Enterprise Generative AI – Solution for Communication and Collaboration

computer **technologies**

Your Solution Partner

Introduction

The Smart Meeting Assistant AI solution enhances business efficiency and public service delivery by transforming video meetings into structured, searchable transcripts with real-time multilingual translation, ensuring accessibility and inclusivity.

- AI-Powered Speech-To-Text (STT) Conversion
- Automated Summarization of Minutes
- Action Item Extraction for task assignment and progress tracking
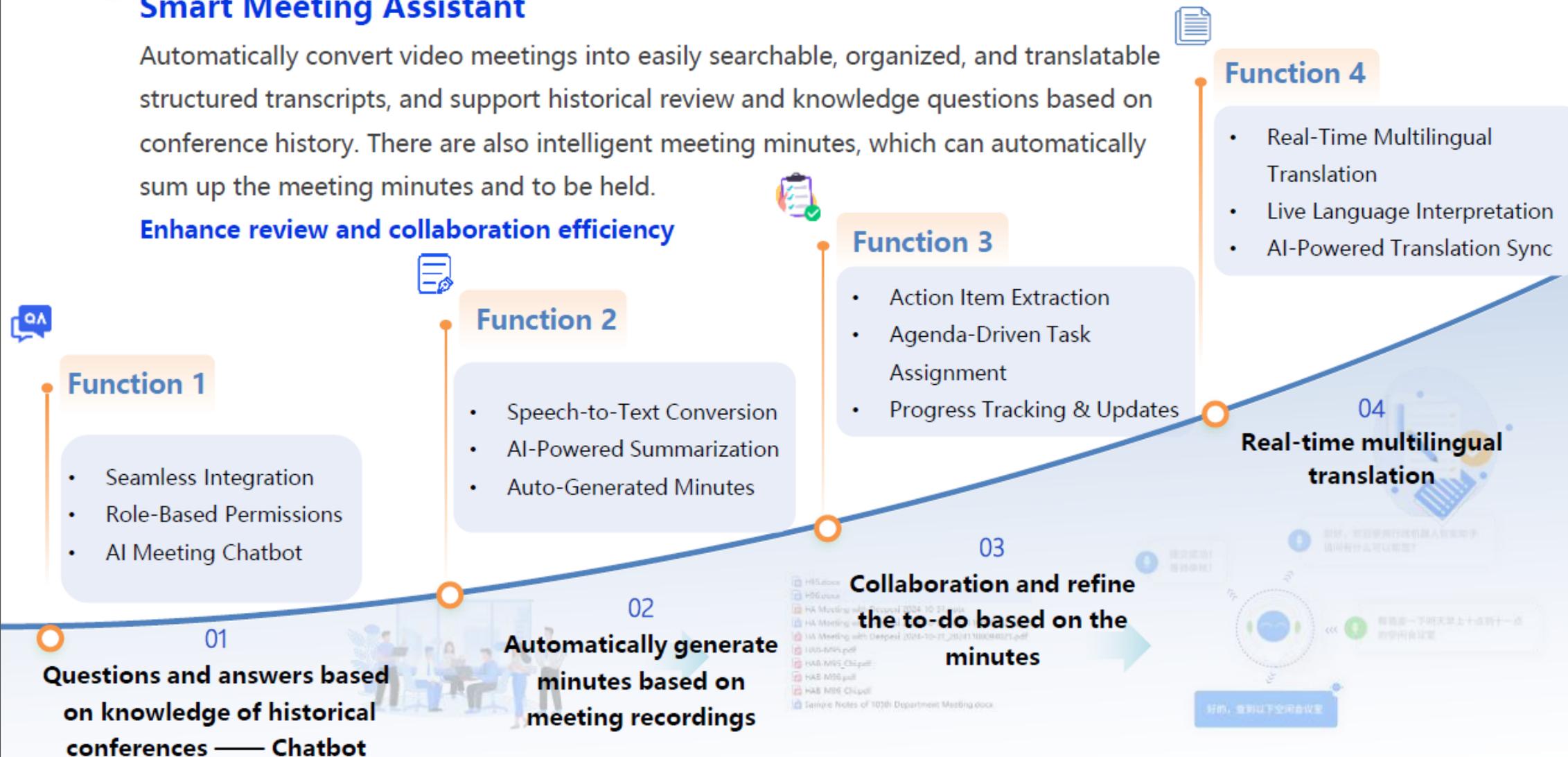- Role-based Permissions and Historical Conference Chatbot
- Cross-language Communication

Smart Meeting Assistant

Smart Meeting Assistant

Automatically convert video meetings into easily searchable, organized, and translatable structured transcripts, and support historical review and knowledge questions based on conference history. There are also intelligent meeting minutes, which can automatically sum up the meeting minutes and to be held.

Enhance review and collaboration efficiency

Function 1

- Seamless Integration
- Role-Based Permissions
- AI Meeting Chatbot

Function 2

- Speech-to-Text Conversion
- AI-Powered Summarization
- Auto-Generated Minutes

Function 3

- Action Item Extraction
- Agenda-Driven Task Assignment
- Progress Tracking & Updates

Function 4

- Real-Time Multilingual Translation
- Live Language Interpretation
- AI-Powered Translation Sync

01
Questions and answers based on knowledge of historical conferences —— Chatbot

02
Automatically generate minutes based on meeting recordings

03
Collaboration and refine the to-do based on the minutes

04
Real-time multilingual translation

Chatbot for Meeting

Communication and Collaboration

Step 1: Knowledge base construction

Step 2: Smart Q&A
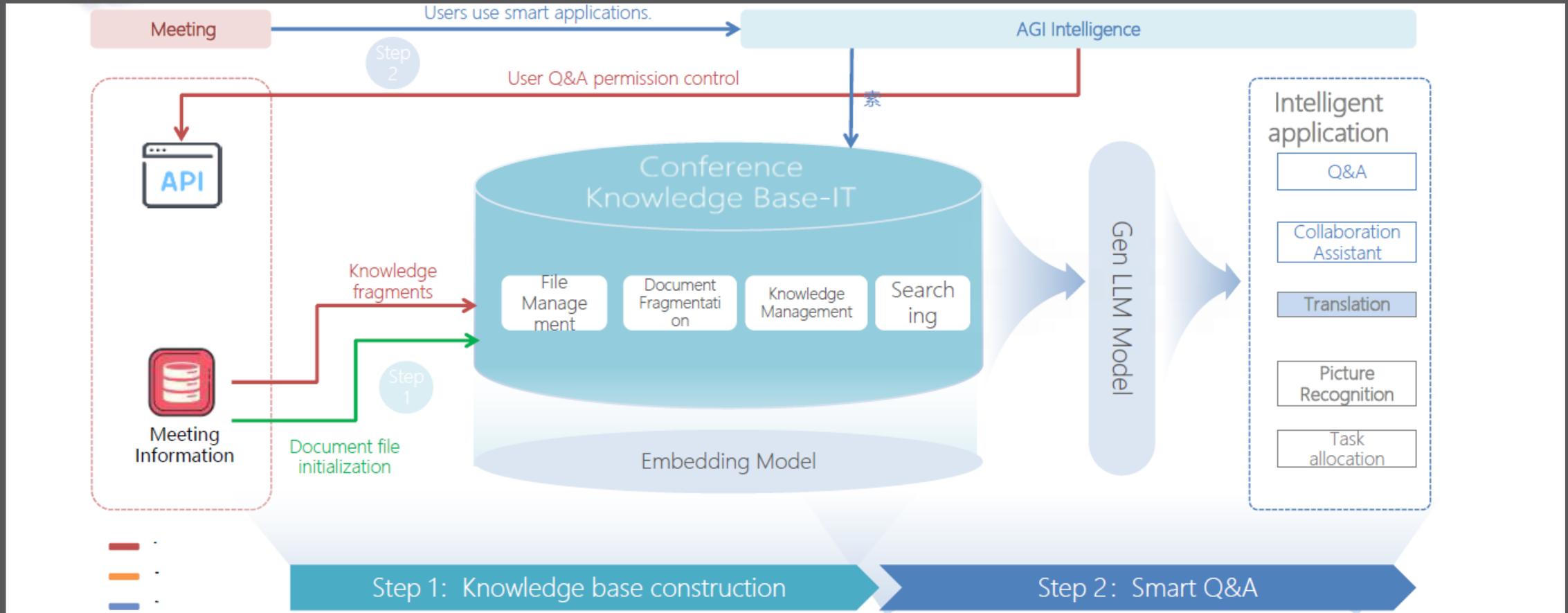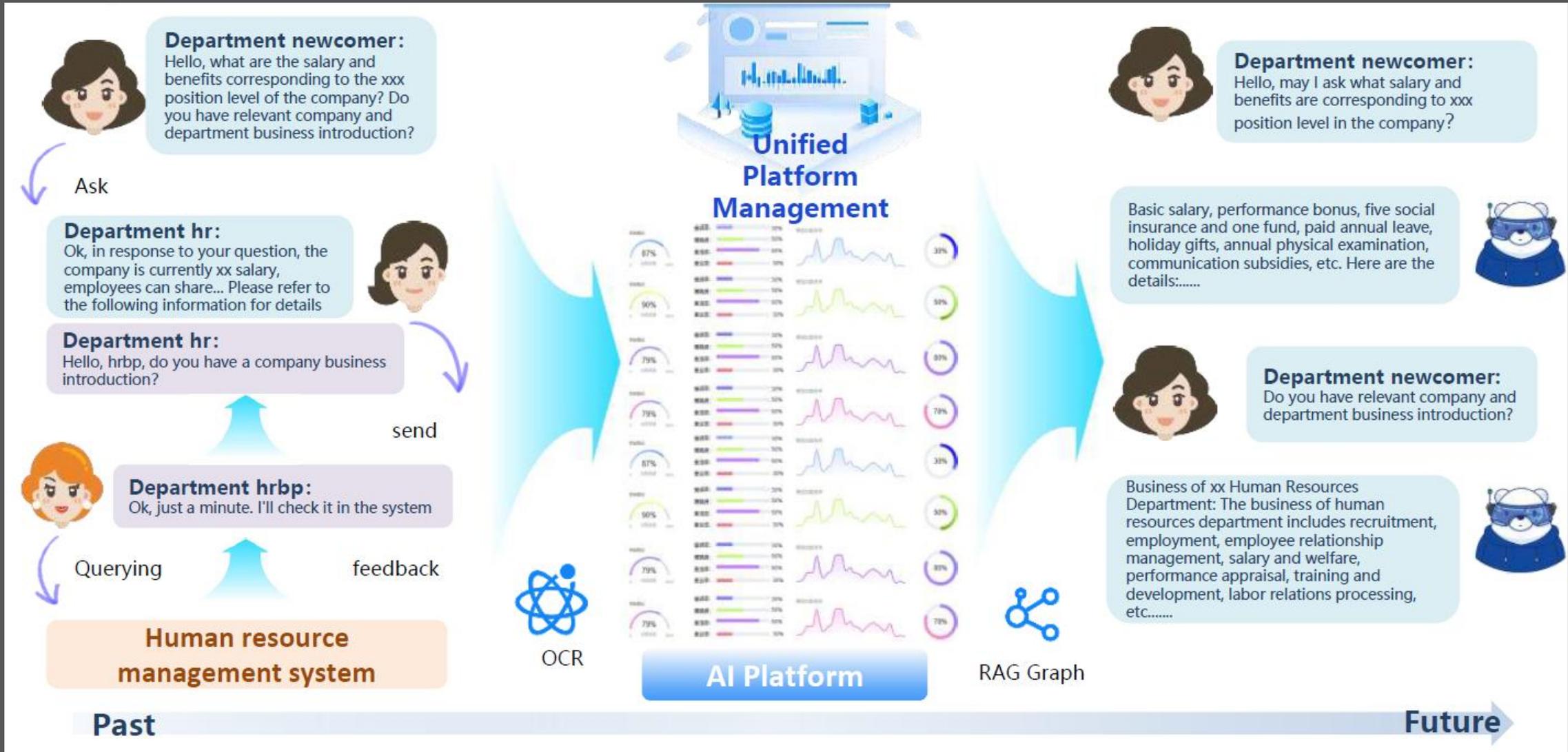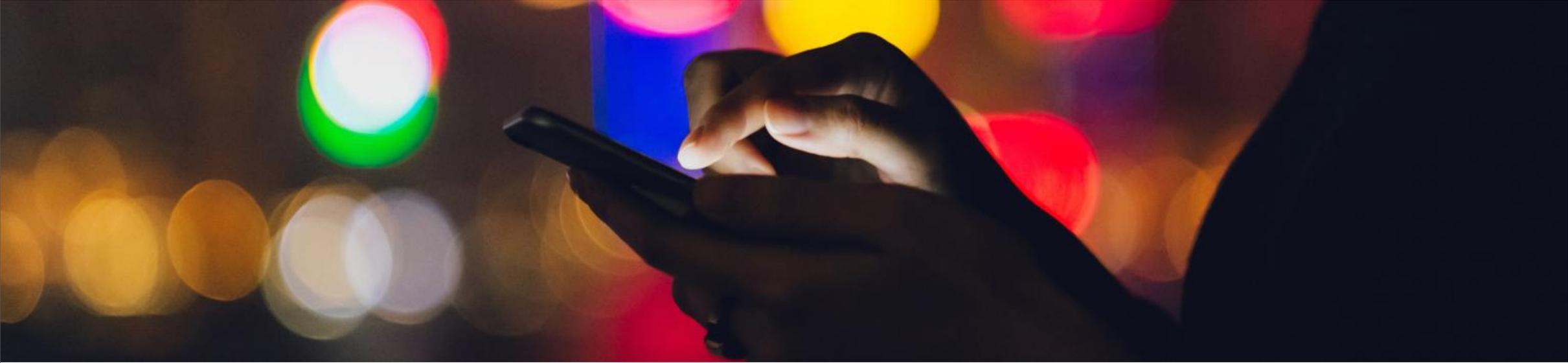
Real-time Translation
- **Support real-time multilingual translation.**
- **AI:** The LLM synthesizes insights, such as identifying frequent user queries in different language and summarizing meeting information.

Collaboration
- **Multi-Agent Systems**: AI agents coordinating tasks
- **Human-AI Teaming**: Increase efficiency between teams during communication.

Chatbot for Enterprise Management System

AI-Driven Privacy Protection & Intelligence Solution (PPIS)

1. Automatically classify and encrypt PII when it is uploaded to file servers

3. Redacting (masking) confidential PII while allowing access to other work-related information

PPIS

Client PC
File Server
Data Storage

2. Detect mass download of PII files from file server

4. Generate Audit Log for PII data access history

✅ **AI-automated monitoring**

✅ **On-premises deployment to minimize changes**

✅ **Reasonable initial investment**

✅ **Leverage AI in a fixed cost package**

Customer Case

Public Service

Challenges

The XXX Authority was established in 1990 as a statutory body. As of now, it oversees 43 public hospitals and healthcare facilities, 49 specialist outpatient clinics, and 74 general outpatient clinics, providing over 30,000 hospital beds and employing more than 90,000 staff.

An all-in-one app launched by the XXX Hospital Authority for managing patient health, making appointments for general or specialist outpatient services, and supporting online payments. Due to its high usage, the app requires substantial backend support for answering inquiries and handling issues. The use of AI can greatly alleviate the pressure on staff and enhance patient satisfaction.

AI Chatbot Challenge：

Controllable Autonomy: Capable of answering key questions from the data manual.

Low Hallucination: Ensures answers are based solely on the provided data, avoiding any fabricated responses.

Model Fine-tuning: Equipped with effective methods for continuously iterating and updating knowledge.

Business Reasoning: Breaks down complex queries into manageable sub-tasks, enabling multi-step reasoning.

Acting as the "brain" agent of the HA system, it can perform complex reasoning, respond to user instructions, and assist in directly solving problems.
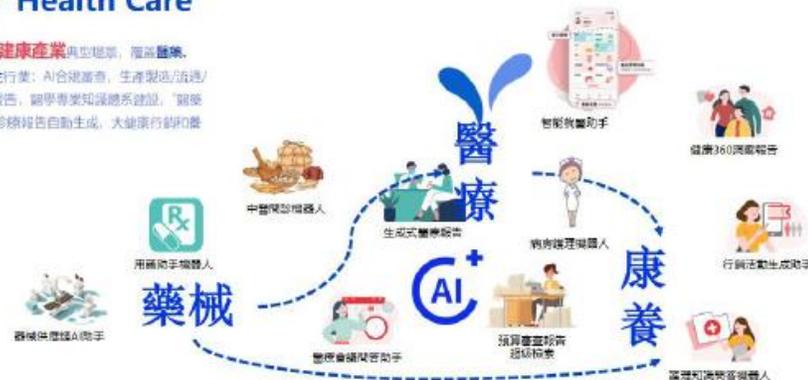
Solution

☐ **FastAGI** enables Chatbot business reasoning and semantic understanding of user queries. **CRAG** improves information retrieval and response generation quality.

Chatbot for sales analysis

2024.3.27 Pilot launch，Cumulative questions **(68,318)**

At present, the trial covers 8 major regions, **793** shops, **2245** users, Q&A accuracy: **98%**

Continue to enrich the Q&A scene......

① **Multi-metric and multi-dimensional Q&A**

② **Sales trends, data visualization**

③ **Multi-store, multi-index**

④ **Retrieve data with user permissions**

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