Artificial Intelligence Solutions (AIS) Overview 1.0

Solutions for Today, Tomorrow, and Forever

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1. Structure of the company

Employees:
- CEO & Founder: Shaan Patel

Filing:
- SI Consulting
    - Software intelligence Consulting
Structure
- Main corp: AIS (AI Solutions)
    - B2B: AIC (AI Consulting)
    - B2C: ACE (augmented communication environment or entity or engine)

2. Product Offerings

- Ring Rag (B2B)
  -
- ACE (B2C & B2B)
  -
- AIC (B2B)
  -

2.A **Ring RAG (B2B)**

- https://docs.google.com/document/d/1lRGdBAl0hleFF880q3vIwR4B2uap_ky5-0zZ-VIkIs4/edit?usp=sharing
- Customer Service Application
  - a two window system.
    - Transcribes calls in real time on one screen and will auto chunk conversations to for easy copy and paste of sections and segments
      - Customer service reps don't have to take notes
    - Seconds window will have the RAG application to answer any question customers are asking
      - Normal RAG with customer data
      - LLM: not only feed in the context from what the user what to copy and paste as the main question, but also have the chat history
  - Have a customizable RAG output meaning that it can output in different formats for reps of all experience levels
    - Newbie: Full output of what and how to say the information (literally creating a script)
    - Intermediate: have the hard facts but slightly word them to assist the rep but not a verbatim script
    - Experienced: Just the hard facts not pre worded
  - How to sell it?
    - Have a plug and play customizability (add or remove or swap features
      - Database
        - Use our DB
        - Integrate with there DB
      - Human Customer agents
        - Use internal resources
        - Use customer's representatives
    - Pricing Multiple options
      - Charge by each call received
        - Pay each human agent by how many calls they individually answer and extra money for tickets closed
      - Monthly fixed subscription
        - ???
    - Compare against what they currently pay + competitors
    - Will need a price calculator

2.B **ACE (B2C) & (B2B)**

(Augmented Communication Entity or Engine) AI RAG Application

- Functions as a website and a side application and will be able to read what is on the screen and internal folders to then do rag
- "Time is money"
    - Don't want to talk over the phone but need to listen to mom, girlfriend, or yapper?
    - In real time transcribes calls and comes up with a response given context from the call and also RAG or if RAG is not fast enough just a memory type db like gpt
    - Needs a large and in depth safety feature
- Features
    - Similar to chatgpt, but can add memory/documents into the rag
        - Need to take in lots at a time
    - Want to show a map of how the data is related in the DB
        - Need to research how to make a vector (which is multi dimensional on a 2 or 3d plane)
        - Want to be able to drag select the documents in the db that you want to use in the next query
- How to Dev:
    - https://youtu.be/UkwXhn1nR1s
    - Back end:
        - java quarks to host application
            - Java for DB api calls
            - Java for LLM / Indexing api calls
        - Architecture for RAG
            - Embedding type
                - need to research
            - BERT(LLM)
                - fined tined to also give confidence intervals for the answer
        - Psql for user profile DB
        - ???? for vector DB
        - Docker enable containers for scalability
    - Front end:
        - React
        - UX/UI will be taken from open source libs
    - Host on GCP
        - Use GKE (google kubernetes Engine)
- Hackathon **(B2C)**
    - https://docs.google.com/document/d/1sBPvA6WXdofclRRq6Q9_FQnjp8yoScrK drXUAhuq_4g/edit?usp=sharing

2.C AIC (B2B)

(AI Consulting)
- Leverage the skills our current employees have to offer solution to current or future customers
    - Artificial Intelligence Retrieval Augmentation Generation Application
    - Computer Vision Application Through the (YOLO) YouOnlyLookOnce
    - Automating pipeline
    - Web dev
        - Front end and back end
        - DB systems
    - Data Cleaning
    - ML analytics

3. Pricing Strategy

First iteration have a token based system, $x -> x tokens

Priced at Indexing step, will be calculated by file size / numb of files

and subscription for service should include the compute for each query to the LLM and data storage

4. Marketing

B2C
Signs around campus, no cheating: no chat, no ACE with red x's

5. Customers

Customer Segments:
- Accounting
- Finance
- Library / Bookstore

1.

6. Vendors

Legal Zoom

7. Potential Use Cases

- AI powered Marketing tool
    - Existing products and new products will get auto tagged based on description / image recognition software to get higher on the google search
- Similarity search to existing products
- AI based recommendation tool
- SME for employee
- Law and regulation searchable db
- Code base to SME
- SME that could augment customer service agents
- Enhance chatbots by anyalizing questions and then requests data on that information

2.

8. Financials

Blob storage
Gpt-3.5-turbo
Indexer: Text-embedding-2 **OR** 3
Storage for vector DB

9. Contacts for leads

Ketan Uncle for his busn

chase 's moms friend tech busn

Grayson's Dad Boys and girls club

Vinay Uncle

Kethan and Devan Mama

Ajar

1. ***ESSIENTIALVentures***

Kayli
1. Nestig

10. Competitors

1. Kustomer
2. vs. Zendesk
3. vs. Intercom
4. vs. Gorgias
5. vs. Salesforce
6. vs. Freshdesk
7. vs. Oracle

8. vs. Gladly