Dynapt

Microsoft
Solutions Partner

Generative AI: Unleashing Creative Machines

About Dynapt

Empowering people and organizations with personalized, innovative tech solutions for continued success in an evolving world.

Microsoft Partner Certifications

Solutions Partner for Data & AI (Azure)

Microsoft Solutions Partner
Data & AI
Azure

Solutions Partner for Digital & App Innovation (Azure)

Microsoft Solutions Partner
Digital & App Innovation
Azure

Solutions Partner for Infrastructure (Azure)

Microsoft Solutions Partner
Infrastructure
Azure

Dynapt's Approach

Assessment

Define the business problem that generative AI can help solve. This could involve anything from generating creative content to automating tasks. Once the business problem has been defined, Identify the specific use cases for generative AI.

Step 1. Envisioning Assessment (1-2 weeks)

Develop MVP

Once the use case is identified build a minimum viable product (MVP). This is a prototype that can be used to test the feasibility of the idea and to get feedback from users. The MVP should be built quickly and cheaply, so that customer can iterate on it quickly and easily.

Step 2. MVP (6-8 weeks)

Add More

Once the MVP has been tested and validated, Start to complete the adoption of generative AI. This involves deploying the solution to production and training the model on real data. It also involves educating the users on how to use the solution and providing support for any issues that may arise.

Step 3. Complete Modernization

Generative AI In a box program (6-8 weeks)

Your 4-Step Generative AI Success Journey

Our team of certified specialists will guide you through a 6-8 weeks engagement to accelerate your Generative AI journey with Azure Open AI

WEEK-1 & 2

- Define the problem
- Research generative AI platforms, streamline the approach to building a generative AI model.
- Gather data needed to train the model. Collect and prepare the data.

WEEK-3, 4, 5 & 6

- Select a generative AI platform that is appropriate for the use case.
- Train the model on the gathered data.
- Evaluate the performance of the model.
- Get feedback from users on the MVP.
- Make changes to the model based on the feedback.
- Deploy the MVP.

WEEK-7 & 8

- Train the model on real data to improve its performance.
- Train the users on how to use the MVP, implementation process, pain points and mitigation plan.
- Provide support for any issues that may arise.
- Socialize MVP results.
- Knowledge Transfer: Codes and all artifacts for next level references.

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Dynapt Case Studies - L1 Tech Support Bot

- **Domain:** Automotive
- **Customer's Nature of work:** Manufactures and resells tools for car diagnosis and repair.
- **Customer's Need:** As a rapidly expanding tools company, our customer is seeking to streamline their customer support services. They receive a high volume of calls from mechanics and customers with basic questions. To address this, they would like to transition all basic inquiries to a Generative AI and Voice-enabled Bot, and reserve human agents for more specialized requests.
- **Solution:** L1 Tech support enabled by Generative AI via mobile app, Apis and web portal.
- **Tech used:** Microsoft Azure Open AI, React Native, Google Transcribe, Mongo DB
- **Target Audience:** Tools buyer and mechanics.

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L1 Tech Support Bot Architecture

English

Spanish

Bot Pool

Translate

Ticket System

Open Ticket

Request Bot

LLM Integration

Sentiment

OpenAI

CHAT-GPT

Intel Module

Curated Data Pool

Task Bot

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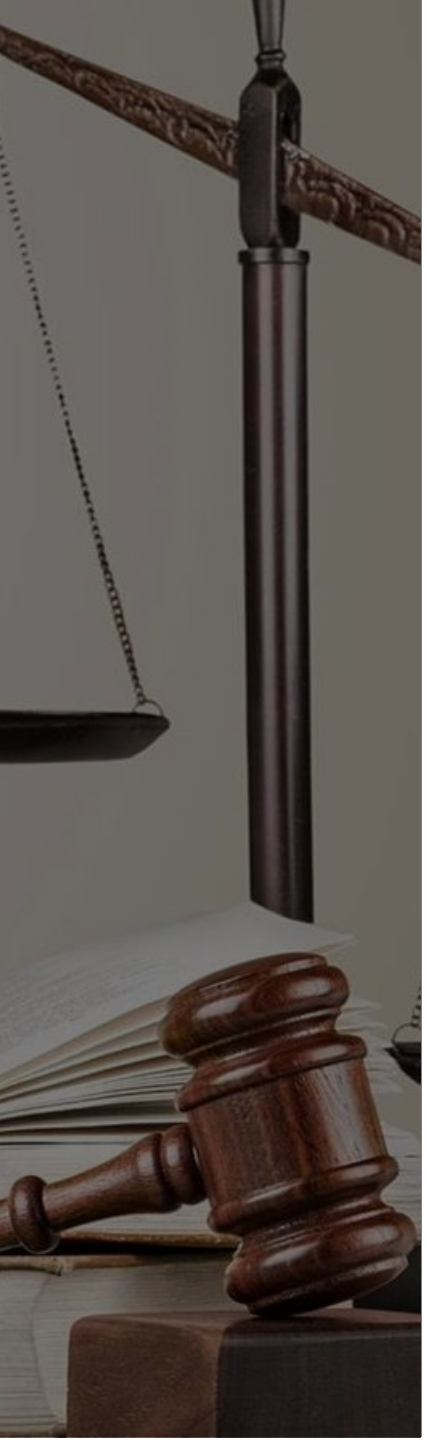

Legal Assistant

- **Domain:** Legal Consulting
- **Customer's Nature of work:** Customer is a 40 years old law firm and has thousands of cases in records.
- **Customer's Need:** The customer wanted to use recorded case law as a reference for future cases in order to provide more informed advice to customers.
- **Solution:** MVP as AI Assistance via web portal and Apis.
- **Tech used:** Microsoft Azure Open AI, Python, React, Node.JS, Mongo DB
- **Process:** 12000 Pages of legal documents, Doc parsing and per page chunking. 3 Q&A pairs are generated per page using specific engineered prompts.
- **Training Methodology:**
- Use OpenAI based GPT 3 (DaVinci) model as base LLM.
- Fine tune for required number of epochs on base LLM to get checkpoint.
- Maintain LLM hyperparameters and model checkpoint details in LLM Ops pipeline.
- Engine used – GPT4-32K.
- **Target Audience:** Legal Customers

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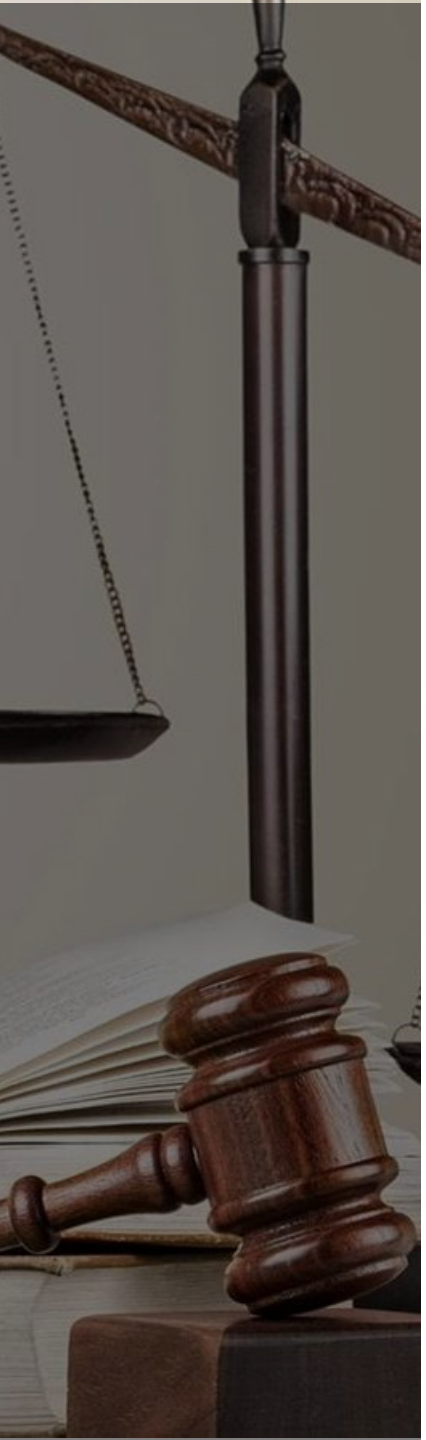
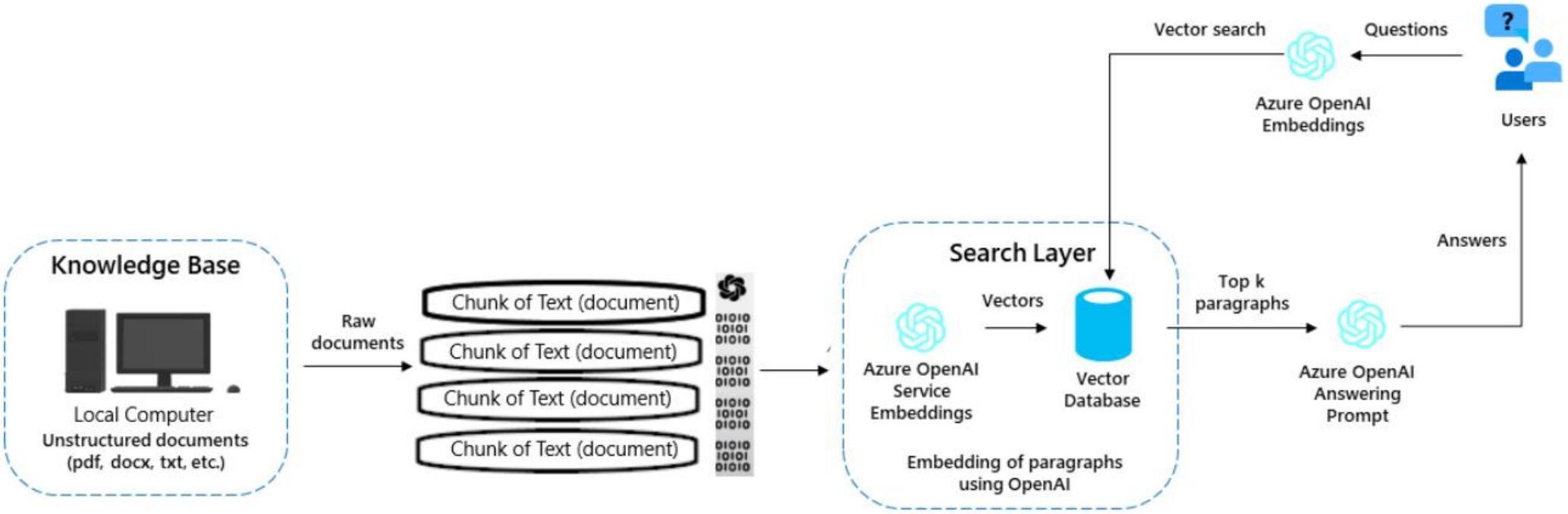


Legal Assistant Architecture



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Contact Us

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Get in touch with us today!

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