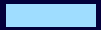


Dell for Startups X STARTMunich

Hack Challenge Road to START Hack



The Problem

- Context: Startups often have recurring questions about programs, benefits, and processes.
- Goal: Develop a chatbot/voice assistant to automatically handle these inquiries and pre-qualify leads.
- Value: Improved efficiency, reduced workload for the Dell for Startups team, and a seamless customer experience.

Challenge Objectives

- Provide automated responses to common questions about the Dell for Startups program (e.g., benefits, eligibility, coupons, mentorship, DWEN).
- Gather relevant startup information (industry, founding year, number of employees).
- Optional: Multilingual support (German, English, French) – a “nice-to-have” feature.
- Ideal outcome: A solution that requires minimal human intervention and streamlines inbound requests.

Desired Capabilities

- A text-based chatbot, with the option to expand to voice assistants or a digital clone.
- Ability to thoroughly and accurately answer typical questions.
- Capability to engage in a dialogue that identifies the startup's stage and background.
- Flexible knowledge base, allowing for easy updates and additional content down the line.
- Optional: 3D representation of Dell representative in the chat bot
- Optional: Proper lead qualifying through chat bot -> high, medium, low potential
- Optional: Double-check outputs through vector database to avoid hallucination / misinformation

Potential Technical Approaches & Tools

- **Chatbot Starters:** OpenAI, Anthropic, [Next.js Chatbot Template](#)
- **Chatbot Platforms:** dify.ai -> manage LLMs and add context, integrate external tools
- **Voice platforms:** [LiveKit](#), [Retell AI](#), Twilio/Azure

Knowledge Base

- Dell for Startups Website and supplementary information
- Supplementary startup-related data (e.g., from public sources) to assist in qualifying leads.

Evaluation Criteria & Success Factors

- **Quality Over Complexity:** A solid, well-functioning chatbot is better than a half-finished voice assistant.
- **Completeness:** The solution should answer most common queries effectively.
- **Reliable data collection:** Ensure the bot accurately gathers startup info (industry, founding year, team size).
- **Accuracy:** prioritize accurate answers - avoid responding to questions outside the scope
- **Optional multilingual support.**
- **Scalability and extensibility** for future enhancements.