

# DataGenie

→ (Customer Advisory)

Enhance your customer support with **LUMIQ's Customer Advisory Chatbot**



Our Generative AI based solution delivers natural and context-aware interactions with customers. The solution utilizes the existing knowledge repository and company database to extract relevant and accurate information. It continuously learns and adapts from new interactions, ensuring it stays up to date with changing customer expectations and scenarios.

This solution is also embedded with state-of-the-art guardrails to minimize hallucinations and generate non-speculative answers. This allows our customers to mitigate all associated risk with generated responses. Furthermore, the solution is designed to seamlessly integrate with the existing CRM systems and other ticketing systems.

## Key Features

**Dynamic and Contextual Interactions**

**Advanced Sentiment Analysis**

**Continuous Learning**

**Structured and Unstructured Data Utilization**

## Expected Benefits



Better CSAT Score & NPS



Higher Rate of First Contact Resolution



Reduced Average Response Time



Lower Cost Per Contact



Improved ROI

## Technical Specifications

**Supported Platform** – Azure

**LLM Model** – GPT-4

**Deployment** – Cloud-based