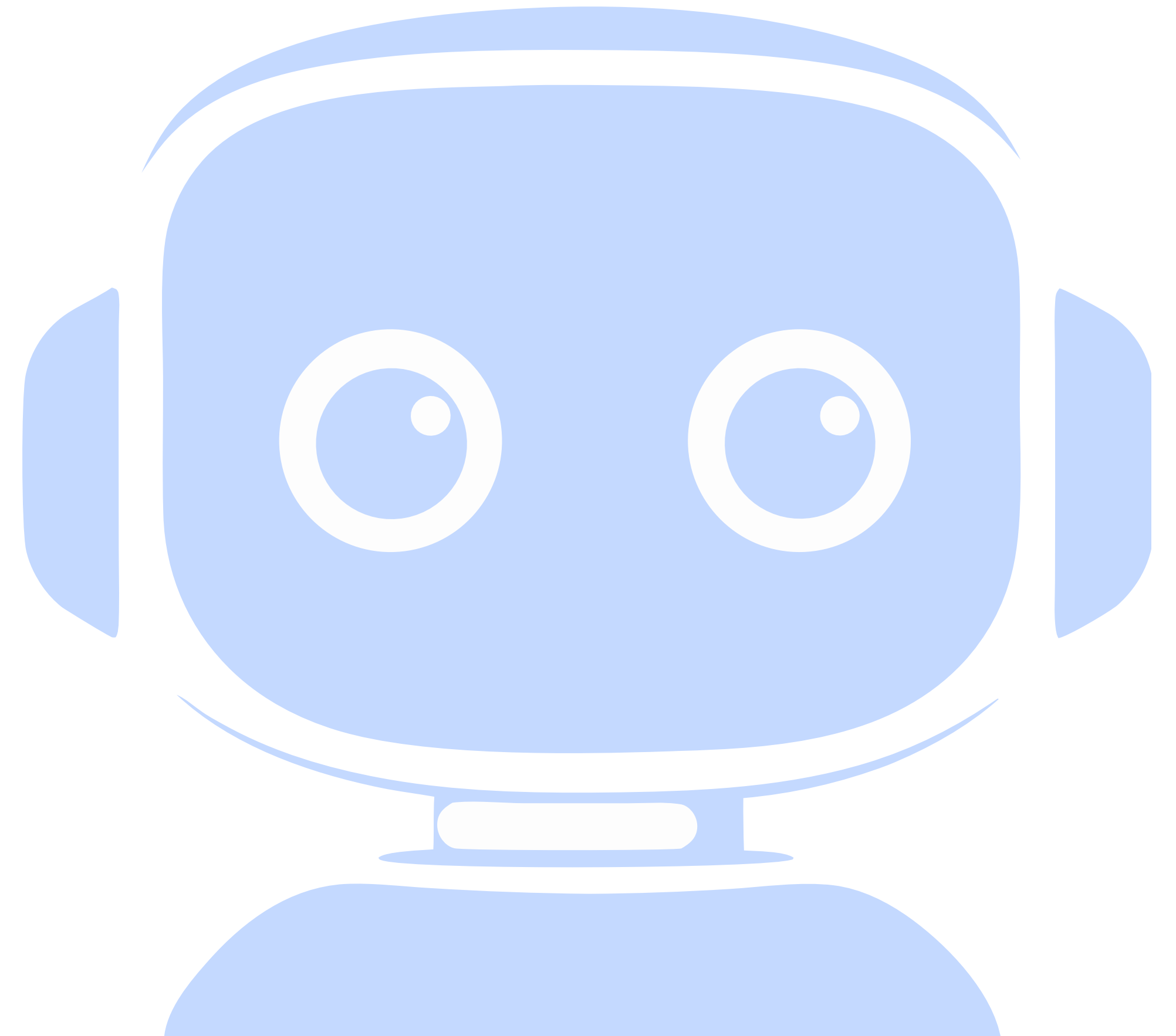


AI Assistant

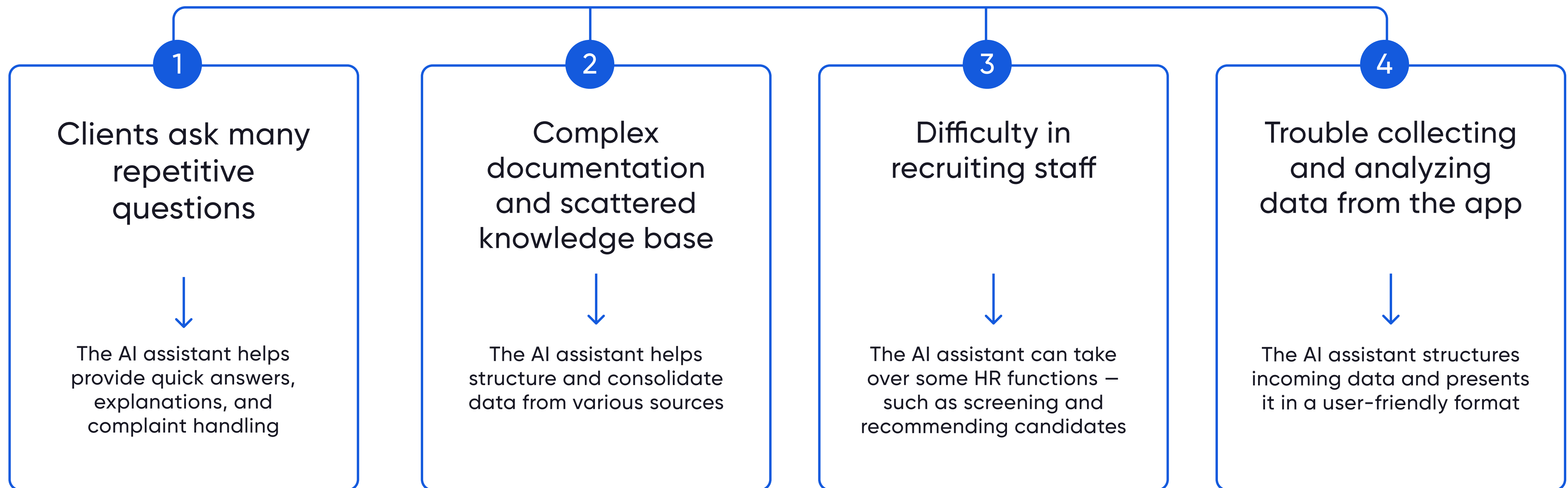
AUTOMATING
COMMUNICATION AND YOUR
WORK PROCESS WITH AI



Who does it benefit?



BUSINESS PROBLEMS SOLVED BY THE AI ASSISTANT



What can it do?



Understands context

AI analyzes the meaning and nuances of customer queries



Instant replies 24/7

Support operates round-the-clock with no delays

Hi

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

9:38 AM



System integration

Easily integrates into chats, websites, and CRM systems

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

Types of Assistants

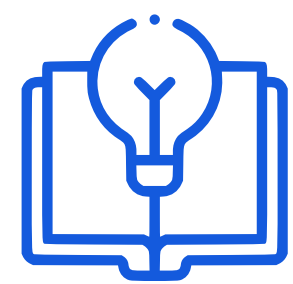


Telegram Chatbot



In-app AI assistant

How does it work?



Step 1

Unifying the company's entire knowledge base*



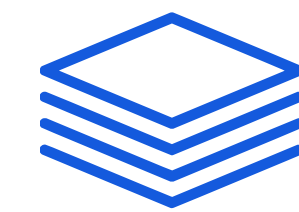
Step 2

Digitizing the user's query



Step 3

Finding matches between user queries and the knowledge base



Step 4

Structuring the answer**

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

**using LLM models like ChatGPT

What tasks does it solve?



01 EMPLOYEE ONBOARDING

Creating a knowledge system from various sources

02 CUSTOMER SUPPORT

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

03 PERSONALIZED RECOMMENDATIONS

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

And also



What tasks does it solve?



O4 PROCESS AUTOMATION

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

O5 IMPROVING USER EXPERIENCE

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

O6 ANALYTICS AND REPORTING

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