

AUTOMTATING **COMMUNICATION AND YOUR WORK PROCESS WITH AI**





Who does it benefit?

BUSINESS PROBLEMS SOLVED BY THE AI ASSISTANT

Clients ask many repetitive questions

The AI assistant helps provide quick answers, explanations, and complaint handling

Complex documentation and scattered knowledge base

The AI assistant helps structure and consolidate data from various sources





Difficulty in recruiting staff

The AI assistant can take over some HR functions such as screening and recommending candidates

Trouble collecting and analyzing data from the app

The AI assistant structures incoming data and presents it in a user-friendly format



What can it do?

Understands context

Al analyzes the meaning and nuances of customer queries

Instant replies 24/7

Support operates round-the-clock with no delays



System integration

Easily integrates into chats, websites, and CRM systems

Types of Assistants In-app Al assistant **Telegram Chatbot**



FITTIN

Hi

What should I do if the courier can't deliver the orders on time?

9:38 AM

If the courier is unable to deliver the orders on time, the following actions should be taken:

IM Logistics Specialist – Starting from 5:00 PM, calls the couriers and checks whether they will manage to deliver the orders on time. 9:40 AM





How does it work?



Unifying the company's entire knowledge base*

Digitizing the user's query

*any text documents, web resources, books, etc..

**using LLM models like ChatGPT

Finding matches between user queries and the knowledge base

Structuring the answer**

Step 4











What tasks does it solve? FITTIN

EMPLOYEE ONBOARDING 01

Creating a knowledge system from various sources

O2 CUSTOMER SUPPORT

The AI assistant answers FAQs, helps with product selection, order processing, and issue resolution

O3 PERSONALIZED RECOMMENDATIONS

Based on user preferences and purchase history, the Al assistant can offer personalized products and services

And also

 \checkmark





What tasks does it solve? FITTIN

04 PROCESS AUTOMATION

The AI assistant can help with order processing, delivery tracking, inventory management, and other admin tasks

05 IMPROVING USER EXPERIENCE

purchase

06 ANALYTICS AND REPORTING

Analyzes user behavior and preferences, helping businesses better understand their audience and make more informed decisions

Helps users quickly find the right information, saves time on product search and

