

CHAT'AKON

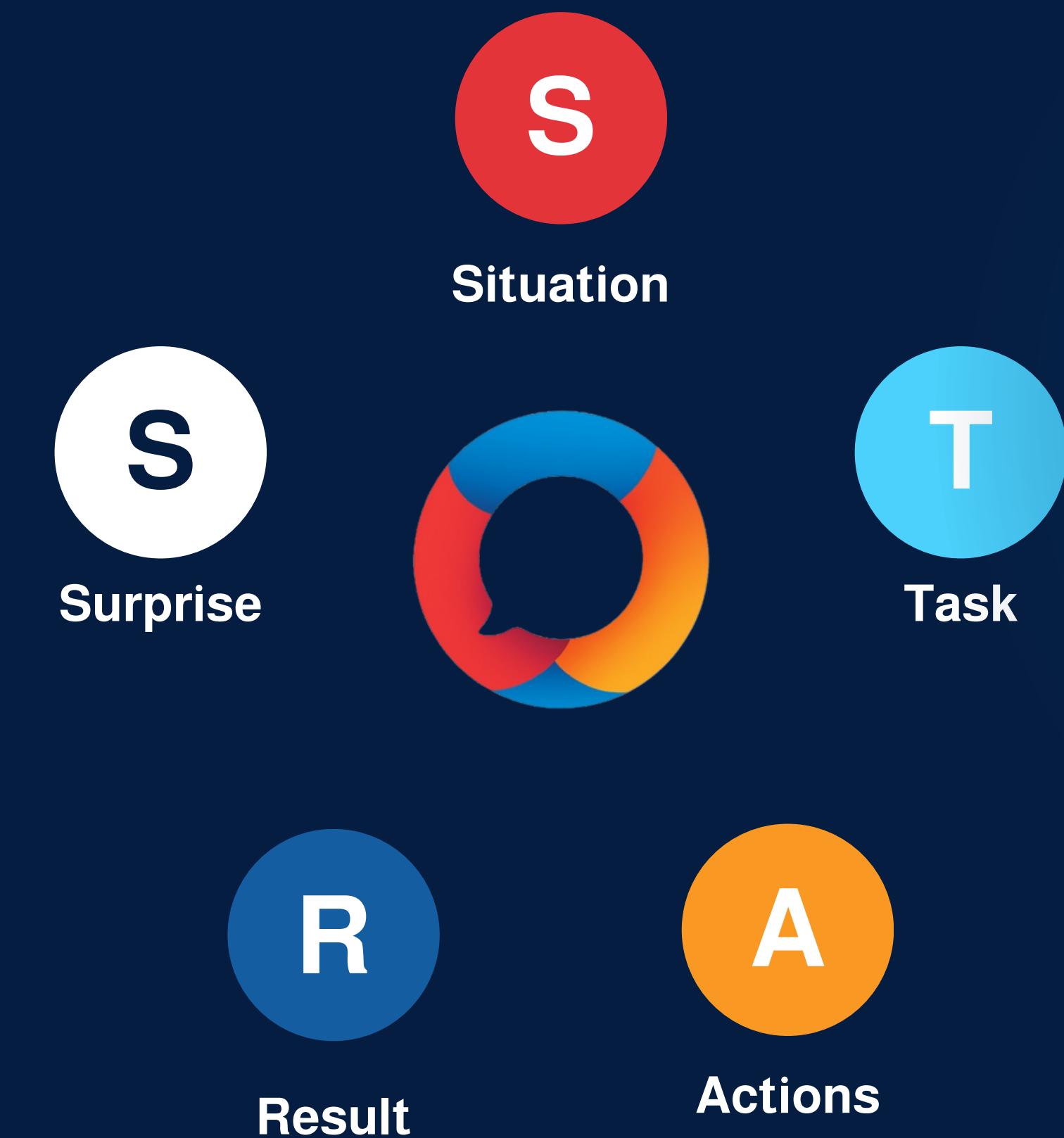
HACKATHON

Equipe 9

Hugo Bonnell
Mathieu Cowan
Hugo Mermet
Théo Paroissin
Alaric de Bastard
Noémie Nurijanyan



SUMMARY



S

SITUATION

01

The Help Center currently relies on manual searches within a knowledge base of 400 Q&As and tutorials — a ***slow and unintuitive process***.

02

This approach ***does not allow*** for natural interaction or contextual understanding of user requests.

GOAL

Develop an **intelligent conversational agent** capable of understanding questions, providing relevant answers, and redirecting users to the right channel when needed.



T

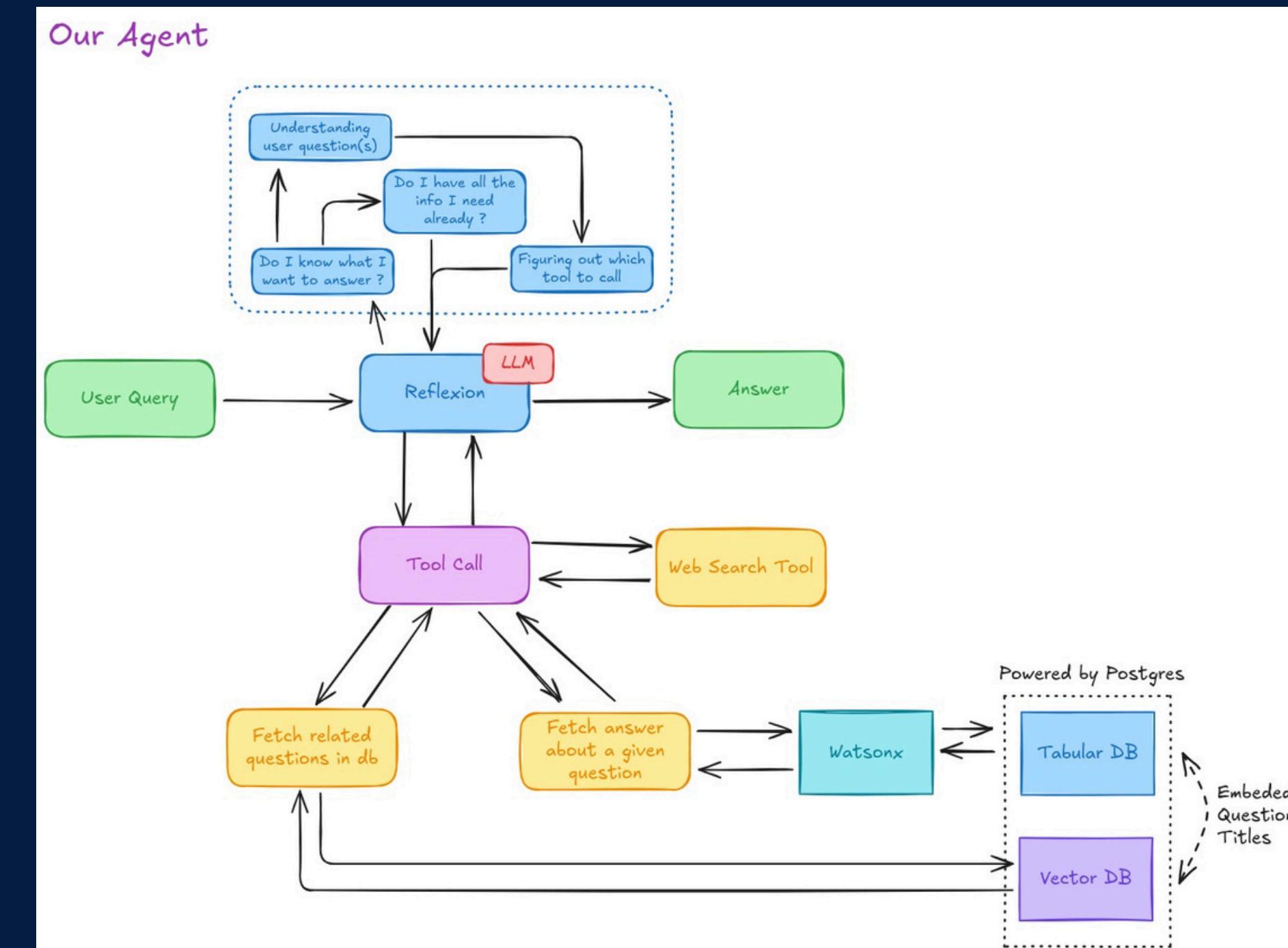
TASK

Develop a Proof of Concept for an intelligent conversational agent that...

- ▶ Is **able to read** all types of files available on the Devinci space in order to have as much information as possible
- ▶ Accurately **analyses the context** of the query and provide the best possible response
- ▶ Enrich these responses in HTML format via a **web interface**
- ▶ **Improve over time** by recording interactions and integrating new data



A ACTIONS



R

RESULT

Improvements



In time



In money

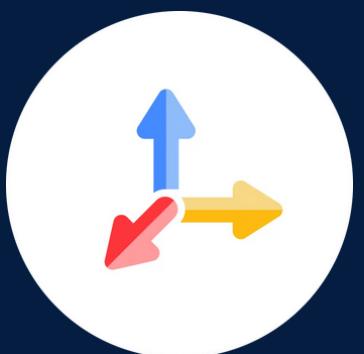


In quality

R

RESULT

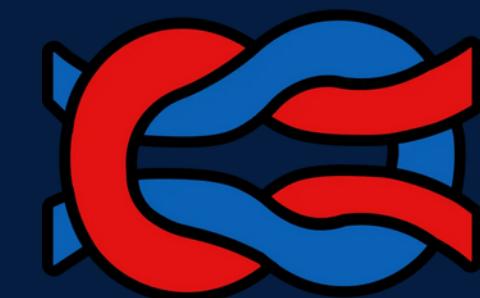
Capacities



Internet Connexion



RAG



Metrics &
Traceability

S

SURPRISE



chatakon.fr



THANK YOU !

Hugo Bonnell
Mathieu Cowan
Hugo Mermet
Théo Paroissin
Alaric de Bastard
Noémie Nurijanyan

