

# HKT

## HKT Enterprise GPT

2025

Hong Kong

a **PCCW** Group member

## Agenda

1. Marketing bots
2. GenAI for Outlook Email Agent Assistant
3. Smart Insights (Voice of Customer)
4. Documents Summarization Bot
5. Documents Comparison Bot
6. T&C Checker Bot



# 1. Marketing bots: creating social content, grammar check, translation assist

 <b>Grammar Checker</b>  <b>Office Automation</b> Proofread user content for grammar and clarity, provide up to 10 tones for selection and state detail refinements. ☆ 2   🔥 212 <a href="#">Learn More</a>	 <b>Translation Assist</b>  <b>Office Automation</b> Provide instant Chinese↔English translator. Auto-detects input, outputs: English or Simplified/Traditional Chinese (HK terms). Just... ☆ 1   🔥 49 <a href="#">Learn More</a>
 <b>Social Media Post Creator</b>  <b>Content Generation</b> Crafts SEO-driven, platform-specific posts (LinkedIn, Facebook, Instagram, WeChat) tailored to your brand. Delivers concise.... ☆ 1   🔥 86 <a href="#">Learn More</a>	 <b>Email Reply</b>  <b>Office Automation</b> Instantly craft professional email replies tailored to your preferred tone and goals—just share the message, specify keywords, and le... ☆ 1   🔥 43 <a href="#">Learn More</a>

# Demo

ChatGPT 4o mini  
Social Media Post Creator

Welcome to Social Media Post Creation Bot. Please share your request or topics with a brand tone for social media content.

Can you create a social media post for new iphone launch + new mobile plan  
May 29 11:49:02

Sure! Could you please specify the tone you'd like for the post (e.g., casual, professional, informative) and the platform you want it for (LinkedIn, Facebook, Instagram, or WeChat)?  
May 29 11:49:10

Embedding: 15 | Prompt: 1011 | Completion: 43

Instagram Post:  
🔥 Exciting News Alert! 📱  
The wait is over! The new iPhone has officially launched, and it's packed with amazing features that will elevate your mobile experience! From stunning camera upgrades to lightning-fast performance. But that's not all! 🌟 We're thrilled to introduce our new mobile plan that perfectly complements your new device. Enjoy unlimited data, super-fast speeds, and exclusive perks that keep you connected. Ready to upgrade? Let's make your mobile experience extraordinary!  
👉 Tap the link in our bio to learn more!  
#iPhoneLaunch #NewMobilePlan #TechSavvy #UpgradeYourLife #Smartphone #MobilePlan #Innovation #StayConnected

Embedding: 4 | Prompt: 1065 | Completion: 156

casual in instagram  
May 29 11:49:23

Hi, I'm your AI assistant Imagen 3. What can I help?

Embedding: 4 | Prompt: 1065 | Completion: 156

Hi, can you generate a professional image for a team building event?  
May 29 11:50:53



## 2. GenAI for Outlook Email Agent Assistant

### To introduce GenAI to CG's Account Service Team

- Account Service Manager (Mobile & Fixed) to serve premium commercial customers
- Using Outlook to communicate with customer
- For productivity gain and better service quality

### Build bot and develop Outlook Add-in

- Build Bots using Bot Builder based on knowledgebase and templates of professional email response
- Sentiment detection
- Draft professional email response, including
  - Email opening
  - Answer to enquiry
  - Email closing



The screenshot displays a web-based interface for a GenAI Agent Assistant. At the top, there is a header with a circular icon containing a speech bubble and the text "GenAI Agent Assi...". Below the header, there are two tabs: "Message Info" and "Answer". The "Answer" tab is currently selected. The main content area is divided into two sections: "Sentiment:" and "Answer:". The "Sentiment:" section contains the text: "Minor Concern: The user is experiencing issues with their mobile data while abroad and is seeking assistance. They are requesting advice, which indicates a need for support and suggests a minor concern." The "Answer:" section contains the text: "Dear Kenneth, I'm sorry to hear that your user is unable to use data in Japan. Here are a few steps you can take to troubleshoot the issue: 1. Check the user's mobile device settings: Ensure that the user has enabled data roaming on their device. They can usually find this option in the settings menu". At the bottom of the interface, there are two buttons: "Reload" with a circular refresh icon and "Submit" with a right-pointing arrow icon.

# 4. Smart Insights (Voice of Customer)

## AI-Powered Text Analysis Application

- Utilizes generative AI to extract insights from chat transcripts
- Free angle from text conversions to enable better understanding of customer needs, dissatisfaction reason and pain points



## 5. Documents Summarization Bot

### Objective:

- To condense lengthy texts into concise summaries,
- To enhance information accessibility,
- To saving time,
- To improve comprehension for users seeking quick insights from extensive documents.



### Time Efficiency:

- Quickly condense lengthy documents into key points
- Saving users significant time on reading and extracting important information.



### Improved Comprehension:

- Grasp the main ideas and essential details of a document more easily, enhancing overall understanding.



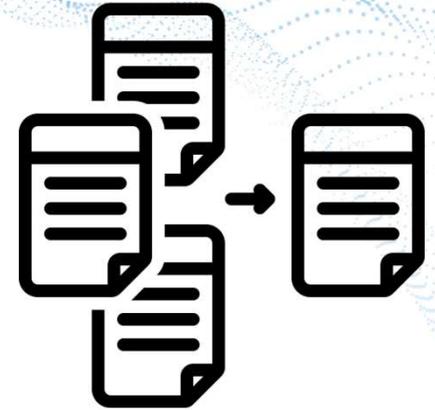
### Enhanced Productivity:

- Quickly summarize multiple documents



### Accessibility of Information:

- make complex or dense information more accessible



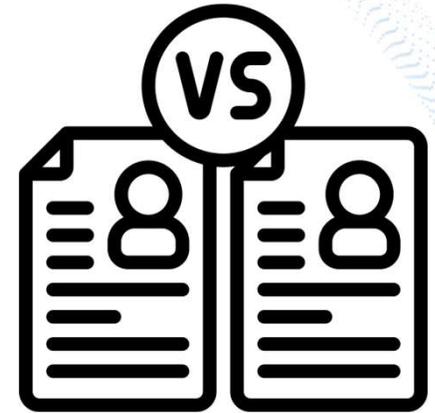
## 6. Documents Comparison Bot

### Use Case:

- Compare different version of agreements, contract, guideline, rule
- Compare different quotation from different vendors

### Objective:

- To efficiently identify differences and similarities between documents,
- To streamline the review process and enhancing accuracy in content analysis for users and organizations.



# Template of Bot Instruction:

Create New Chat

Select Project  
Select Project

Chat Name  
Michelle Hu's chatbot

Select LLM

Bot Instruction ⓘ  
Document Comparison

Compare the 2 selected document and list out the difference in table format, on 1st column is the feature, including "Date", "Term", "Rent", "Deposit", "Rent-free period", "Sharing Right", "Air conditioning and management charges", "Insurance", "Termination", and "Redevelopment". On 2nd column is the information from "Name of your selected file A". On 3rd column is the information from "Name of your selected file B". Please extract the reference numbers from the provided PDF source data. Ensure that you include the context in which each reference number appears, such as the section or topic it relates to, to provide clarity on its relevance. If possible, also indicate the page number where each reference number can be found within the PDF.

Remarks:  
This is the prompt template. You may please amend it according to your need.

Type Definition ⓘ

Welcome Message ⓘ  
Welcome to the Gen AI Platform! How can I assist you today?

Reference ⓘ

Go Back Create Chat

Create New Chat

Select Project  
Select Project

Chat Name  
Michelle Hu's chatbot

Select LLM

Bot Instruction ⓘ  
Document Comparison

-

Type Definition ⓘ

Welcome Message ⓘ  
Welcome to the Gen AI Platform! How can I assist you today?

Reference ⓘ

Go Back Create Chat

## 7. T&C Checker Bot

### Use Case:

- Control parties review hundreds of T&C and agreements manually.
- Manual review is time-consuming and prone to oversight.
- T&C Checker Bot automates document review for compliance, consistency, and potential issues.
- Enables quicker feedback and streamlines the review workflow.
- Enhances efficiency and reduces manual workload.
- Ensures thorough oversight of T&C documents.

### Objective:

- Evaluates terms and conditions for clarity, compliance, and potential risks.
- Helps users understand legal implications.
- Ensures informed consent before agreeing to agreements or policies.

