**AI-Powered Receptionist for the Textile Industry**

1. **Real World Scenario & Limitations**

For example, IndiaMart, Alibaba.

To initiate a B2B inquiry on IndiaMART, you can either search for a specific seller or product and then send a direct enquiry, or post a buy requirement to reach out to potential suppliers.

IndiaMart is one of the biggest companies to provide you daily price based on enquiry you generated. But there are certain limitations.

In the industry, particularly in B2B or wholesale operations, customers frequently inquire about product prices based on parameters like material, quality, and color. Traditionally, these queries are handled by a receptionist or sales staff during working hours.

**Limitations in the current system:**

* **Fixed Working Hours:** Support is only available between 9:00 AM to 7:00 PM.
* **Staff Availability:** Receptionist may be busy, on leave, or unavailable during high query volumes.
* **Language Barriers:** Customers from diverse regions may not speak the same language as the receptionist.
* **Delayed Responses:** Human error or workload can lead to slow replies, impacting customer satisfaction.

These bottlenecks affect customer experience and potentially result in lost opportunities.

1. **Reason to Implement AI-Based Product**

To overcome the limitations of manual support, we built an **AI-powered WhatsApp-based assistant** capable of understanding natural language queries and providing accurate responses instantly.

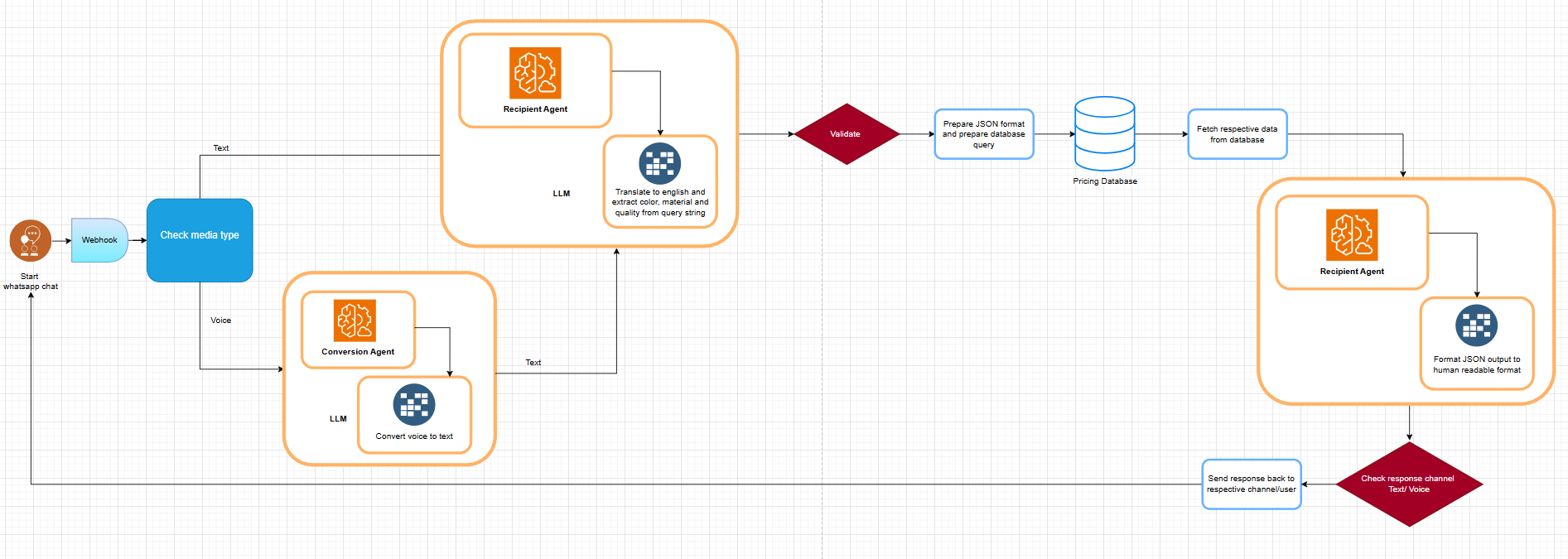
**Why we built this system:**

* **24x7 Availability:** Always active, no holidays.
* **Multilingual Understanding:** Can interpret queries in multiple languages.
* **Fast Response Time:** Instant replies, even during high demand.
* **Consistent Accuracy:** No human error in understanding or replying.
* **Customer Engagement:** Enhanced interaction quality with smart understanding of customer needs.

1. **Support multiple business requirements**

It’s not just limited to textile business. Our product support multiple business at minimum effort.

**4. Technical Overview for Interested Audiences**

****

**Core Technologies Used:**

* **Python:** Chosen for its readability, speed of development, and large ecosystem.
* **AI Agents (LLM-based):**
  + Understand user messages
  + Translate languages if needed
  + Extract key data (material, color, quality)
  + Query pricing database
  + Format and send reply
* **WhatsApp Integration:** Using APIs like Twilio/Gupshup to send/receive messages
* **Structured Prompting:** To enhance agent understanding and ensure accurate query parsing

**Benefits of Python & AI Agents:**

* Rapid prototyping and flexible integration
* Easy to scale and maintain
* Leverage cutting-edge language models without deep AI knowledge

**5. Future Enhancements**

Our roadmap includes the following upgrades to make the assistant even more intelligent and versatile:

* **Voice-to-Text Integration:** Customers can send voice messages which will be transcribed and processed by the AI agent.
* **Voice-to-Voice Response:** AI can reply in audio format for easier communication.
* **Product Image Understanding:** AI can process product photos to understand customer intent.
* **CRM Integration:** Automatically log interactions and customer data to a CRM system.
* **Marketing Purpose:** Based on previous queries we can encourage customer to buy related products.

**Conclusion:** This AI-powered system is not just a tool—it’s a 24x7 virtual employee that improves efficiency, boosts customer satisfaction, and helps businesses grow by leveraging the power of language models and automation.