Introduction

We are excited to present a proposal to enhance your business processes through AI technology. At Differenz System, we specialise in leveraging AI to streamline operations and improve efficiency. This proposal outlines our approach to developing a custom AI chatbot solution tailored to the needs of your eCommerce business, Overnight Caskets, with integration to your existing CRM system.

Project Overview

The project involves creating an AI-powered chatbot that serves dual purposes:

- **Customer Assistance**: To provide quick and accurate responses to customer inquiries, helping close sales faster.
- **Internal Team Assistance**: To enable your team to get answers to specific questions related to internal processes, including product tracking, reducing interruptions and improving productivity.

The chatbot will be integrated with Slack for internal use, allowing your team to query product tracking details directly within Slack. For external users, the chatbot will also provide product tracking information. The solution will be built on your already existing APIs for product tracking and other necessary information.

Note : Assume that APIs are already there; we just need to consume it for the specific use case of Chatbot.

Approach

1. Chatbot Development

- **Technology:** Utilise customised OpenAI's API for generating responses and integrating with your existing CRM API.
- **Features:** The chatbot will answer common customer questions, provide product details, and assist with the sales process. For internal teams, it will provide real-time product tracking information by calling the CRM API.

2.Slack Integration for Internal Assistance

- **Technology:** The same ChatGPT customised API will be used, integrated with Slack.
- **Features:** The internal bot will assist your team by providing product tracking details and answering other internal queries, directly within Slack, without interrupting others.

3. External Chatbot for Customer Queries

- **Technology**: The external chatbot will be embedded on your website, overnightcaskets.com, to handle customer inquiries and provide product tracking information.
- **Features**: Customers will be able to query the chatbot for product details and receive the latest tracking information based on data fetched from the CRM API.

4. Embedding Storage and Retrieval

- **Database:** We will use Postgres with pgvector enabled to store embeddings related to your business operations and FAQs.
- **Retrieval System:** The system will quickly fetch relevant information from the database based on the user's query, providing accurate and context-aware responses.

5. Admin Panel Development

- **Technology:** A web-based admin interface will be created for your staff.
- **Features:**
    - Review and verify chatbot responses for accuracy.
    - Modify or update chatbot knowledge as needed.
    - Track usage and effectiveness of the chatbot for both customers and internal staff.

6. Integration and Deployment

- **Slack Integration**: Seamless integration of the chatbot into Slack for internal team use.

- **Website Integration**: Embed the chatbot on your website to assist customers with inquiries and product tracking information.

Deliverables

1. **Customer Chatbot**: An AI chatbot embedded on your website to assist customers with inquiries and product tracking.
2. **Internal Slack Chatbot**: A chatbot integrated with Slack for your team to access product tracking information and other internal support.
3. **Admin Panel**: A user-friendly interface for your staff to manage and verify chatbot responses.
4. **Postgres Database**: A well-structured Postgres database with pgvector enabled for storing and retrieving embeddings.

Estimated Timeline

Service	Duration (Hour)
Requirements Gathering & Planning	15
Chatbot Development	50
Internal Bot Customization	35
Admin Panel Development	40
Database Setup and Integration	25
Total Estimation	**165 Hours**

Conclusion

Thank you for considering Differenz System for your AI chatbot and internal assistance system project. We are confident that our solution will significantly enhance your business processes and reduce redundant work for your team. We look forward to the opportunity to work with you.

Please let us know your availability for a meeting, and we will arrange a suitable time.

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