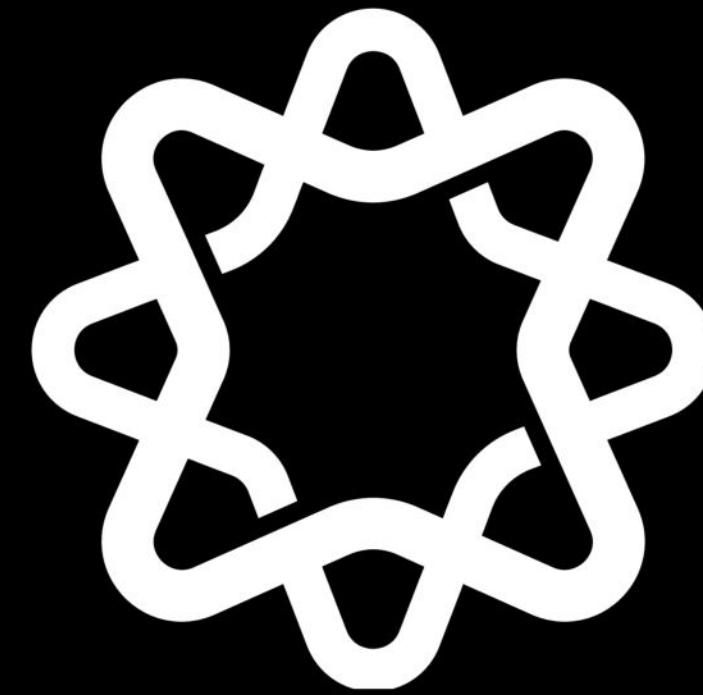


Customer Support Agent



LUMY



LUMY

We are LumySense!

4 Data Scientists, 1 Mission: **Better customer support**

ASCHRAF AOUINA

Data Scientist
Data Analyst

MOTSEKI KHOARAI

Data Scientist
Engineer

GINA WENG

Data Scientist
Support Enthusiast

MAXWELL CRANSTON

Data Scientist
Linguist

Customer Support?



LUMY

24/7 Availability

Efficient FAQ Handling

Real-Time Data Collection

Consistent Responses

Company Goals



FCR (First Contact Resolution):

Percentage of issues resolved during the initial contact.



CSat (Customer Satisfaction):

Customer ratings based on their service experience.



TFR (Time to First Response):

Time taken to reply to a customer's inquiry.

Dataset - Huggingface

CSV



PDF



Dataset Size:

26.8K rows

9 Pages

CSV - Structure

Instruction	I don't know how I could list the allowed payment modalities
category	PAYMENT
intent	check_payment_methods
response	I hear you loud and clear if you're unsure about how to check the available payment methods. Allow me to guide you through the process...

PDF - Structure

intent

check_payment_methods

Instruction

Q: What payment methods do I have available?

A: Here's how you can check your available payment methods:

response

1. Sign In: Log into your account.
2. Navigate to Profile Settings: Go to 'My Account' or 'Settings'.
3. View Payment Methods: Look for a section labeled 'Payment Methods', 'Billing Information', etc.



Pinecone

Vector Database

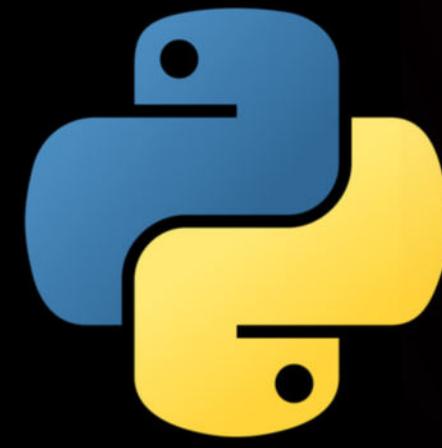
Cloud



Llama 3.1 8b

LLM

Local



Python

3.11.3

Local



Gradio

Chat UI

Local

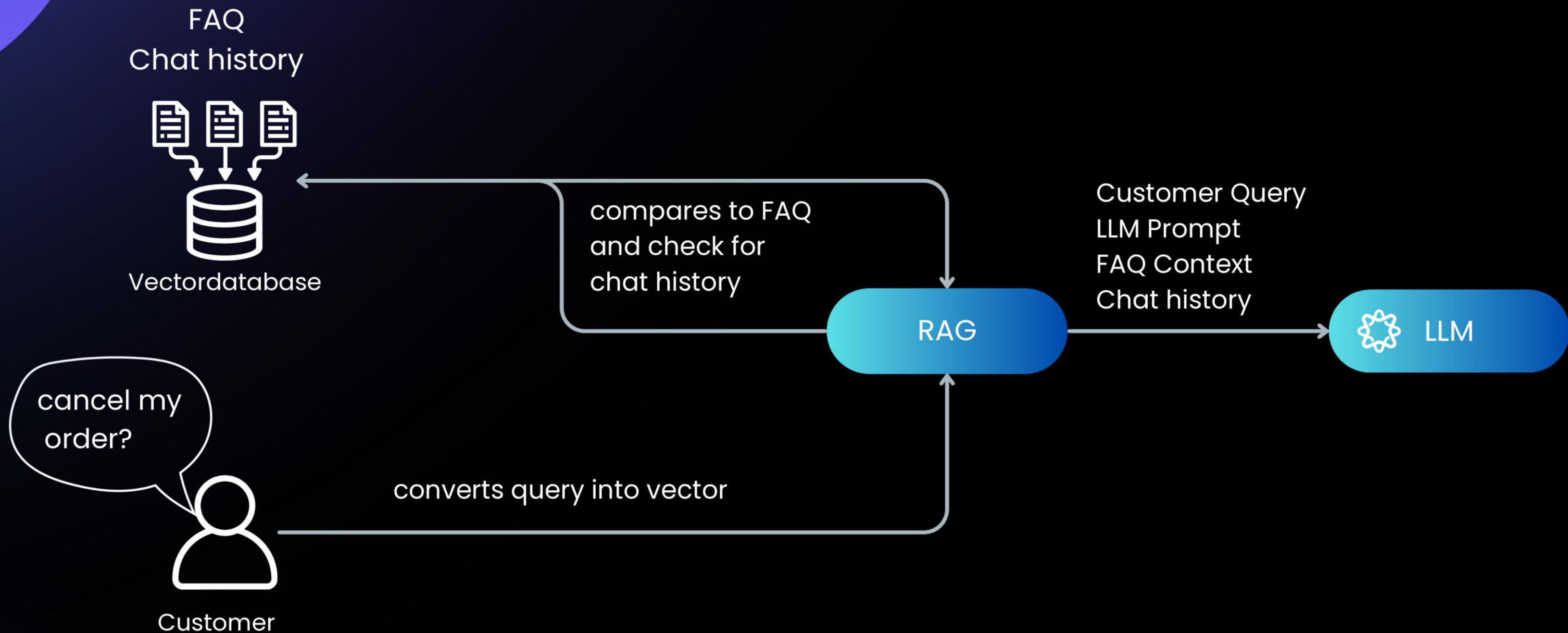


Supabase

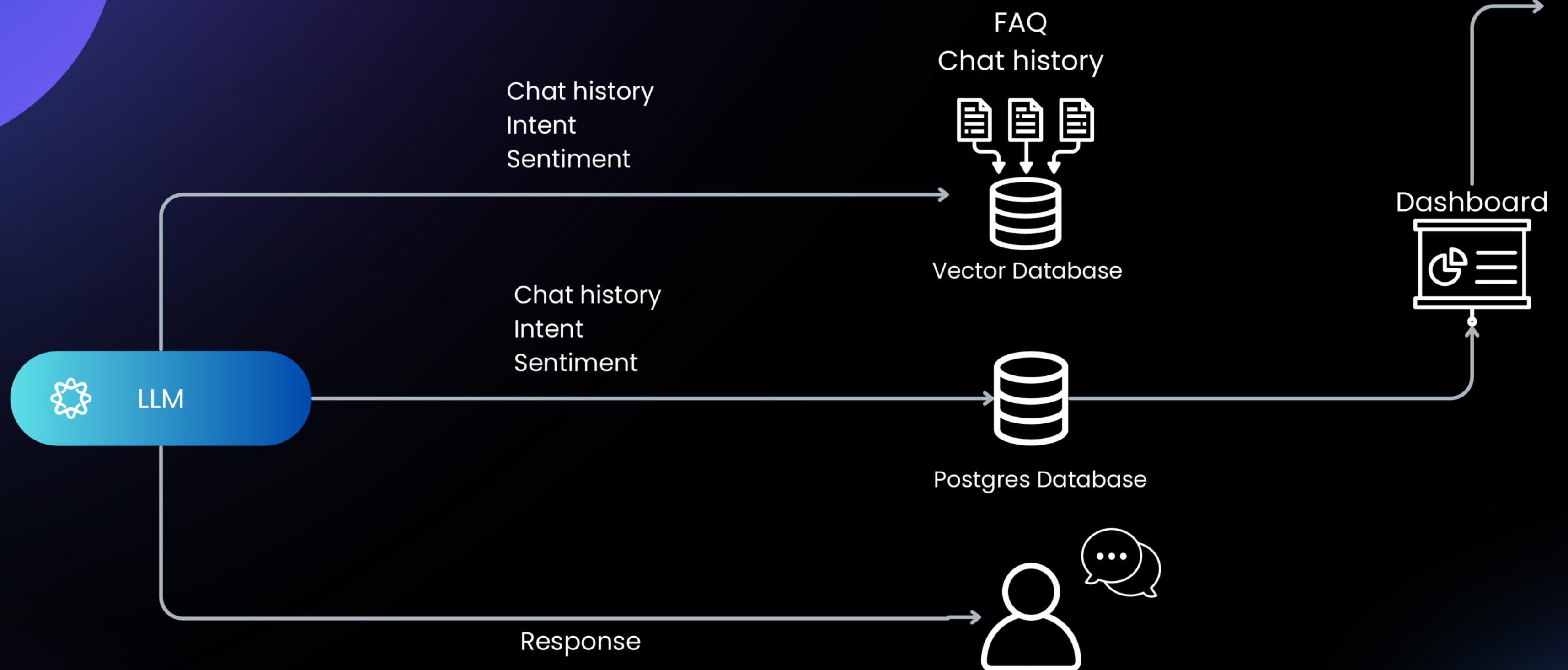
Postgres Database

Cloud

Model

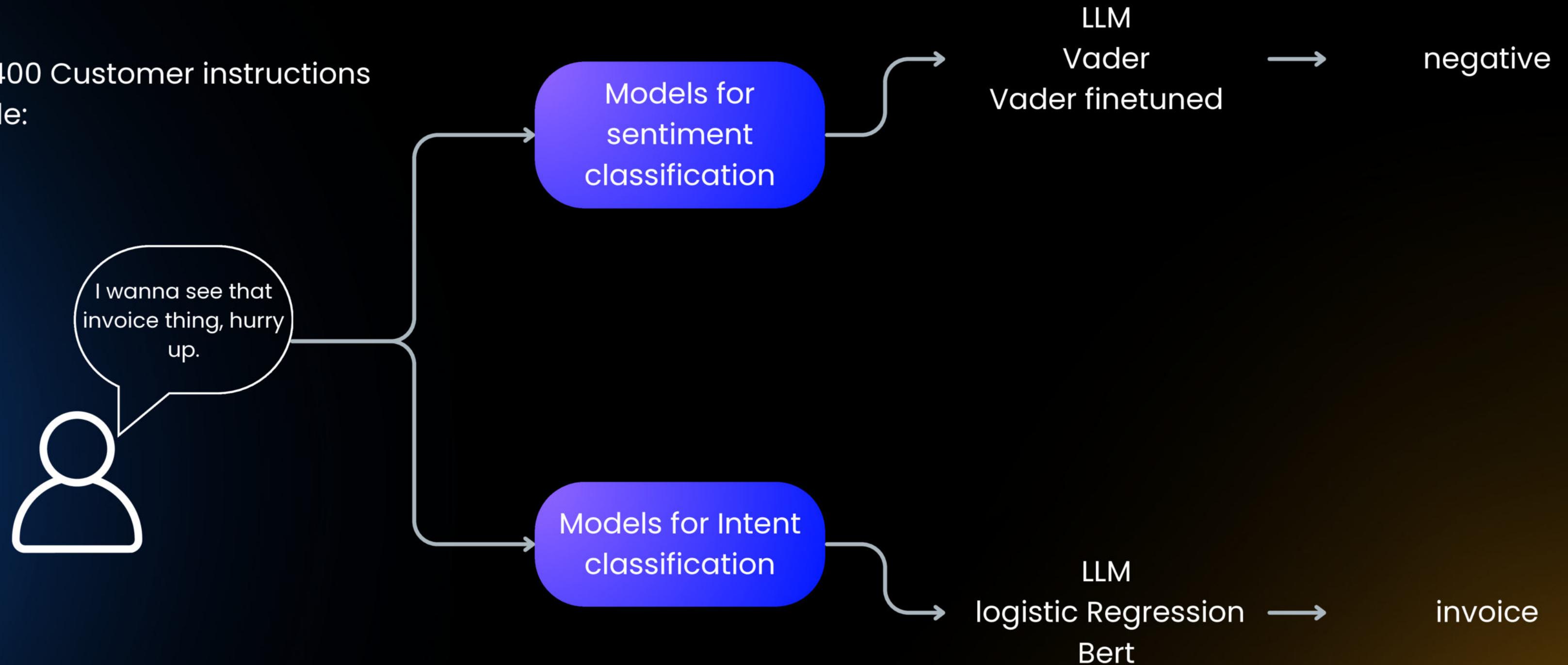


Model

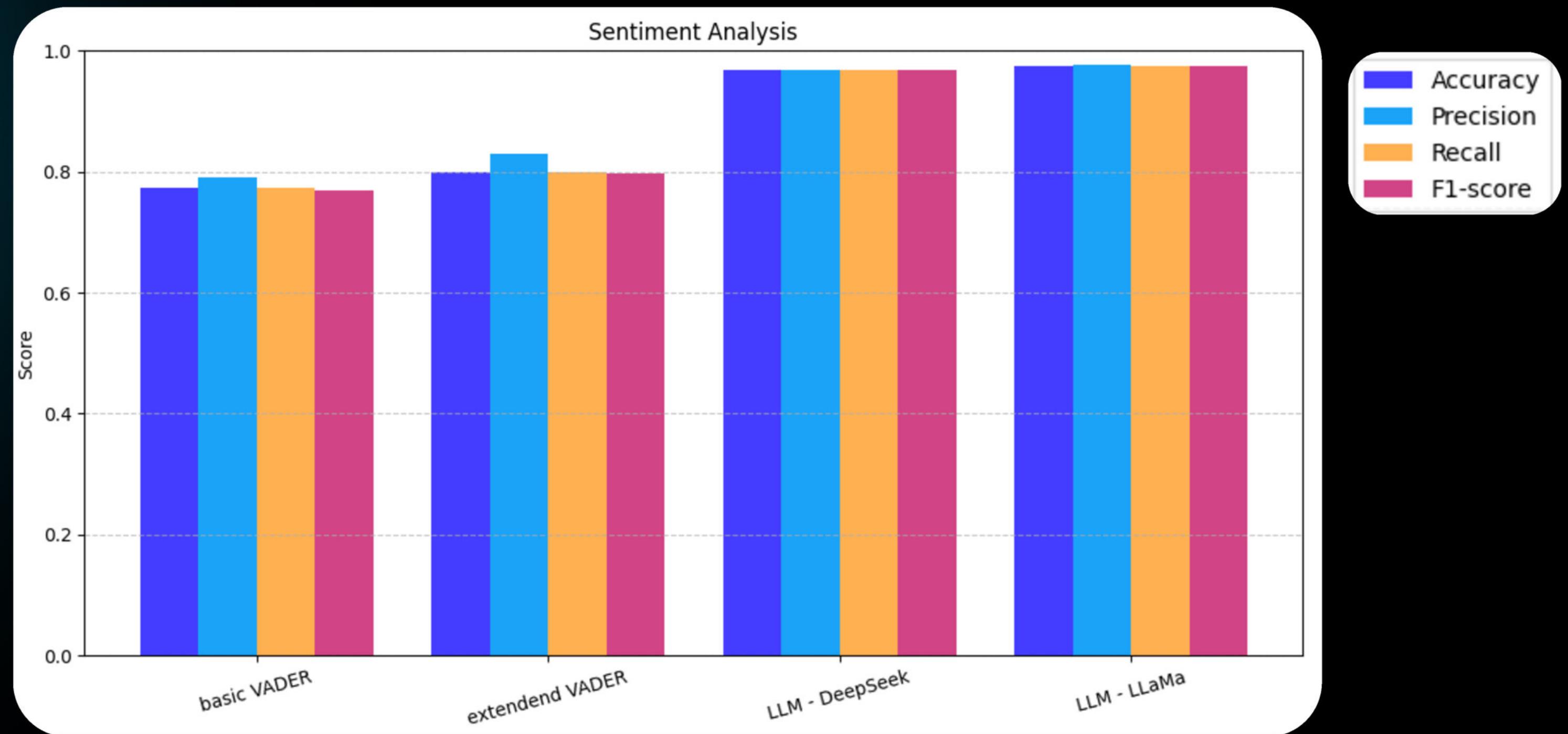


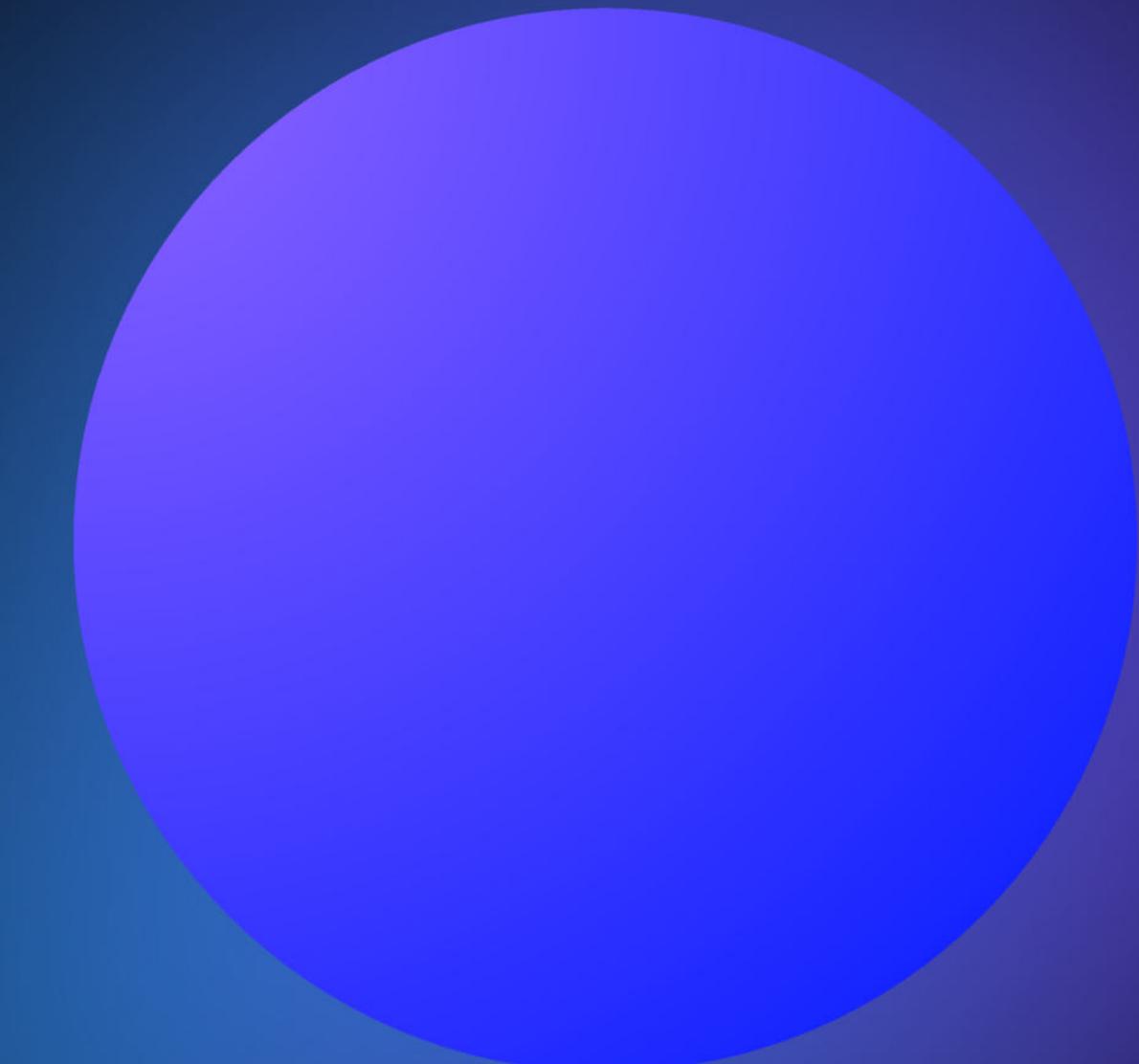
Evaluation

Set of 400 Customer instructions
Example:



Results





Demo

Chatbot



Tell me about updating my shipping address

I understand you're looking to update your shipping address, and I'm here to help you through that process.

To update your shipping address, I can assist you in the following steps:

1. Sign In to Your Account: Log into your account on our website.
2. Navigate to My Account: Go to the 'My Account' or 'Settings' section.
3. Edit Shipping Address: Look for an option labeled 'Edit Shipping Address' and click on it.
4. Enter New Details: Update all necessary fields with the new address information accurately.
5. Save Changes: Once done, save the changes.
6. Verify: Double-check the updated address to ensure its accuracy.

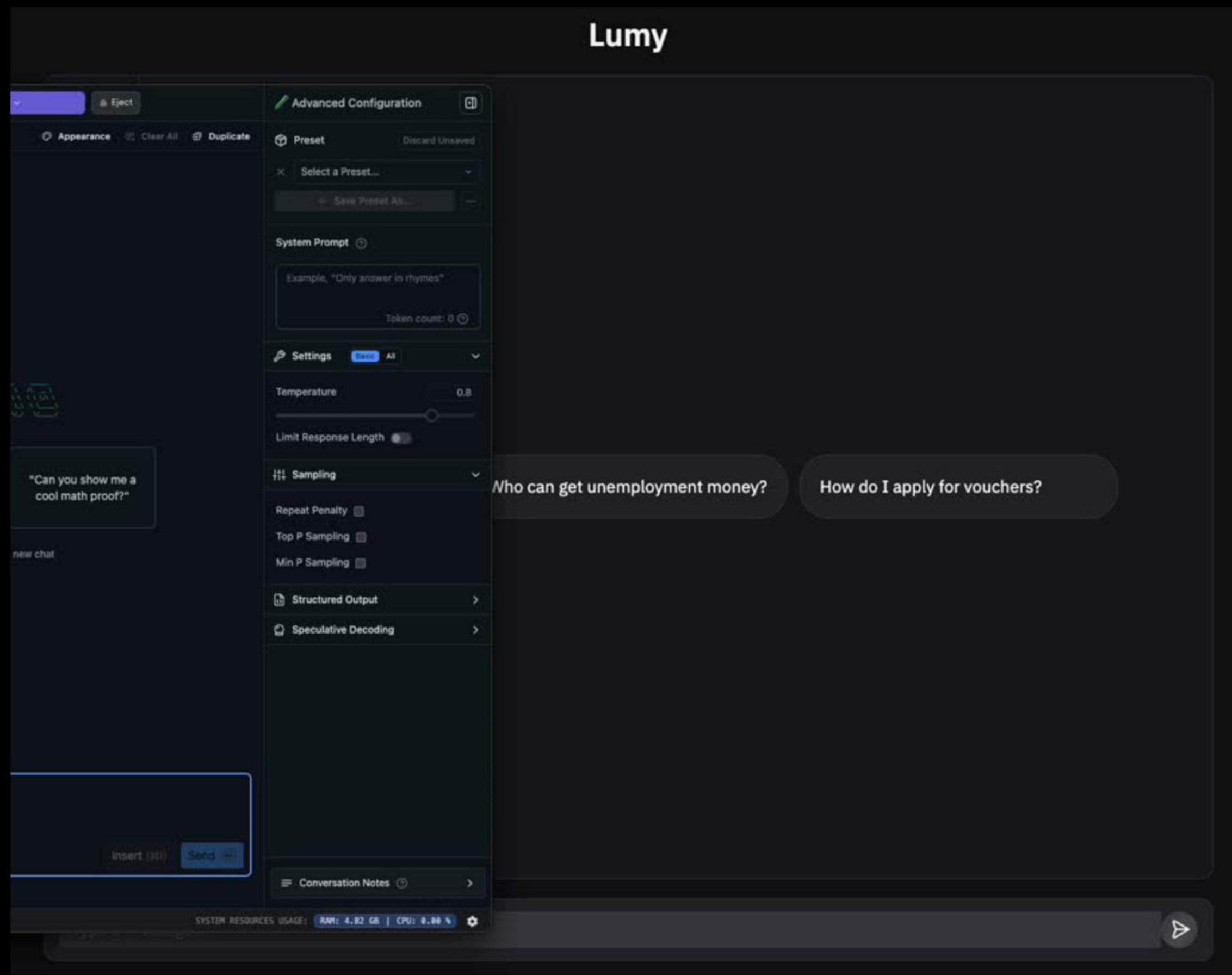
If you have any questions or need further assistance, please don't hesitate to ask. Are there any other questions I can help with regarding your shipping address or any other topic?

How do I track my refund? I still have not received it. It is extremely upsetting!

I completely understand your concern, and I'm here to help you track the status of your refund. It's frustrating when we don't receive our refunds on time.



Lumy



The screenshot shows the Lumy AI application interface. At the top, there's a header bar with a gear icon, a search bar, and a "Eject" button. Below the header is a "Advanced Configuration" panel with tabs for "Appearance", "Preset", and "System Prompt". The "Preset" tab is active, showing a dropdown menu for "Select a Preset..." and a "Save Preset As..." button. The "System Prompt" section contains a text input field with placeholder text "Example, 'Only answer in rhymes'" and a note "Token count: 0". To the right of the configuration panel is a main chat area with three rounded rectangular cards:

- "Who can get unemployment money?"
- "How do I apply for vouchers?"
- "Can you show me a cool math proof?"

On the left side of the main area, there's a sidebar with a "new chat" button and a text input field with the placeholder "Can you show me a cool math proof?". At the bottom of the screen, there's a footer bar with "Insert (⌘I)" and "Send ⌘S" buttons, a "Conversation Notes" section, and resource usage information: "SYSTEM RESOURCES USAGE: RAM: 4.82 GB | CPU: 0.88 %".

Lumy Analytics

Deploy :

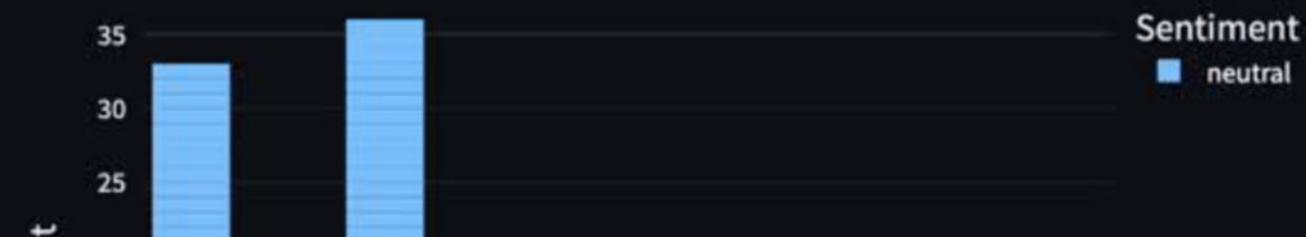
 **LUMY**

Analytics

Total Conversations Today: 23

Total Conversations: 136

Customer Intent and Sentiment



Sentiment	Count
neutral	33
positive	35

Improvements

Looking to the future

Finetuning with Prompt Engineering (intent, sentiment, policy...)

Labelling and Categorization

Bigger Datasets

Connection with specific sectors
(aviation industry, government, food industry, healthcare)

Improving evaluation methods and metrics

Scaling up storage/database



Thank You

Q & A