

Saraswati – The AI Sentinel of Knowledge

Existing Solutions & Research:

- **Static FAQs** and **traditional chatbots** dominate current support systems, lacking **dynamic** and **context-aware** features, despite emerging research on **AI-driven support**.

Problem Statement:

- Organizations suffer from **inefficiencies** and **delays** due to outdated help systems, resulting in **repetitive queries** and **wasted time**.

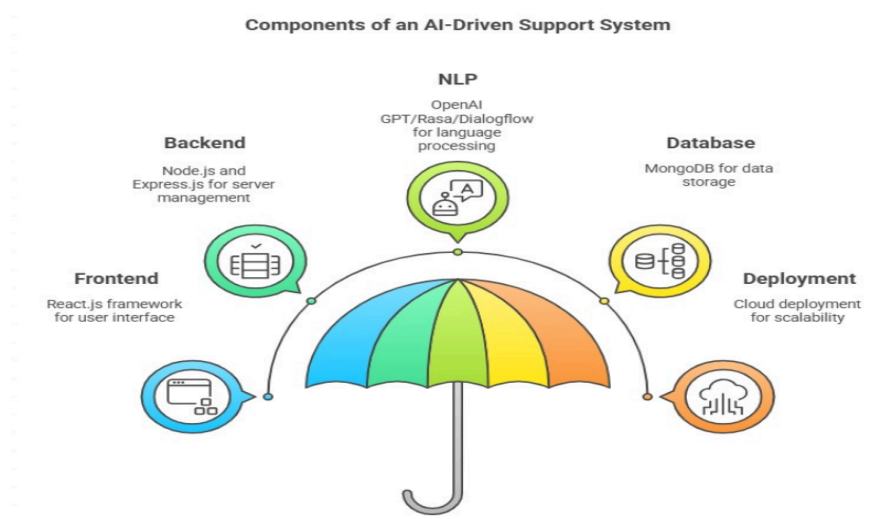
Solution Approach:

- Implement an **AI-powered chatbot** with **reinforcement learning** that integrates real-time **ERP data**, supports **text, voice**, and **avatar-based** interactions, and escalates complex queries to **human support**.

Unique Features & Innovations:

- **Adaptive Learning:** Continuously improves responses based on **user feedback**.
- **Multi-Modal Interaction:** Offers an engaging experience through **text, voice**, and **avatar** outputs.
- **Seamless Integration:** Connects directly with **enterprise platforms** for live data and multi-channel support.

Technology Stack:



- **Frontend:** React.js / Next.js for an intuitive interface.
- **Backend:** Node.js with Express.js or Python with FastAPI for efficient API

handling.

- **AI & NLP:** OpenAI GPT / Google Gemini for natural language processing.
- **Speech & Avatar:** Google Text-to-Speech, ElevenLabs, D-ID API for voice and avatar synthesis.
- **Database:** MongoDB for managing FAQs and interactions.
- **Integration:** RESTful APIs with OAuth2 for secure ERP connectivity.

Potential Impact:

- Revolutionizes enterprise support by **reducing response times**, **minimizing manual workload**, and enhancing **user satisfaction** through a **proactive** and **self-improving** support system.

✓ **Analytics Dashboard** for insights and optimization

With Saraswati, enterprise support is redefined—ensuring employees get the **right information at the right time**, fostering efficiency and seamless knowledge access.