reaidy.io AI Customer Support Chat Assistant

About:

This tool helps visitors to the page ask questions in Natural language and let AI that is trained our the website data answer the questions

Tech Used:

AI:
Chatling AI (powered by GPT-4o)

Database:
Chatling's Conversation Dashboard

Frontend:
Minimal React Setup

Runtime:
• Node.js
• Bun

Features:
• Login when new chat is initiated
• Typing indicators when the bot is generating a response
• Autoscroll to latest chat

Challenges faced:

Finding the right AI model that acts as both customer support bot as well as a Natural language processor. GPT 4o and 3.5 were too powerful and raw and needed to be trained on the data. While Azure on the other hand lacks basic onboarding capabilities.