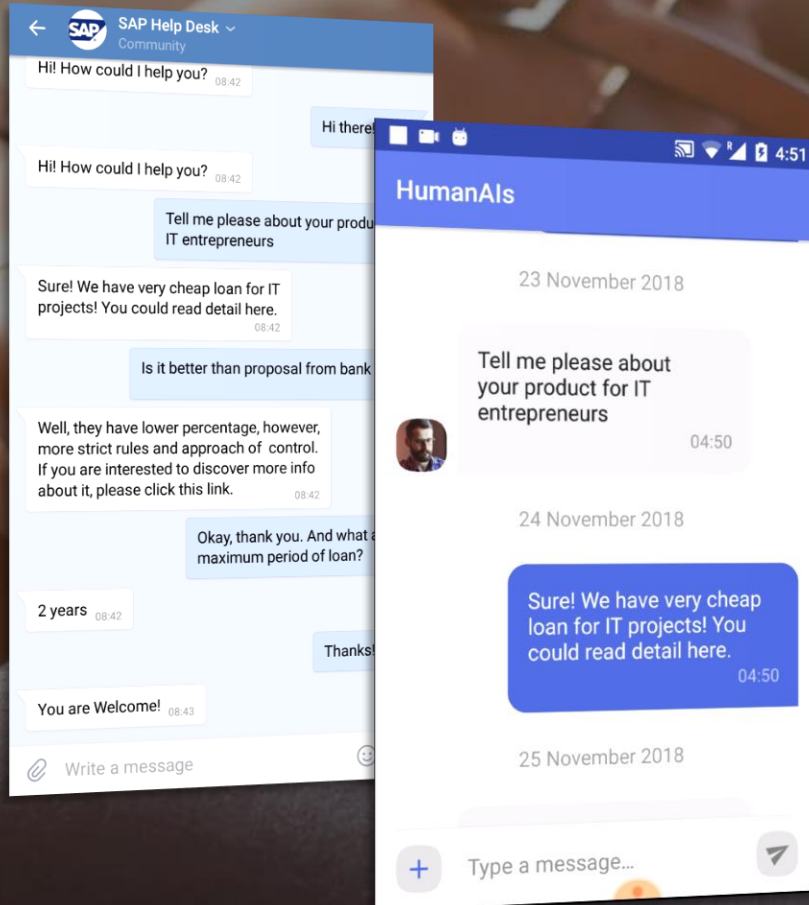


A stylized illustration of a human brain with a glowing, interconnected neural network overlay, set against a background of soft, colorful clouds and a starry sky. Two hands are visible at the bottom, reaching up towards the brain.

HumanAIS

Artificial Intelligent customer service support



HumanAIS

HumanAIS – (Artificial Intelligent Support) is a conversational solutions based on chatbot, that provides a personalized conversation transfer service from chatbot to live support agent and back.

The problem



Overload



Low response time

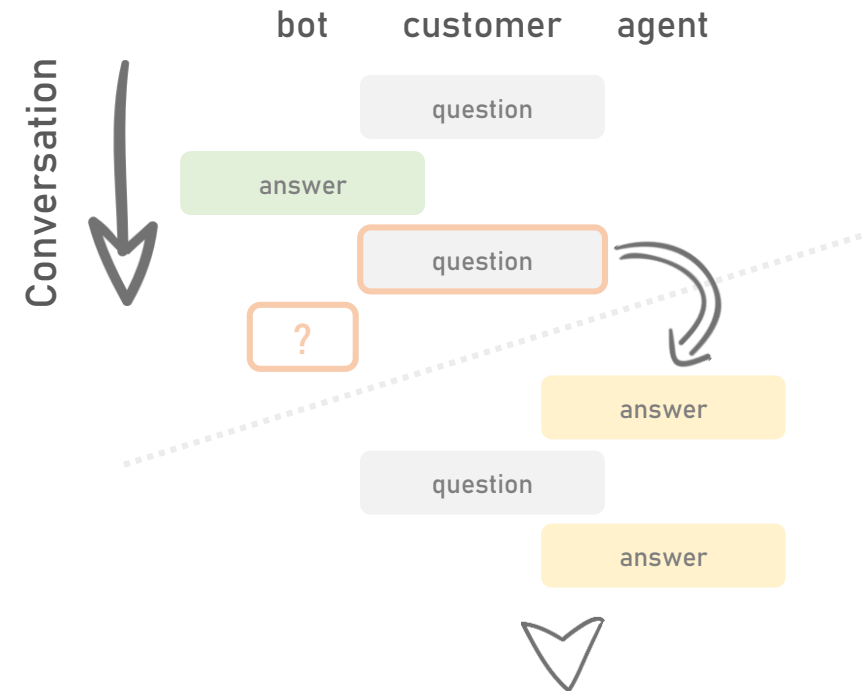


Lack of understanding



No model training

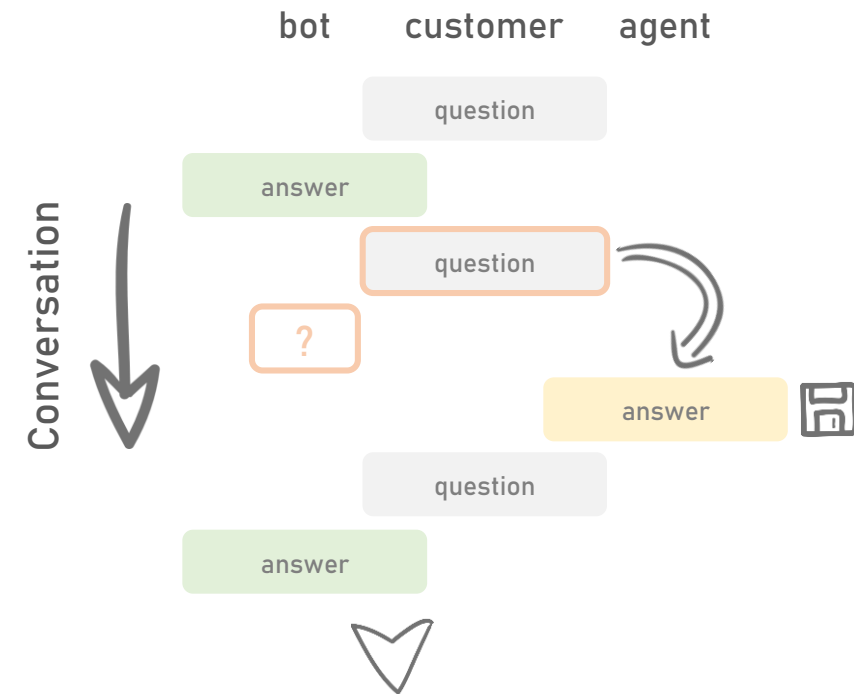
Bot support 'AS IS'



The solution

Bot-agent-bot

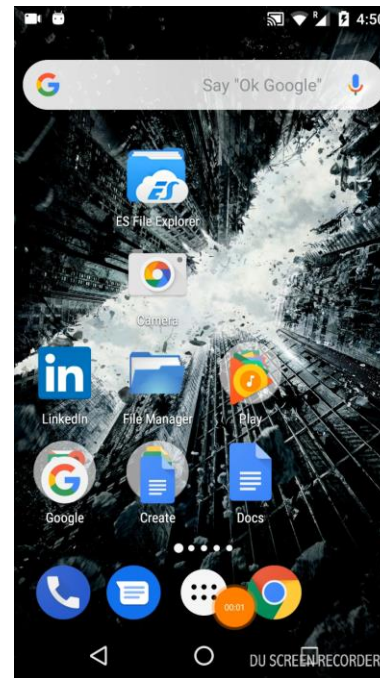
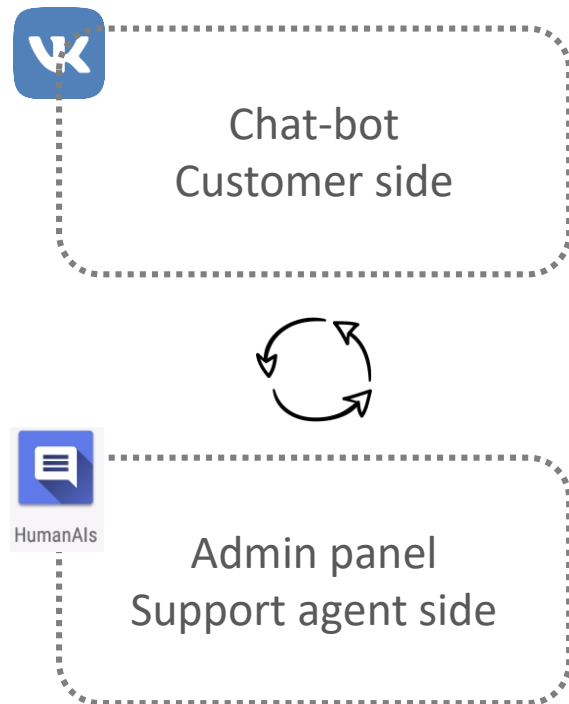
Customer starts the conversation with the chatbot, based on NLP system. If the bot is stuck, the question is transferred to live support agent. After the question is answered, it is being recorded and added to database for future machine learning, and customer is returned back to conversation with the chatbot.





How it works

Conversation transferring bot – agent – bot



Chat-bot is a driver of communication. If it couldn't answer from its database or NLP system it send request to a human agent into the admin panel.

After admin's response chat-bot take conversation back to the automated way that allow to optimize time of agents.

Implementation chart

Never-ending product journey

Junction 2018

We've done:

1. Transfer algorithm
2. VK chatbot for customers
3. Admin application
4. NLP baseline

Life after hack

We do next:

1. Request routing module enhancing
2. NLP-system with training module
3. Personalization by mood, gender and age
4. Data markup module for support agents
5. "The strings" architecture
6. Product packaging

HumanAIS

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