



UM Hackathon 2025

VOUCH

YOUR AI - POWERED BUSINESS ANALYTICS COMPANION

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PROBLEM STATEMENT

Operational Challenges for GrabFood Merchants

- Merchants operate in a highly dynamic and competitive market
- Lack of proper tools for timely decisions

Key Pain Points:

- **Limited access to business insights**

Difficulty in monitoring sales trends or identifying item performance

- **Manual inventory tracking**

Frequent stockouts and customer dissatisfaction

- **Lack of personalized guidance**

Unique needs from various merchants

- **Digital literacy**

Complicated dashboard usage and data interpretation

WHAT IS VOUCH ?

Vouch is an AI Agent-powered chatbot designed to assist GrabFood merchant partners in managing and growing their business. It mainly offers:

- **Daily business insights**

Vouch provides real-time summaries of sales and orders to help merchants keep track of their daily performance.

- **Personalized AI Recommendations**

Analyzes individual business data to suggest strategies, meeting unique business needs to boost growth



OBJECTIVES OF VOUCH

The Main Objectives include:

REAL-TIME, ACTIONABLE BUSINESS INSIGHTS

Vouch aims to provide merchants with immediate access to key performance metrics. By transforming complex data into simple visuals and summaries, Vouch enables merchants to make informed decisions.

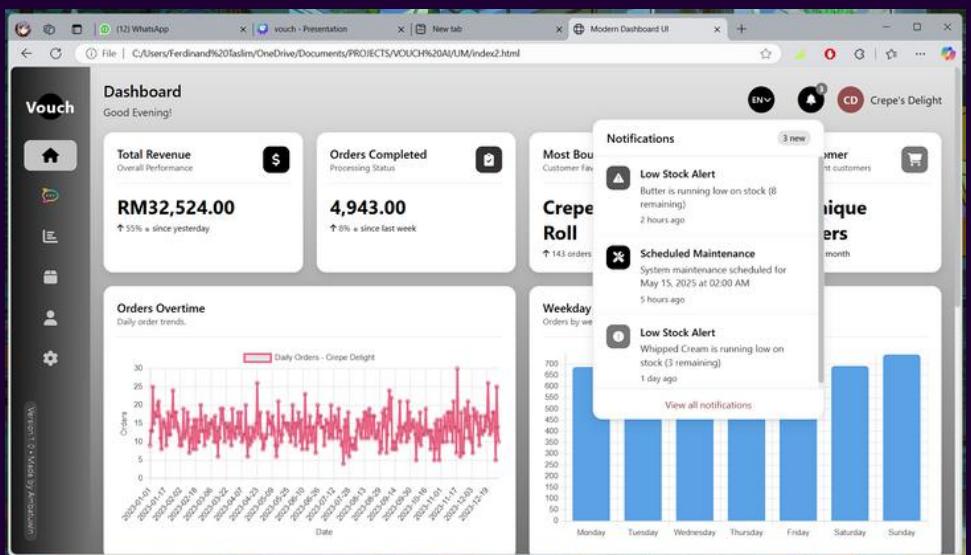
PERSONALIZED AI-DRIVEN RECOMMENDATIONS

Vouch analyzes individual merchant data to generate suggestions for business growth through AI algorithms, ensuring each merchant receives guidance based on their unique business needs.

RESOLVE GRAB'S MERCHANT ISSUE

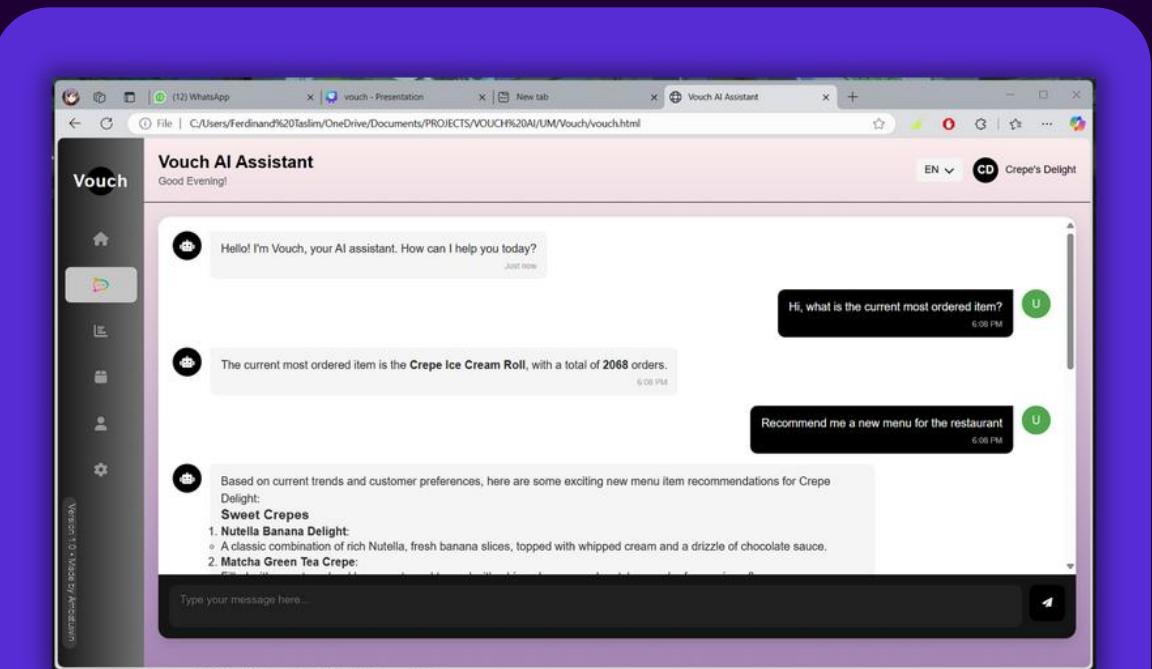
Address Grab's merchant partners' need for actionable business analytics, by developing an AI-powered assistant that delivers real-time insights and personalized guidance.

SYSTEM OVERVIEW



LIVE DASHBOARD

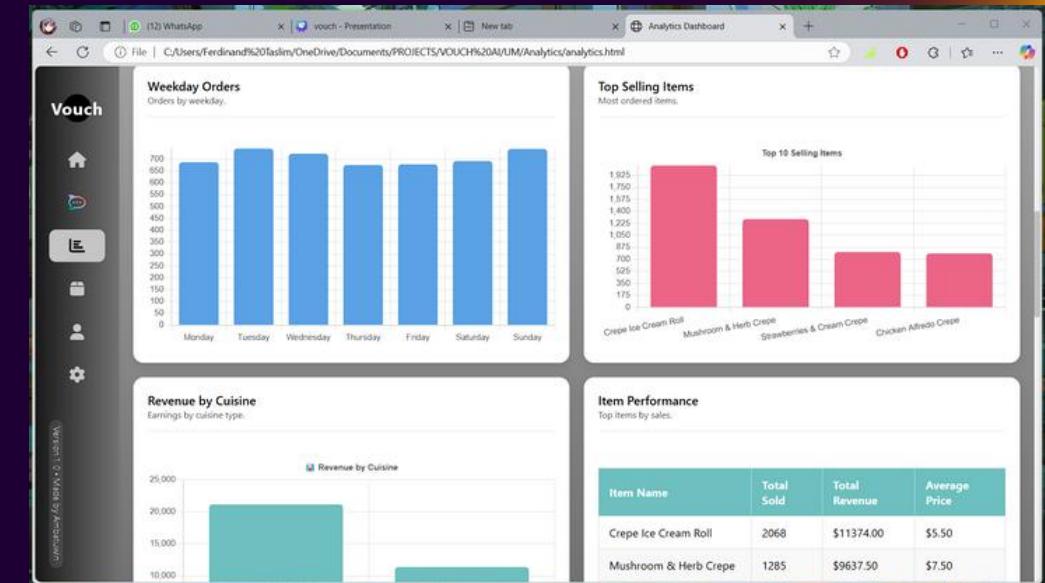
Vouch AI's live dashboard gives business owners real-time visibility into their performance, making it easier to make smart, data-driven decisions. With powerful analytics, it helps track key metrics and assess how well operations are running. Plus, the dashboard sends proactive alerts for low stock levels and upcoming maintenance, ensuring you're always one step ahead in keeping things running smoothly.



VOUCH CHATBOT

Vouch AI's chatbot is your go-to assistant for all things business! It lets you easily ask questions about your operations—like what your top-selling item is, total revenue, or how many orders were made last week. But it doesn't stop there! The chatbot also offers expert advice, from profit-boosting strategies to ideas for new menu items, all backed by your business data, ensuring you make smart, data-driven decisions.

Vouch System consist of mainly 3 part:



ANALYTICS

Get ready to level up your business with Vouch AI's Analytics page! Packed with interactive charts and key metrics, it gives you a clear view of how your business is performing. Track trends like Orders Over Time, Total Orders, Top Selling Items, Average Delivery Time, and Returning Customer Rate. These insights help you spot growth opportunities, stay ahead of the curve, and make smart decisions that'll boost both operations and customer satisfaction.

SHOWCASING SESSION BY :

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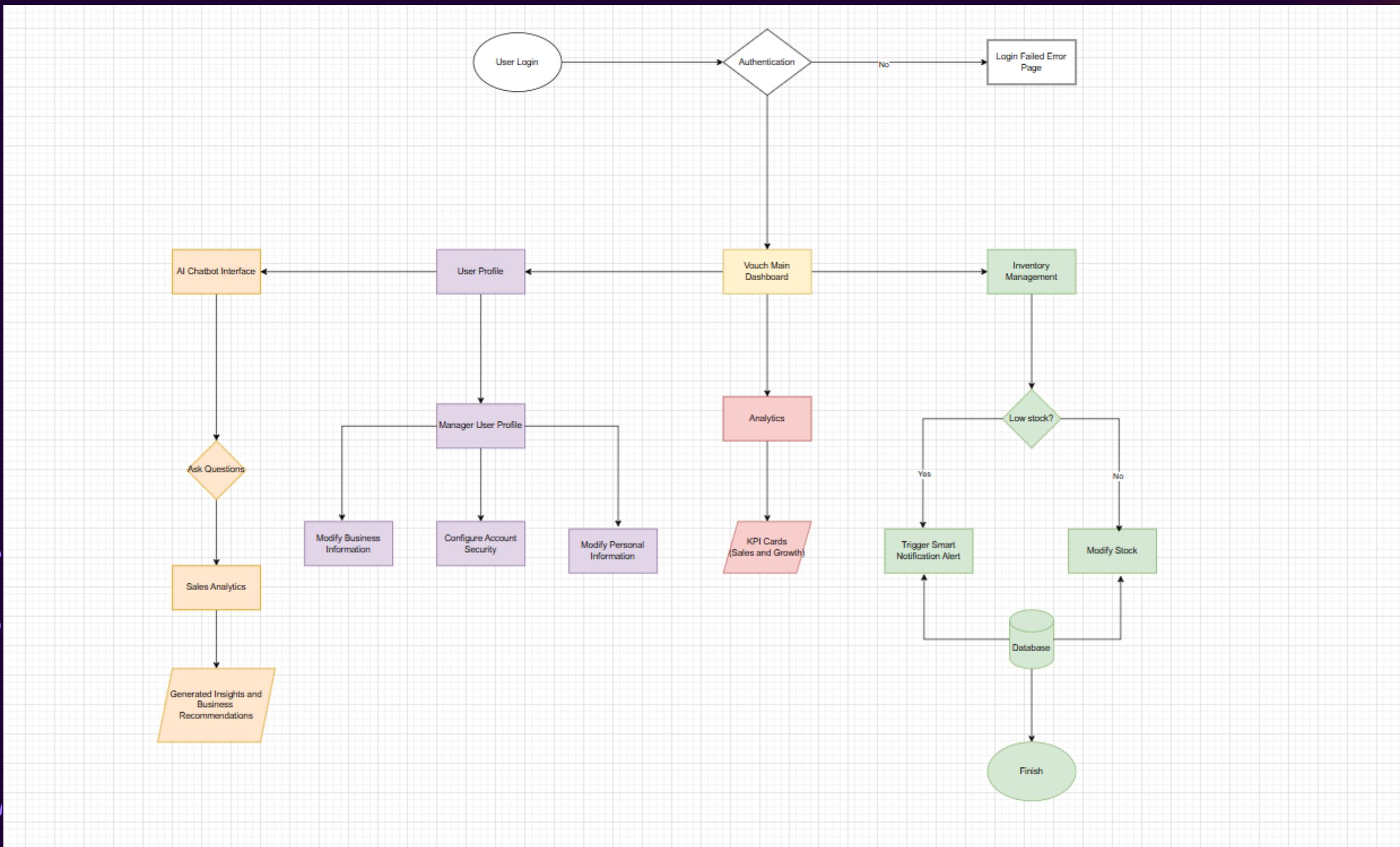
CHANDRA

FERDINAND TASLIM

Video link

SYSTEM OVERVIEW

User Flow Diagram



TOOLS USED



Our team used many different tools, including visual studio code for scripting and coding (HTML, CSS, JS), N8N for creating a chatbot workflow, and Supabase to host the database is PostGreSQL.

THANK YOU