

**MICHIGAN STATE**  

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**UNIVERSITY**

# Alpha Presentation

## AI-Based Chat Service

### The Capstone Experience

Team RPM

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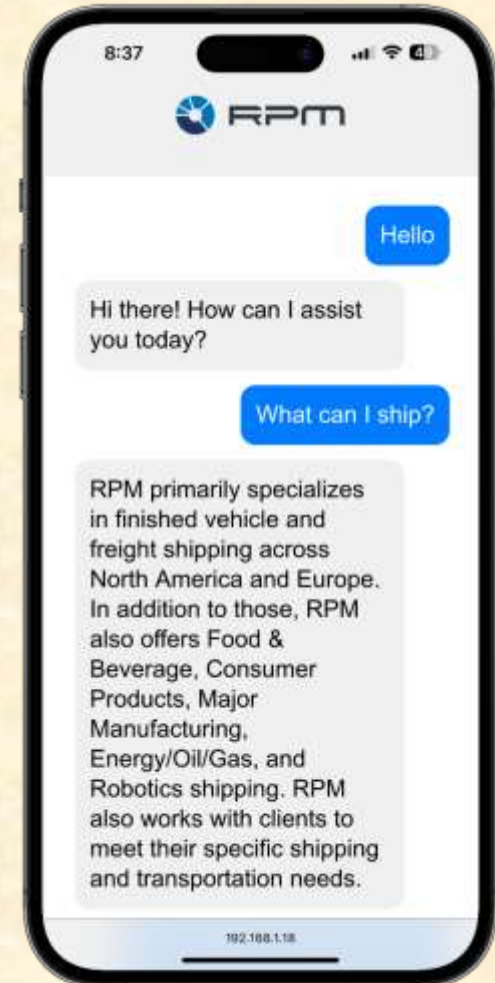
Fall 2023



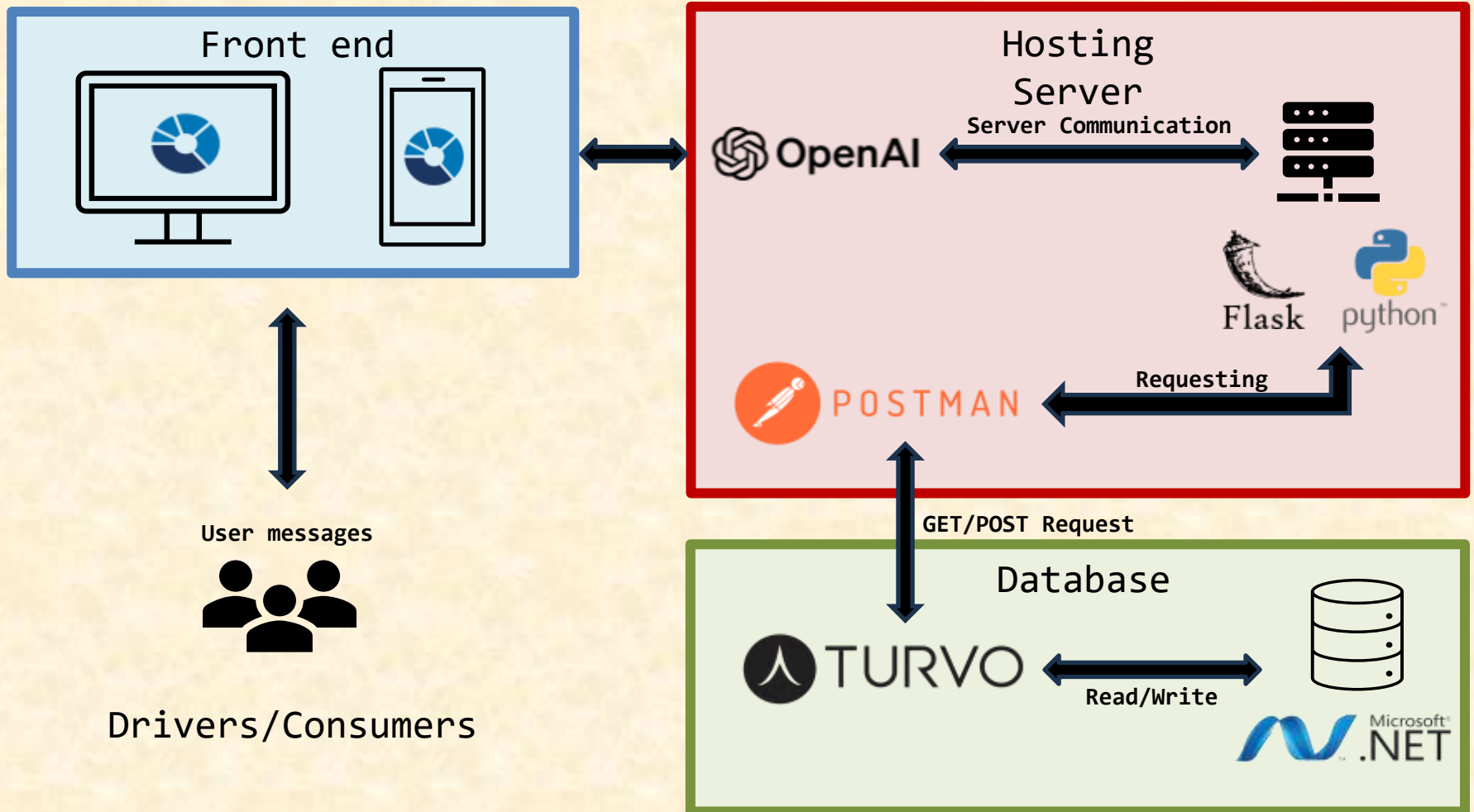
*From Students...  
...to Professionals*

# Project Overview

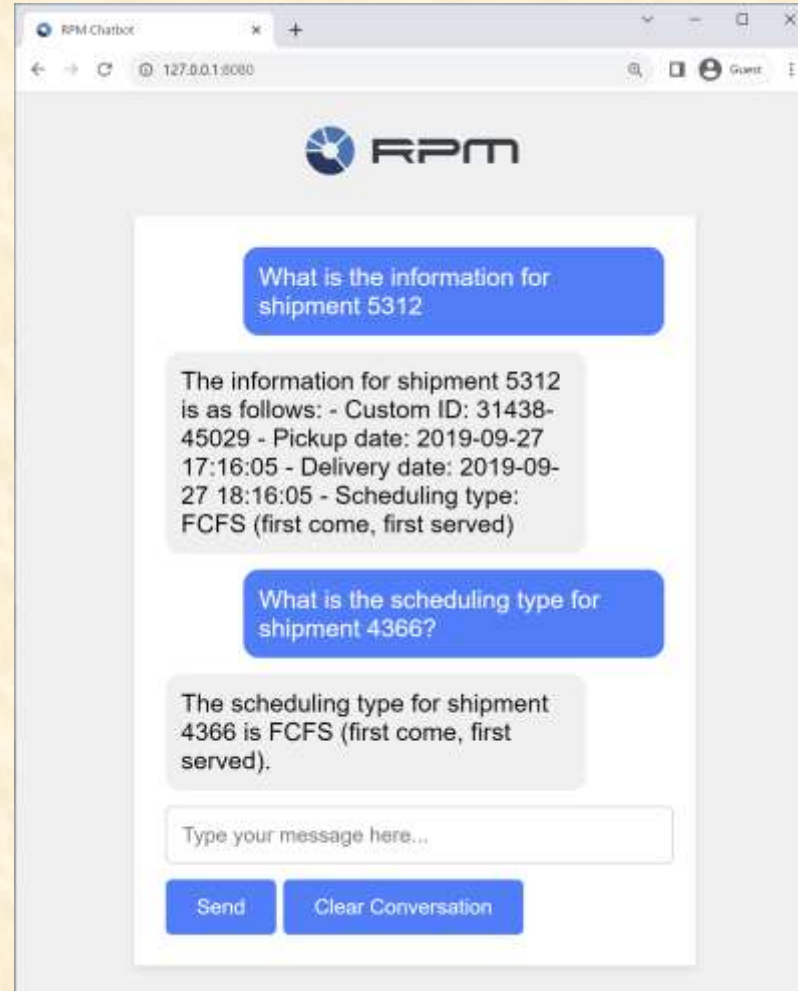
- Problem:
  - High call volumes
  - Slow tracking responses
- Solution:
  - AI chatbot
  - Back-end service
- Value:
  - Enhance customer service
  - Reduce cost
  - Instant answers



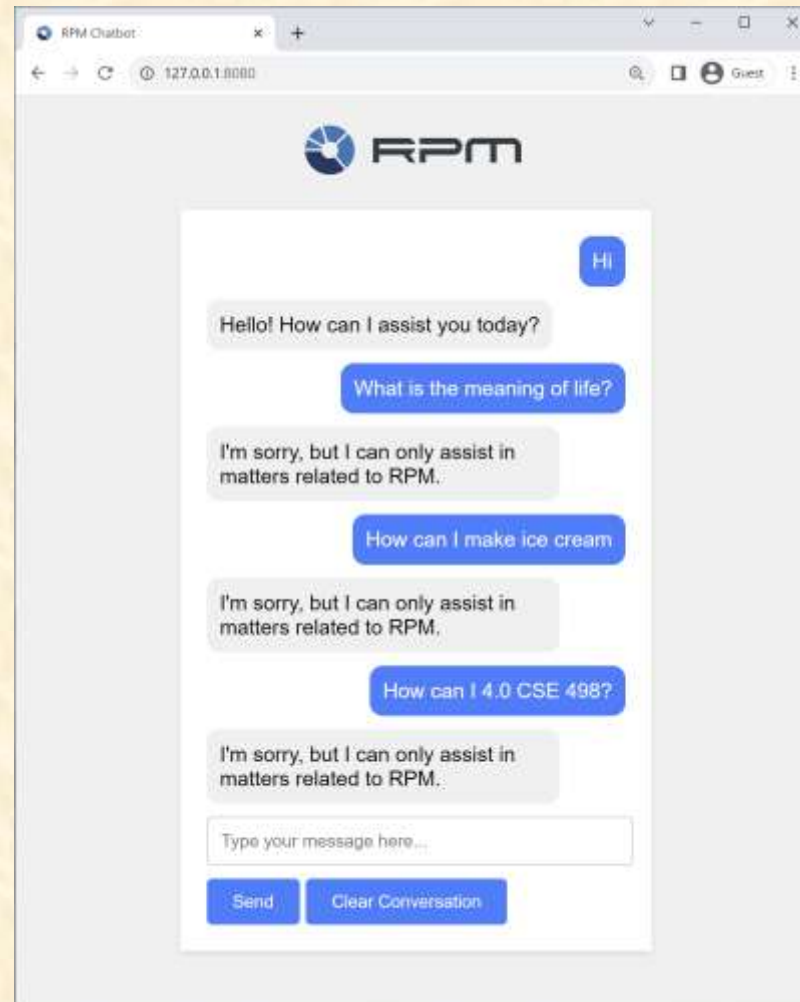
# System Architecture



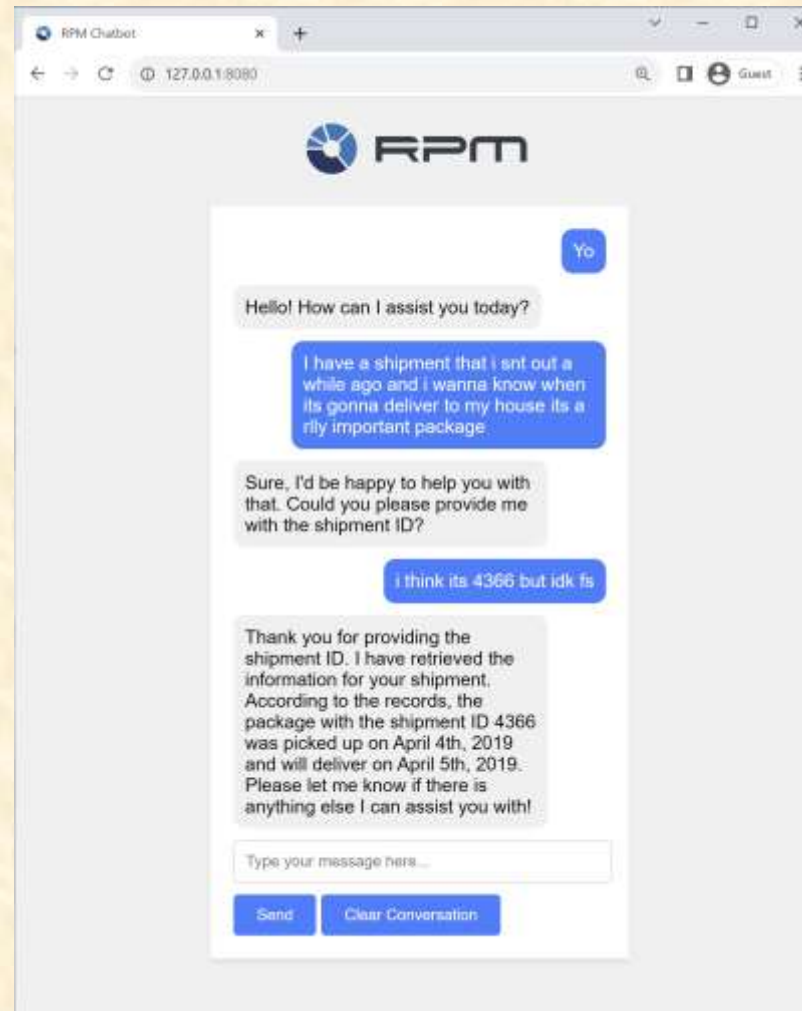
# Connecting Turvo API



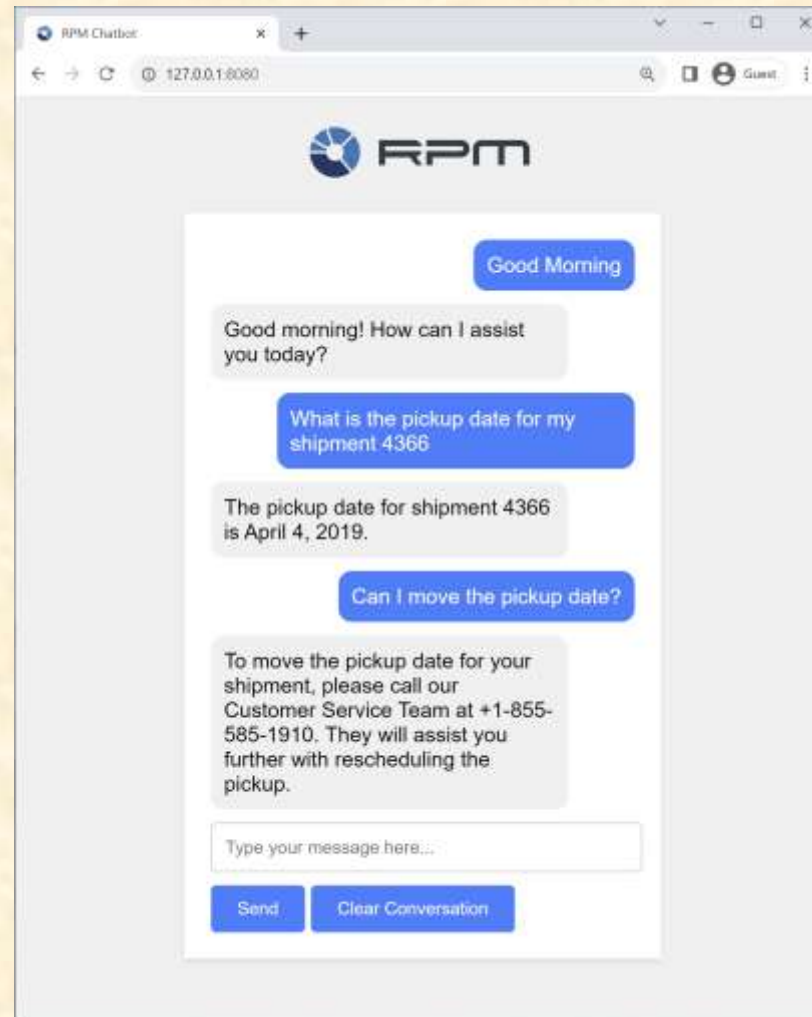
# Keeping Chat Focused



# English to Database Query



# Nuanced Questions



# What's left to do?

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- Email chatlog and summary
- Route chat to correct representative
- Implement full carrier functionality
- User verification
- SMS support
- Complex question tree
- Multiple conversations





# Questions?

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