



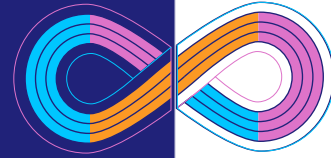
ChatGPT Solution

April 2023

FPT Software Service Offering



Customer Challenges



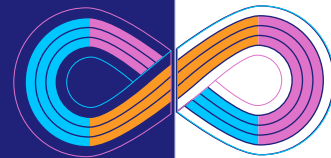
Reduced Productivity due to recurring manual tasks



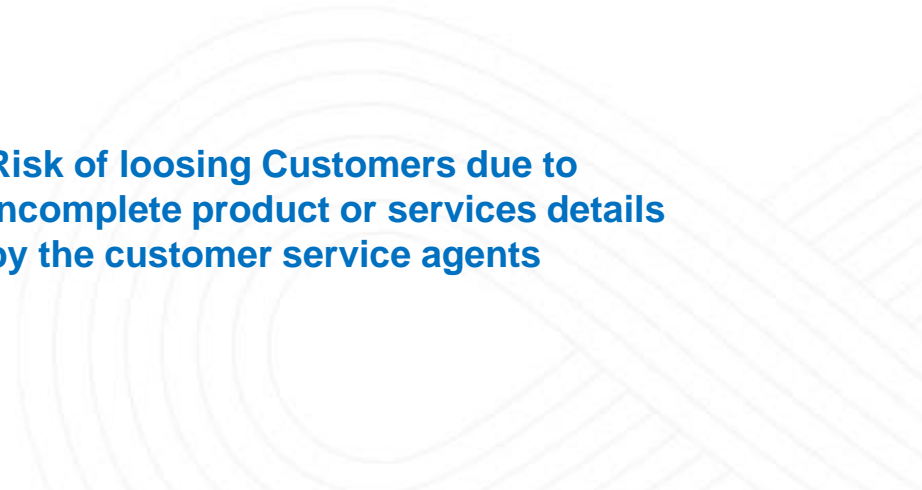
High training costs due to high employee attrition rate



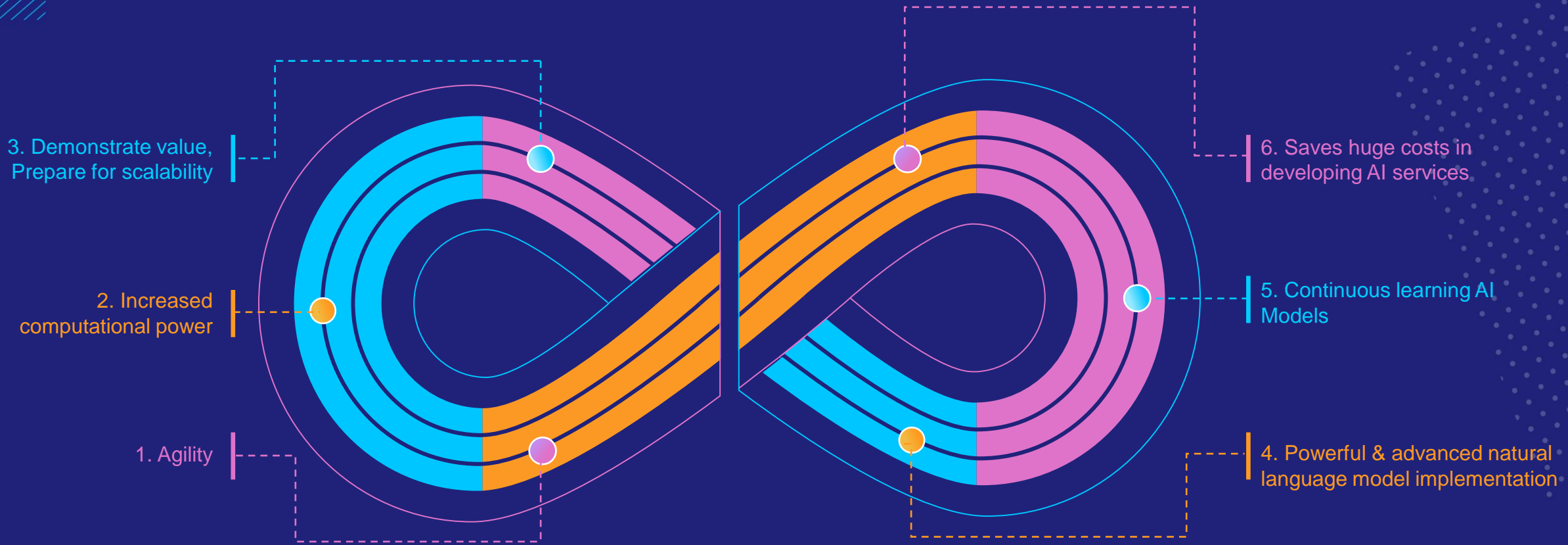
Delay in response times



Risk of losing Customers due to incomplete product or services details by the customer service agents

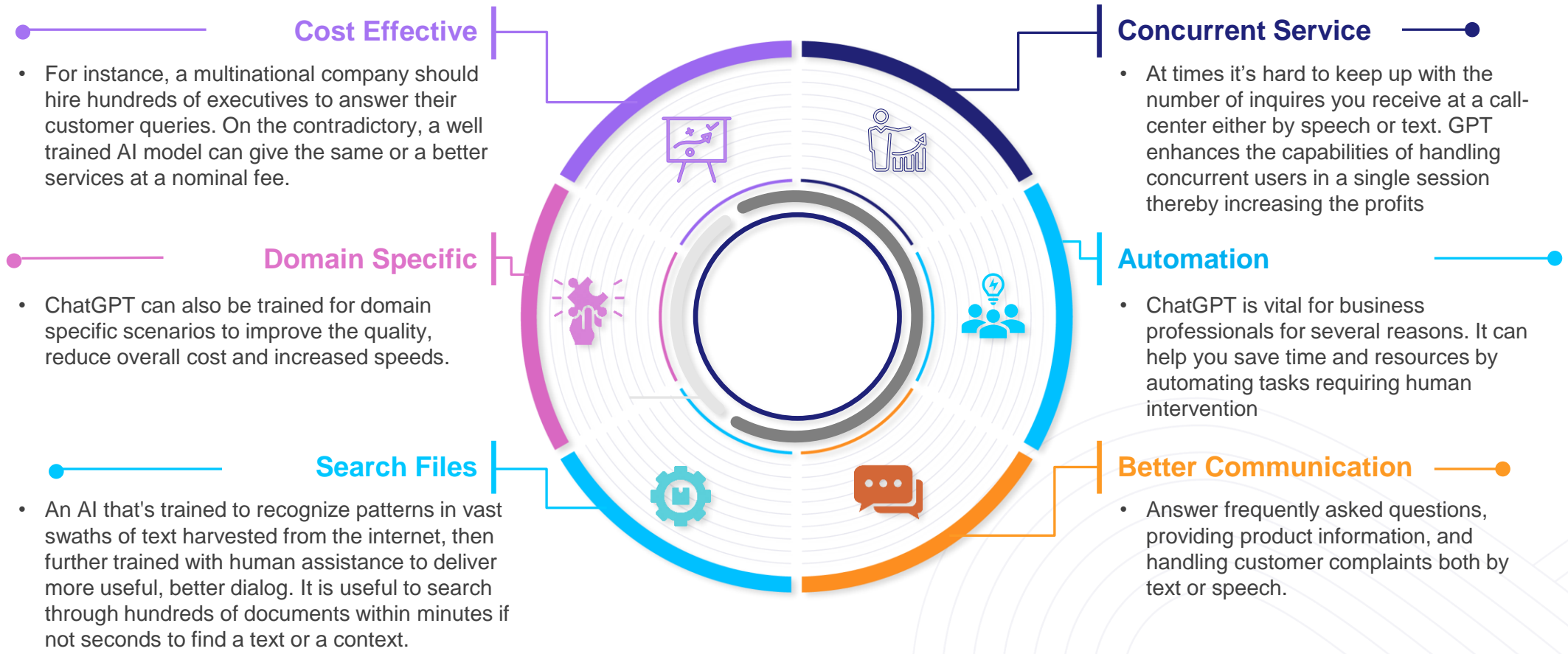


Unleashing the power of AI with Azure OpenAI



Azure OpenAI provides access to many different models, grouped by family and capability. A model family typically associates models by their intended task. By leveraging these models for instance, **GPT-3 Family** has a series of models that can understand and generate natural language.

How does ChatGPT help your business



Where are you in this journey?

Use Cases



Sales Assistant

- Every sales team is consumed by daily calls, emails, meetings, data entry and research leading to low productivity.
- Sales assistant helps to identify potential customer targets, provide detailed information about products and services, and create more effective advertising campaigns



HR Assistant

- Finding a policy through thousands of files slow, time taking and less productive.
- Sometimes HR's are less responsive which reduce the employee satisfaction resulting in employee retention
- HR assistant can search through thousands of documents and respond to employee's queries.
- HR assistant can also remind employees on their attendance, and respond to salary related queries.



Tax Consultant Assistant

- As-in Vietnam tax case, individual customers want to consult about personal income tax where they will be supported from a tax consultant.
- However, the increasing need for advice around March, lead to an overload for the tax industry.
- Using FPT ChatGPT reduced the response time to answer specific questions related to tax filing and increased productivity.

Use Cases



Systems Operation Assistant

- Systems Operations Assistant play a crucial role in smooth operations of Systems on a day-to-day in any Organization. They need to handle the tickets raised to support the systems and scan through numerous logs to identify the errors & root cause for failures.
- FPT ChatGPT is an incredible tool that can revolutionize the job of a Systems Operator. By a simple chat, the support staff can get an overview of the total errors, root cause and the context of the log. The output shown from the logs generated from multiple systems can also be customized to show in a single format for easy understanding.



Insurance Claims Assistant

- Over the years, there was a exponential increase in Insurance policy sales however, the claims has increase as well bringing the turn-around-times for claiming an insurance to the higher SLAs resulting in unfair claims, lawsuits and resulting in losses.
- FPT ChatGPT Insurance solution helps insurance companies to search for the right policies to apply for a right claim reducing the SLA and costs to the minimum.



One-Stop-Shop for Azure OpenAI Solution Offering



Consulting

Listen to our customer needs and demonstrate a tailored-made working process & solution using OpenAI



Development

To build a working solution using OpenAI & ChatGPT features



Continuous Improvement

Make sure the build applications run smoothly and make advance features development with custom integration

Blueprint roadmap

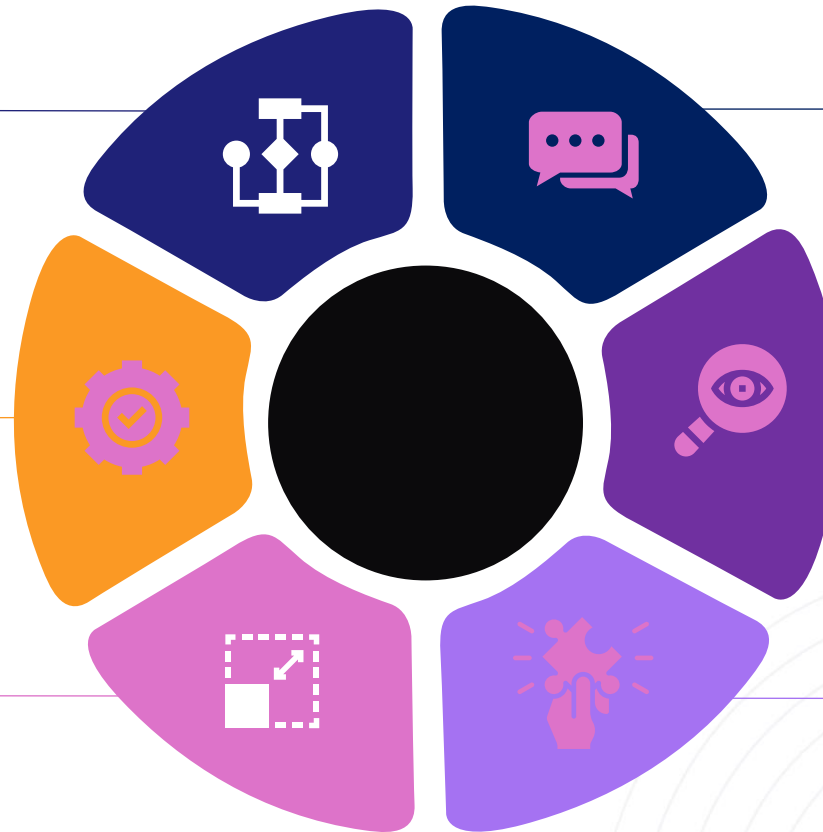
Working with your CxO level and business line directors in order to design the next 1-3-5 years digital & AI transformation roadmap for your organization

Benchmarking

Showing how ChatGPT is implemented in other industry / your sector in order for your organization to better assess impact of ChatGPT on your industry

ChatGPT Training

Training on how ChatGPT can be implemented in the organization, classic pitfalls and ways of solving them; available from C-level to managers.



Communication & People

Supporting the communication inside your organization for the ChatGPT implementation strategy; and helping your people with transformation and cultural change

Assessment

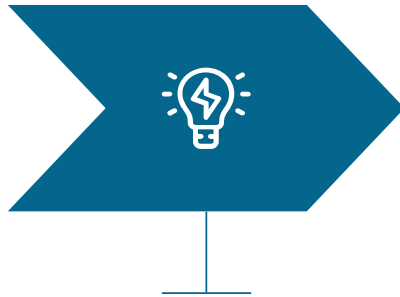
Conducting review of your company's current ChatGPT strategy and DNA to assess your current capabilities and areas to be improved vs strategy

ChatGPT Awareness

Conducting a 1 - 3 days workshop to demonstrate how ChatGPT capabilities can impact and transform your business



Roadmap to Build Application



Consulting

(~2 weeks)
 Demo
 Determine pain-point
 Consulting, strategy building
 Requirement Analysis
 High Level Design
 Budget Plan



Development

(2 ~ X months) (*)
 Basic Design
 Setup Environment
 Development
 Integration
 Deployment
 UAT
 Go-live



Enhancement

(~1 month/round)
 AI Improvement
 Re-Deploy

(*) depends on volume of know-how area

FPT has excellent expertise in Microsoft solutions



Microsoft

Gold
Microsoft Partner


Partnership status

ASP Low Code App Development

ASP Cloud Security

Solution Partner: Digital & App Innovation

Solution Partner: Data & AI

Solution Partner: Security

Solution Partner: Infrastructure

Resources

2,300 experienced experts in Microsoft

2 Microsoft Most Valuable Professionals



10+
Years Partnership

Microsoft
CERTIFIED
Professional

300+
Certificated Professionals

300+

AI Engineers

AI Engineers, Senior AI Engineer, Data Scientists,
DBAs, BI Specialists, Software Developers..

30+

AI Projects

Tech: Data Integration, BI & Reporting, Big
Data, Data Platform, Data Engineering...

Case Study 1: Assistant Chat Engine

Business background



- The organization would like to launch new chat bot to answer employee's queries related to HR policies by scanning through the documents.
- There are both online and offline documents which should be scanned for this feature.
- Integrate the ChatBot feature to the corporate chat applications like Facebook@Work and MS Teams.

Business Challenge



Growth

The number of features are unlimited so the growth is enormous while training the model

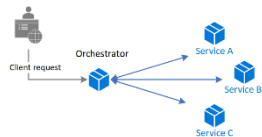
Productivity

There are numerous policies from the HR department which change over the time and needs to keep a track of them

Digitalization

Data is scattered and in various forms which is hard to clean and normalize.

Our solution



- Develop a solution using Azure OpenAI and search engines such as Azure Cognitive Search, Elastic Search.
- Support client to get deep understanding and extract data from database of client's platform.
- Perform data exploration and embed the data in Vectors for quick search results.
- Customize and train Chatbot based on know-how from paragraph/document.
- Generate the response using GPT version 3.5
- Integrate the solution with Workplace from Facebook and MS Teams.

Result and Impact

- Successfully developed and deployed a model that meets client expectations and achieving an accuracy of over 90% is an impressive feat.
- The model is applied into business and operating well



Azure Cognitive Search



Microsoft Azure
Blob Storage



Case Study 2: ChatGPT for Vietnamese Tax Consultation

Business background



The organization would like to build a ChatGPT application for Vietnamese Tax Consultation. The organization wants to respond to their clients when they have any questions or difficulties while filing individual / corporate taxes. The increased number of inquires reduced their productivity as their consultants have to go through humongous list of files before responding to their clients.

Result and Impact

- Successfully developed a application to search through 100's of documents and find the relevant context from the client's questions and return the perfectly matched scenario and the reference to the document.
- The system is applied into business and operating well

Business Challenge



Growth

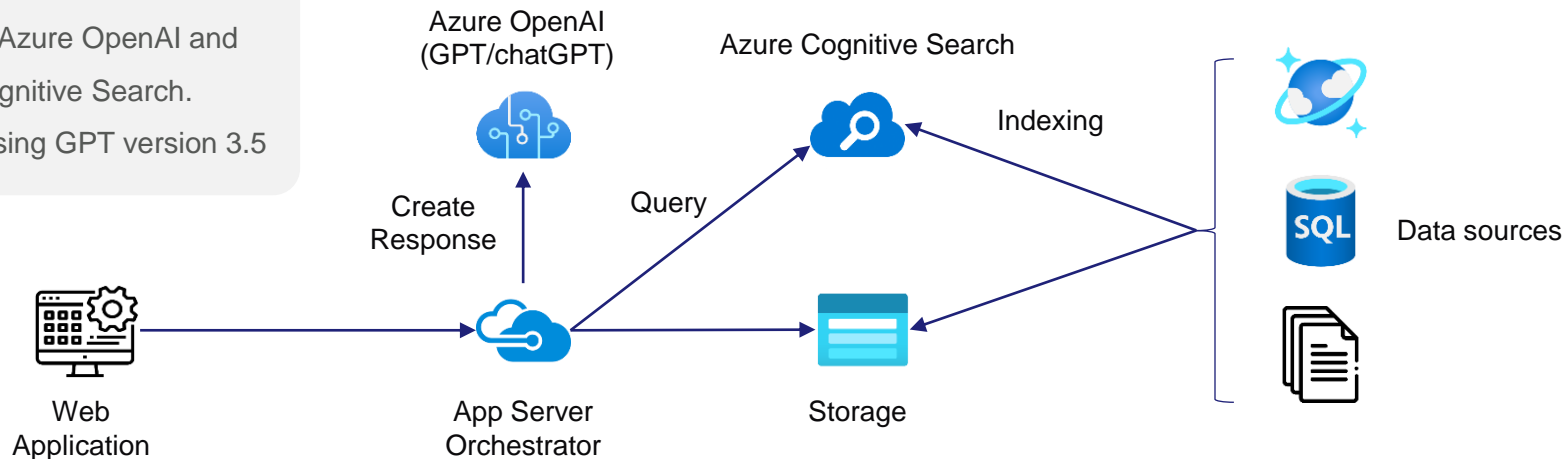
The files can be scanned within seconds along with the reference of the file and the context without limiting to the number of files added to the database

Productivity

The quick response time has improved the productivity of all consultants and in turn generated additional income

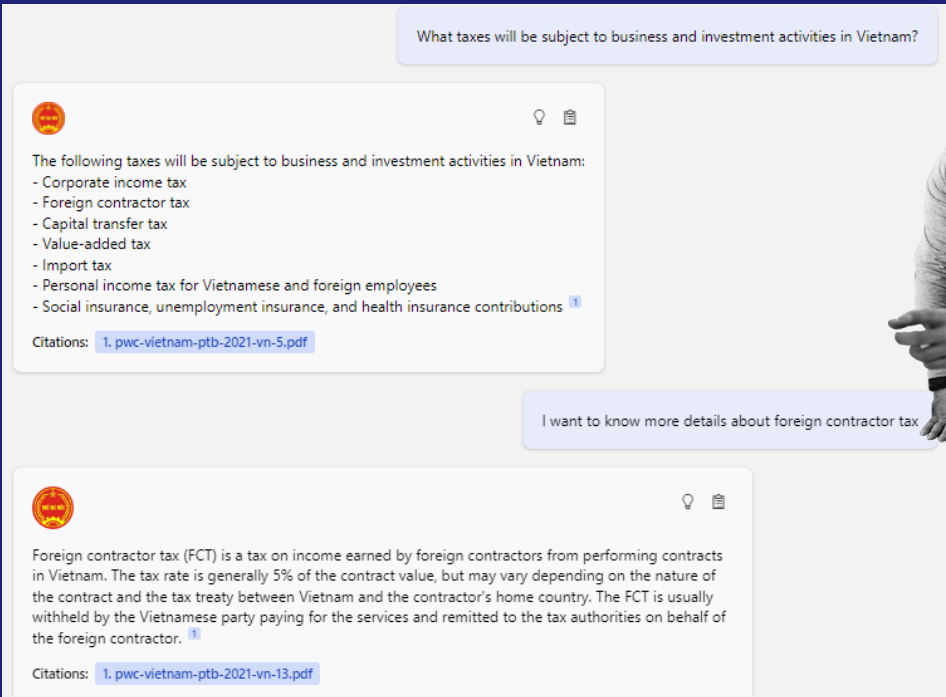
Our solution

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- Generate the response using GPT version 3.5

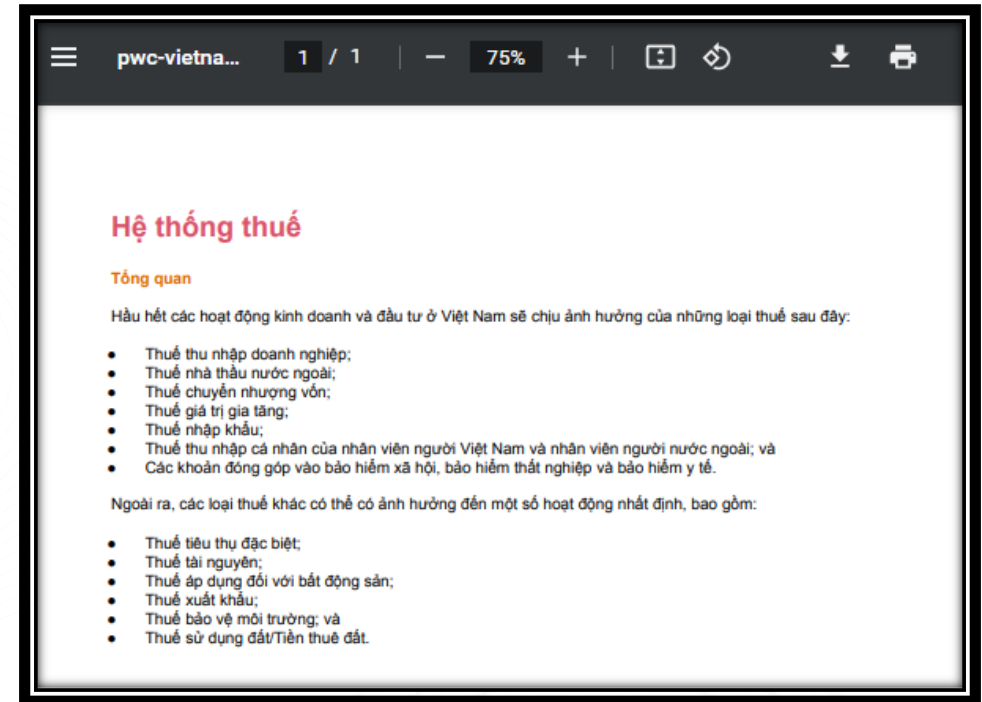


ChatGPT for Tax Consultant Demo

- The screenshots from the demo of ChatGPT Chatbot for Vietnamese Tax Consultants



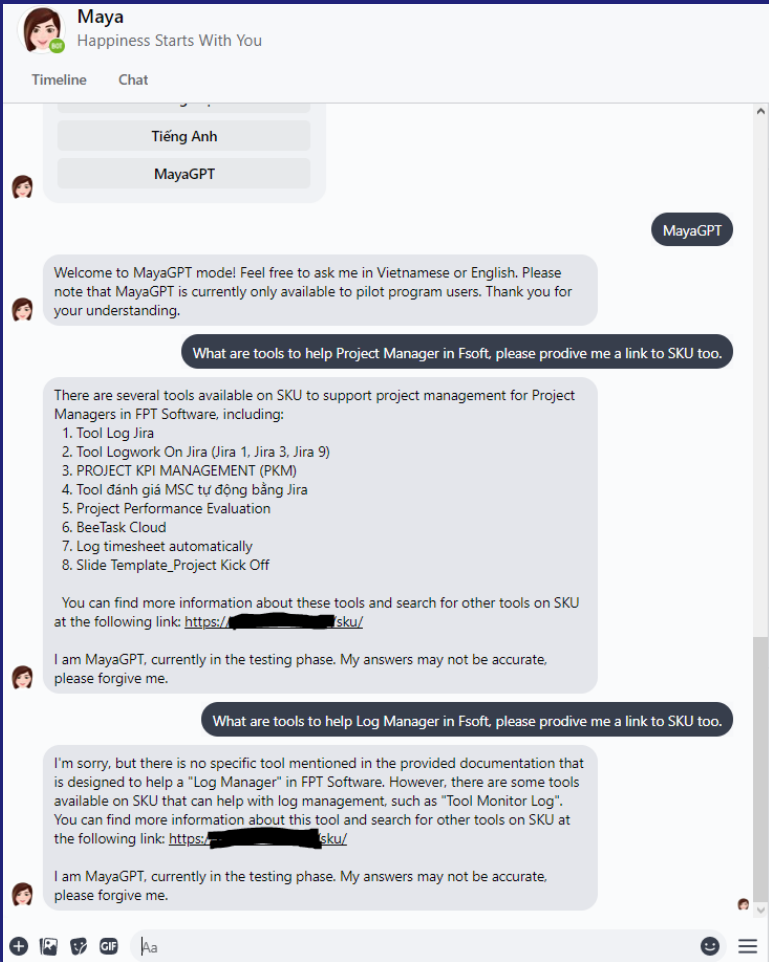
The Chatbot taking questions and translate to the language of context then responding with relevant context from the file along with a link of the file



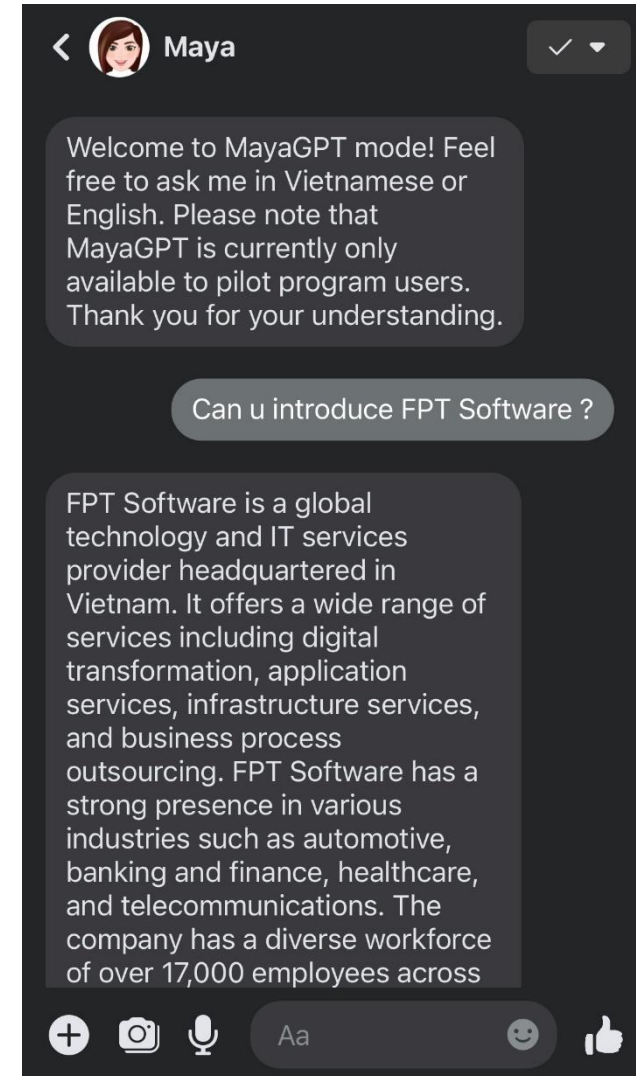
The file showing the page where the exact content extracted is displayed.

FPT Software HR Assistant Demo

- The screenshots from the demo of FPT Software HR Assistant



The Chatbot responds the content and also a link where the additional details can be checked.





Thank You