

# PT. Intikom Berlian Mustika

Microsoft Azure Open AI Services

Virtual Assistants AI Banking Solution.



**INTIKOM**

Partner to Lead



# Overview

All banking companies in Indonesia must pay attention to the quality of service to customers by providing fast and helpful responses to all questions that customers want to ask in order to improve the quality of existing services.



Virtual Assistant AI Banking Solution will help companies to optimize existing services and can reduce high operational costs and increase the quality of existing services for customers.

# Empowering AI Virtual Assistant

This Virtual Assistant AI Banking Solution can help in terms of service and response to customers both in terms of policy rules applied in data sources that have been stored in Azure Open AI, can chat according to customer questions about banking and is very interactive and efficient to help operational services and reduce costs.



## CHALLENGES

- Manual process to respond to every question from customers regarding bank provisions and regulations.

## IDEAL SOLUTION

- Designed to unleash the potential power of people while giving a proper tool to manage and control information within the cycle of human resource management.

## DESIRED OUTCOMES

- Faster in responding to customers
- Operational cost efficiency

# Key Features

- **Simplified integration:** A simple and easy-to-use API offers various endpoints that can be used for different tasks, such as text generation, summarization, sentiment analysis, language translation, and more.
- **Pre-trained models:** Already fine-tuned on vast amounts of data, these pre-trained models make it easier for developers to leverage the power of AI without having to train their own models from scratch.
- **Customization:** Developers can also fine-tune the included pre-trained models with their own data with minimal coding, providing an opportunity to create more personalized and specialized AI applications.
- **Documentation and resources:** Azure OpenAI Service provides comprehensive documentation and resources that can help developers get started quickly, including tutorials, guides, and code samples that cover various use cases and scenarios.
- **Community support:** With an active community willing to help and share their experiences via forums and support channels, developers can ask questions, seek guidance, and learn from others.
- **Scalability and reliability:** Hosted on Microsoft Azure, the service provides robust scalability and reliability that developers can leverage to deploy their AI applications with confidence, without having to worry about managing the underlying infrastructure.
- **Responsible AI:** Azure OpenAI Service promotes responsible AI by adhering to ethical principles, providing explainability tools, governance features, diversity and inclusion support, and collaboration opportunities. These measures help ensure that AI models are unbiased, explainable, trustworthy, and used in a responsible and compliant manner.





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