THE AI ENTITY AWAKENS(AVATAR)

(CORVIS.AI)

-Team Tech Hyenas (AI\_73)

* **Existing Solutions and Research** :

Current AI-powered customer support solutions primarily rely on text-based chatbots and static help centres. Platforms like Zendesk, Intercom, and Drift provide automated responses but lack an engaging, human-like experience. Research in AI-driven customer service highlights the importance of natural language processing (NLP), speech synthesis, and avatar-based interactions in improving user engagement. Emerging technologies such as real-time lip-syncing avatars (e.g., D-ID, DeepBrain AI) and advanced language models (GPT, Gemini) are enhancing conversational AI.

* **Problem statement selection**:

Traditional help desks and AI chatbots often fail to provide a seamless and engaging support experience. Users find static documentation difficult to navigate, and text-based bots lack personality, resulting in frustration and inefficiency. IDMS Infotech’s ERP system requires an intelligent, interactive AI assistant that can understand queries, generate meaningful responses, and provide an engaging, human-like interface for better user experience.

* **Solution approach**

Our solution introduces an AI-powered virtual assistant(Corvis ai) that accepts both text , retrieves relevant responses from a knowledge base, and dynamically generates meaningful answers The AI-generated responses are then converted into natural speech and synchronized with a real-time avatar, creating an interactive and human-like customer support experience. The answers are presented in professional ways which gives the user a human friendly and emotion friendly experience

* **Unique features and innovations**

AI-Driven Query Resolution – Integrates a knowledge base with LLM-based fallback responses.

Real-Time Avatar Engagement – Uses cutting-edge lip-syncing technology to create a human-like assistant.

Personalized Avatar Customization – Users can choose avatars with different styles, emotions, and voices.(for example :- An employee from IDMS Infotech )

* **Technology Stack**

Frontend: React.js / Next.js (for an interactive UI)

Backend: Node.js with Express

AI & NLP: OpenAI GPT / Google Gemini (for response generation)

Speech & Avatar Generation: ElevenLabs, Google Text-to-Speech, DupDub AI , CANVA ( For personalize Avatar and User experience)

* **Potential impact**

Our solution will revolutionize customer support by providing a more engaging and efficient way for users to interact with the ERP system. Businesses will benefit from reduced support costs, improved user satisfaction, and faster response times. By integrating advanced AI with real-time avatar interactions, we bridge the gap between automated and human support, offering a futuristic and intuitive experience.