Case Study - 1

↳ Customer Support Agent for a B2C Company.

→ Thousands of Tickets everyday.

→ Lot of support people.

→ TAT will be very HIGH.
   ↳ Turn Around Time.

\# Lot of queries + predictable ⇒ AI. Agents.

\# AI (ChatBot).

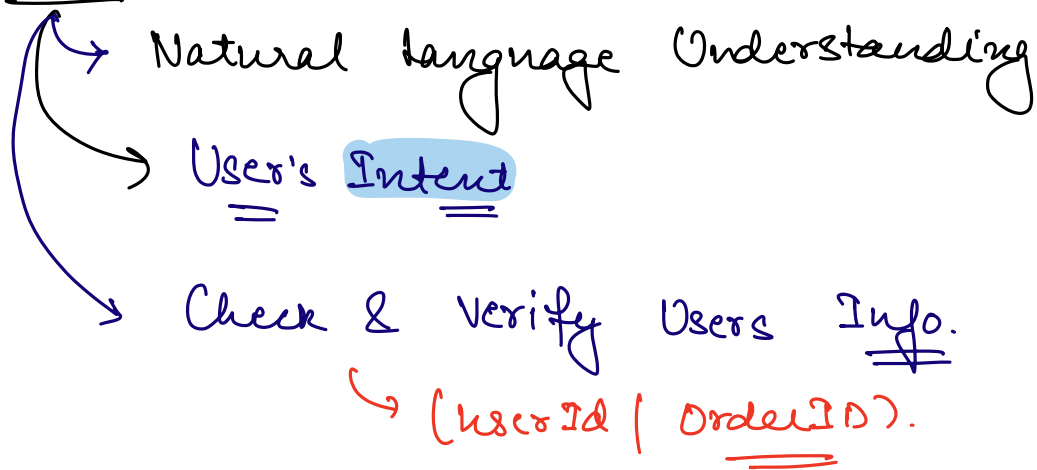Just answers the query.

⇒ Cancel the Order
   Initiate Refund
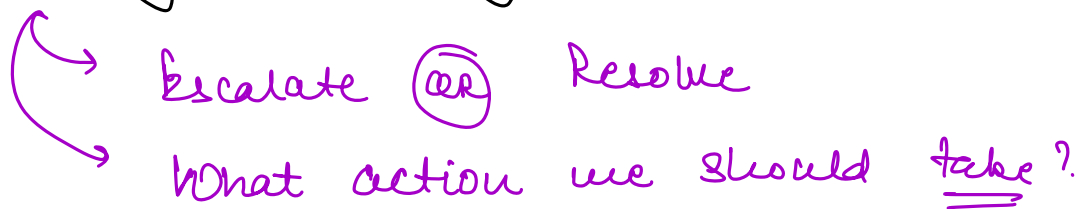   Escalates ticket
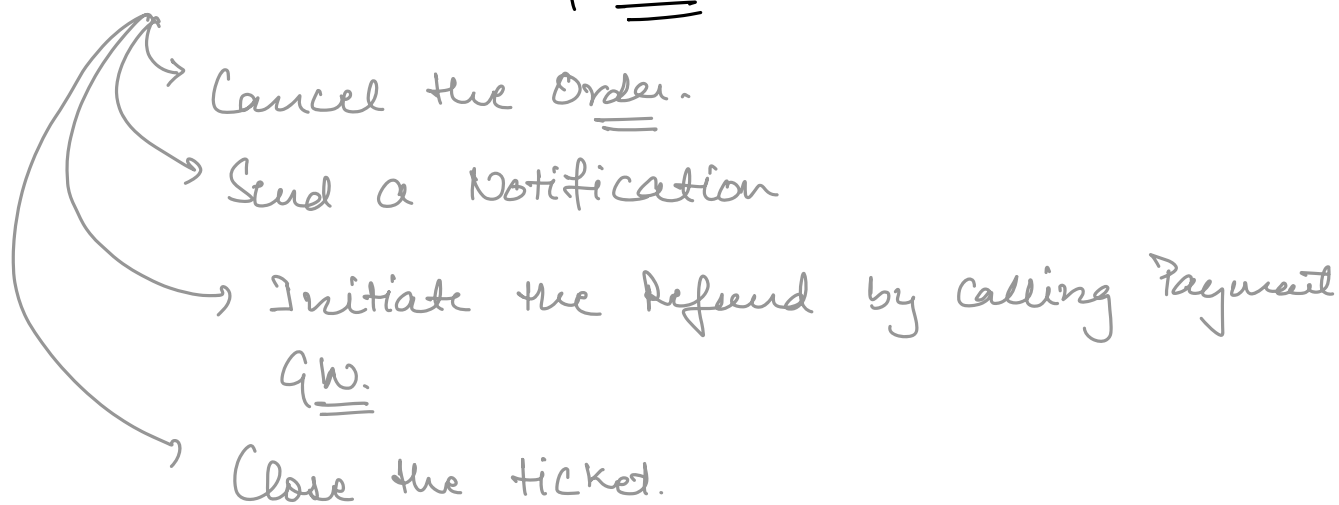   Resolve the ticket

⇒ Multi-Agent System.

Perception

→ Natural Language Understanding

→ User's **Intent**

→ Check & Verify Users Info.
  ↳ (UserId / OrderID).

Reasoning + Planning

→ Escalate (OR) Resolve

→ What action we should take?

⇒ Confidence Score (will discuss later)

Act.

↳ Call External APIs / Tools.
  → Cancel the Order.
  → Send a Notification
  → Initiate the Refund by calling Payment GW.
  → Close the ticket.

Memory

Zomato
↓
Karma Score.

Feeback

↳ CSAT (Customer Satisfaction Score).
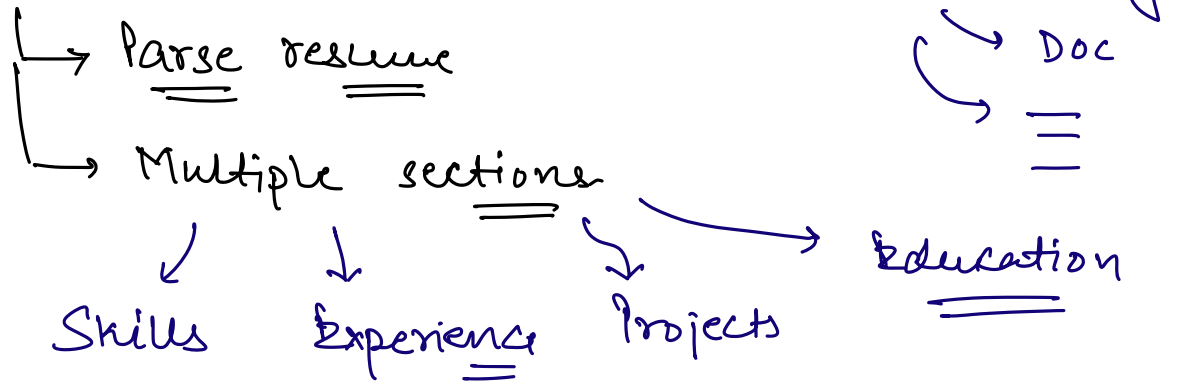
ROI (Return On Investment)

→ TAT (Turn Around Time.)

→ No. of tickets.

→ Fewer human hours.

→ High CSAT.

→ Cost.

Case Study : HR Resume Screening Agent.

Recruitment is
- → High Volume
- → Predictable
- → Time Sensitive

Perceive :
- → Parse resume
- → Multiple sections
  - ↓ Skills
  - ↓ Experience
  - ↓ Projects
  - → Education

Resume →
- → PDf
- → Image
- → Doc

Reasoning + Planning
↳ Score

$$0.3 * Experience + 0.3 * Projects + 0.2 \times Skills$$
$$+ 0.1 \times Education + - - - - - -$$

Act
- → Send a rejection mail
- → Send a Shortlisting mail

Memory. ✓

feedback. ✓