

Propose AI solutions for Enhancing Government Work Efficiency

AI Ambassador / LLM Virtual Receptionist

May 2025

Cybersecurity

5G

IoT

Data
Analytics

Cloud

Robotics

AI



Agenda

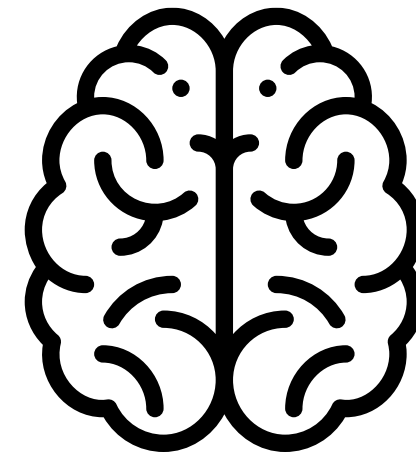
1. Core Technologies of AI Ambassador Service Deck
2. Features of AI Interactive Concierge Service Deck
3. Extended Solution on AI Virtual Receptionist

Core Technologies of AI Ambassador Service Desk



Automated Speech Recognition (ASR)

ASR, as well as known as Speech to text (STT) is the A.I. technology turning human voices into readable texts. ASR engine with proven accuracy and auto-correction ability



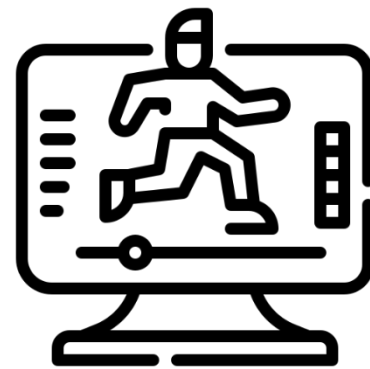
Natural Language Processing (Geniichat)

The A.I. Core to understand and correlate the conversations with functional purpose in various languages including Cantonese (Mix language), Chinese and English. The input on development NLU and NLG create a profound fundament for business future.



Text-to-Speech (TTS)

Humanlike voice engine creates next generation super high quality human speech generation. Voice can be exactly cloned by its voice cloning technology.



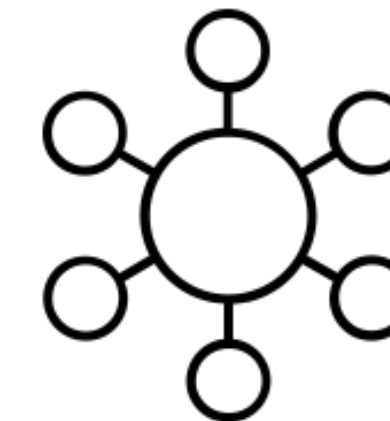
Digital Human Animation Engine

A face2face visual virtual avatar agent service could create real time communication virtual agent to provide service.



A.I. Voice engine (inbound/outbound)

The sound engine and digital infra-structure in voice calling system called voicebots. It creates very smooth, natural humanlike feeling, responsive and speedy communication experience with the best quality technology among the industry.



Omni-Channel Chatbot platform

The omni-channel coverage including most instant messenger / social platform such as facebook messenger, wechat, signal, website, app, teams, lines. It is a double sided where messages could be broadcasted as well as received and managed in one place.

Core Technologies of AI Ambassador Service Desk

VOICE SERVICE

An A.I. Voicebot is a comprehensive system that encompasses both online and offline Private Automatic Branch Exchange (PABX) functionality, leveraging artificial intelligence technologies to facilitate both outbound (calling out) and inbound (calling in) voice communications.



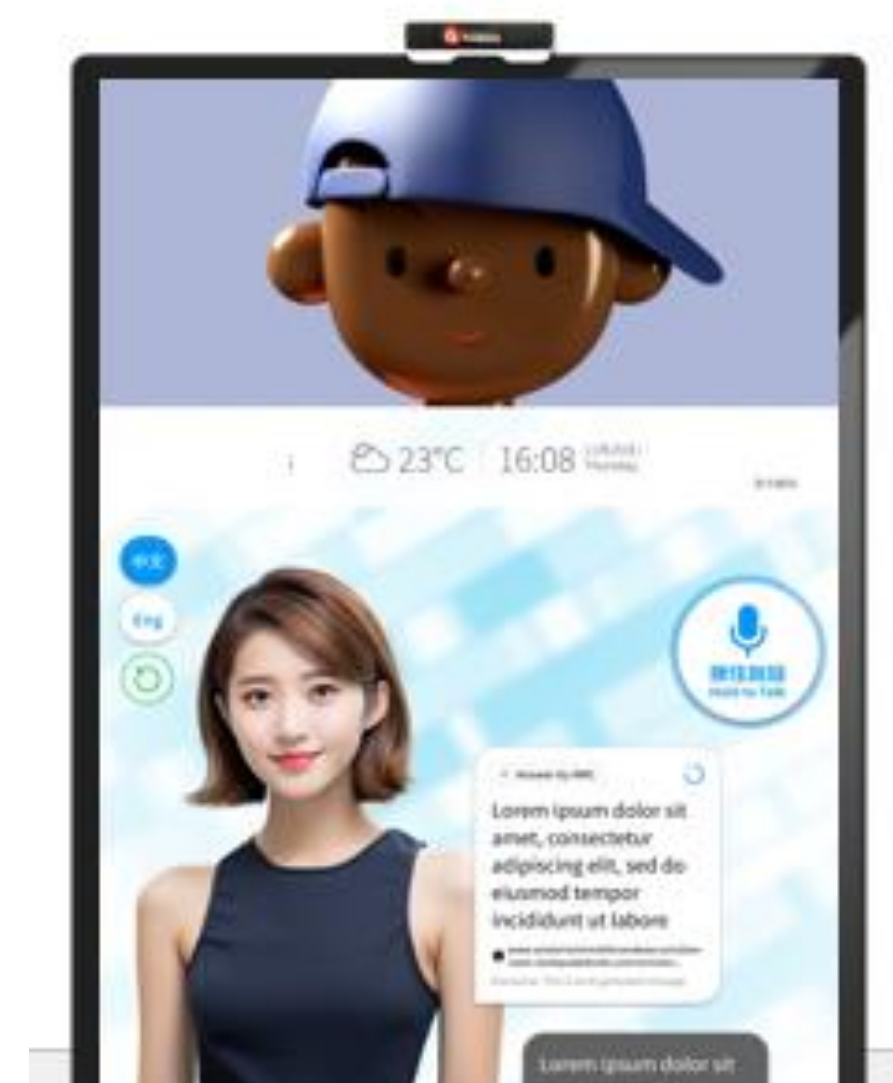
NEW-GEN. CHATBOT SERVICE

Omni-Channel A.I. mobile chatbot support textual and voice input. Able to be deployed on all kinds of channels including all instant messagers, websites, apps and more. Combining Voicebot and onsite ambassador to complete the whole user servicing journey.



ON-SITE SERVICE

A.I. Ambassador is an on-site customer service automation to simulate face-2-face human services. Innovative and light weight, focusing on organic customer enquiries and functionalities.



TECH. SERVICE

- ASR/Transcription
- LLM MODEL (Fine-Tuned) Deployment
- RAG
- Meeting Summerisation



Feature of AI Interactive Concierge Service Desk

Outstanding Core Technologies & Strength

1. Self development of Automated Speech Recognition (ASR) & Automatic environmental noise-cancelling
2. Self-development Audio2Face technologies. Viseme modelling to define the position of the face and mouth while a person speaking
3. LLM model & RAG Knowledge database respond search speed <200ms
4. Text To Speech (TTS)

Avatar Virtual Ambassador

1. Effectively responding to user commands
2. Multimodal perception system
3. Autonomous Interaction System : Natural and smooth interaction with realistic movement
4. On-demand updates of product content assets
5. Real-time data synchronization consistency and accuracy
6. Diverse and rich virtual 3D asset library
7. Six core elements to make more human-like characters, support with female, male, cartoon type equip with uniform, hairstyle and appearance
8. Multiple languages support
9. The human-like character
10. Optional – Digital human holographic platform



Feature of AI Interactive Concierge Service Deck

Benefit to use AI Ambassador :

Enhanced Customer Experience

AI Ambassadors can provide personalized assistance to shoppers quickly and efficiently.

Real-Time Information

AI Kiosks can offer real-time updates on store promotions, events, and mall activities. Our software has CMS function to manage videos and advertisement posters.

Data Collection and Analysis

The systems can collect data on shoppers' questions and preference. Those data can help to improve way finder function and enhance overall customer experience.

Accessibility

AI Ambassadors can offer multilingual support, making it easier for non-native speakers to navigate the mall.

Increased Engagement

AI Ambassadors can engage shoppers through mini-games during seasonal festival, making the shopping experience more enjoyable and memorable.



Thank You