



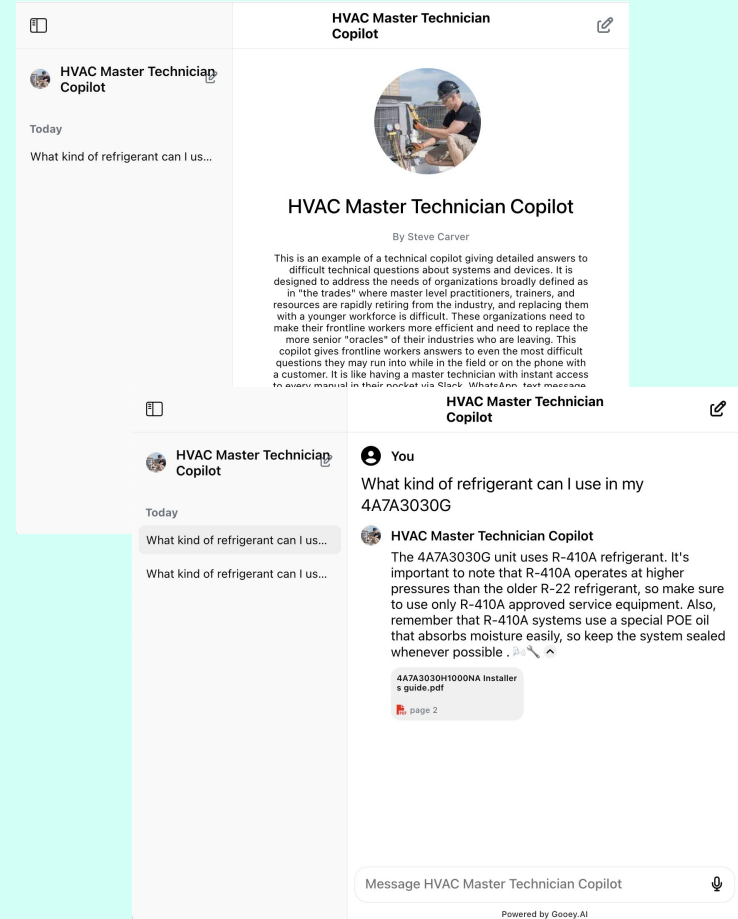
for the

# Trades & Frontline Workers



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Q4 2024  
GOOEY.AI



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Gooney.AI is an AI Workflow platform specifically designed to deliver AI tools to industries that rely on **critical, complex, technical** knowledge locked in documents, videos and other resources that are not easily leveraged by AI.

Gooney.AI is a model agnostic orchestration layer of the best private and open source components of AI Workflows, all of which can be evaluated and “hot swapped” as needed for clients’ specific use cases.

# Why Build AI tools for Frontline Workers?

- Not enough workers to fill jobs (need to increase efficiency)
- Loss of institutional knowledge through retirement
- [Three-quarters \(75%\) of employers are struggling to fill job vacancies](#)
- [There are 88 workers for every 100 open jobs in the U.S.](#)
- In 2022, more than [50 million workers quit their jobs](#), following the 47.8 million who did so in 2021.
- [“More than 1 in 5 construction workers are 55 or older . . . These are the most experienced workers, and their departures are especially concerning.”](#)
- [US employers will confront a shortage of some 6 million workers within a decade, according to a new study.](#)
- [The labor force is projected to become younger, more educated and more female, but those groups aren't necessarily a match for the industries expected to need more labor — including health care, construction, and trades such as plumbing and car maintenance.](#)

## PROBLEM

# Frontline Worker (FLW) / Trades Productivity

Worker & Mentor Shortage

80% Global workforce is **deskless**

90% US enterprises employ Frontline Workers

2M US Frontline jobs unfilled. Why?

- Lack of Training
- No Access to Info / Mmgt

+

Every org's AI **struggle**



AI Discovery



Pace of Change



Analysis & Eval



How do I find & fork what's working in my field?

If I build on open-source, will I lose the latest OpenAI or Google advance?

Which AI change is **cheaper, better, faster or cleaner** for my use case?



# Value Gooney.AI Delivers


- ❖ Give frontline workers technical answers immediately, anywhere, on any device.
- ❖ Access specific information without exposing your entire library.
- ❖ Provide page-level citations with links to give confidence.
- ❖ Connect AI response to internal databases for parts or other info.
- ❖ Team members can immediately answer customer inquiries
- ❖ Unlock value hidden in your manuals, wiring diagrams, specs, bulletin library
- ❖ Connect existing tools and databases to latest Innovations in AI
- ❖ Get the exact answer from your reference library
- ❖ Point to the exact location of the answer in your library with page level citations
- ❖ Portable - same functionality can be in a web widget, mobile app, SMS, voice call, Slack, WhatsApp, or any other environment
- ❖ Model Independence
- ❖ Workers can use directly / self-serve
- ❖ Single vendor unified billing
- ❖ MultiModal - use photos, translation services, speech recognition, text to speech response
- ❖ Conversation Analysis via AI. What's topics, user are most common? What are our gaps?

# Key Features / Benefits

- ❖ Fast, low-code deployment & usability testing
- ❖ RAG Infrastructure & Synthetic Data Pipeline
  - Makes information locked away in library of PDFs useful
  - Only exposes key passages with meaningful information for each interaction
  - Detailed, technical answers with page level citations
- ❖ Works where you want it
  - APIs and Function Calling
    - Mobile Apps
    - CRM / ERP
    - Web widget
    - Incorporate other databases
- ❖ Model Independence
  - Use the best models for each Workflow
  - Frictionless switch to newest models and innovations
- ❖ Collaborate via Team Workspaces
- ❖ Complete end to end Workflows
  - ASR (speech recognition)
  - Translation
  - Synthetic Data Pipeline
  - Vector embedding
  - The Best Open Source and Private Language Models
  - Integrations
- ❖ Dynamic
  - Evaluate all Workflow Components for your use case
  - Leverage Workflow components from one Workflows in developing the next
- ❖ Scalable Platform
  - Build many kinds of AI Workflows
  - Not limited to Copilots
- ❖ Analytics and Reporting
  - Measure adoption and usage to validate ROI
  - AI Conversation Analysis

# Best RAG Copilot for Technical Guidance

HVAC Master Technician Copilot



HVAC Master Technician Copilot

Today

What kind of refrigerant can I us...

## HVAC Master Technician Copilot

This is an example of a difficult technical problem designed to address the needs of "the trades" where resources are rapidly changing with a younger workforce making their frontlines more senior. Our copilot gives frontliners the questions they may have as a customer. It is like every manual in the world.

how much does my unit...

Message HVAC Master Technician Copilot

HVAC Master Technician Copilot

You

When connecting an AM4 air handler to the air conditioner model 4A7A3042D, which jumpers do I connect the A/C wires to?

HVAC Master Technician Copilot

For connecting an AM4 air handler to the air conditioner model 4A7A3042D, these steps:

**Jumper Connections:**

For multiple stages of electric heat, jumper W1, W2, and W3 together has only one stage of heat. ▾

Ensure that the R to O jumper is in place for cooling-only, non-heat properly. ▾

**Wiring Connections:**

Connect the Y1 (Yellow) wire for the first stage of cooling.

Connect the B (Blue) wire for 24 VAC Common.

Connect the R (Red) wire for 24 VAC HOT.

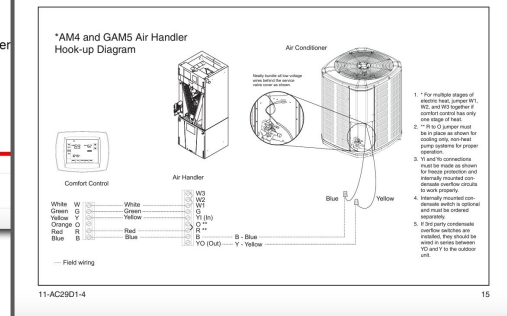
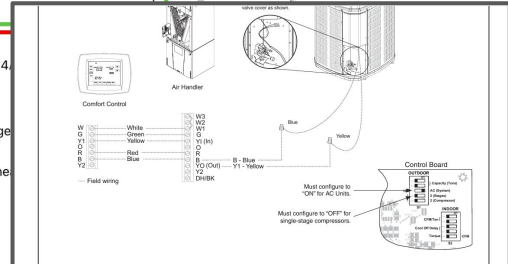
Make sure all low voltage wires are neatly bundled behind the service panels and follow the diagrams. ▲

[\\_4A7A3036H1000N\\_AST4A\\_7A3036H10N\\_INTA.pdf](#)

page 15

Message HVAC Master Technician Copilot

Powered by Goody AI



# GOOEY.AI

## Orchestration Capabilities

**COPILOTS** ★ The best multilang Bot ecosystem

Farmer.CHAT



facebook Telegram twilio slack



Websites

COMMUNICATION PLATFORMS

Apps (Android, etc)

REST APIs

Webhooks

ANY DATA SOURCE

REST API

Enterprise Search

PROFILE DATA STORES

django

Built-in **Synthetic Data, RAG & more**

RAG as a Service

YouTube Transcripts

Search SERP

Contact lookup

Google Docs PDF OCR

Functions

Gooley.AI **Workflows**

Sets of LLM Prompts, settings & calls to AI Models

Copilot for your Enterprise

Create customized chatbots from your own social media feeds. Craft your own bot prompts using the creative GPT-3, fast GPT-3.5-turbo or powerful GPT-4, and explore prompt optimizations by constraining all answers to just your content. Available on Facebook, Instagram, WhatsApp bots or via API. Add multi-lingual speech recognition and text-to-speech in 100+ languages and even video responses. Customizable feedback in real-time & retention graphs too! This is the workflow that powers [https://farmer.chat](#) and it's yours to tweak.

Prompt

I have some files - what do I do?

Response

Compare AI Image Generators

Create multiple AI photos from one prompt using Stable Diffusion (S.D. v2.1, OpenAI/DALL-E), DALL-E and other models. Find out which AI image generator works best for your text prompt on comparing OpenAI, StableDiffusion etc.



Dreamlike Photoreal 2.0

Share

Post Process

Spend Credits for API calls

Gooley.AI Model Abstraction + Unified Billing

Private AI APIs

LLM + Vision

OpenAI  
Google Gemini  
ANTHROPIC

VECTOR DB + EMBEDDING

OpenAI

SPEECH RECO

Google  
Azure  
DEEPRGRAM

TRANSLATION

WIKIMEDIA FOUNDATION  
Google  
GhanaNLP

LIPSYNC & TEXT2SPEECH

IElevenLabs  
OpenAI  
Google  
Azure

IMAGE & ANIMATION

DALL-E

Open Source AI Models hosted on Gooley Kubernetes A100 GPUs

LLAMA  
mistral  
SEA-LION

LangChain  
Vespa  
with BM25  
GTE-Large E5-Small

BHASHINI  
Whisper  
Meta MMS

AI4BHARAT

Bark/Sumo  
Meta MMS

stability ai  
Proton

Collaborate via **Private Workspaces**

Manage Members

Shared Workflows

Gooley.AI

Gooley.AI (Dara.network Inc)

Members

Name	Role	Status
Dev Appnet	Owner	15 Sep
Sanjiv Kumar (Sanj)	Owner	15 Sep
Kaushal Hote Patil	Member	15 Sep
Amit Sharma	Member	15 Sep
Chandrasekhar Sharma aka Anshu	Admin	15 Sep
Shash Kantar	Member	15 Sep
Prashant Shah	Member	15 Sep
Anshu Prasad	Member	22 Sep

Saved Workflows

AFRILLAMA Copilot

Gooley Bot

Responses

Feedback

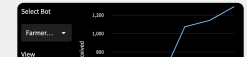
Meta Recipe Services

Comparative recipe analysis with **Golden** human answers

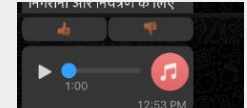
**Bulk run** and use-case based **evaluation**:

1. **GPT4o vs Gemini** what's faster, cheaper, better?
2. Global Language **Leaderboard**

Analytics



Feedback



Parse chats for **structured data**

```
"phone": "919886251476",
"crop": "chili",
"issue": "whitefly",
"location": "unknown"
```





# Components of a Copilot

## Inputs:

- Interface - WhatsApp, SMS, Telephony, Widget, Slack . . .
- ASR / Speech Recognition
- Translation
- Image Capture
- Function call - Data integrations

## Workflow:

- Prompt Instruction
- Synthetic Data Pipeline
- Vector Embedding
- Image Recognition
- Model Selection
- Response Generation

## Outputs:

- Translation
- Voice Cloning
- Function call to other Services / Additional Workflows
- Evaluation of Response Quality
- Feedback on Utility
- Improvement Loop
- Usage Analytics

# How do we actually do all of this?

## - No-Code Interface



### Instructions

You are HVAC-bot - an intelligent AI assistant built by Goocy.AI to help US based HVAC technicians answer technical questions about the heating and cooling units they work on. Try to give succinct answers to their questions (at a 8th grade level), taking note of their district and the particular model and manufacturer of heating or cooling unit they are attempting to repair.

- Politely refuse to answer questions beyond the subject of air conditioner, furnace, heat pump or other residential heating or cooling appliances.
- Only if the user gives a salutation such as "Hi" or "Hello", introduce yourself before answering the user's query with the following text:

Welcome to HVAC-bot! I'm an AI designed to help Heating and Cooling technicians. Send



### Language Model

GPT-4o (openai)



### Knowledge

Add documents or links to give your copilot a knowledge base. When asked a question, we'll search them to generate an answer with citations.

Clear All



TUE1B060A9361AD Submittal.pdf



gcv 30 spec.pdf

### User

what are the electrical requirements of the 4A7A3030G

### Assistant

The electrical requirements for the model 4A7A3030N1000A1, which is similar to the 4A7A3030G, are as follows:

- Power Supply: 208/230 volts, single-phase, 60 Hz
- Minimum Circuit Ampacity (MCA): 17.0 amps
- Maximum Fuse Size: 25 amps

These specifications should help ensure the unit operates safely and efficiently [+].

†. 4A7A3030H1000NA spec sheet.pdf, page 5  
<https://goocy.ai/2/d6k1>

Show Raw Output



Send a message

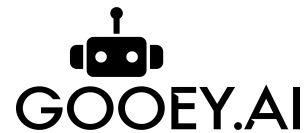
→ Send

Clear

Sources

# A Frontline Worker Copilot

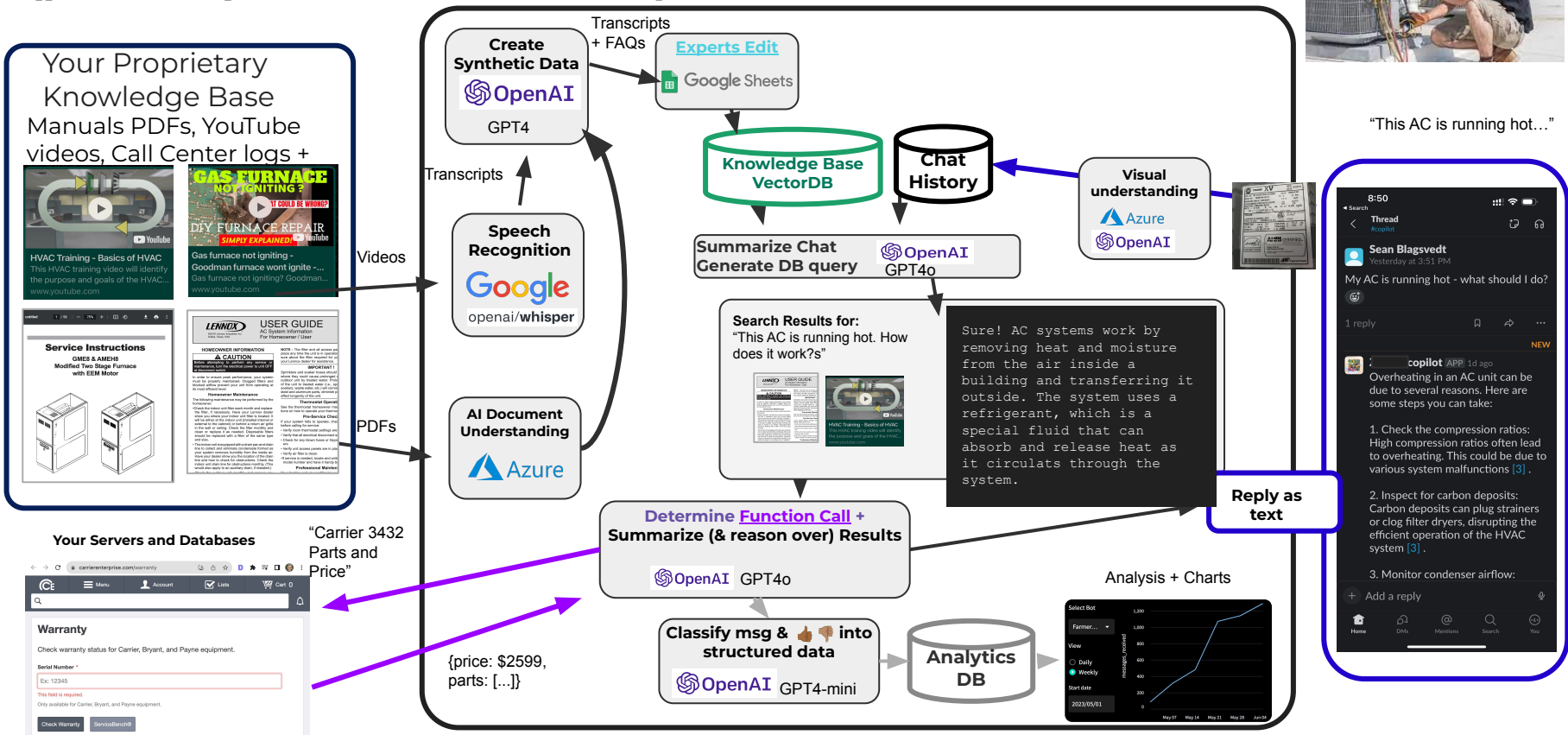
(photo + price fetch function)



Frontline Workers



"This AC is running hot..."



# Synthetic Data Pipeline

Translates complicated resources (PDFs, videos, call recordings)

H7 Q: What are the dimensions of the downflow in millimeters?

H

Q: What are the dimensions of the downflow in millimeters?  
 A: The dimensions of the downflow include a top bottom of 11 mm, return air supply area of 502 mm, and a low voltage electrical connection.

Q: What is the gas connection position of the series R801S?  
 A: The gas connection is described to be on both the left and right sides, with measurements provided as 157 mm.

Q: What are the clearance dimensions for various models of the series R801S in inches?  
 A: For each model within the R801S series, reduced clearances are between 1 inch to 6 inches, with shipment weights ranging between 85 lbs to 150 lbs.

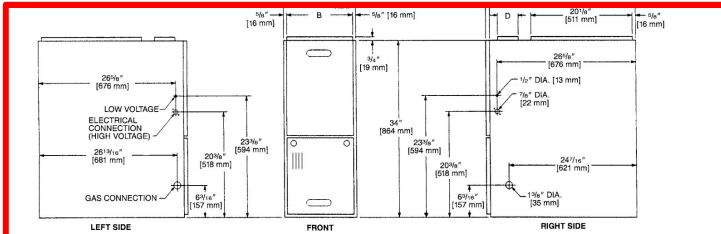
Q: Are there any specific venting requirements for the furnaces?  
 A: Yes, furnaces must be vented in accordance with the National Fuel Gas Code, ANSI Z223.1 and in accordance with local codes. The venting requirements vary by model and are detailed in the technical specifications.

8 1. Q: What is the blower size of Model R801S (downflow) series with 050 Motor H.P. at low blower speed?  
 A: The blower size of Model R801S (downflow) series with 050 Motor H.P. at low blower speed is 11 x 6 [279 x 152] mm.

9 1. What are the possible risks of not installing the special factory supplied combustible floor sub-base?  
 - Not installing the sub-base may result in fire, property damage and personal injury.

10 Q: What does the Rheem limited warranty cover?  
 A: The Rheem limited warranty covers any part of the product that fails in normal use and service within the applicable period stated.

11 series



Dimensions and Clearance to Combustible Material (inches) [mm]

MODEL R801S (DOWNFLOW) SERIES	A	B	C	D	E	REDUCED CLEARANCES (IN.) [mm]					
						LEFT SIDE	RIGHT SIDE	BACK	TOP	FRONT	VENT
050	14 [356]	122 7/8 [326]	10 3/8 [264]	⊕ 13 1/8 [333]	0	4 ⊕	0	1 [25]	3 [76]	6 [152] ⊕	85 [38.6]
075	17 1/2 [445]	16 11/8 [415]	12 1/8 [308]	⊕ 16 5/8 [422]	0	3 ⊕	0	1 [25]	3 [76]	6 [152] ⊕	105 [47.6]
100317	17 1/2 [445]	16 11/8 [415]	12 1/8 [308]	⊕ 16 5/8 [422]	0	3 ⊕	0	1 [25]	3 [76]	6 [152] ⊕	115 [52.2]
100421	21 [533]	19 7/8 [504]	13 7/8 [352]	⊕ 20 1/8 [511]	0	0	0	1 [25]	3 [76]	6 [152] ⊕	120 [54.4]
125	24 1/2 [622]	23 11/8 [593]	15 1/8 [397]	⊕ 23 3/8 [600]	0	0	0	1 [25]	3 [76]	6 [152] ⊕	140 [63.5]
150	24 1/2 [622]	23 11/8 [593]	15 1/8 [397]	⊕ 23 3/8 [600]	0	0	0	1 [25]	3 [76]	6 [152] ⊕	150 [68]

NOTES: ⊕ May require a 3" [76 mm] to 4" [102 mm] or 3" [76 mm] to 5" [127 mm] adapter.  
 ⊕ May be 0" [0 mm] with type B vent.  
 ⊕ May be 1" [25 mm] with type B vent.  
 Furnaces must be vented in accordance with the National Fuel Gas Code, ANSI Z223.1 and in accordance with local codes.

[ ] Designates Metric Conversions

Into useful text and data

# Evaluation Framework to Compare Models

Which AI model actually works best for your needs? Upload your own data and evaluate any Gooley.AI workflow, LLM or AI model against any other. Great for large data sets, AI model evaluation, task automation, parallel processing and automated testing. To get started, paste in a Gooley.AI workflow, upload a CSV of your test data (with h ...more

🏠 Run   📁 Examples   🔗 API   🕒 History   💾 Saved

## Gooley Workflows

Provide one or more Gooley.AI workflow runs.

You can add multiple runs from the same recipe (e.g. two versions of your copilot) and we'll run the inputs over both of them.

Copilot Builder	GPT4-Turbo	✎	📄	🗑️
Copilot Builder	Claude 3.5 Sonnet	✎	📄	🗑️
Copilot Builder	Gemini 1.5 Pro	✎	📄	🗑️
Copilot Builder	Mixtral 8x7b	✎	📄	🗑️

+ Add a Workflow

## Input Data Spreadsheet

Upload or link to a CSV or google sheet that contains your sample input data.

For example, for Copilot, this would sample questions or for Art QR Code, would be pairs of image descriptions and URLs.

Remember to includes header names in your CSV too.

🗑️ Clear All +

FARMER.CHAT golden qna

Run cost = 1 credits

🏠 Submit

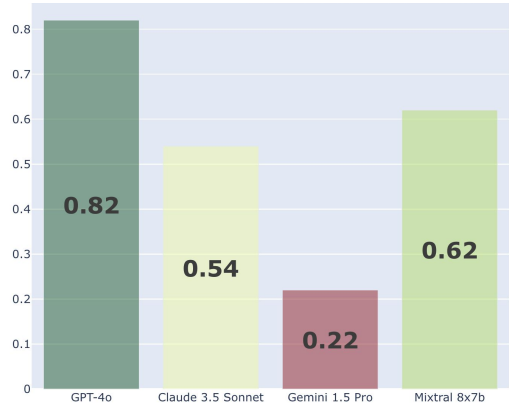
[https://storage.googleapis.com/dara-c1b52.appspot.com/daras\\_ai/media/059eb0ee-3050-11ef-86eb-02420a000136/evaluator-5.csv](https://storage.googleapis.com/dara-c1b52.appspot.com/daras_ai/media/059eb0ee-3050-11ef-86eb-02420a000136/evaluator-5.csv)

Question	Golden Answer
1 I want to grow potato in Hardoi district of Uttar	To grow potatoes in Hardoi c
2 I want to plant mango in Kenya. Tell me the best	I'm here to help with farming
3 What is the name of the best turkey food from t	The best food for turkey chick
4 What can I do about white flies on my chili crop?	To control whiteflies on your
5 How can i filter my pond water for sodium level	To filter your pond water for

## Aggregate: Mean

Metric	Mean	Count
1 GPT4-Turbo	0.82	5
2 Claude 3.5 Sonnet	0.58	5
3 Gemini 1.5 Pro	0.14	5
4 Mixtral 8x7b	0.68	5

## Workflow Evaluator: GPT-4o, Mixtral, Claude, Gemini Pro

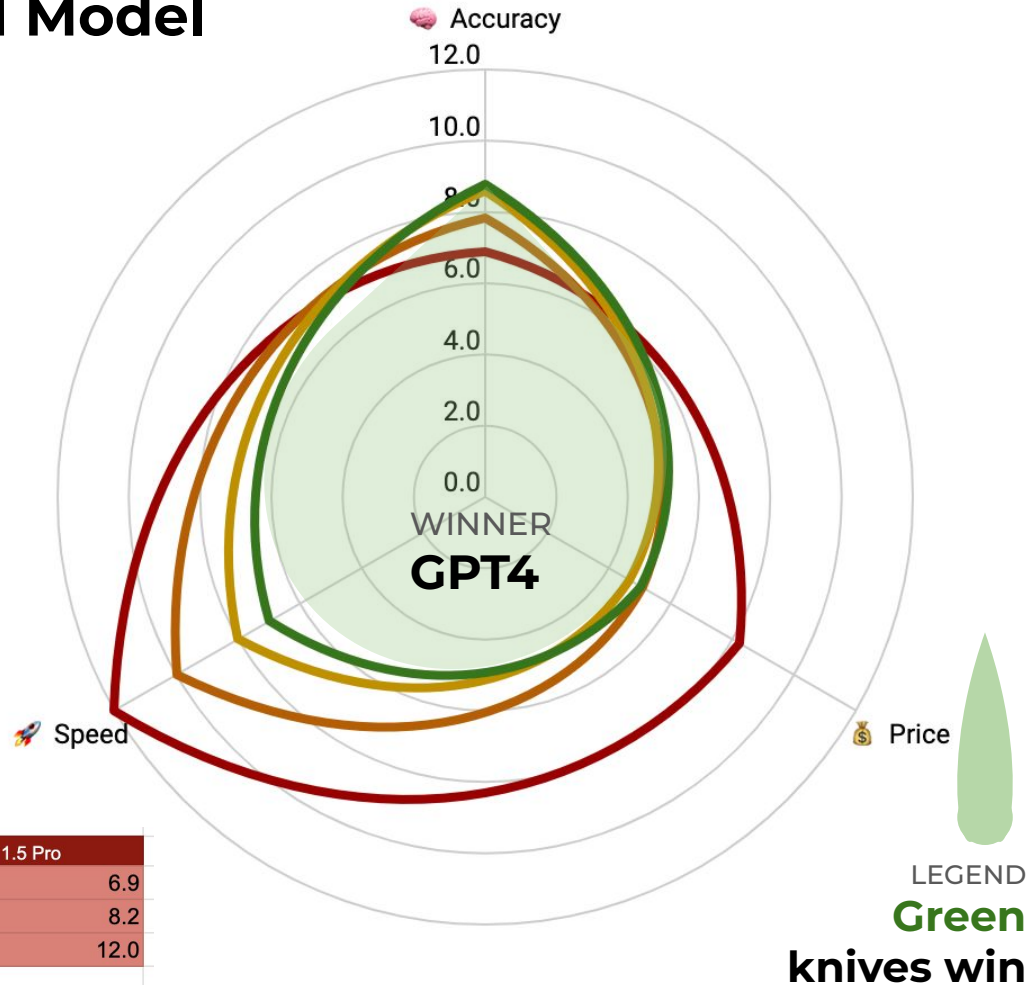


<https://gooley.ai/eval/?>

[run\\_id=2qz04uo4rvr4&uid=BdKPkn4uZ1Ys0vXTnxNnyPyXixt1](https://gooley.ai/eval/?run_id=2qz04uo4rvr4&uid=BdKPkn4uZ1Ys0vXTnxNnyPyXixt1)

# Workflow Evaluation by LLM Model

- WINNER
- GPT4**
  - GPT4o
  - Claude 3.5 Sonnet
  - Gemini 1.5 Pro



	GPT4	GPT 4o	Claude 3.5 Sonnet	Gemini 1.5 Pro
Semantic Similarity Score	8.8	8.6	7.8	6.9
Price	5.0	4.6	5.1	8.2
Speed	7.0	8.0	10.0	12.0
<b>Overall Score</b>	<b>27.7%</b>	<b>27.4%</b>	<b>25.1%</b>	<b>19.8%</b>



Copy Link

# Usage Analytics

- Platform: Whatsapp
- Created on: Nov 03, 2023
- Last Updated: Feb 05, 2024
- Powered By: [This Copilot Run](#)
- Connected to: +12393761727
- 184 Users
- 41 Active Users (Last 7 Days)
- 117 Active Users (Last 30 Days)
- 184 Conversations
- 2519 User Messages
- 2519 Bot Messages
- 5038 Total Messages
- 515 Positive Feedbacks
- 73 Negative Feedbacks

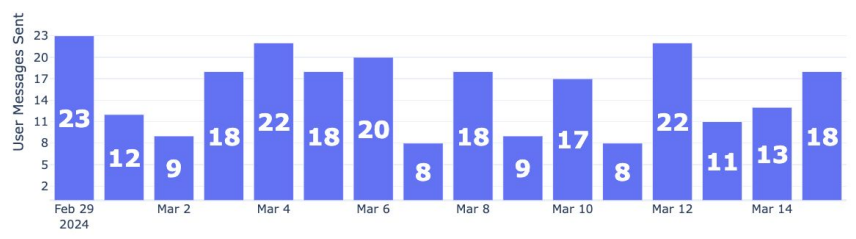
Show All

Start date 02/29/2024

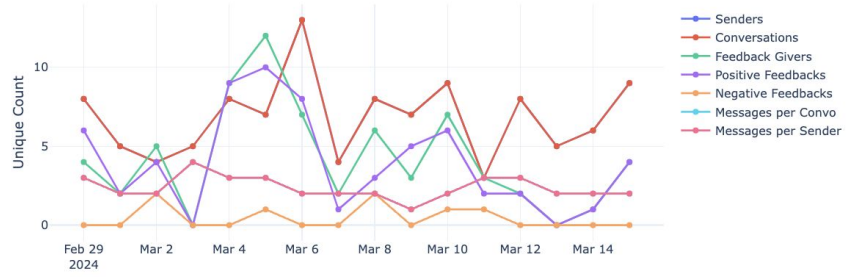
End date 03/15/2024

Daily Weekly Monthly

### Daily Messages Sent



### Daily Usage Trends



### Daily Performance Metrics



# Summary



## Why Gooney.AI?

Provide direct value to Workers in the Trades, not just another website for desk based workers to look at

Safely leverage proprietary databases: Service Manual, Specifications, Wiring Diagram, Service Bulletin, (etc) Library

AI Copilots measurably increase frontline worker productivity, engagement, and loyalty

Modular Platform vs a single product (you can build any Workflow on our architecture)

Dynamic and Model Independent



# FLW Productivity via AI Workflows



**"With Gooey, we built in a day what our internal team had been working on for 3 months".**

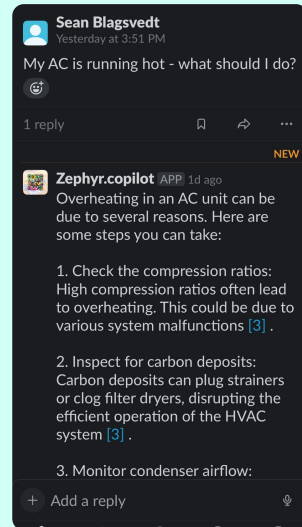
"In an afternoon, we were able to push our authoritative content, usability test a hallucination-free, multilingual WhatsApp RAG agriculture bot - with page-level citations, built-in speech recognition, analytics and golden answer evaluation."

**Paul Essene**

Sr. Director Products & Technology Innovation  
Opportunity International



HVAC Tech: This A/C is running hot...



Farmer: What is wrong with my plant...

