

Simpli-Reply

Team: HMJ



Tran Que Anh (Harry) | Nguyen Bui Hoang Tan (Mike) | Nguyen Tuan Anh (Jerry)

RPA x GEN AI HACKATHON 2024



Introduction



OUR TEAM



Mike

Electrical and Electronics
Engineering/Y3



Harry

Computer
Science/Y3



Anh (Jerry)

Information Engineering
and Media/Y3



University Student Inquiry

Existing AI tools lack capability to resolve specific internal policy queries.

What are the academic unit requirements to achieve Year 4 status?

There's an overwhelming amount of information on the school's website that has left me confused.



Amy
CS/Y4

School Officer's Challenges

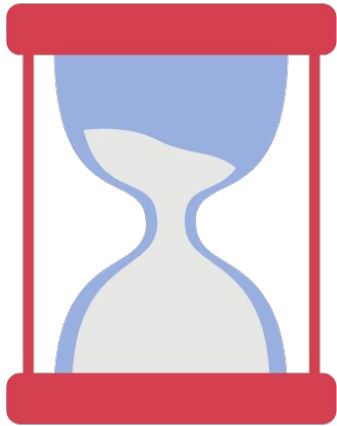
Necessity to manage
and respond to
repetitive query types.

Typically, it takes 4 to
5 days to respond to
student emails.

Overwhelmed by the
multitude of student
concerns, leading to email
system overcapacity



Imperative for Swift and Accurate Customer Service Responses Across Industries



40%

of customers want companies to focus on taking care of their needs quickly

86%

of customers have to contact customer service multiple times for the same reason



Deploying UiPath with embedded Generative AI capabilities can markedly optimize operational efficiency

Source: <https://www.netomi.com/customer-service-statistics>

Problem statement

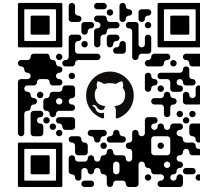
Solution

Implementation

Simpli-Reply

Team
HMJ

Redefine Your Email Management with AI-Driven RPA
Solutions for the Automotive Sector and Beyond



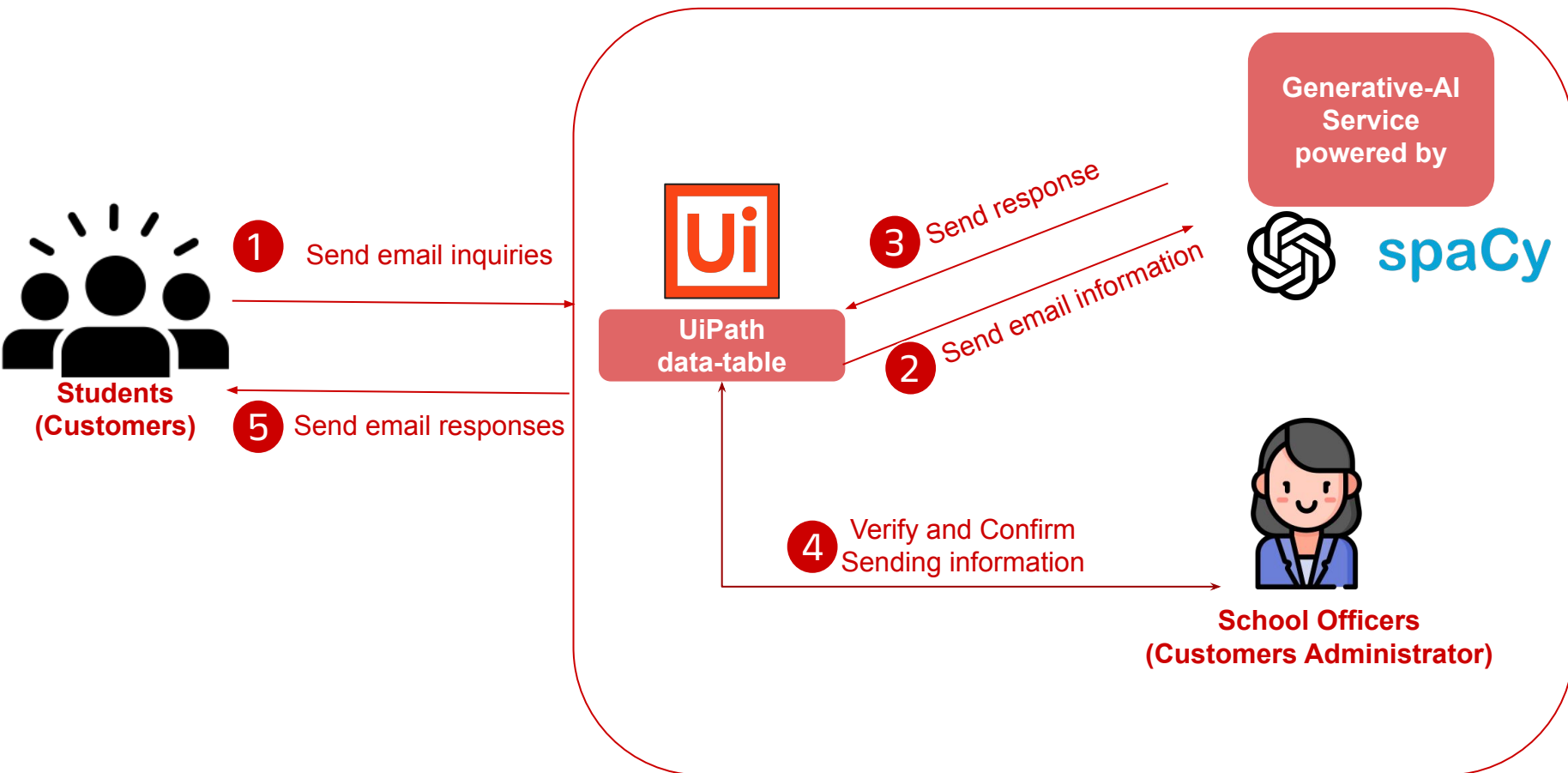
Github
Repo



Demo
Video

Simpli-Reply utilizes Generative AI to revolutionize response processes, offering educational administrative staff powerful email automation. This technology promises to boost operational efficiency and benefit industries needing superior customer support.

Solution Architecture - How it works?



Unique Selling Point: Retrieval-Augmented Generation Large Language Model (RAG-LLM)

Latest GPT models: GPT-4

You
I am Harry, U2120901G. I am studying Computer Science at Nanyang Technological University. How many AUs do I need to complete to be considered a Year-4 student? I could not find this information anywhere.

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ChatGPT

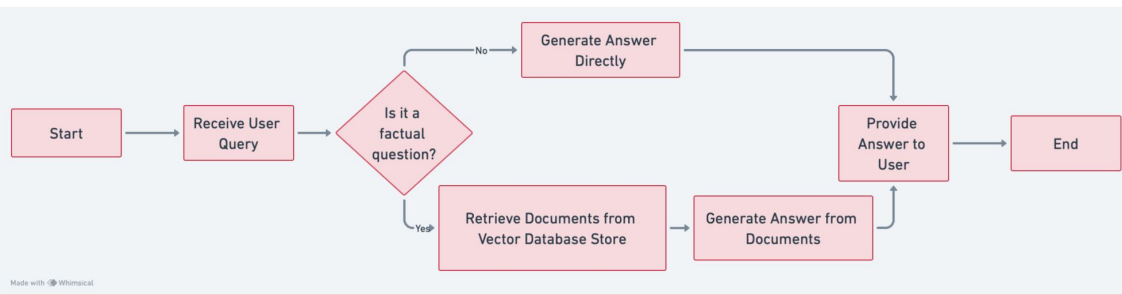
To find the specific Academic Unit (AU) requirements to be considered a Year-4 student in Computer Science at Nanyang Technological University (NTU), I recommend checking the NTU Academic Structure page directly or the Content of Courses page. Unfortunately, the exact AU requirements were not directly available from the sources accessed. Typically, these requirements vary by program and may be updated annually.

The Academic Structure page on NTU's website and the Content of Courses page are key resources for detailed program requirements, including AUs needed per year, elective options, and core modules. Since the requirements can change, it's best to consult these pages or contact the university directly for the most current information.

For the most accurate and up-to-date information, please refer to NTU's official website or contact the university's academic advising or admissions office directly [1] [2].

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RAG GPT-4 with RAG



Year attending classification

TA #TRAN QUE AN#
To: #NGUYEN BUI HOANG TAN#

🕒 ⏪ Reply ⏩ Reply all ➡ Forward 📄 🗨️ ⋮
Sun 3/3/2024 2:55 PM

Dear officer,

I am Harry, U2120901G. I am studying Computer Science. How many AUs do I need to complete to be considered a Year-4 student? I could not find this information anywhere.

Regards,
Harry

N #NGUYEN BUI HOANG TAN#
To: #TRAN QUE AN#

🕒 ⏪ Reply ⏩ Reply all ➡ Forward 📄 🗨️ ⋮
Sun 3/3/2024 2:56 PM

Dear Harry,

To be considered a Year-4 student in Computer Science for the Academic Year 2021-2022, you need to have earned between 96 and 135 Academic Units (AUs).

Please feel free to reach out if you have any more queries regarding your academic progression.

Best Regards,
Email Assistant

...

Ok, thank you. Thank you, I will do that. Thank you for the clarification.

⏪ Reply ➡ Forward

Store data in a **vector database** + using **NLP model** to identify Personal Identifiable Information entities and mask them with dummy entities







Which personal information have we exposed to OpenAI?

b You
I am Harry, U2120901G. I am studying Computer Science at Nanyang Technological University. How many AUs do I need to complete to be considered a Year-4 student? I could not find this information anywhere.



- **Name:** Harry → **Daniel**
- **Matric number:** U2120901G → **AAOJ9733A**
- **Phone number:** 83017436 → **001-717-778-3084x032**
- **NRIC:** G3701251A → **SLAF1208U**

Competitor analysis

	Simpli-Reply	Auto-response/ Chatbot service
GenAI + Automation		
Information Privacy		
 80 % Operational efficiency		
Exact information retrieval		



Product

- Increase user experience
- Test in different educational administrative services
- Develop a roadmap for long-term feature updates and maintenance



Scalability

- Establish partnerships with academic institutions for research and development support.
- Initiate pilot programs for education sector to gather data and refine product features.



Customer Engagement

- Implement feedback loops with users to ensure the product evolves to meet changing needs.
- Launch a beta testing program for active users to contribute to product development.



Thank you!



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