AIS (Artificial Intelligence Solutions) Overview:

AIS is a comprehensive initiative focused on developing and integrating advanced AI solutions to enhance various business processes. The goal is to leverage cutting-edge technologies, such as Retrieval-Augmented Generation (RAG), to improve efficiency, productivity, and interaction within different sectors of the business world and beyond.

Ring Rag Overview:

Ring Rag is a product of AIS specializing in AI-powered Retrieval-Augmented Generation (RAG) for customer service agents. Ring Rag's goal is to improve efficiency, reduce workload, and enhance customer interactions without requiring extensive training for individual customer service agents.

Key Features:
1. Two-Window System:
   - Real-Time Transcription and Summarization: Automatically transcribes calls and chunks
   - AI-Powered RAG Application: Utilizes customer-specific data to provide accurate data.
2. Analytics Dashboard: Includes export features to CSV for data-driven insights.
3. Customizability: Features a plug-and-play system for easy integration into workflows.

What is RAG
NEED TO WATCH THIS VIDEO:
 Learn RAG From Scratch
ONLY FROM **(0:00 - 25:00)**
https://youtu.be/sVcwVQRHIc8?list=PLCkMWeGDjQDKWu1lFdhykSMcjnn0SJA0x
And https://youtu.be/TRjq7t2Ms5I

How Ring Rag Uses RAG:
Ring Rag employs RAG technology to dynamically retrieve and generate accurate responses during customer interactions. The RAG system is tailored to incorporate call context and chat history, ensuring personalized and precise answers. This approach eliminates the need for CSRs to manually sift through data and reduces workload, while providing customer-specific insights, for seamless customer experience.

What Will You Be Doing?
- Prompt engineering
  - Prompts for Indexing are used during preprocessing and include summarization, key point extraction, topic modeling, entity recognition, sentiment analysis, and question generation.
  - Prompts for Query Decomposition include intent identification, entity recognition, clarification questions, subquery generation, keyword extraction, and synonym expansion.
- Business Documents
  - Pitch decks to investors / customers
  - Culture Documents
  - Onboarding documents for new employees