



# Confiz Gen-AI Digital Assistant Kickstart Program

The Confiz **Gen-AI Digital Assistant** Kickstart program is designed to help organizations kickstart their Gen-AI journey by leveraging the cutting-edge capabilities of OpenAI Azure services. This program aims to implement intelligent conversational digital assistants that interact seamlessly with users, providing precise guidance based on curated data.

Our approach prioritizes rapid value delivery, focusing on deploying **1-2 key use cases** within an **8-week** timeframe aligning Gen-AI strategy with business objectives, and identifying success criteria. We provide a Web integration that can be incorporated to help users interact with the digital assistant in a frictionless manner.

A **wrap-up session** is conducted with the leadership to highlight the benefits achieved and suggest a scalable roadmap for future use cases. This session aims to demonstrate the **value realized** against the defined **success criteria** and to equip the leadership with the insights needed to confidently move towards **full-scale adoption** in future.



# Why the Confiz Gen-AI Digital Assistant Kickstart Program is Right for You



## Embark on the Journey to your AI-driven future

Start your AI Journey today, empower your people, refine your processes, and optimize your data for an AI-driven future



## 8 Weeks to Value

Kickstart your Gen-AI Journey by implementing 1-2x Use cases for a Gen-AI powered Digital Assistant in just 8 weeks.



## Increased Customer Engagement

Craft personalized and responsive interactions for your customers, fostering loyalty and satisfaction.



## Provide 24/7 Multilingual Support

Enhance Global Customer Accessibility by offering round-the-clock customer support to meet the needs of global customers across different time zones in their language.



## Maximize Business Benefits with our Tailored Gen-AI Delivery Methodology

Accelerate project delivery, enhance user experience, through our Gen-AI framework



## Future Proof Your Gen- AI Journey

Outlining a strategic path to deepen Gen-AI implementation and identify future enhancements and additional use cases



## Consistent Customer Service

Ensure uniformity in responses, providing a consistent customer experience and reduce the risk of human error in customer interactions



## Know Your Customers Better

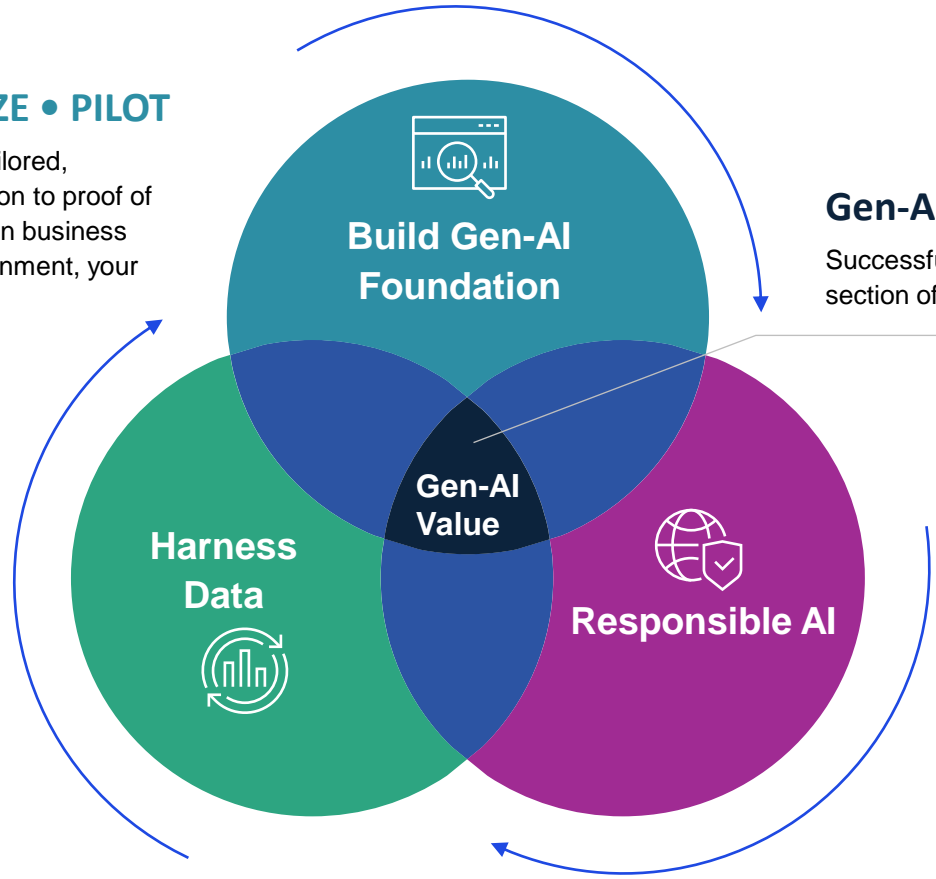
Analyse customer interactions to provide valuable insights into customer preferences and trends, any common issues and areas for improvement

## ASSESS • STRATEGIZE • PILOT

We guide clients through a tailored, structured journey from ideation to proof of value, with a constant focus on business objectives, organizational alignment, your people and customers.

## INTEGRATE • ACCELERATE • SCALE

We empower clients to unlock the full potential of AI by quickly driving value from their existing data assets, using cutting edge Gen-AI models and algorithms, whilst overcoming challenges such as disparate data, integration, and inefficient workflows.



## Gen-AI Powered Digital Assistant

Successful Gen-AI use cases happen at the intersection of these 3 foundational disciplines

## SECURE • GOVERN

We help clients manage AI risk with frameworks and tools that ensure secure, legal and ethical AI use, with appropriate governance strategy for ongoing monitoring, while promoting trust.



# From Idea to Value: GEN-AI Powered Digital Assistant Kickstart Program

**Goal** Align Gen-AI Strategy with business objectives and discover business requirement

**Duration** 2 Weeks

## 1. Discovery and Gen-AI Strategy Formation

- Collaborative Opportunity Mapping (Scope & Objectives)
- Use Case Success Criteria Definition
- Use Case Identification & 1-2x Selection
- Ideate on the design and user experience
- Source Data Identification and Access

**Outputs**  
1. Success Criteria  
2. Business Requirements Document for 1x Use cases  
3. Data Mapping

**Goal** Design a custom Gen-AI architecture and setup infrastructure

**Duration** 1 Week

## 2. Gen-AI Architectural Design and Infrastructure Setup

- Gen-AI Design using Azure OpenAI
- Solution Architecture
  - UI Layer
  - ChatBot Layer
  - Backend Service Layer
  - Data Layer
- Infrastructure Initiation/Provisioning
- Data Preparation

**Outputs**  
1. Solution Architecture Document  
2. Environment Set  
3. Data Access

**Goal** Develop Gen-AI Assistant with 1-2x use-cases and deploy for usage

**Duration** 4 Weeks

## 3. Proof of Value Development and Execution

- BOT Framework + UI Development
- Data Acquisition
  - Document Ingestion
  - Establish Vector Database
- AI Experimentation & Development
  - Model Selection
  - Prompting Model Fine Tuning
  - Model Test & Validation
  - Model Deployment
- Web Integration

**Outputs**  
1. Datasets for Training and Validation acquired  
2. Deployed Gen-AI Virtual Assistant - 1x Use cases

**Goal** Review POV and plan to scale Gen-AI in the organization

**Duration** 1 Week

## 4. Performance Review and Future Scaling Strategy

- Proof Of Value Performance Review against Success criteria
- High-level Strategic Roadmap and Plan for Future Enhancements.

**Outputs**  
1. Performance Review Presentation  
2. Gen-AI Strategic Roadmap