cofounded by Chiming Wang and Liang Wang, combines AI and automation together with the aim of speeding up business processes and optimizing businesses. It specializes in crafting AI automation solutions for business owners. Guhoo's team builds services like custom AI chatbots, automation flows, and other AI-driven systems that streamline operations, reduce human errors, and enhance overall productivity.

### **B. Document Purpose/Overview**

1. The purpose of this document is to describe the use cases for Guhoo's AI services. All businesses have complex systems, and every business system has a part that includes doing repetitive, boring work that decreases efficiency. This document aims to describe how Guhoo AI can solve this problem by implementing various AI automation solutions.

## **II. Use Cases**

### **A. Customer Service**

1. Customer service is the most basic use case of AI automation. NLP (natural language processing) and LLMs (large language models) can be used to answer any questions the customer has. AI customer service representatives can also start other automated workflows, such as contacting human representatives for the customer if they want.

### **B. Document Processing**

1. Many organizations nowadays are drowning in documents and data. This includes financial invoices, documentation, etc. However, IDP (intelligent document processing) and AI can solve this by pulling data from documents very fast, reducing the need for manual labor.

C. Employee Training

1. Employee training uses a solution that is similar to the one used for customer service. NLP (natural language processing) and LLMs (large language models) can be used to answer any questions the employee has about their work. Like the AI customer service representative, it can also start other automated workflows, like contacting a superior.

D. Lead Nurturing

1. [Unfinished]