



oneAPI

# Gen*Ai* HACKATHON

- An *LLM* Challenge

Team Name : Bravo

Problem Statement : GenAI-Powered Customer Support Process  
Optimisation



## **Problem Statement** : Using Generative AI for Customer Support

Customer support is one of the most important type of service any company provides.

- Almost every customer care/support can be improved greatly by the use of AI.
- Since not every employee in the organization is an expert in every area, AI can greatly increase the accuracy of problem solving.

## Unique Idea Brief (Solution)

With the help of generative AI, we can transform the way we used to

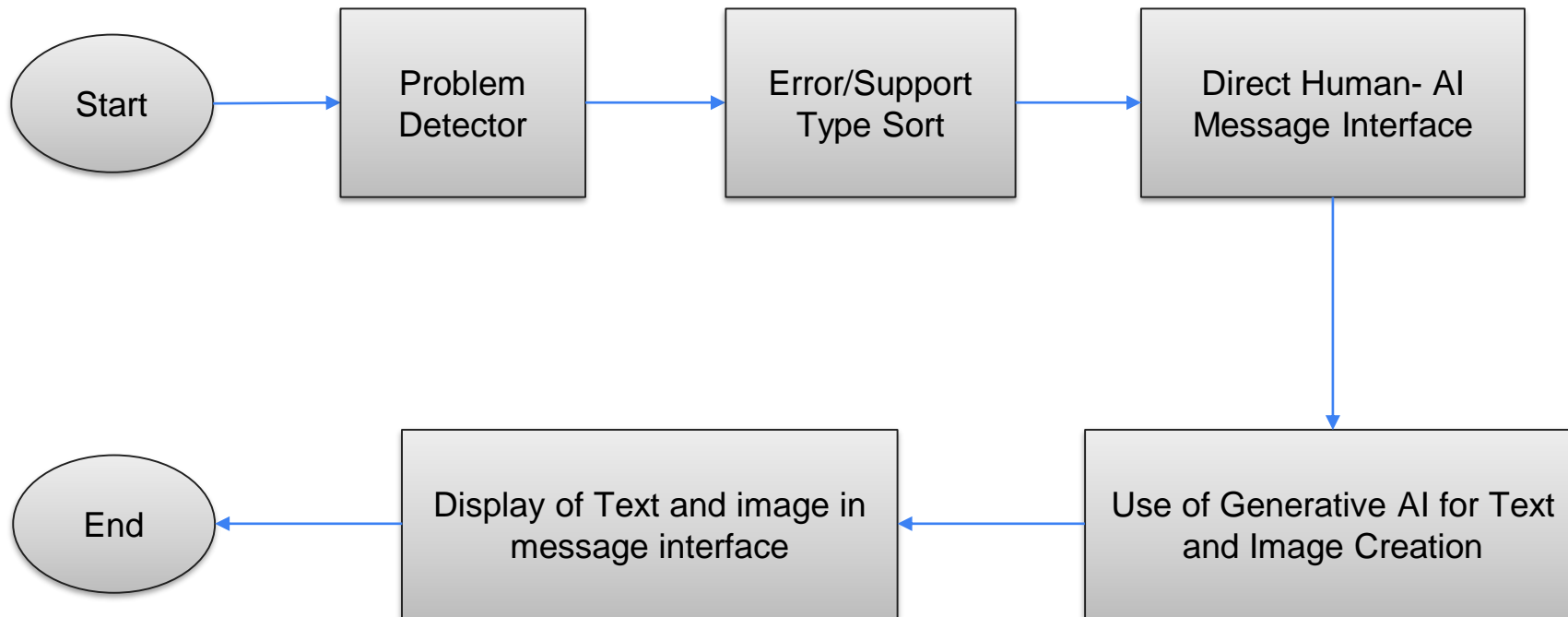
- Training a model to text reply to the problems faced by the customer.
- Engaging and explaining customers by generating pictures.
- Adding pictures as reference for what to do or as tutorials.
- Letting costumer engage with the customer support AI directly.

## Features Offered

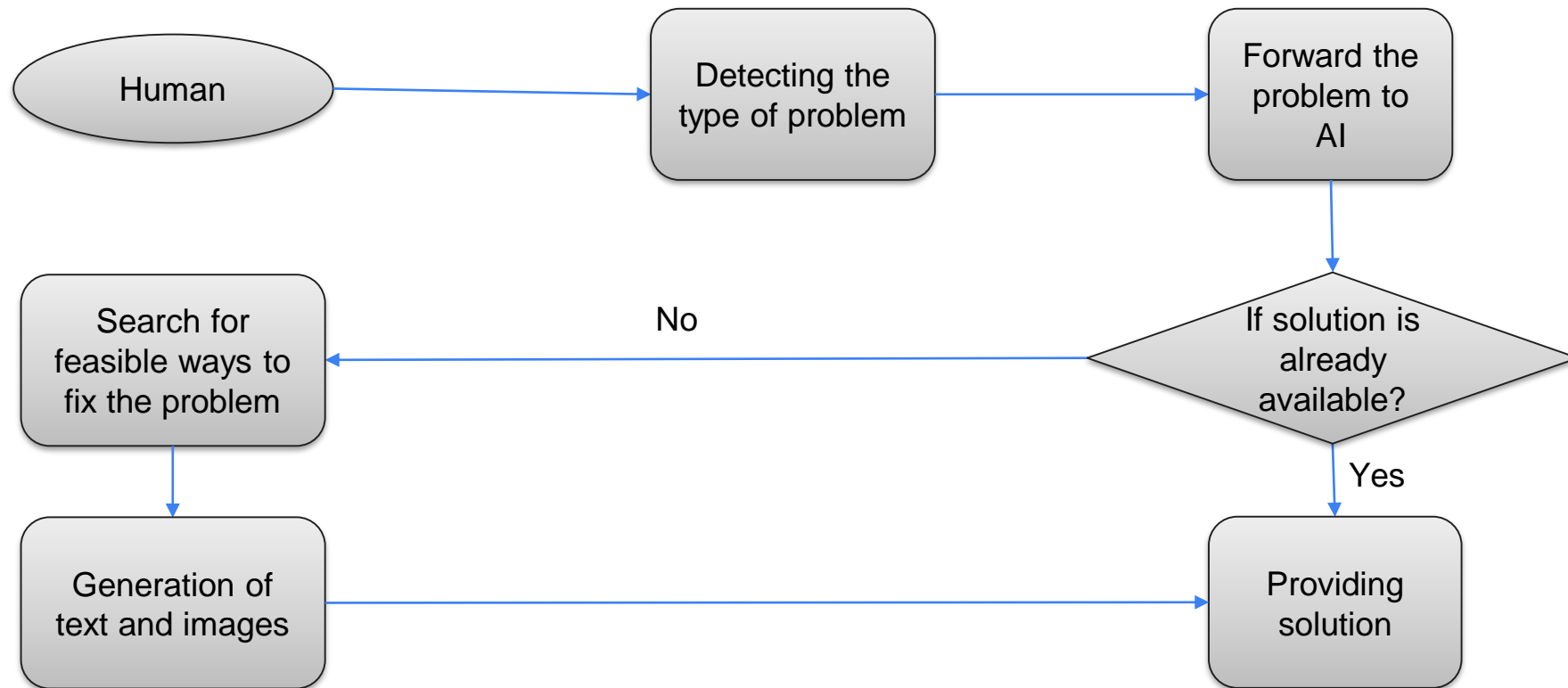
This project will have the following features:

- Use of AI picture generation
- AI text understanding and reply
- A direct AI-human interaction without any human mediation.

## Process flow



## Architecture Diagram



Technologies used (Mark down oneAPI AI Analytics libraries used)

- **One DNN**
- **OneAPI Image Processing library**
- **Intel integrated performance primitives**
- **Generative AI**

## Intel® Developer Cloud Account (Screenshot)

The screenshot shows the Intel Developer Cloud Account Settings page. The interface has a dark theme. On the left is a vertical sidebar with icons for Home, Dashboard, Account, Resources, and Settings. The main content area is titled 'Account Settings' and contains two sections: 'Your Developer Cloud Account' and 'Your intel.com Account'. The first section displays the Cloud Account ID (547061426852) and the current tier (Standard). It lists what is included in the standard tier (exploring products, developing AI skills, access to resources, and community support) and what is not included (early hardware, software toolkits, team subscriptions, accelerators, and premium support). The second section shows the user's intel.com account details, including their name (Sarnaik Harsh) and email (harshsarnaik@gmail.com). The top right of the page shows the region (us-region-1), help link, and user profile. The footer contains copyright information and links to Terms of Use, Trademarks, Cookies, Privacy, Supply Chain Transparency, and Site Map.

intel Developer Cloud

us-region-1 Help

### Account Settings

#### Your Developer Cloud Account

Cloud Account ID: 547061426852 Tier: **Standard**

**Standard tier includes:**

- Explore and evaluate the latest Intel® AI products.
- Develop AI skills.
- Access cutting edge learning resources.
- Get support from the Intel community.

**Not included:**

- Early prerelease hardware
- AI and machine learning software toolkits
- Billed subscription for teams
- Use CPU, GPU, and AI accelerators
- Intel premium support

#### Your intel.com Account

**Name:**  
Sarnaik Harsh

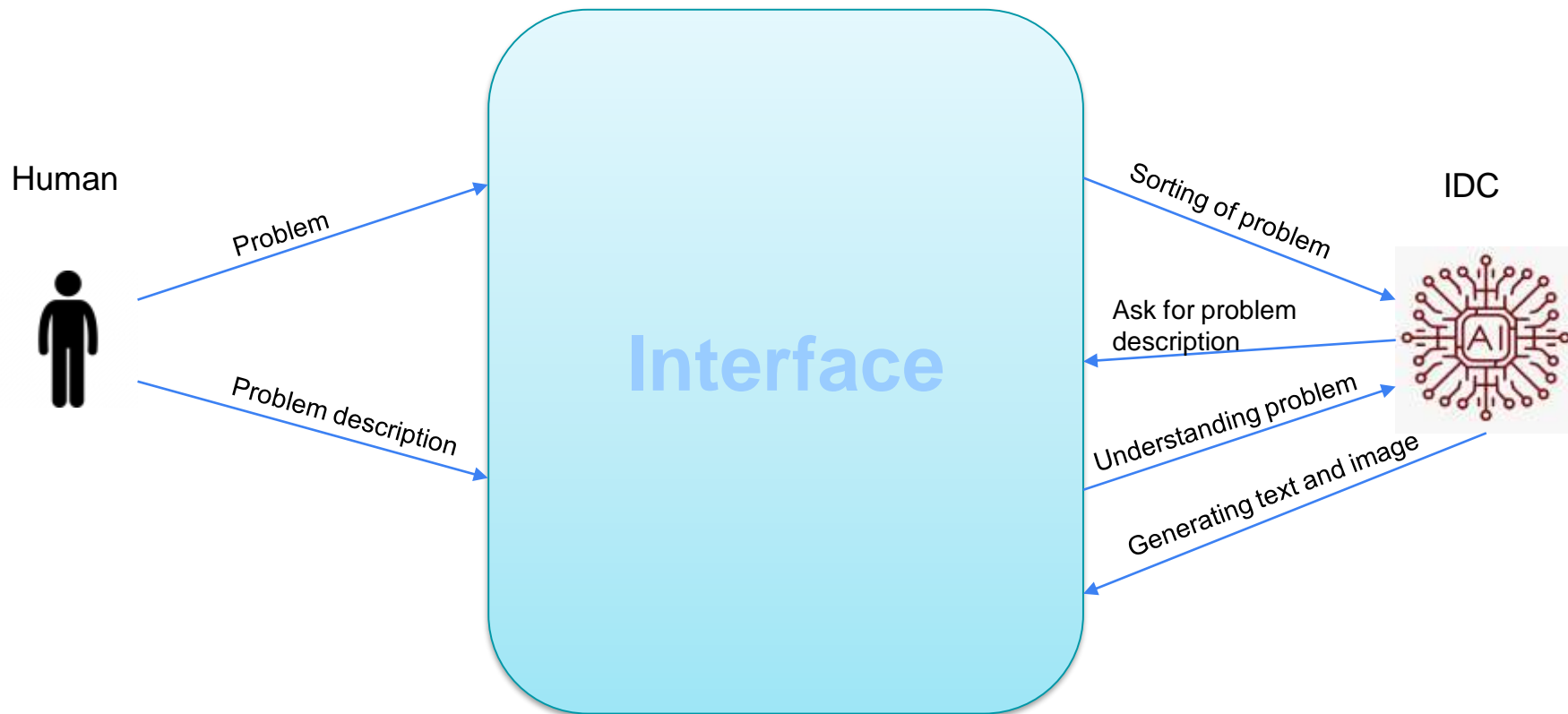
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## Use case of Intel® Developer Cloud (IDC)



The background of the slide features a photograph of two individuals, a man and a woman, both wearing blue hoodies, sitting at a desk with multiple computer monitors in a dimly lit room. The room is decorated with vibrant, colorful graffiti on the walls. A semi-transparent purple rectangle is overlaid on the right side of the image, containing the event's branding.

intel.



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# THANK YOU

**H2S**  
HACK2SKILL