

Saraswati AI

Problem Statement:

- Employees struggle to find relevant information within complex ERP systems.
- Inefficiencies lead to overburdened support teams.
- Repetitive queries delay resolution of critical issues.

Solution: Saraswati – An AI-Powered Enterprise Chatbot

- Provides **instant, intelligent, and adaptive support** across multiple platforms.
- Uses **Natural Language Processing (NLP)** to understand queries.
- Retrieves structured responses from a **dynamic knowledge base**.
- Fetches **real-time data from ERP modules** (Sales, HR, Finance).
- Seamlessly integrates with **Slack, WhatsApp, Microsoft Teams, and Emails**.
- Features **intelligent escalation, role-based access control**, and an **analytics dashboard** for tracking and improvement.

Key Features:

Instant Answers from a structured knowledge base

AI-Powered Learning for better responses over time

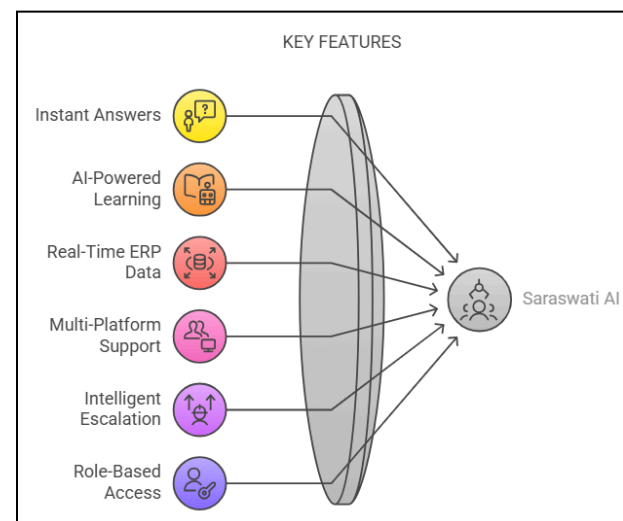
Real-Time ERP Data Fetching via API integration

Multi-Platform Support (Slack, WhatsApp, Teams, Email)

Intelligent Escalation to human agents when needed

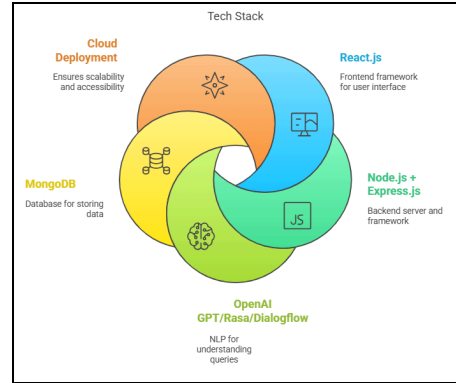
Role-Based Access for tailored user responses

Analytics Dashboard for insights and optimization



Tech Stack for MVP:

- **Frontend:** React.js
- **Backend:** Node.js + Express.js
- **NLP & AI:** OpenAI GPT / Rasa / Dialogflow
- **Database:** MongoDB
- **Deployment:** Cloud-based for scalability



Impact:

- Transforms enterprise support into a **proactive, AI-driven experience**.
- Enhances **productivity** and reduces **support bottlenecks**.
- Ensures employees get the **right information at the right time**, fostering efficiency and seamless knowledge access.