

CODEBREAK 2.0

CHALLENGE STATEMENT

Customer support agents face **high volumes of repetitive inquiries, frequent context-switching, and the constant pressure to deliver fast, accurate, and personalized responses across multiple channels**. Much of their time is spent manually searching documentation, summarizing tickets, and crafting replies, often under stressful conditions. This not only leads to **burnout and inconsistent customer experiences** but also results in missed opportunities for operational efficiency.

The challenge is to develop an AI-powered assistant that leverages large language models (LLMs) to augment human agents by:

- Automating repetitive, low-level tasks
- Instantly surfacing relevant information
- Providing intelligent, context-aware response suggestions

The goal is to boost agent productivity, reduce cognitive load, and enhance overall customer satisfaction.

Requirements

- Deliver a Minimum Viable Product (MVP) that can be demonstrated in a working state.
- The MVP must include a functional codebase; UI mockups or prototypes (e.g., Figma) alone are not sufficient.
- If the solution is a web application, it must be deployed and accessible via a live link.
- Your submission will be evaluated based on both functionality and the technology stack used.
- Follow standard software engineering practices (e.g., version control, modular code, documentation).
- You are encouraged to use tools such as ChatGPT or OpenAI APIs to build and improve your solution.