

PONGO

The Future of Software Automation

What We Do

Pongo builds the best information retrieval system in the world

Reference Doc

Firefox



Current common errors and symptoms



Incomplete Installation of Extension

Symptom: Pongo's browser extension doesn't function correctly.

Fix: Install the gecko-engine repair package, since firefox is a non-chromium browser

Pongo

How do i fix an incomplete extension install on firefox?



If you're experiencing an incomplete extension installation on Firefox, the issue might be related to the browser's engine. Here's a step-by-step guide on how to fix this issue:

Step 1: Install the Gecko-Engine Repair Package

Firefox is a non-chromium browser, and sometimes, the issues with extensions can be resolved by installing the Gecko-engine repair package.

Step 2: Reinstall the Extension

If the problem persists, try to reinstall the extension. Make sure to follow all the prompts during the installation process.

Step 3: Check for Conflicts


If the extension still doesn't function correctly, there might be conflicts with other extensions. Try to disable other extensions and see if the problem is resolved.

Step 4: Contact Support

If none of the above steps work, it's best to contact the support team of the extension for further assistance.

Remember, it's always a good idea to keep your browser updated to the latest version to avoid such issues.

For more detailed troubleshooting, you might want to refer to the official [Browser Compatibility Troubleshooting Guide](#).

Sources 

What We Do

Comp vs LlamaIndex

Reference Doc

Firefox

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LlamaIndex

Enter your question here: How do i fix an incomplete extension install on firefox?

thinking...

Reinstall the extension, ensuring all prompts are followed.

What We Do

Comp vs Langchain

Reference Doc

Firefox

Current common errors and symptoms

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Langchain

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thinking...

To fix an incomplete extension install on Firefox, you can try reinstalling the extension and make sure to follow all prompts. This should ensure that the extension is installed correctly. If the issue persists, you can also try modifying or disabling conflicting shortcuts in either the browser's or the extension's settings.

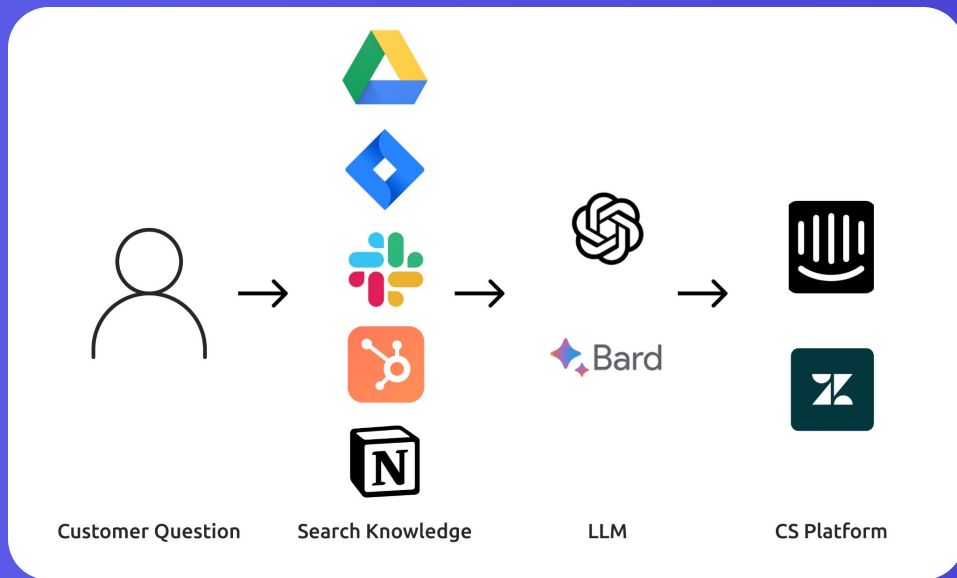
Sources:

- Browser Compatibility Troubleshooting.txt

Initial Product

- Help Customer Support Teams answer questions faster and more accurately
- Focus on **Software companies w/ 100 - 1,000 Employees** that use Intercom or Zendesk

Demo [Here](#)



The Team

Caleb John (CEO)

- Prev Founder @ [Cedar Robotics](#)
 - Featured in **Techcrunch** @ 16 y/o
 - Built proprietary indoor localization w/ **computer vision and motion tracking**
 - Partnered w/ large restaurant supplier in Seattle to test and distribute robots
- Prev @ Anduril Industries
 - Worked on **ML/AI infrastructure** for critical environments for US and allies
 - Youngest employee at company @ 19 y/o



Jamari Morrison

- Prev @ Leidos
 - Worked on **AI/ML tooling** for network threat detection in critical environments for US and allies

Investors



Ascend VC



Techstars Seattle



Puneet Tandon

Prev Head of Venture Development Amazon Alexa AI

Advisors



Brian Fioca

Principal AI Engineer @ Pioneer Square Labs



Gavin Hewitt

VP of Sales @ Attentive



Trevin Chow

Chief Product Officer @ Big Cartel

Progress

- Running first pilot w/ Big Cartel (3rd largest e-comm platform)
- Focused on Iterating with one pilot customer

Market Landscape

TAM

- CS software market estimated ~\$58B

(<https://www.acumenresearchandconsulting.com/customer-service-software-market>)

- AI estimated to add \$2.6T - \$4.4T to economy

(<https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-economic-potential-of-generative-ai-the-next-productivity-frontier#key-insights>)

Competitive Analysis

- **Glean**
 - Enterprise Search Tool
- **Intercom/Zendesk**
 - Front End CS platform does not integrate w/ Internal systems
- **CaffeinatedCX**
 - Only plugs into Existing CS platform to provide answers

GTM & Business Model

- Planning to sell into customer support by showing direct ROI
 - Planning to price per per answer, still figuring it out.
- Expand into Product teams by utilizing data we have
- Customer support is just a beach-head into building selling an AI automation suite.

Financials

- Raised \$385k to date
- Have ~\$270k in capital remaining
- Monthly burn is currently ~\$7k

Raise

- Looking to Raise \$2m on a \$12m cap