

# Artificial Intelligence Competence

1. **Customer servicing solutions with chatbot:** End to end customer servicing solutions with chatbot can reduce a huge amount of customer servicing call volumes and save company cost. Many companies spend Millions of dollars per year for customer servicing and customer agents. If 1% of the servicing call volume can be reduced, then we get the following benefits,
  - a. Customer satisfaction: Customers can get their business needs satisfied with much less hassle of waiting in the queue for a human servicing agent and the business task accomplishment rate can be made much faster.
  - b. Company cost reduction: Companies can provide better customer support and save millions of dollars.
2. **Voice biometric authentication system:** Customer servicing with bot cannot be used to reduce 100% call volumes simply because there are many scenarios which necessarily need human engagement and empathy to better serve the customer. In those cases customers have to call or the agents have to provide a call back. We can contribute in those cases as well. The very first step of the servicing starts with verifying if the customers are themselves or their valid representatives. On an average this authentication process takes 2-3 mins per call. Our voice biometric authentication system can reduce it down to 15 sec. This call duration can essentially increase customer satisfaction and better service quality. Customers can directly engage into the core topic of their concern. This also reduces average call duration which saves millions of dollars from company cost and increases the rate of task accomplishments for customer servicing.
3. **Understand customers needs:** Many companies with a growing customer base have thousands of emails, messages and chat logs. This is a very vital resource for the company to understand customers needs. Also there are volumes of documents, descriptions or many other text resources. It is impossible for a group of people to understand the contexts of all those documents and conversational logs and make the best decision. Moreover there are many online conversations and blogs which also gives an idea of the general public trends. General public trends could be extremely useful for marketing, election campaigns etc. We can utilize our natural language processing techniques for achieving this purpose.
4. **Data governance and analytics:** Data governance is a very big and vital part of taking an effective business decision. Cleaning the unstructured data and presenting in dashboard format can help the business leaders take faster and cleaner decisions. This solution tries to help the business leaders to make decisions about budget and resource allocation. Data engineering / analysis service nowadays is one the most desired support many small to large size companies are looking for. The world is now much more transparent than ever before because of our open access to large volumes of data. This big data handling is also adding values to multiple different industries.
5. **Future prediction:** Another very amazing output big data can provide is future predictability. We can understand the upcoming future much clearer than ever before.

Forecasting is and always has been a very important business need in the domains of trading, marketing, supply chain etc.

6. **Guided conversation:** Guided conversation with customers is another very big aspect. Many times customers have the broad idea of what they want. As an example, someone wants to invest in the market or wants to buy a house or even in the initial phase of any purchasing process. This process is very long. Sometimes customers end up getting frustrated or get scared for the lack of knowledge and stop from achieving their desired product or service. If they want any professional people to help them, they will end up paying the professionals a huge chunk of money and even worse they may still not get their solution or enough time from the professional advisor. This can be solved by incorporating Artificial intelligence (AI) and guided conversation. The power of AI is it can contain any amount of knowledge that a group of humans can never imagine. This can make the life of the people in every sector saving their money and providing the most optimum solution for them. Another example can be - I want to invest 50,000 dollars on a rental property in Dallas to gain an average 13% yearly profit. Just to know which are the viable options, one needs to spend a lot of time doing market research. There is a chance that the deal is there but it was not noticed by the investor. AI can solve this problem and provide a proper solution to build a profitable investment profile. This can also help the builders by providing guidance for new construction search with an estimated cost breakdown and timeline of the project.
7. **Targeted market campaigns:** Not all products are suitable for all customers. But companies may end up losing money by advertising in places where there is a very low chance of selling the product. Based on many factors AI can provide a solution for marketing cost optimization by targeted market campaigns. This will increase the customer base of a company in the fastest possible time and return maximum profit.
8. **Recommendation system:** Recommendation system is an inherent part of the market where research shows that a customer's behavior can tell the business what else they may want to purchase. Also in the banking domain, before a customer says what they want to do, it is possible to identify what is their next need based on their transactional and other behavior. In place of movies, songs, real estate and almost everywhere the selling gets increased by recommending customers the proper product.
9. **software solution:** ASP.NET web, mobile and desktop application and software solution.
10. **Solving Everyday Problems with AI:** Our team also uses AI to solve everyday problems. For instance, if a customer has a product that gets damaged after some use, they can take a photo of it and upload it to our system. Using AI, we can analyze the photo, and offer guidance on how to repair it. If the product cannot be fixed, our system can provide advice on where to find a suitable replacement.
11. **Healthcare:** We can utilize image processing techniques to medical images such as X-rays, CT scans, and MRIs to aid in the diagnosis of diseases or conditions. It can help identify abnormalities, measure organ sizes, track tumor growth, and assist in treatment planning. Image processing can facilitate remote diagnosis and treatment by allowing

healthcare professionals to analyze and interpret medical images captured by patients or healthcare workers in remote locations.

12. **Crop Monitoring:** Our team can analyze aerial or satellite imagery to monitor crop health, detect diseases or pests, and optimize irrigation and fertilizer usage. This helps farmers make informed decisions and improve crop yield. Moreover, good quality seed has a significant impact on germination/growing. AI based models help identify seed quality.
13. **Property Analysis:** We can analyze images or videos of real estate properties to extract information such as room dimensions, architectural features, or property conditions. This can aid in property valuation, virtual property tours, or property management.
14. **Image-Based Property Search and Recommendation:** We can provide solutions to enable visual search functionality for property search platforms. Users can upload images of properties they like or specify visual preferences, and the system can analyze the images and recommend similar properties based on visual similarity or specific features.
15. **Property Damage Assessment:** We can provide solutions to assess property damage, such as after natural disasters or accidents. By analyzing images of the affected areas, insurance companies or adjusters can estimate the extent of damage, streamline the claims process, and expedite recovery efforts.
16. **Construction Monitoring:** We can provide solution aid in monitoring the progress of construction projects. By analyzing images captured at regular intervals, the system can track changes, identify potential issues, and compare the actual progress against the planned schedule. This helps project managers ensure adherence to timelines and quality standards.
17. **Automated Property Valuation for house flipping:** Our algorithms can analyze property images, including interior and exterior features, to extract relevant information for automated property valuation. This can help real estate agents, appraisers, or investors estimate property values more efficiently. In case of flipping business this could bring a lot of value if the cost breakdown, timeline of the project and profit analysis.
18. **Real Estate Marketing and Advertising:** We can provide solutions to automatically generate visually appealing collaterals, such as property brochures or virtual tours, by selecting and enhancing the most attractive images of a property. It can also assist in generating targeted advertisements based on property features and buyer preferences.