MEROM

Ben Ganon | Sagiv Antebi | Uri Greitser | Omri Ben-Hemo | Sahar Rofe

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Meet Sahar

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Sahar has Internet Problems

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Sahar wants his problem solved as quickly as possible

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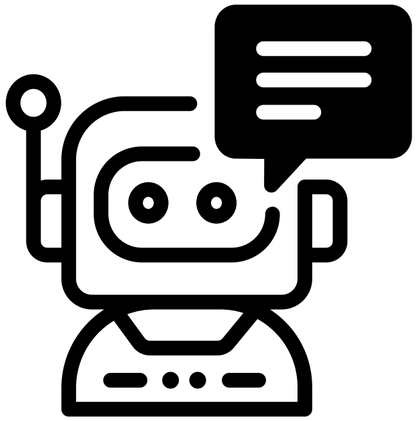
Sahar can try and solve his problem with a BOT



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But Sahar loves human interaction

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Just like Sahar, 60%* of people would rather call a human than talk to a bot online.

*According to a study conducted by Userlike, 2023.

We want to give Sahar the best of both worlds

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Customer Service Call- Today

Start of Call → Navigation → ●●● → Human Agent Answers

10 - 30 Min Avg.
Wait Time

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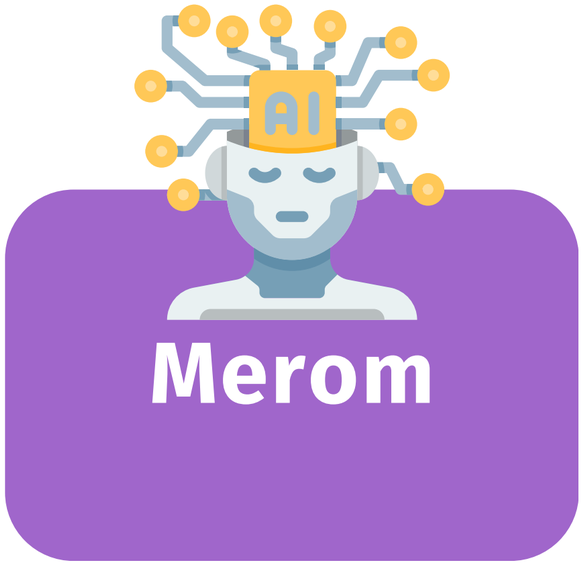

Merom - Virtual Agent
For people who don't know they need a BOT

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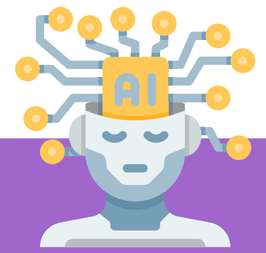
What is Merom?

Start of Call → Navigation → Merom → Human Agent Answers



In the mean time, talk to Merom

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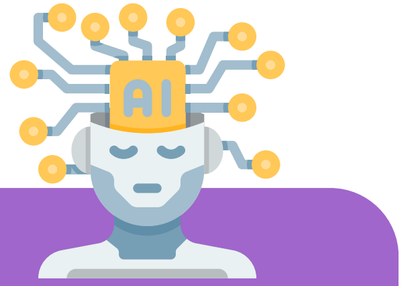
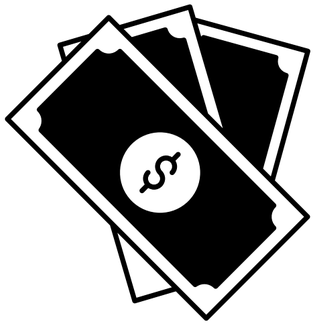


Merom

Saves time

Saves money

Less manpower needed



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Sahar updates about his problem

Whisper Speech To Text listens to Sahar

Sahar updates about his problem

NICE Team 57

GPT-3.5 matches the problem to a solution

Whisper Speech To Text listens to Sahar

Sahar updates about his problem

NICE Team 57

GPT-3.5 matches the problem to a solution

Our model provides the relevant solution to the given problem

Whisper Speech To Text listens to Sahar

Sahar updates about his problem

NICE Team 57

GPT-3.5 matches the problem to a solution

Our model provides the relevant solution to the given problem

Eleven Labs Text To Speech creates a human-like interaction

Sahar updates about his problem

Whisper Speech To Text listens to Sahar

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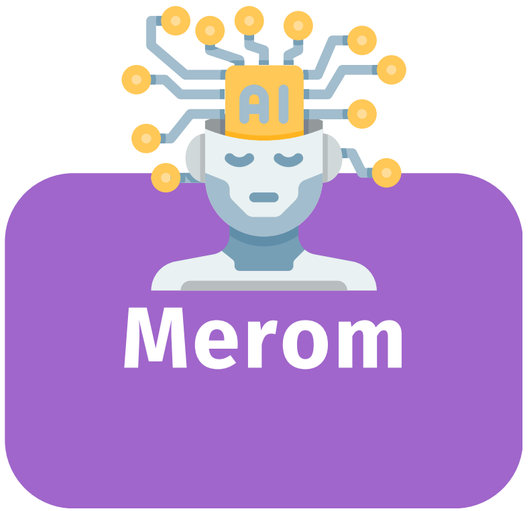
Sustainability

Recycling of Electronic Waste Law

Let's try to make it happen using Merom.



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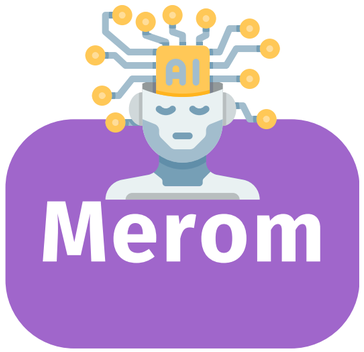
Breaking the cycle



Great success

Passing the torch

Passing the Torch

Compile a summary of the user's conversation with Merom

Pass it on to the human agent

```python
def parse_answer(answer):
    value = answer.replace('\n', '').split("'value':")[1][1]
    summary = answer.split('summary')[1]
    return value, summary



if __name__ == '__main__':
    summary = []
    playsound.playsound('Audio/Merom.mp3', True)
    while(True):
        user_input = record_until_key()
        loop_prompt.insert(-2, f'The customer said: {user_input}')
        # loop_prompt.insert(-2, f'The customer said: "yes, my intd
        # ernet is not working"')
        api_prompt = ".".join(loop_prompt)
        answer = get_answer(api_prompt)
        answer, temp_summary = parse_answer(answer)
        summary.append(temp_summary)
        print(answer)
        audio = dict_answer_to_mp3.get(answer)
        print(record.transcribe_audio(audio))
        playsound.playsound(audio, True)
        loop_prompt.insert(-2, f'and I said: {answer}')
```

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```
Finished recording
Transcription: Yes, my internet isn't working.
2
Could you please check if the router is on? Are there any blinking LEDs?


1
Finished recording
Transcription: the PON LED is blinking.
3
Okay, I can see that there was a problem in the building. Can you try to
  unplug the network cable at the back of the router, then wait a few
 seconds and plug it back?
```

Incorporating Merom

Merom can fit right in with Nice's infastructure

High scalability

Benefits

Small effort, big reward

Saving time and money

Helping the planet one small step a time

Thank you

Link To Presentation

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