



Delphi

KNOWLEDGE-BASED AZURE OPENAI GPT-POWERED ENTERPRISE SOLUTION

KEY FEATURES

Precise and Relevant Responses

- Ensures that responses are both precise and contextually relevant to the user's query
- Handles complex and diverse queries, providing helpful and informative responses that guide users to navigate your portal, and link them to relevant forms and documents

Streamlined Search Process

- Processes user queries seamlessly, utilizing a structured chain to retrieve data from Azure OpenAI and deliver prompt and accurate responses
- Leverages Azure Cognitive Search to index the data and optimize it for efficient retrieval
- Uses the app server orchestrator to connect the user interface with the GPT model

Seamless Data Integration

- Ensures the data and files required for efficient responses are uploaded to a centralized database source, connected to Azure Cognitive Search, and orchestrated via the app server
- Facilitates a quick and efficient response process, ensuring that users get the most relevant and up-to-date information

Multi-Channel Accessibility

- Allows users to access the GPT solution effortlessly through various channels, whether it's on websites, mobile apps, or messaging platforms
- Provides an intuitive and easy to navigate user interface, providing a consistent and seamless experience across all devices and platforms

Intent Recognition

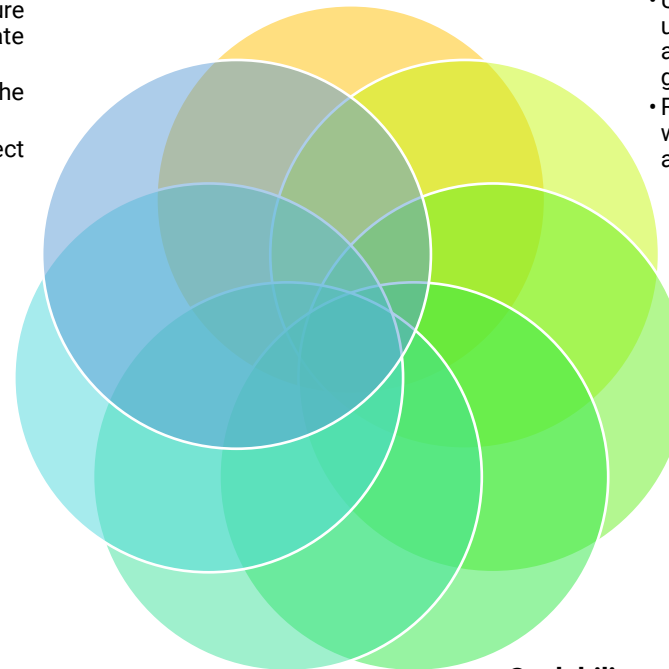
- Understands the importance of understanding user intent, allowing the system to provide appropriate responses that match the user's goal
- Recognizes the intent behind user queries, whether it's asking for information, requesting a service, or providing feedback

Swift and Efficient Responses

- Prioritizes efficiency, guaranteeing that the system can provide prompt responses that enhance user experience and operational efficiency
- Handles a multitude of user queries simultaneously without slowing down or crashing, making it ideal for scenarios like real-time customer support

Scalability

- Scales up or down according to your needs, ensuring that you can handle any volume of user queries without compromising on quality or performance
- Powered by Azure services, which offer high availability, reliability, and security



POC ROADMAP

Week 1: Pre-Implementation Planning

- **Project Kick-Off:** Initiate the project by assembling a cross-functional team, including technical experts, business analysts, and project managers
- **Requirements Gathering:** Collaborate with stakeholders to gather detailed requirements for the solution. Define the scope, objectives, and key performance indicators (KPIs) to measure success
- **Infrastructure Setup:** Ensure that the necessary infrastructure is in place, including Azure services, databases, and application servers

Week 2: Data Integration and Preparation

- **Data Collection:** Collect and organize the data and documents that the GPT will need for providing accurate responses
- **Database Integration:** Upload and connect the data to a centralized database source. Ensure data is organized and structured for efficient retrieval

Week 3: Solution Integration

- **Azure Cognitive Search Configuration:** Set up Azure Cognitive Search to index the data and optimize it for efficient retrieval
- **App Server Integration:** Connect the application server orchestrator to Azure Cognitive Search, allowing users to interact with the GPT system
- **GPT Model Integration:** Implement the Azure OpenAI GPT model for natural language processing and response generation

Week 4: Testing and Deployment

- **User Interface Design:** Design an intuitive and user-friendly interface for accessing the GPT solution through various channels, such as websites, mobile apps, and messaging platforms
- **Testing:** Thoroughly test the GPT solution for accuracy, efficiency, and scalability. Conduct user acceptance testing (UAT) to ensure it meets stakeholder expectations
- **Deployment:** Roll out the GPT solution to production, ensuring it's available to users through all intended channels

After deploying the GPT solution, we will provide the following post-deployment activities:

A. Monitoring and Maintenance

- Implement monitoring tools to track the performance and user interactions with the GPT solution.
- Provide regular maintenance and updates to ensure the solution is running smoothly and securely.

B. Feedback and Improvement

- Collect and analyze user feedback and satisfaction with the GPT solution.
- Identify areas of improvement and implement enhancements to optimize the solution.

THANK YOU