

Hey Team,

Super excited to present this proposal to all of you for your review. I will appreciate your feedback and comments.

Proposal Name:

AI ChatBot: Powered by ApeCoin and Helix

Proposal Category:

Ecosystem Fund Allocation

Abstract

The proposal aims to install the Helix Support Solution on the ApeCoin community platform to enhance user experience, provide instant support, and streamline community interactions. The product consists of:

- Generative AI-powered chatbot that integrates with Discord and Website.
- Ticketing: if the bot can't sufficiently answer, the user can request human support via Helix Ticketing

Author Description

Ashu Dubey is the co-founder and CEO of Helix- a community support platform. He is passionate about Web3, community, and AI. At Helix, he is working at the intersection of all three. Previously, he was a product leader at LinkedIn - where he was responsible for driving user growth. This has given him a deep understanding of the power of community.

Team Description

Our team comprises experienced AI engineers, developers, and community managers who have worked at companies like Microsoft, Meta, and Uber. They have previously implemented similar solutions in other DAOs, such as Bankless DAO, zkSync, and OKX Chain, among others.

Motivation

The ApeCoin community is growing rapidly, and with this growth comes the need for efficient and effective communication channels. More specifically, Helix will solve problems both for the moderators and the community members:

- Community Members

: The nature of Discord is such that people miss important announcements, discussions, and as such, they ask the same questions again. They get the answers to their questions a few minutes and hours later. This is a poor community experience.

- Community Moderators

: Moderators are tired of answering the same questions again and again. They want and need to focus on more complex tasks and questions.

The Helix Chatbot can provide instant, accurate responses to common queries, freeing moderators and community managers to focus on more complex tasks.

Rationale

The installation of the Helix Chatbot aligns with the APE Community's mission of transparency and collective responsibility. It will improve the efficiency of our communication channels and ensure that all community members have access to the information they need when they need it.

The benefit to the ApeCoin Ecosystem

1. For Community Members:
2. Availability of information: It will democratize access to information for everyone. For example, it will ease the onboarding process for new members - people with basic questions will get instant responses from the chatbot, therefore reducing the bounce rate due to lack of engagement.
3. 24-7-365 support - Helix AI operates continuously
4. Currently, the information is siloed on the platforms where they are created. Helix can take in information from multiple sources (Discord, forums, notion, docs, etc) and provide instant answers.
5. For Community Team:

6. Saves Time and resources: By answering most of the questions, frees up valuable time for the community members
7. Analytics: Helix centralizes all support queries providing a holistic view to the community on the nature of community engagement.

#### Key Terms

- Helix Chatbot - An AI-powered chatbot designed to provide instant, accurate responses to user queries.
- Helix Ticketing: A ticketing solution similar to ZenDesk which works with Discord/Email/Website etc.

#### Specifications

The Helix Chatbot will be integrated into our existing community platform (Discord). It will be programmed to answer frequently asked questions, guide users through the AIP process, and provide real-time updates on AIP status.

Helix platform is superior to any other platform by miles. Three key differences:

- No Hallucinations: Generative AI solutions are plagued by the problem of Hallucinations where they make up answers even when they don't know it. Helix is the only solution that doesn't hallucinate. Our quality of response is extremely high.
- Works with imperfect documentation: Helix can take in information from sources such as Discord, Forums, Website, Google docs etc. So you don't need a perfect documentation for it to work
- Integrations: AI won't answer every question. As such, the handoff b/w AI and humans need to be smooth. Helix has a ticketing system that works smoothly with the AI.

#### Steps to Implement

1. Review and approve the AIP.
2. Helix trains the ApeCoin bot (Sample: <https://helix.im/playground/apecoin/>) with relevant information sources and actions.
3. Community admins test the chatbot in a controlled environment.
4. Launch the chatbot to ApeCoin's Discord.
5. Collect feedback from the community.
6. Retrain the bot based on the feedback
7. Repeat step 5

#### Timeline

1. Milestone 1: AIP Approval
2. Milestone 2: Bot training and test deployment (takes about 1-2 days)
3. Milestone 3: Test the bot and collect feedback (1 week)
4. Milestone 4: Deploy to the community

#### Overall Cost

Initial Proposal: 2500 ApeCoin for the entire year. This will cover 5000 queries in total. After this many queries, we'll return to the community with another AIP proposal.

#### Screenshots

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Real response for ApeCoin's sample bot created by the Helix Team:

[

Screenshot 2023-07-19 at 12.02.27 PM

1844×1792 340 KB

](<https://global.discourse-cdn.com/apecoin/original/2X/1/18f5f8bd87c48645595bea6d00835dc0f6b58488.png>)

link: [Previewing ApeCoin Bot - Gleen](#)