TechieGenie – Overview, FAQs & Support Flow

Overview

TechieGenie is an AI-powered voice assistant designed to support the launch of the Technovate team inside your organization. It provides smart, conversational guidance for onboarding, technical assistance, process navigation, and interactive demonstrations. TechieGenie listens to user voice input, processes the query using advanced AI models, retrieves relevant answers from a vector database, and responds using natural voice output. It can also trigger related videos and present information visually to enhance understanding.

TechieGenie is intended to be a friendly, approachable, and highly intuitive assistant that can quickly guide employees and visitors through the most common topics related to the Technovate team, its functions, tools, and processes.

Frequently Asked Questions (FAQs)

1. What is the Technovate team?
Technovate is a new innovation-driven team focused on implementing modern technologies, automation, AI solutions, and performance-driven enhancements across the organization.

2. How can TechieGenie support me?
TechieGenie can explain processes, provide guidance, assist with onboarding, present demos, show relevant videos, and answer common queries related to the Technovate team and its services.

3. Can TechieGenie show visual content?
Yes, TechieGenie can trigger embedded videos based on user questions. If a query corresponds to a specific flow or topic, it will automatically play the associated video in parallel with voice response and subtitles.

4. How does TechieGenie understand my questions?
Your voice input is processed through Speech-to-Text (STT), converted into text, then passed to an AI model and vector database to fetch accurate context-aware responses.

5. Can TechieGenie help new employees?
Absolutely. TechieGenie is designed to assist with onboarding by providing quick explanations, demos, and access to important Technovate information.

Support Flow

TechieGenie follows a structured AI-driven support pipeline:

1. Voice Input
The user speaks into the microphone. TechieGenie captures the audio in real time.

2. Speech-to-Text (STT)

The audio is processed through an advanced Whisper model to generate accurate text transcription.

3. Understanding the Query
The transcribed text is sent to an AI model (LLM) along with context retrieved from a vector database containing Technovate documents, FAQs, and workflow descriptions.

4. Video Trigger Mapping
If the user's question matches a topic with an associated demonstration video, TechieGenie automatically triggers the correct video ID.

5. AI Response Generation
The AI generates a clear explanation, which is returned in structured JSON format including subtitles and video ID if applicable.

6. Text-to-Speech (TTS)
The generated response is converted into natural speech and played back to the user.

7. Parallel Display
TechieGenie presents real-time subtitles and video playback in sync with the spoken response.

This flow ensures a smooth and interactive experience for anyone exploring the capabilities of the Technovate team through TechieGenie.