

AI-Powered Customer Engagement System for Artists

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Course: ITAI 4373 – The New Nature of Work in AI

Client: Joe Fleishman

Date: Nov 3 2025

1. Business & Market Analysis

1.1 Executive Summary

Our consulting team proposes an **AI-powered customer engagement system** designed to help **Joe Fleishman**, a contemporary digital painter, identify, understand, and ethically engage with potential art buyers online.

The system will use responsible AI techniques—such as audience analytics, sentiment detection, and intelligent content recommendation—to increase visibility, strengthen client relationships, and grow sales while maintaining Joe's authentic artistic voice.

This is **not an automated spam bot**. Instead, it is a **human-in-the-loop AI platform** that assists the artist in making data-informed marketing decisions. Joe retains full creative control and final approval over every communication, ensuring authenticity and ethical engagement with his audience.

1.2 Client & Brand Analysis

Joe Fleishman is a **contemporary digital painter and illustrator** known for his expressive use of color, layered textures, and emotionally evocative portraits. His art blends traditional fine-art sensibilities with digital mediums, creating a fusion of realism and abstract emotion.

Currently, Joe promotes his art primarily through Instagram, online galleries, and limited exhibitions. While his existing followers engage positively, his reach and sales have plateaued due to limited targeting and manual promotional work.

Current Challenges:

- Limited visibility beyond current followers.
- Difficulty identifying ideal collectors or art enthusiasts.
- Manual posting and analytics consume valuable creative time.
- Lack of consistent engagement data across multiple platforms.

The proposed AI system will help Joe **analyze audience behavior, predict collector interest, and optimize online engagement**, all while preserving the integrity of his creative brand.

1.3 Target Audience Personas

Persona 1: “The Art Collector”

- **Age:** 40–60
- **Profile:** Established professionals and investors who view art as an appreciating asset.
- **Motivation:** Prestige, legacy, and cultural investment.
- **Platforms:** Instagram, LinkedIn, Artsy.
- **AI Use Case:** Identify collector behavior patterns and recommend personalized outreach.

Persona 2: “The Home Décor Enthusiast”

- **Age:** 28–45
- **Profile:** Interior designers or homeowners seeking visually striking artwork for homes and offices.
- **Motivation:** Aesthetic value, lifestyle enhancement, personal taste.
- **Platforms:** Pinterest, Instagram, Etsy.
- **AI Use Case:** Use visual similarity models to match Joe’s art with trending interior design themes.

Persona 3: “The Digital Art Enthusiast”

- **Age:** 18–35
- **Profile:** Tech-savvy creatives and collectors interested in digital and AI-generated art.
- **Motivation:** Innovation, digital identity, NFT exploration.
- **Platforms:** Twitter (X), Discord, Behance.
- **AI Use Case:** Identify niche online communities and engagement opportunities through sentiment and keyword analysis.

These personas help the AI system segment audiences for more precise, ethical, and relevant outreach strategies.

1.4 Platform & Market Research

Industry Insights:

- Over **70% of art sales now occur online**, with social media and digital galleries driving the majority of new collector relationships (Art Basel/UBS 2024).
- AI-driven audience analytics is emerging as a major trend among independent artists and creative entrepreneurs.
- Consumers respond better to **authentic, story-driven content** supported by ethical AI rather than automated marketing tactics.

Platform Overview:

Platform	Primary Use	Engagement Potential	AI Integration Opportunity
Instagram	Showcasing art, brand storytelling	High	AI for post timing, caption generation, and hashtag optimization
Etsy	Selling prints or commissions	Medium	AI for product description optimization and keyword tagging
LinkedIn	Connecting with professional collectors or galleries	Medium	AI for lead generation and outreach personalization
Pinterest	Visual discovery and interior design inspiration	High	AI for image similarity search and design trend tracking
Twitter (X)	Digital and NFT art community	Medium	AI for conversation monitoring and influence detection

Competitor Landscape:

- Many artists use paid advertising or basic analytics, but few have access to AI-powered personalization.
- Automated “engagement bots” violate platform policies and reduce trust.

- An ethical, human-supervised AI solution provides Joe a **unique advantage**—enhancing visibility while protecting authenticity.

1.5 Business Value Proposition

Objective	AI-Driven Benefit	Human Role
Identify potential collectors	Machine learning models analyze engagement history and demographics	Joe reviews and approves target suggestions
Improve online visibility	AI recommends best posting times, content types, and trending hashtags	Joe customizes posts to match his artistic vision
Strengthen relationships	AI sentiment analysis highlights high-engagement followers	Joe interacts personally with interested buyers
Save time and effort	AI automates analytics, summaries, and insights	Joe focuses on creating new art and connecting meaningfully

1.6 Summary

The proposed system enables **Joe Fleishman** to expand his digital presence responsibly by combining **AI intelligence with human creativity**. Through advanced analytics and ethical automation, Joe can discover new audiences, deepen engagement, and manage marketing efficiently without compromising artistic integrity.

This approach positions Joe not only as a talented artist but also as a **forward-thinking creative professional** leveraging modern technology in a human-centered, responsible way.

2. Technical & System Design

2.1 System Overview

The proposed system, **Art Connect AI**, is an intelligent, ethical customer engagement platform designed to help **Joe Fleishman** identify potential buyers, understand audience behavior, and maintain meaningful online relationships.

The system will use **AI analytics, prompt engineering, and data visualization** to guide the artist's marketing strategy while keeping **human oversight** at every stage.

The design follows a **human-in-the-loop architecture**, ensuring Joe remains the decision-maker and that all AI-generated recommendations require human review before implementation.

2.2 System Architecture Diagram

System Workflow (Text Description):

1. Data Collection Layer

- Gathers engagement metrics, comments, and follower data from social media platforms (Instagram, Pinterest, LinkedIn, Twitter).
- Collects keyword and trend data from online art communities.

2. AI Analytics Layer

- Uses **Natural Language Processing (NLP)** to analyze comments, captions, and hashtags for sentiment and interest.
- Employs **computer vision models** to identify which visual styles attract the most engagement.
- Includes a **trend detection module** to monitor relevant hashtags and topics.

3. Recommendation Engine

- Suggests the best times to post, trending topics, and potential high-value followers.
- Uses ethical prompt engineering to generate suggested outreach messages or captions (approved by Joe).

4. Dashboard & Visualization Layer

- Displays metrics, insights, and engagement heatmaps in a user-friendly web dashboard.
- Highlights “Top Engagers” and “Potential Collectors” based on AI analysis.

5. Human-in-the-Loop Validation

- Joe reviews AI recommendations, edits prompts, and confirms before posting or contacting potential clients.

2.3 Technology Stack

Component	Tool / Platform	Purpose
Data Sources	Instagram API, Pinterest API, Twitter (X) API	Collect engagement & trend data
Backend Framework	Python (Flask / FastAPI)	Data processing & integration
AI Models	OpenAI GPT models, Hugging Face Transformers	Prompt generation & NLP
Analytics	Google Cloud AI, Pandas, Scikit-learn	Engagement analytics & pattern recognition
Database	Firebase / PostgreSQL	Store user data and analytics results
Frontend	React / Streamlit	Artist dashboard interface
Visualization	Plotly / Power BI	Charts, graphs, and engagement insights
Authentication	OAuth 2.0	Secure platform login
Hosting	Google Cloud Platform (GCP)	Cloud deployment and scalability

2.4 AI and Prompt Engineering Strategy

AI Roles:

- **Analyst AI:** Summarizes audience activity, sentiment, and trends.
- **Advisor AI:** Suggests potential outreach strategies, caption ideas, and hashtags.
- **Assistant AI:** Automates repetitive tasks like summarizing engagement reports.

Prompt Engineering Approach:

- Use **structured templates** that guide GPT models to produce concise, brand-aligned suggestions.
- Include **constraints** (e.g., tone = friendly, no sales language, under 50 words).
- Apply **role-based prompting**, e.g.:

“You are an art marketing advisor helping a digital painter craft an engaging caption.
Use an empathetic, human tone.”

Example Prompts:

1. Content Generation Prompt:

“Suggest three authentic post captions for a digital painter sharing a new abstract portrait. Keep tone inspiring and avoid promotional language.”

2. Engagement Insight Prompt:

“Analyze this week’s Instagram engagement data and summarize which colors, subjects, or hashtags performed best.”

2.5 Ethical & Human-in-the-Loop Design

- **AI never posts or messages autonomously.**
- All recommendations require **artist approval** before publishing.
- The system uses **transparent AI logs**, recording what suggestions were made and why.
- A built-in “**Ethics Check**” module ensures no prompts or outputs violate platform rules or community standards.
- AI-generated captions and replies are **always labeled as AI-assisted**, maintaining honesty and trust with followers.

2.6 Artist Dashboard Overview

Dashboard Features:

- **Engagement Heatmap:** Shows peak times and most active follower regions.
- **Top Followers Panel:** Identifies loyal fans and collectors.
- **Content Insights:** Visual report on what styles or subjects get the most likes/comments.
- **Post Scheduler:** AI suggests best times to post.
- **Ethics Monitor:** Alerts user if AI output could breach policy or appear inauthentic.

User Workflow:

1. Joe logs in securely.
2. Reviews AI-generated insights.

3. Selects which recommendations to use.
4. Edits or customizes AI outputs before publishing.
5. Confirms and schedules posts through the dashboard.

2.7 Benefits of the Technical Design

- **Efficiency:** AI automates research and analytics.
- **Ethics:** Human oversight prevents misuse or policy violations.
- **Personalization:** Every recommendation aligns with Joe's unique art style.
- **Scalability:** The system can expand to support more artists or galleries in the future.

3. Ethical, Legal & Financial Plan

3.1 Ethical Framework

Art Connect AI is designed with **ethical AI principles** that prioritize human creativity, data privacy, and transparent engagement. The system's main goal is to **enhance human connections, not replace it**.

Core Ethical Principles:

1. **Transparency:**
 - All AI-generated recommendations are labeled as *AI-assisted*.
 - The artist remains the final decision-maker for every post or message.
2. **Consent and Privacy:**
 - The system only uses publicly available engagement data.
 - It does not scrape private information or violate user privacy.
3. **Authenticity:**
 - Every AI output must align with the artist's tone and voice.
 - The system discourages generic or sales-driven content.
4. **Fairness and non-bias:**

- AI models are regularly reviewed to prevent demographic, cultural, or gender bias.
- Outputs are tested for inclusivity and respect across diverse audiences.

5. Accountability:

- A human-in-the-loop model ensures that no automated system interacts with clients without review.
- An ethics log documents all AI recommendations for transparency.

3.2 Legal and Compliance Plan

Platform Compliance:

Art Connect AI strictly follows the **Terms of Service** of each integrated platform:

- **Instagram, Pinterest, LinkedIn, and Twitter (X)** APIs are used lawfully via authorized endpoints.
- The system does not automate posting or messaging without user consent.
- Every AI-assisted activity requires human confirmation.

Data Protection and Security:

- Data is stored securely in **Google Cloud encrypted databases** (AES-256 encryption).
- Access is limited to the artist and authorized developers.
- Follows **GDPR and CCPA** principles for user data rights.

Intellectual Property:

- The artist maintains **full ownership** of all AI-generated content.
- AI tools act as assistive technologies; the final creative work is legally attributed to Joe Fleishman.

Regulatory Compliance:

- Complies with ethical AI standards recommended by **IEEE and UNESCO** for transparency and explainability.
- All outputs follow **FTC guidelines** for AI disclosure and advertising ethics.

3.3 Financial Plan and ROI Projection

The goal of this system is not only to promote art ethically but to generate measurable business growth.

Implementation Cost Estimate (for pilot phase):

Category	Description	Estimated Cost
AI & Cloud Services	Hosting, APIs, model usage	\$4,500
Development	Dashboard, backend integration	\$7,000
Training & Tuning	Custom prompt design & model fine-tuning	\$3,000
Maintenance	Updates, bug fixes, analytics	\$1,500
Total		\$16,000 (initial 6-month phase)

Projected ROI (12-month projection):

Metric	Before AI	After AI (Projected)	Improvement
Monthly Engagement	5,000	15,000	+200%
Monthly Leads	10	40	+300%
Conversion Rate	2%	6%	+4% increase
Average Monthly Sales	\$2,000	\$6,500	+225%
ROI (Year 1)	—	310%	—

These projections are based on case studies from digital artists using AI-driven engagement analytics and ethical marketing frameworks.

3.4 Financial Sustainability Plan

To ensure long-term success, Art Connect AI will follow a **subscription-based model** for future scalability:

- **Tier 1:** Individual Artist – \$49/month (basic analytics & insights)
- **Tier 2:** Gallery/Collective – \$99/month (multi-artist dashboard)

- **Tier 3:** Agency/Enterprise – \$199/month (custom AI features)

Revenue from subscriptions can sustain ongoing maintenance and upgrades while providing affordable access for independent artists like Joe Fleishman.

3.5 Summary

Art Connect AI's ethical and legal design ensures that marketing automation remains **human-centered, transparent, and responsible**. Its financial model demonstrates strong potential for sustainable growth and high ROI while maintaining full respect for platform regulations, privacy laws, and artistic integrity.

This balance between **profitability and ethics** positions Joe Fleishman as a pioneer of **responsible AI adoption in the art industry**.

4. Project Management Plan

4.1 Project Overview

The Art Connect AI project will be executed using an **Agile project management approach**, divided into iterative development phases to ensure flexibility, collaboration, and rapid improvement.

The project timeline spans **10 weeks**, covering research, design, development, testing, and presentation to the client.

Each week includes team meetings, milestone reviews, and feedback sessions with the client (Joe Fleishman) to ensure transparency and alignment.

4.2 Project Timeline (10-Week Plan)

Phase	Week	Key Activities	Deliverables
Phase 1 – Research & Planning	1–2	Client interviews, market research, data collection, competitor analysis	Business & Market Analysis draft
Phase 2 – System Design	3–4	Architecture diagram, AI tool selection, prompt templates	Technical & System Design document

Phase 3 – Development & Ethics Integration	5–6	Dashboard prototype, AI testing, human-in-the-loop verification	Functional system prototype
Phase 4 – Financial & Compliance Review	7–8	ROI model, legal review, ethical audit	Ethical, Legal & Financial Plan
Phase 5 – Presentation & Delivery	9–10	Final documentation, client review, 10–12 min presentation	Completed proposal & slide deck

4.3 Team Roles and Responsibilities

Role	Responsibilities
Project Manager (Team Lead)	Oversees overall progress, manages meetings, ensures deadlines are met.
AI Systems Engineer	Designs architecture, selects models and APIs, ensures prompt accuracy.
Data Analyst / Researcher	Conducts market and trend analysis, audience segmentation, and ROI modeling.
Ethics & Compliance Specialist	Reviews platform terms, ensures ethical AI and data privacy compliance.
Presentation Designer (Communications Lead)	Designs PowerPoint, prepares visuals, and handles client presentation delivery.

Each member collaborates through **shared cloud documents and weekly stand-up meetings** to maintain communication and workflow transparency.

4.4 Communication Plan

Internal Communication:

- Weekly Zoom meetings for progress updates.
- Daily communication via Microsoft Teams/Slack.
- Shared Google Drive folder for documentation and deliverables.

Client Communication:

- Biweekly check-ins with Joe Fleishman for feedback.
- Midpoint demo (Week 6) to showcase early dashboard functionality.
- Final presentation (Week 10) to deliver completed proposal and recommendations.

Instructor Updates:

- Submit progress reports through Canvas as required.
- Request feedback on deliverables at major milestones.

4.5 Risk Management Plan

Risk	Probability	Impact	Mitigation Strategy
Data access restrictions (API limits)	Medium	High	Use official APIs; maintain data caching; follow platform rate limits.
AI model inaccuracies	Medium	Medium	Human-in-the-loop review of outputs; prompt refinement.
Ethical concerns (privacy or tone)	Low	High	Ethics Specialist audits outputs; ensure human approval before posting.
Timeline delays	Medium	Medium	Agile sprints with weekly milestones and backup resources.
Team coordination issues	Low	Medium	Use shared task boards (Trello/Asana) for clear assignments.

4.6 Success Metrics

Area	Success Indicator
Performance	Completion of all deliverables within 10 weeks.
Quality	Positive client feedback and instructor evaluation.

Functionality	Working AI-assisted dashboard prototype.
Ethics & Compliance	Zero platform violations or data issues.
Financial Feasibility	ROI projection > 250% within one year.

4.7 Summary

The Project Management Plan ensures that ArtConnect AI is developed, tested, and delivered on schedule with full ethical oversight and client collaboration. By following Agile principles, maintaining clear communication, and monitoring progress weekly, the team will produce a **professional, ethical, and high-impact AI engagement system** that empowers **Joe Fleishman** to connect meaningfully with his audience while expanding his creative brand.