

AI AUTOMATED CUSTOMER SERVICE CHAT BOT



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Shravanth Kulkarni

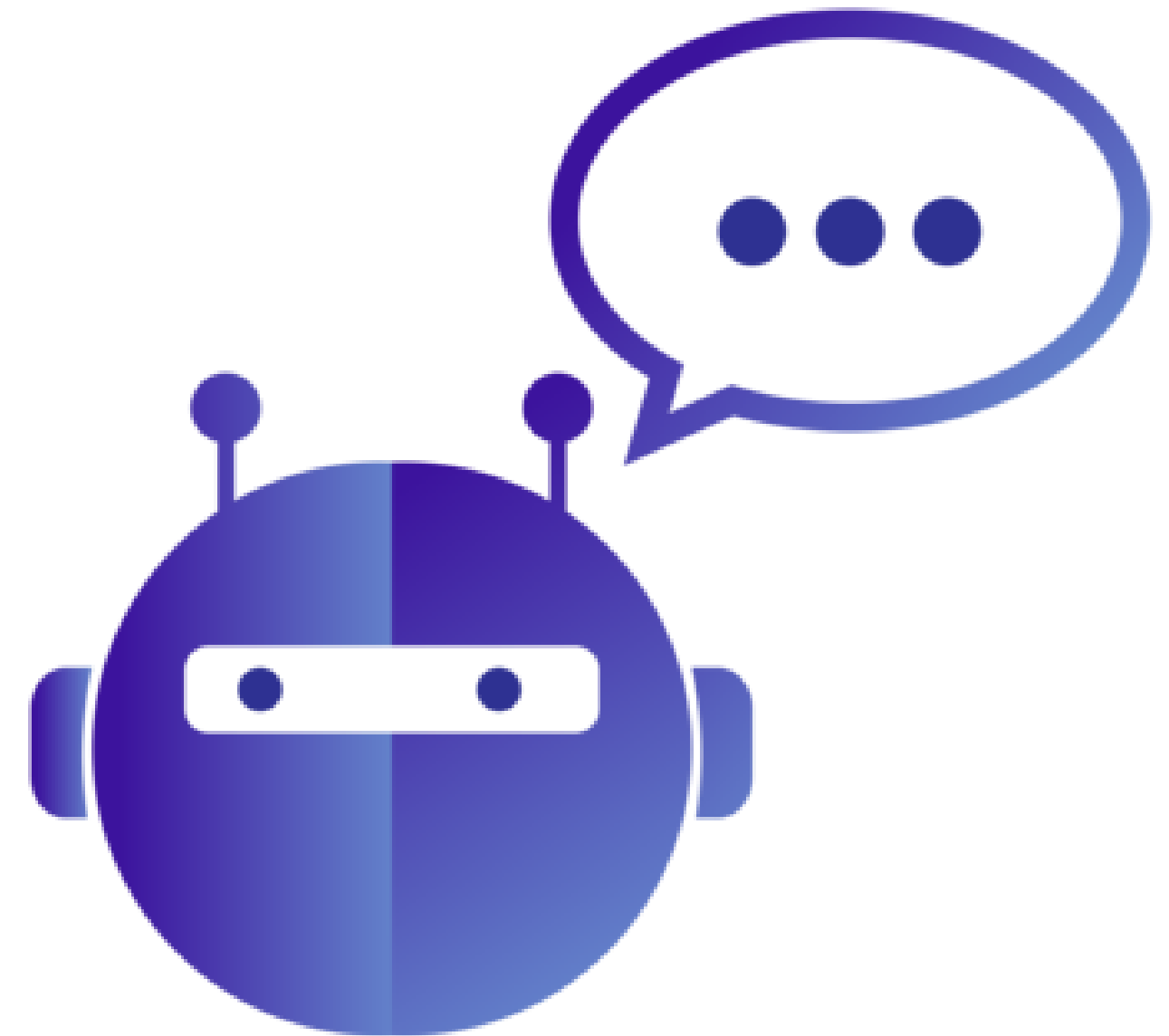
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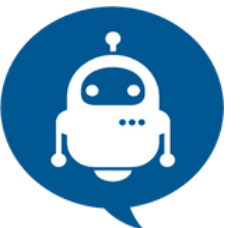
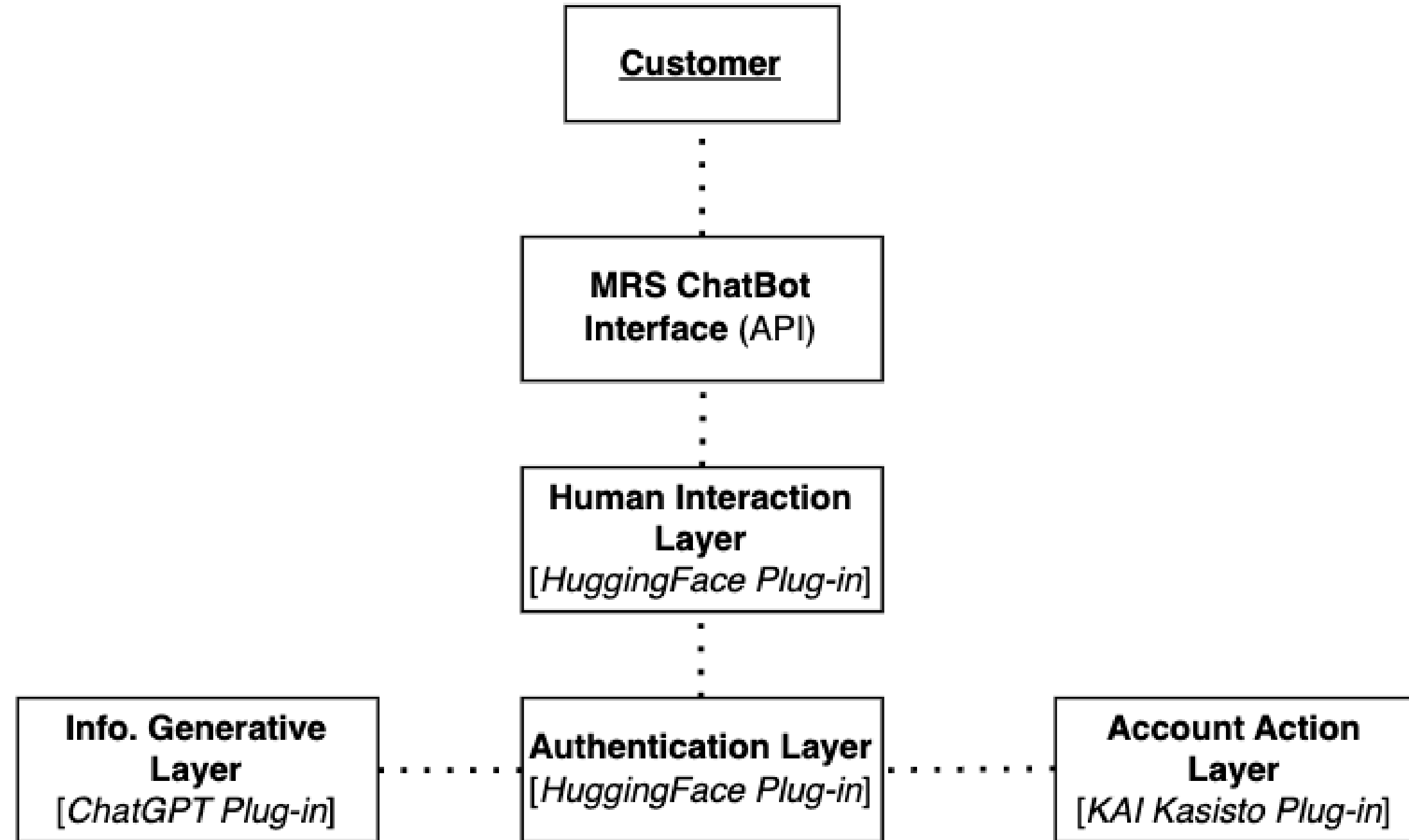
- 1 Business Problem & Solution**
- 2 Architecture**
- 3 Agile Process**
- 4 Lessons Learned**

BUSINESS PROBLEM & SOLUTION

- **Problem**
 - Expensive Labor
 - Need for Automation
- **Solution**
 - Customer Service Bot
 - Giving the Customer a great experience
 - Automated, seamless customer assistance
 - Simple - User Friendly

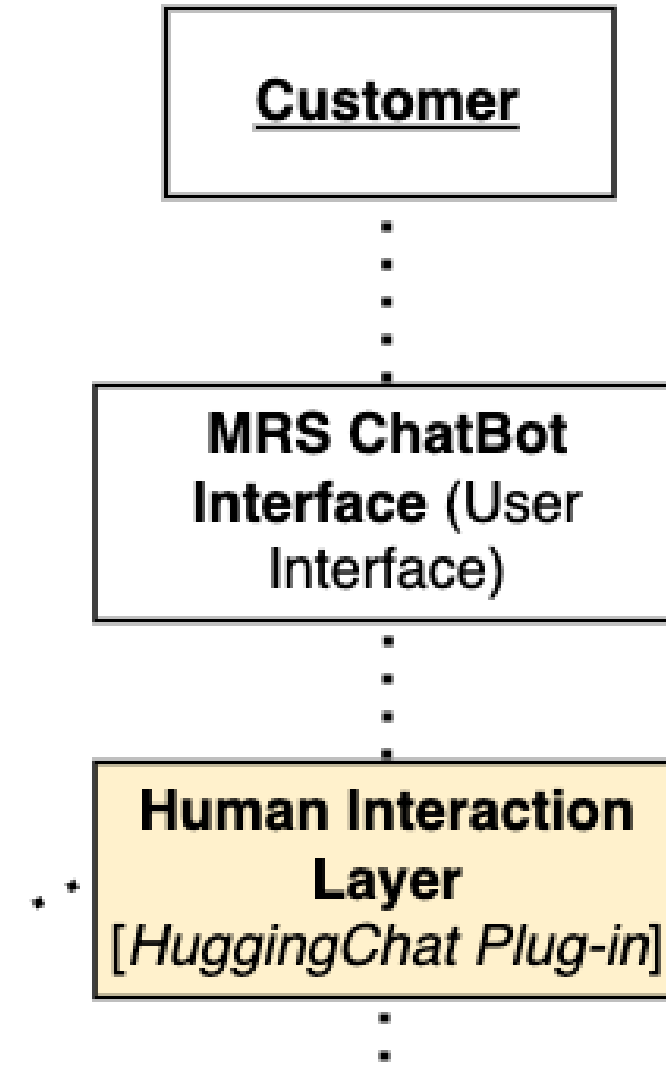


NETWORK DIAGRAM: HIGH-LEVEL



HUMAN INTERACTION LAYER

- **HuggingChat Plug-in**
 - Social Interaction
 - Emotions Intelligence
 - Improvement Feedback
 - Contextual Awareness



My name is Clara and I live in Berkeley, California. I work at this cool company called NewHorizons.

Compute

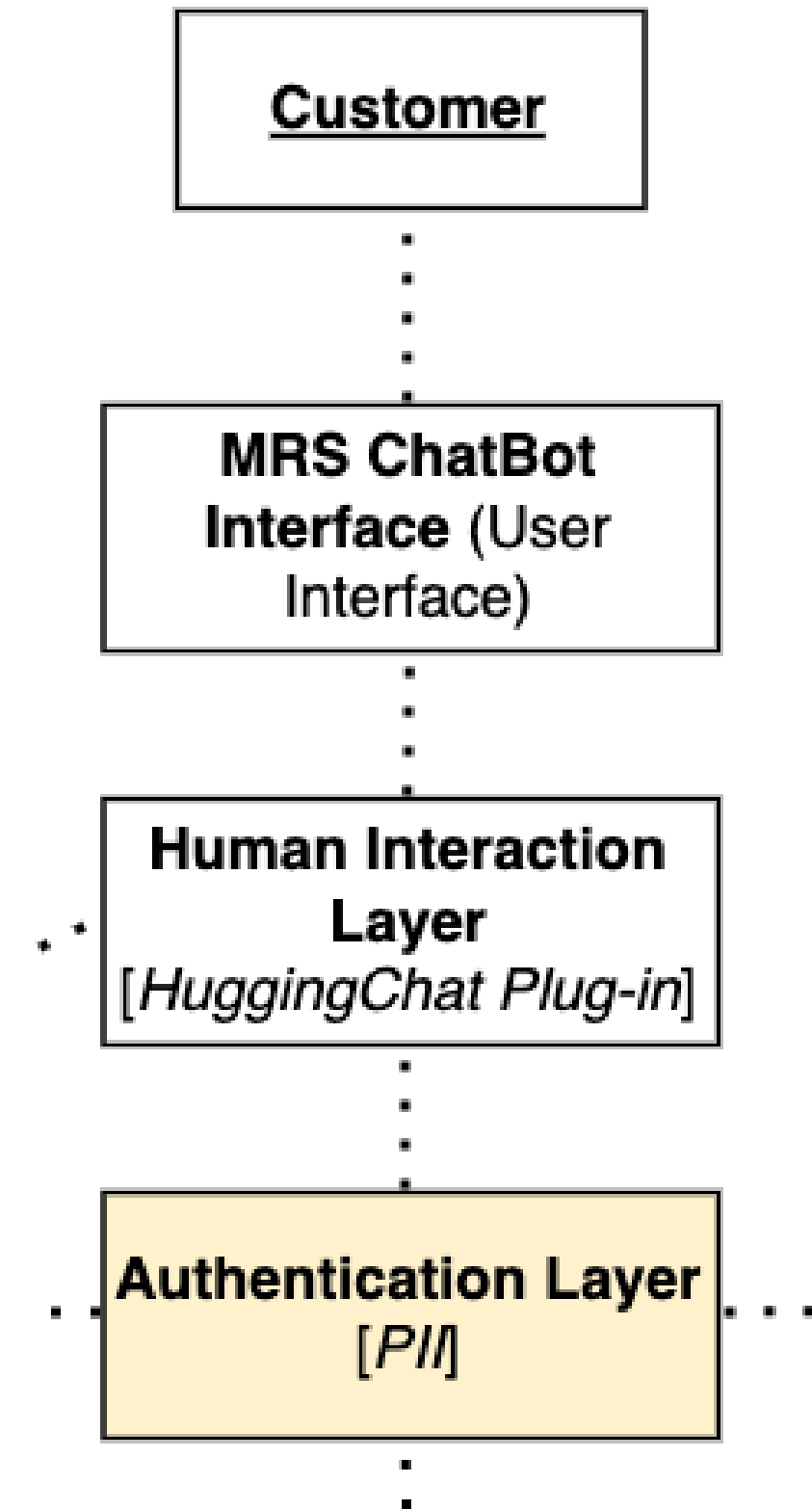
Computation time on Intel Xeon 3rd Gen Scalable
cpu: 0.109 s

My name is Clara **PER** and I live in Berkeley **LOC**, California **LOC**. I work at this cool company called NewHorizons **ORG**.

AUTHENTICATION LAYER

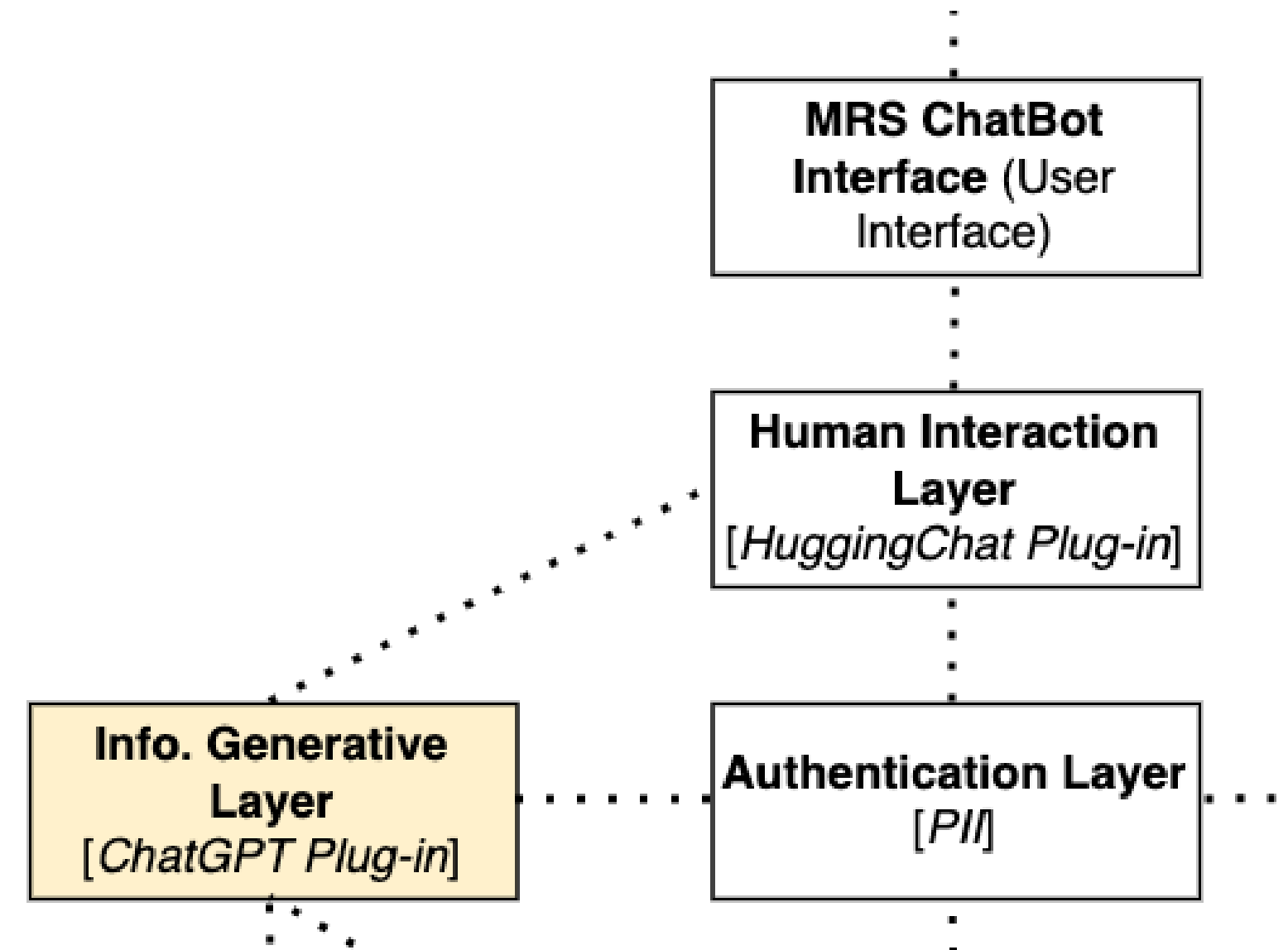
2 Options:

- PII Authentication
 - Client Data
- Google Authenticator



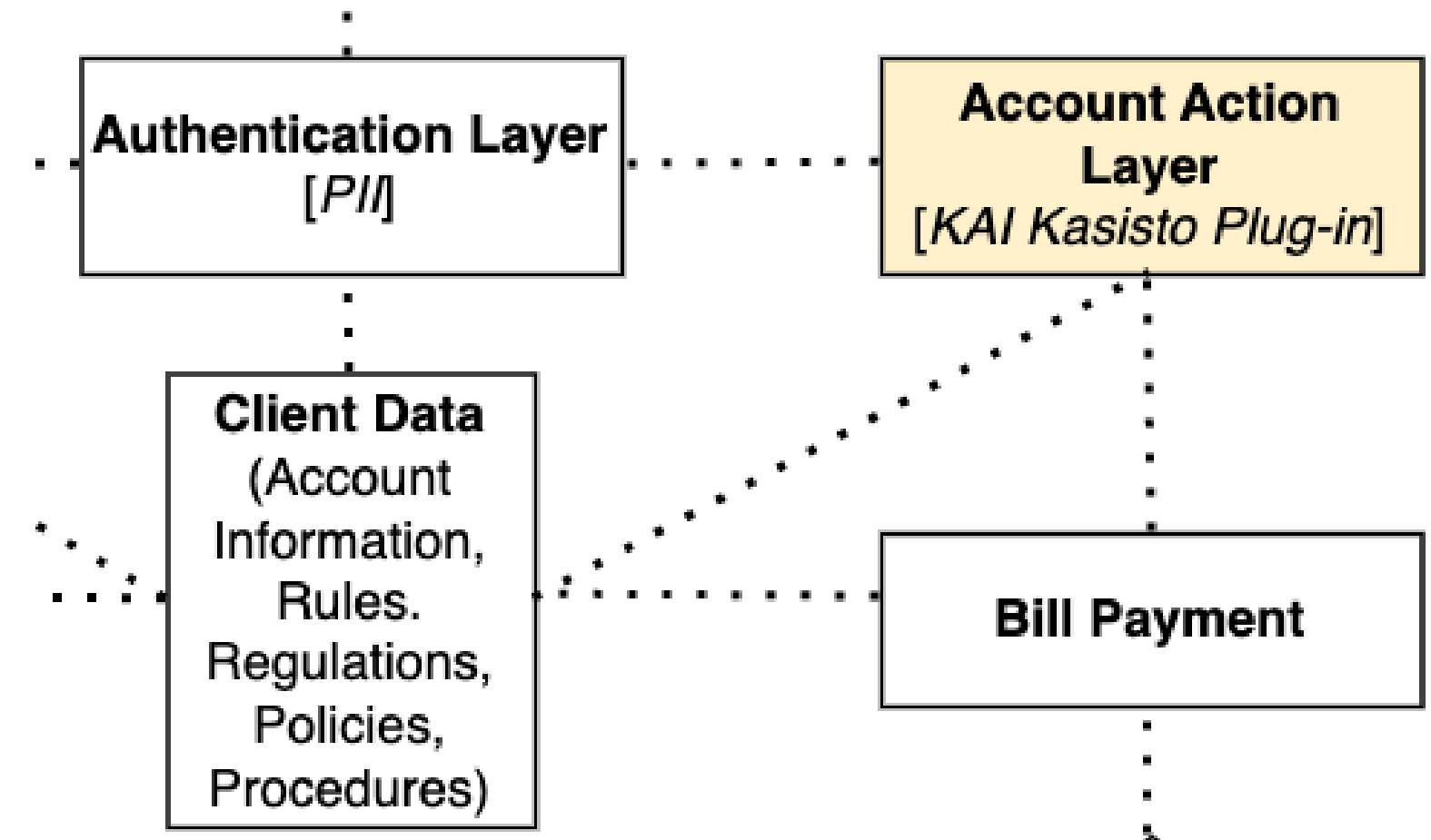
INFO. GENERATIVE LAYER

- **ChatGPT Plug-in**
 - GPT-3 Architecture
 - 24/7 Availability
 - Flexibility
 - Scalability
 - Continuous Learning
 - Broad Range of Data



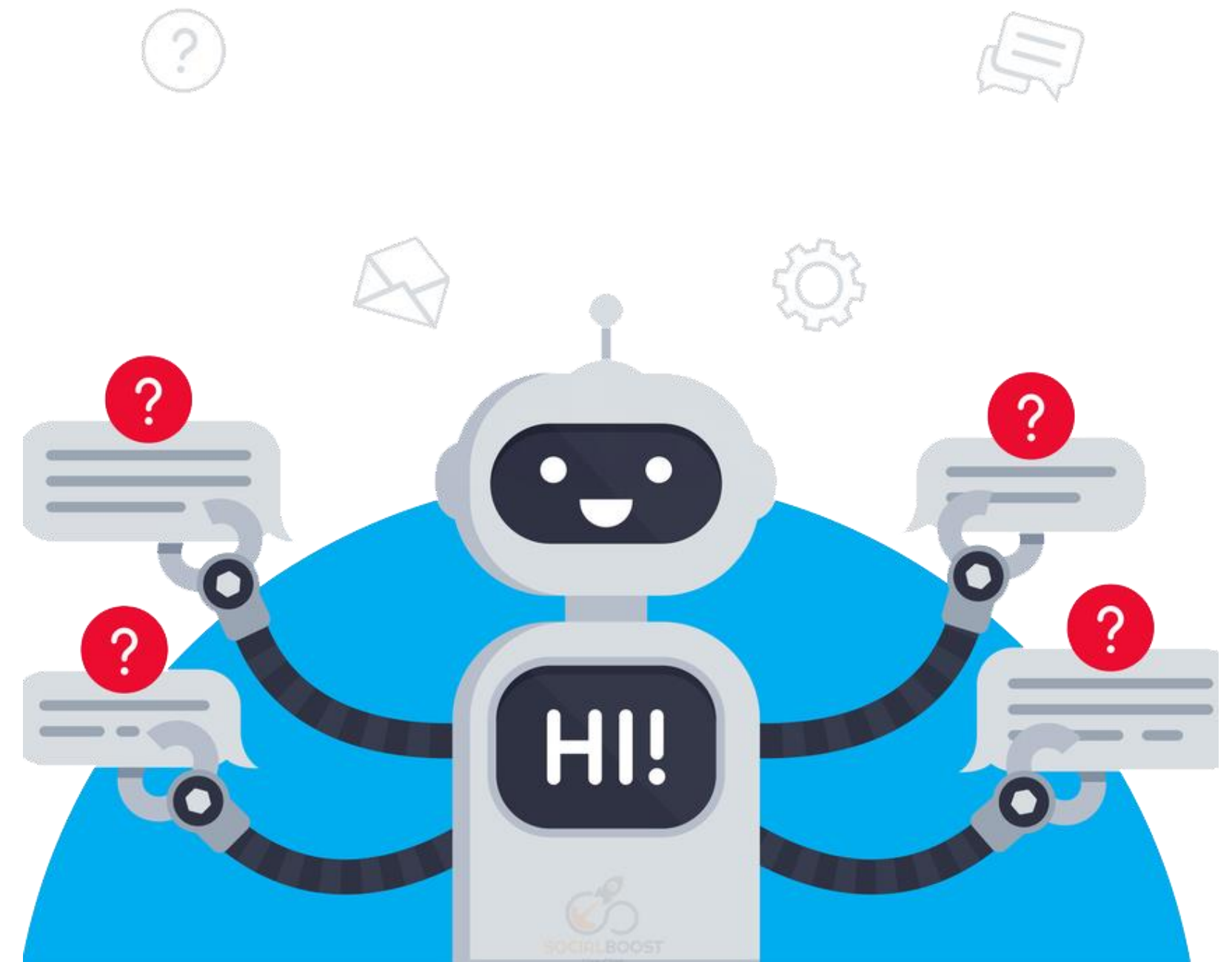
ACCOUNT ACTION LAYER

- **KAI Kasisto Plug-in**
 - Account Related Actions
 - Outstanding Payment
 - Payment Condition verification
 - Payments and opt-out options

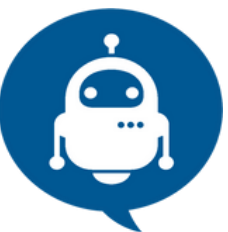
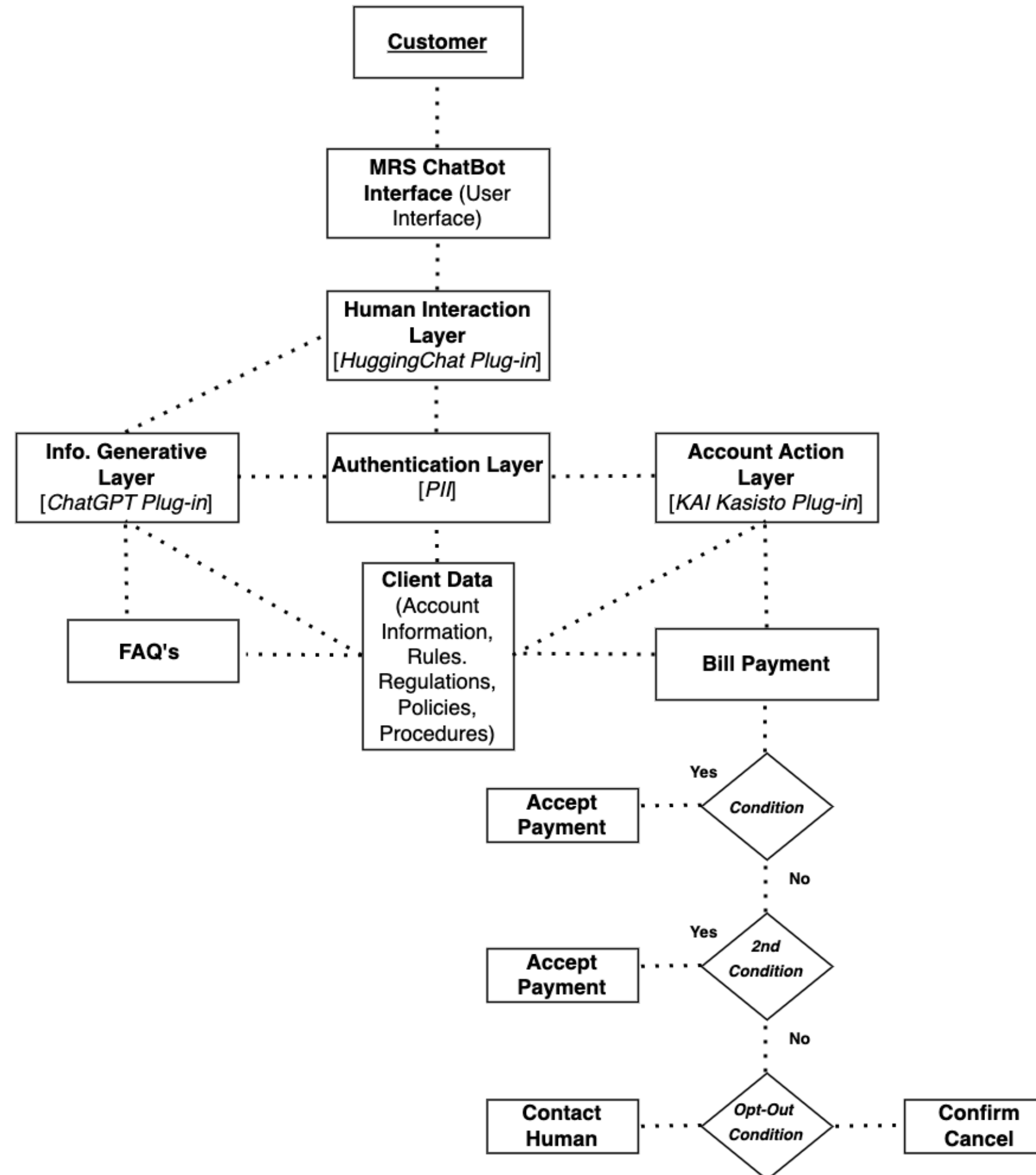


ARCHITECTURE FUNCTIONS SUMMARY

- Connected API's
- Disaster Preparation
- Human Contact
- Encryption



NETWORK DIAGRAM: LOW-LEVEL



PROTOTYPE

Hi Roshan! What is it you need help with today?

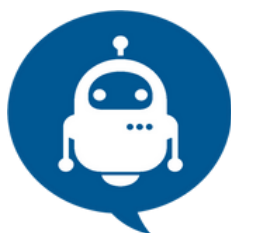
Hi Roshan! What is it you need help with today?

Your balance is \$ 300.

Hi Colin! What is it you need help with today?

Hi Colin! What is it you need help with today?

Your Credit is \$ 1000.



LEARNING FROM PROCESS

First Sprint

- Pre-planning
- Researched chatbot
- Learning process
- Simple visual aids

Sprints 2-4

- Improving process
- Better Flow
- Learning to be flexible
- Smaller stories

Sprints 5-7

- Comfortable with process
- Lots of visual aids
- Reflection of process
- Collaboration of ideas

SUMMARY AND LESSONS LEARNED



Transparency

- Utilize unique areas of expertise
- Identified strengths & weaknesses
- Understood & managed stress points effectively

Flexibility

- Making small changes
- Identified priorities and re-oriented
- Reflection on improvement

Communication

- Transparency communication = progress
- Create the optimal solution
- Feedback over coaching

Move Items Through the process

- Gave guidance
- Completing tasks
- Easier Adjustments



**THANK YOU FOR
LISTENING!**

**ANY
QUESTIONS?**

"Hey ChatGPT What is the best quote for the end of a presentation"