



SET SAIL AI AGENTIC AI PLATFORM FOR SERVICE AUTOMATION

PROJECT SHOWCASE

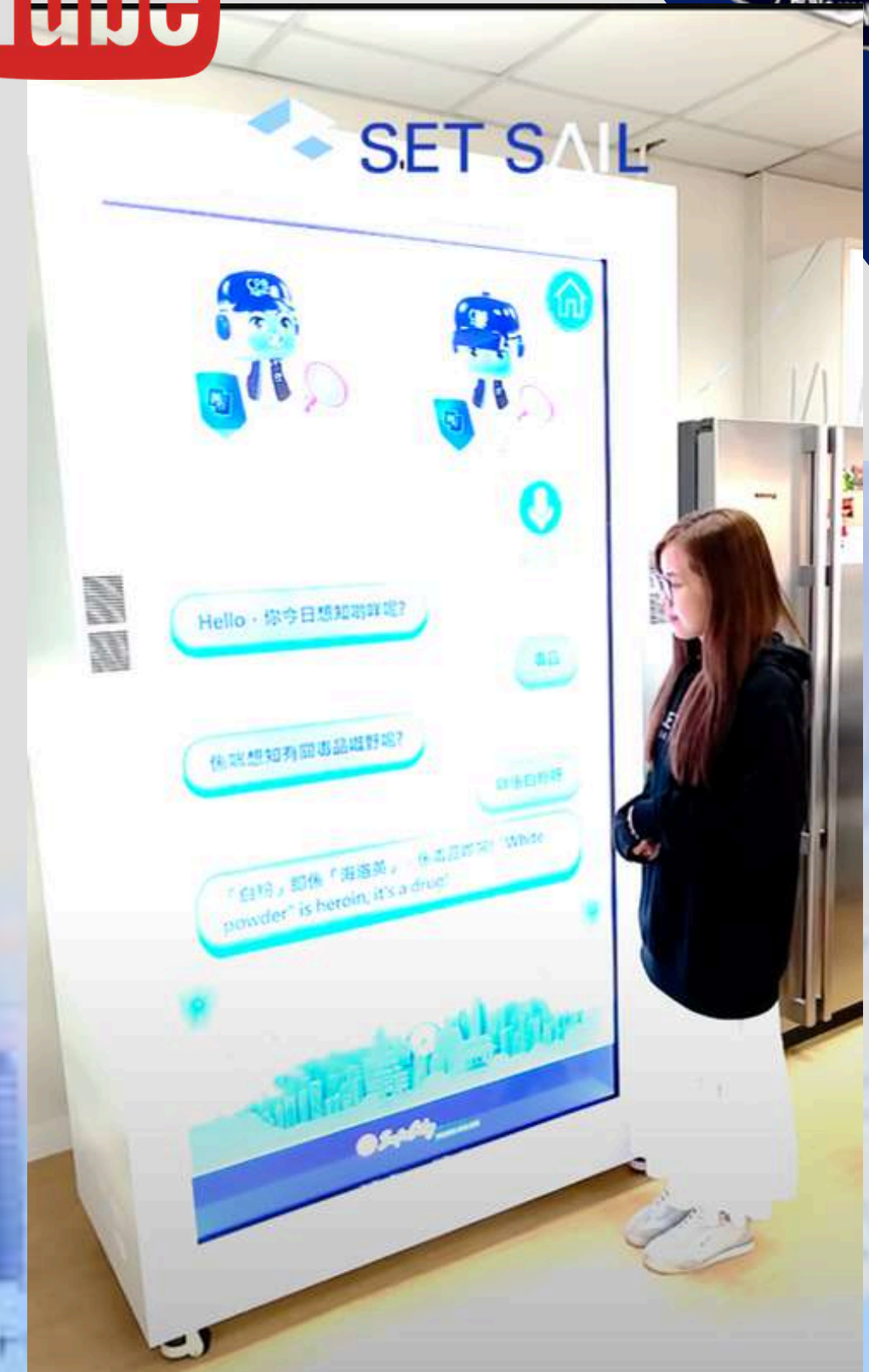


Project Showcases

POLICE FORCE: NLP CHATBOT + KIOSK

65" - 3D Kiosk

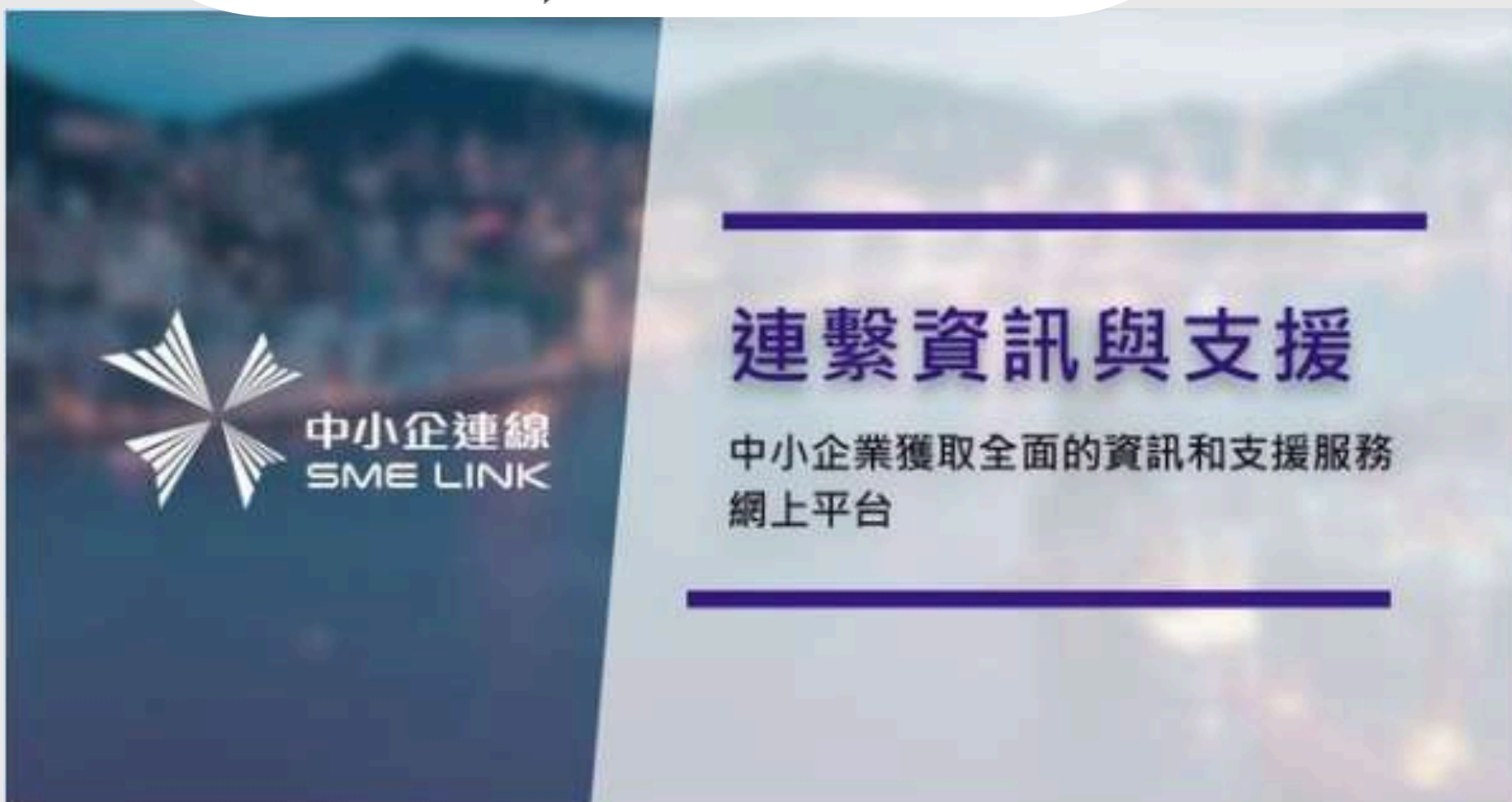
YouTube



TID : NLP CHATBOT

CLICK HERE

[中小企連線](#)



中小企連線 - 對中小企業的支援

「對中小企業的支援」提供有關「政府資助計劃」、「非財務支援」、「初創企業」、「內地市場」及「海外市場」的資訊。

 smelink.gov.hk

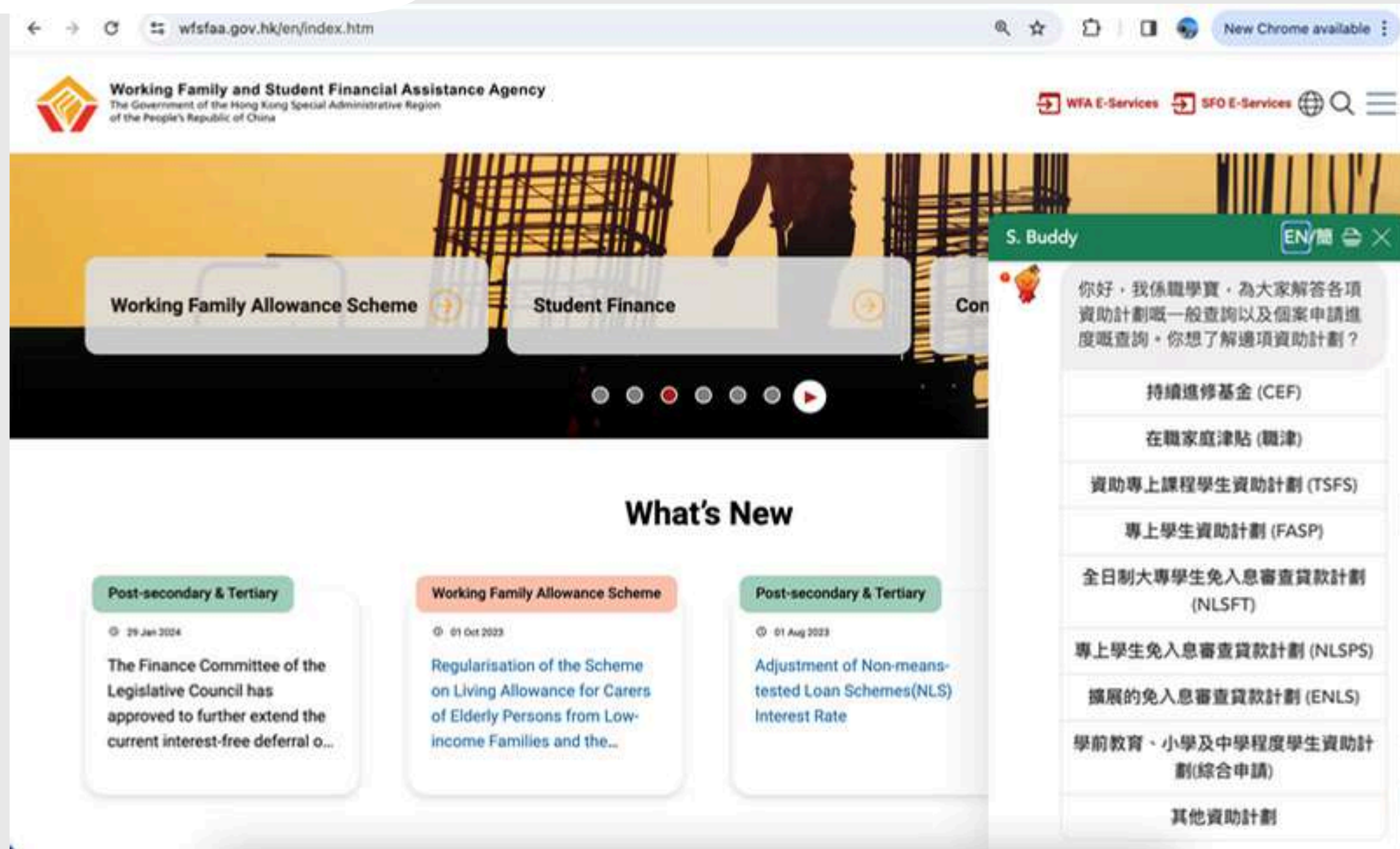


資助計劃
選搜尋結果，包括
(如「企業」、「機構組織」)
「漁農業」、「創新及科技業」
(如「融資及信貸保證」、「支援研發發展」)

WFSFAA : NLP CHATBOT

CLICK HERE

在職家庭及學生資助事務處



The screenshot displays the official website of the Working Family and Student Financial Assistance Agency (WFSFAA). The header includes the agency's name and logo, along with links for WFA E-Services and SFO E-Services. A navigation bar features buttons for 'Working Family Allowance Scheme', 'Student Finance', and 'Con'. Below this is a 'What's New' section with three cards: 'Post-secondary & Tertiary' (dated 29 Jan 2024), 'Working Family Allowance Scheme' (dated 01 Oct 2023), and 'Post-secondary & Tertiary' (dated 01 Aug 2023). On the right side, an NLP chatbot named 'S. Buddy' is active, displaying a greeting and a list of financial assistance schemes: '持續進修基金 (CEF)', '在職家庭津貼 (職津)', '資助專上課程學生資助計劃 (TSFS)', '專上學生資助計劃 (FASP)', '全日制大專學生免入息審查貸款計劃 (NLSFT)', '專上學生免入息審查貸款計劃 (NLSPS)', '擴展的免入息審查貸款計劃 (ENLS)', '學前教育、小學及中學程度學生資助計劃(綜合申請)', and '其他資助計劃'.

Auto Reply Chatbot



The screenshot displays the HKExams website interface. The top navigation bar includes the HKExams logo, a search bar, and links for English and Chinese. The main menu features categories like 'About HKExams', 'Services', 'Hong Kong Chinese Language', 'Literature Assessment', 'System Assessment', 'Global Assessment', 'International and Professional Examinations', 'Activities', 'Resources', and 'Career Development'. The 'International and Professional Examinations' section is highlighted, showing contact information for the International and Professional Examinations Department. This includes a phone number (852) 3626 8767, a WhatsApp chat button with a QR code, and a website link. The address is listed as 9/F, New World Centre, 177 Des Voeux Road East, Hong Kong. Operating hours are provided for weekdays and public holidays. A sidebar on the left offers a 'Contact Us' menu with links to various exam types. A right sidebar contains quick links for online registration, exam booking, and exam results. The footer includes logos for partner organizations and a list of links for further information.

香港考試及評核局
Hong Kong Examinations and Assessment Authority

搜尋香港考試及評估局

Eng | 簡

考評局簡介 考評局服務 香港中學文憑 文憑試資歷認可 全港性系統評估 全球評估及學習 國際及專業考試 活動 資源 人才招聘

聯絡我們

- 簡介
- 音樂/舞蹈/藝術考試
- 商業/職業考試
- 入學/預科考試
- 語文水平考試
- 學位考試
- 聯絡我們

主頁 > 國際及專業考試

國際及專業考試部

電話: (852) 3626 8767

WhatsApp: [Chat on WhatsApp](#) (只提供自動回覆服務)

查詢表格: <https://mip.hkeaa.edu.hk/mip/EI/NO>

地址: 九龍新蒲崗蔣經國道17號3樓

一般辦公時間(特別註明除外): 星期一至五: 早上8時30分至下午5時30分; 星期六、日及公眾假期休息

為確保服務質素, 本局與公眾人士的電話內容, 可能會被錄音。

快速連結

- 網上報名
- 劃風/基式天氣的一般安排
- 投訴及報告考試異常情況與問題

網上書店

考試以國家/地區分類

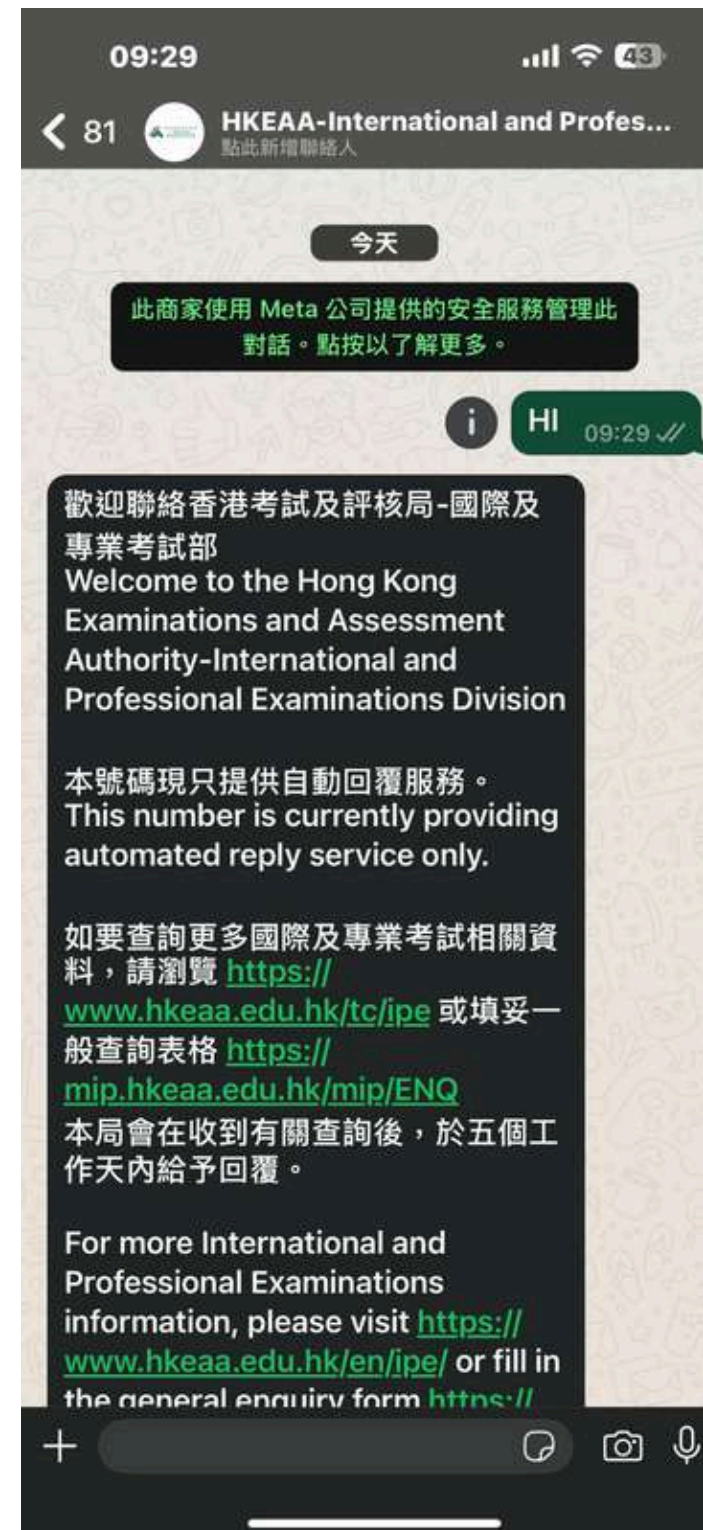
考試機構列表

承辦考試列表

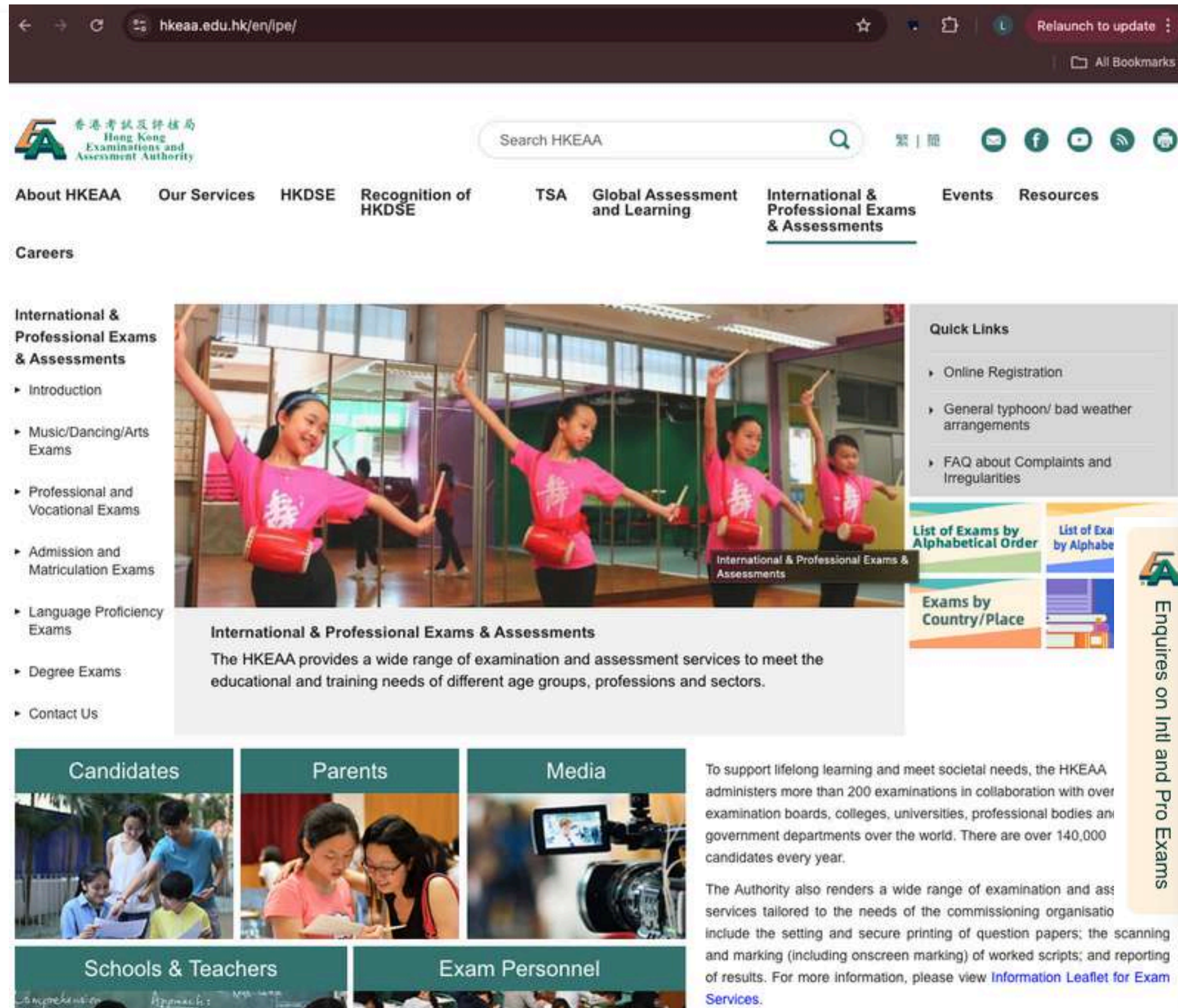
City's Organisation

香港中學文憑網上服務 公開考試資訊中心 常見問題 聯絡我們 投訴

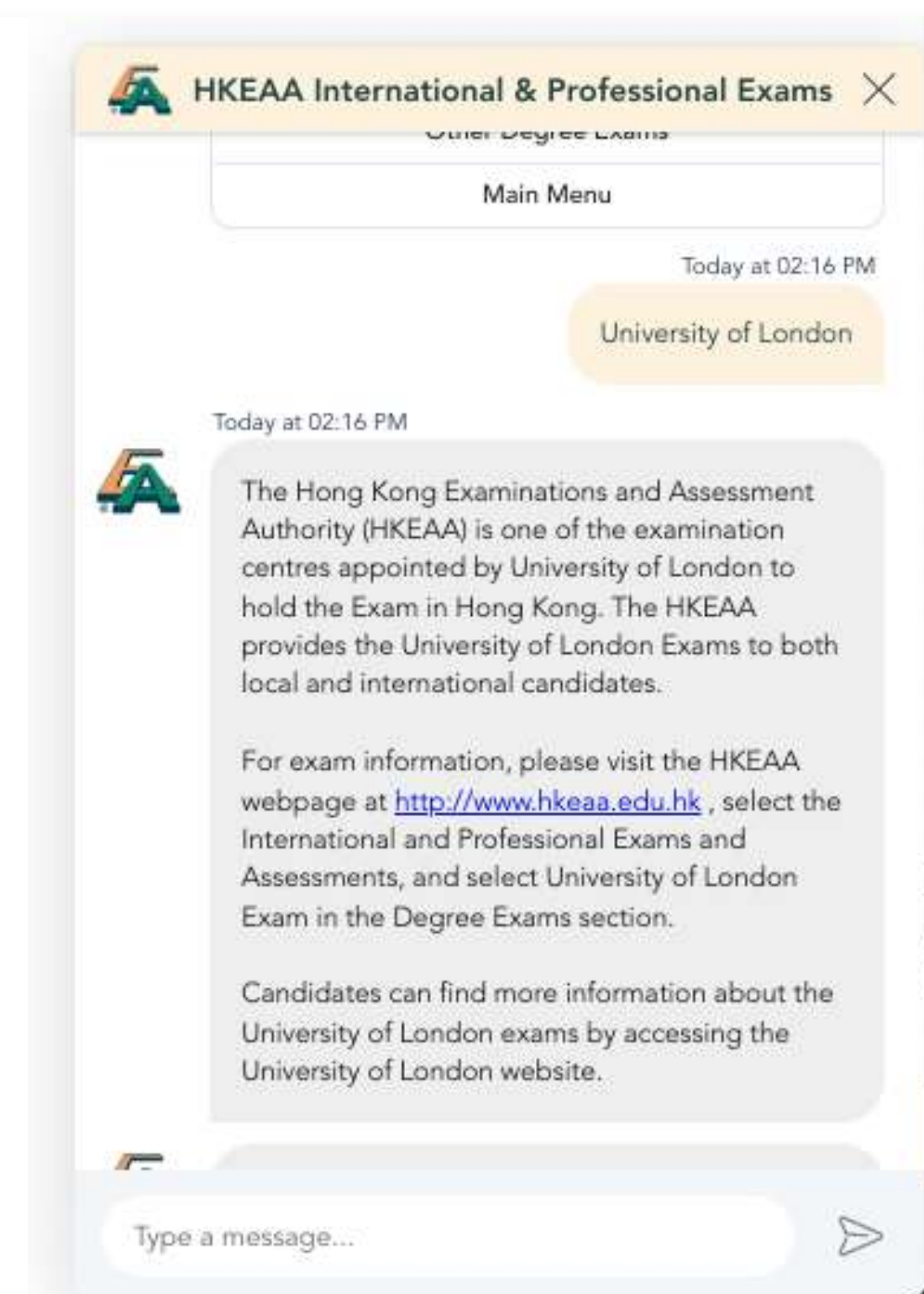
Auto Reply Chatbot



Project Scope : Handling Professional Exam/DSE Student Enquires



The screenshot shows the HKEAA website homepage. The header includes the HKEAA logo, a search bar, and navigation links: About HKEAA, Our Services, HKDSE, Recognition of HKDSE, TSA, Global Assessment and Learning, International & Professional Exams & Assessments (highlighted), Events, and Resources. A sidebar on the left lists categories like International & Professional Exams & Assessments, Music/Dancing/Arts Exams, Professional and Vocational Exams, Admission and Matriculation Exams, Language Proficiency Exams, Degree Exams, and Contact Us. The main content area features a large image of students in a dance studio, with a text box titled 'International & Professional Exams & Assessments' stating: 'The HKEAA provides a wide range of examination and assessment services to meet the educational and training needs of different age groups, professions and sectors.' To the right, there are 'Quick Links' (Online Registration, General typhoon/ bad weather arrangements, FAQ about Complaints and Irregularities) and 'List of Exams by Alphabetical Order' and 'List of Exams by Country/Place'. A vertical banner on the right says 'Enquires on Intl and Pro Exams'. The footer includes sections for Candidates, Parents, Media, Schools & Teachers, and Exam Personnel, with a paragraph about the HKEAA's role in supporting lifelong learning and administering over 200 examinations in collaboration with various bodies.



The screenshot shows the HKEAA chatbot interface. The header reads 'HKEAA International & Professional Exams'. Below it, there's a 'Main Menu' button and a timestamp 'Today at 02:16 PM'. The chat bubble contains the following text: 'The Hong Kong Examinations and Assessment Authority (HKEAA) is one of the examination centres appointed by University of London to hold the Exam in Hong Kong. The HKEAA provides the University of London Exams to both local and international candidates. For exam information, please visit the HKEAA webpage at <http://www.hkeaa.edu.hk>, select the International and Professional Exams and Assessments, and select University of London Exam in the Degree Exams section. Candidates can find more information about the University of London exams by accessing the University of London website.' At the bottom, there is a text input field labeled 'Type a message...' and a send button.

HYAB: AI CHATBOT



The screenshot displays the official website of the Home and Youth Affairs Bureau (HYAB) of the Hong Kong Special Administrative Region. The header features the bureau's logo and name in English, along with navigation links for various services and a search bar. A blue navigation bar contains links such as Home, What's New, About Us, Policy Responsibilities, We Care We Serve, Publications and Press Releases, Access to Information, Public Forms, Other Information, Related Departments / Organizations, and Contact Us. Below the navigation bar is a banner with a collage of images showing community activities and the text "Home and Youth Affairs Bureau". The main content area features a large, bold headline "Safeguarding National Security in Hong Kong" with a background image of a city skyline. A call-to-action button in the bottom right corner invites users to "Learn more about HYAB's policy vision and latest update!". A small "We Care We Serve" logo is visible in the bottom right corner.

Home and Youth Affairs Bureau
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

繁 简 Other Languages Text Size

Enter search keyword(s)

Home What's New About Us Policy Responsibilities We Care We Serve Publications and Press Releases Access to Information Public Forms Other Information Related Departments / Organizations Contact Us

Home and Youth Affairs Bureau

**Safeguarding National Security
in Hong Kong**

Learn more about HYAB's policy vision
and latest update!

We Care We Serve

HOSPITAL AUTHORITY : INTERNAL AI LLM SOLUTION



The screenshot displays the Hospital Authority website. At the top left is the Hospital Authority logo. To its right are links for Home, Text-only, Apps, 繁體, 简体, Other Languages, Sitemap, and Print. A search bar with the placeholder text "Enter search keyword(s)" is also present. Below this is a red navigation bar with links: About Us, Service Guides, Tender Notices, Careers, Useful Links, and Contact Us. The main banner features the text "香港母乳庫" in large orange characters and "Hong Kong Breast Milk Bank" in white characters on a blue background with yellow stars. The Hospital Authority logo is in the bottom right corner of the banner. Below the banner is a row of red buttons: Patients, Healthcare Professionals, Community Partnership, Corporate News, and Staff / Retiree. At the bottom, there are two sections: "Multimedia" with an illustration of people and "What's New" with a list of news items, including "Cluster of influenza A cases in Castle Peak Hospital" and "Update on cluster of Covid-19 cases in TWGHs Wong Tai Sin Hospital". A "More" link is visible on the right side of the "What's New" section.

醫院管理局
HOSPITAL
AUTHORITY

Home **A A A** Text-only Apps 繁體 简体 Other Languages Sitemap Print

Enter search keyword(s)

About Us Service Guides Tender Notices Careers Useful Links Contact Us

香港母乳庫
Hong Kong Breast Milk Bank

醫院管理局
HOSPITAL
AUTHORITY

< 00●000000 > ||

Patients Healthcare Professionals Community Partnership Corporate News Staff / Retiree

Multimedia

What's New

Cluster of influenza A cases in Castle Peak Hospital

Update on cluster of Covid-19 cases in TWGHs Wong Tai Sin Hospital

More



- 綜合身體檢查計劃
- 男士健康檢查計劃
- 婦女保健計劃
- 腦血管健康普查計劃
- 全面癌症檢查計劃
- 心臟健康評估
- 長者健康檢查計劃
- 眼科檢查套餐
- 肺部健康檢查計劃
- 婚前檢查
- 身體檢查內視鏡優惠套餐
- 兒童身體檢查及中國簽證申請
- 入職前身體檢查及家庭傭工

AI TRIAGE ASSESSMENT



SET SAIL “Online-Merge-Offline” AI Triage Assessment Flow Solution



SOLUTION SCOPE

01 GENERATIVE AI-POWERED CHATBOT FOR INITIAL TRIAGE

02 ADVANCED SYMPTOM ANALYSIS AND PRIORITIZATION

03 INTEGRATION WITH HOSPITAL SYSTEMS

04 DATA COLLECTION AND ANALYSIS

TRIAGE ASSESSMENT

Supported by Set Sail NLP Engine, Triage Assessment for HA Staff

一站式職員心理服務

綠洲指南針向你介紹
各類員工心理服務資源



HA Oasis

評估進度



Today at 02:47 PM

您好! 歡迎使用職員心理服務!
我會先替您登記個人資料, 然後再進行評估。評估流程大約15分鐘, 可選用中文或英文回答問題。過程中請您盡量提供相關資料, 讓我了解並提供合適的建議。完成評估後, 本中心職員將於兩日內與您聯絡。

若您未能一次過完成評估, 可先記下此網址, 並於一星期內完成。此網址將於一星期後失效。在遞交此評估或網址失效前, 此頁將載有您的個人資料。故此, 為保障您的個人私隱, 請好好保管此網址並不要分享予其他人。所有資料只用作職員心理服務評估用途並會保密, 除非得您本人的同意, 本中心不會向其他人透露。

Today at 02:47 PM

HA Oasis

請輸入您的聯絡電話

Today at 02:52 PM

91231234

Today at 02:52 PM

多謝您提供的資料, 登記個人資料部分已經完成, 接下來將會進入評估部分。

您現時主要有哪方面的困擾? (可選擇多項)

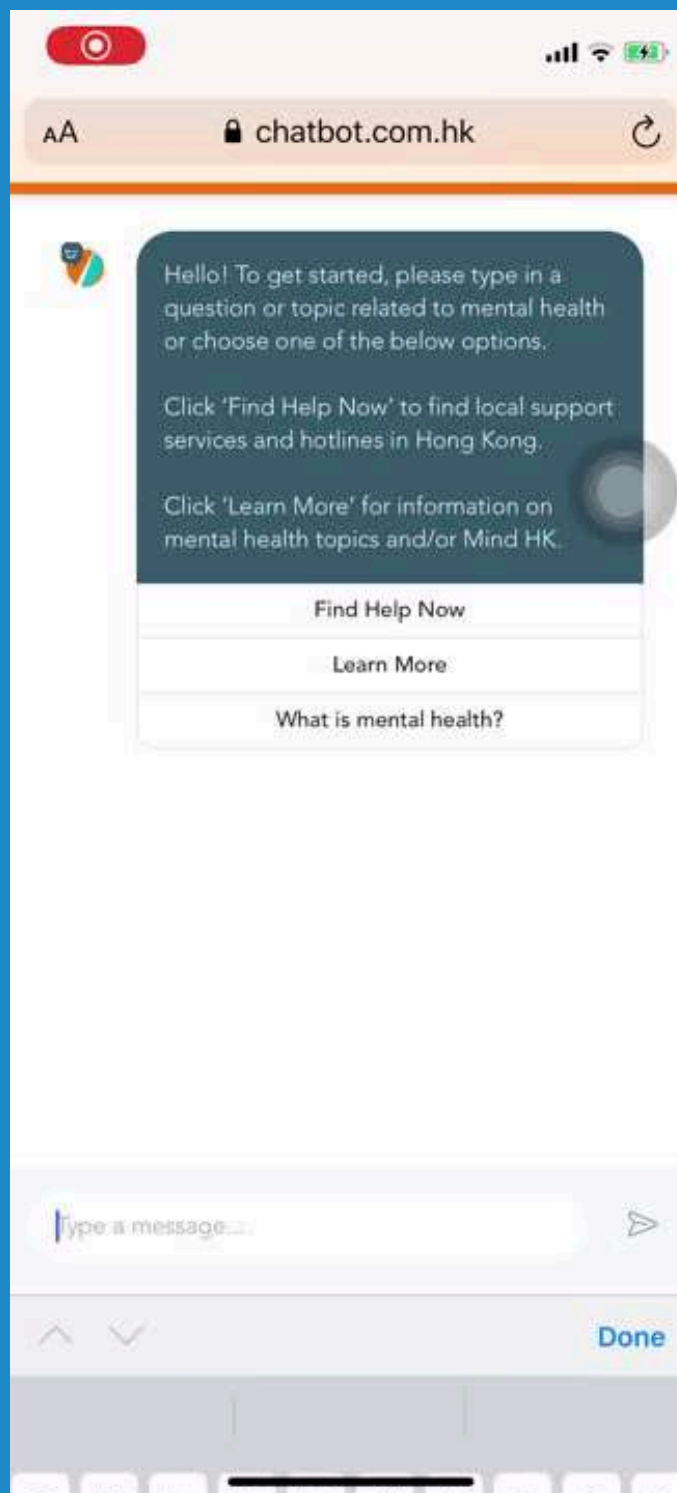
☐ 工作	☐ 與工作夥伴 / 上司關係	☐ 工傷
☐ 緊急事故	☐ 經濟	☐ 愛情
☐ 烟癮	☐ 家庭	☐ 親友的離世或死亡
☐ 管教問題	☐ 校園問題	☐ 溝通
☐ 健康	☐ 精神健康問題	☐ 壓力/失眠等
☐ 正接受持續護理服務	☐ 其他	

提交

修改上一題答案

MENTAL HEALTH ASSESSMENT AND EDUCATION

mental health information and resources to find support in Hong Kong, and to clients understand more about taking care of themselves/others' mental health needs.



To get started, please type in a question or topic related to mental health, or choose one of the below options.

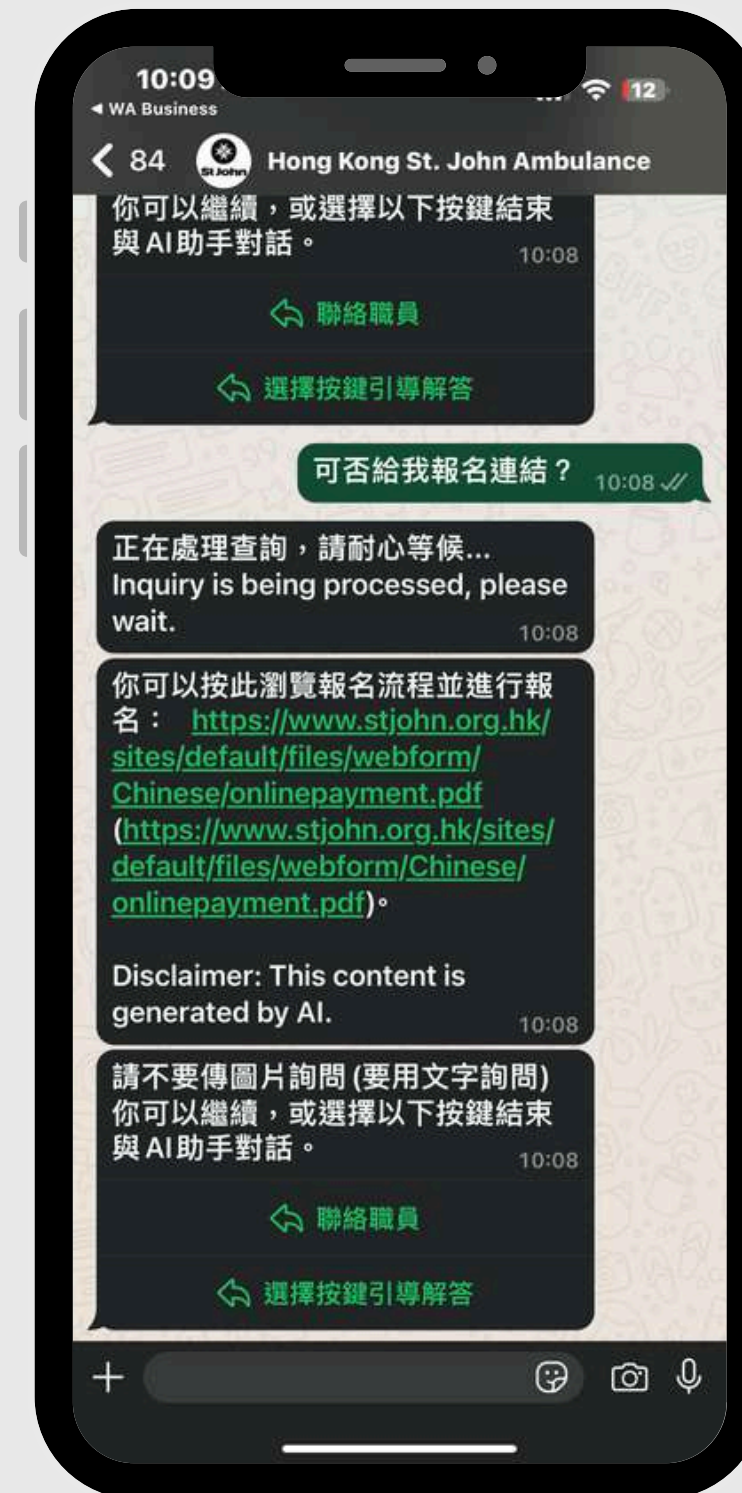
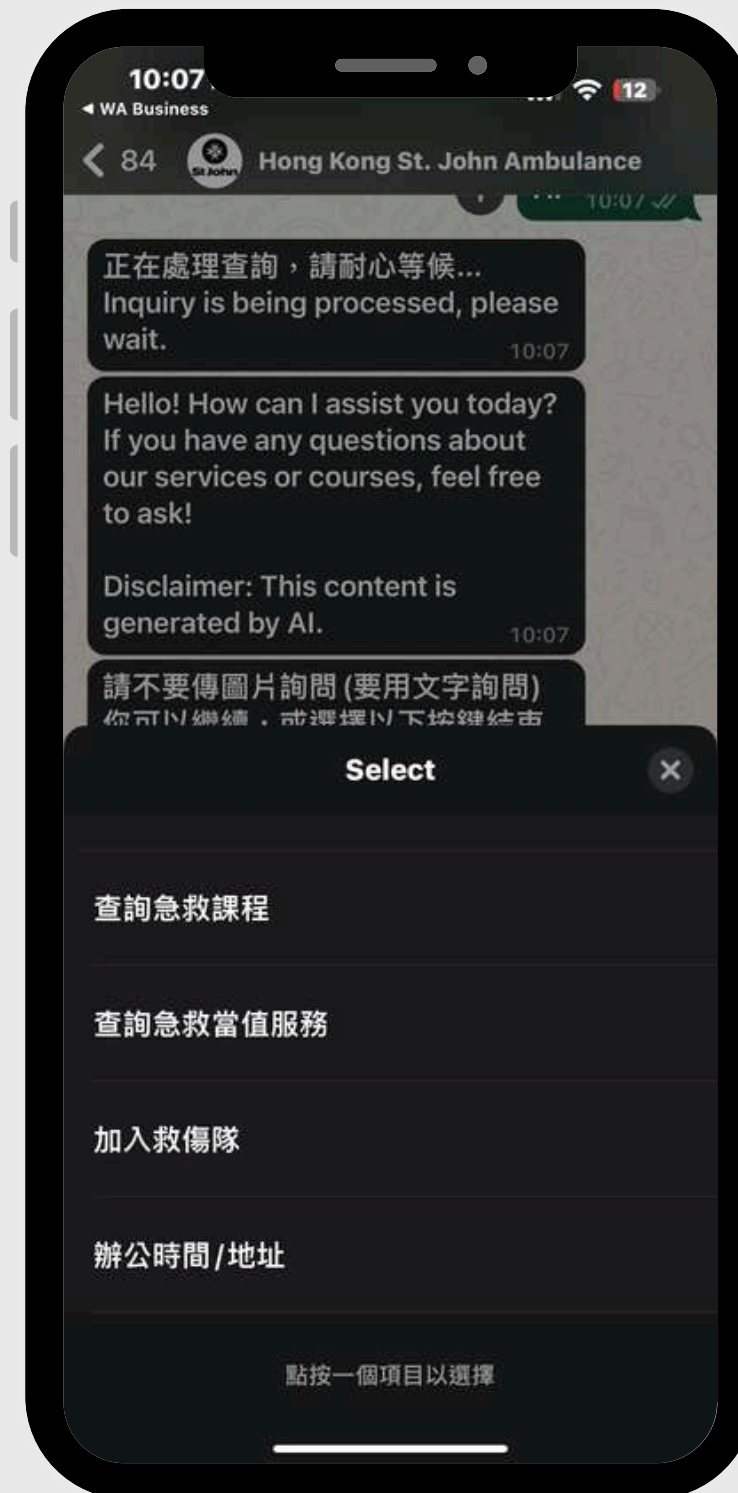
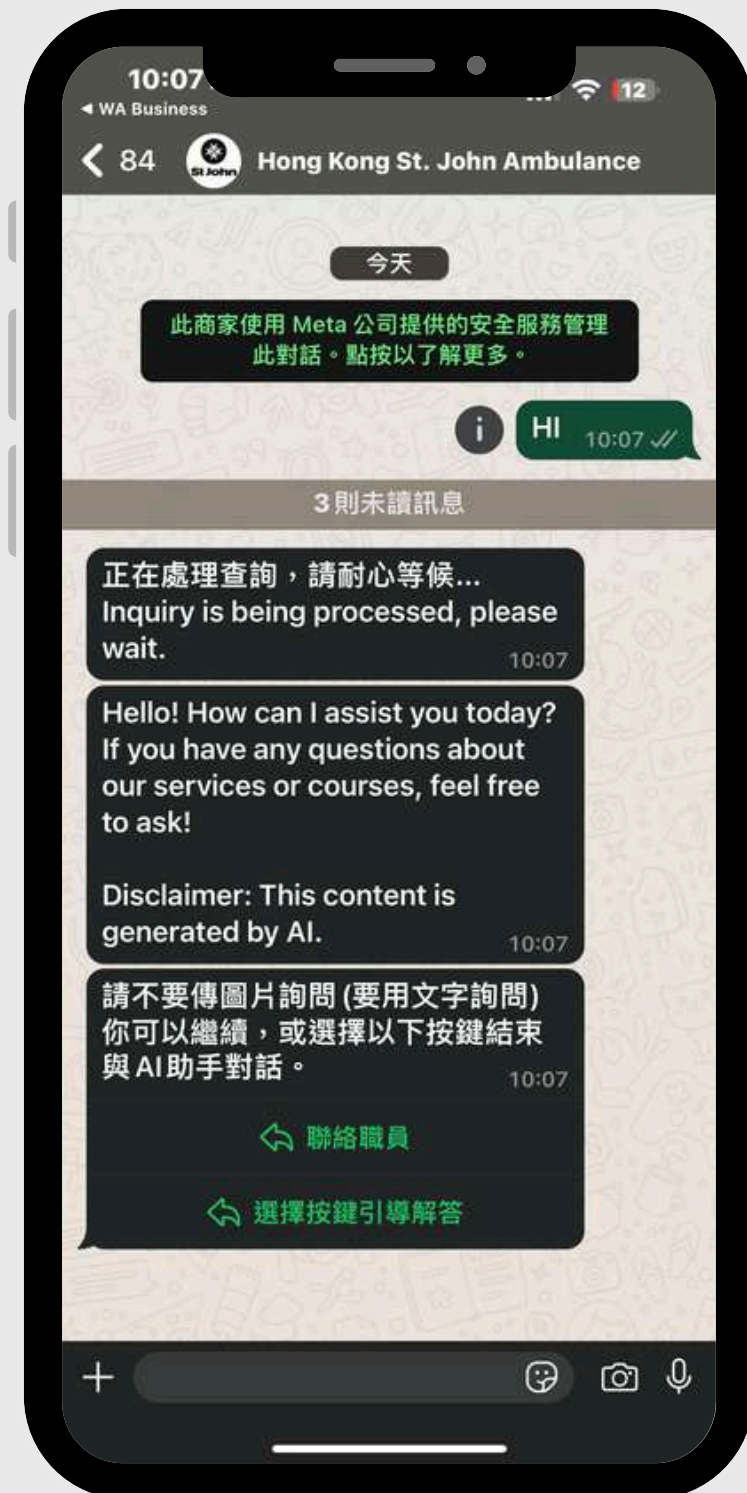
- ☞ Click 'Find help now' to find local support services and hotlines in Hong Kong.
- ☞ Click 'Learn more' for information on mental health topics and/or Mind HK.
- ☞ Type "Main menu" to start over again.
- ☞ Type Chinese words to get a reply in Chinese

St John Use WhatsApp Auto Reply with AI function



救傷會將於本年以WhatsApp形式的自動回覆功能系統及查詢服務，公眾除了可以透過電話及電郵查詢，亦可使用WhatsApp查詢常見問題。使用自動回覆功能可讓救傷會與公眾的聯繫無縫連接，持續提昇績效。

WhatsApp查詢號碼: 5206 8616



TWGH Use WhatsApp Auto Reply with AI function



網上後事支援聊天機械人：
Whatsapp - 2884 2033 (<https://wa.link/olb9g1>)
「圓滿人生服務」網站 - ecs.tungwahcd.org
「圓滿人生服務」Facebook Messenger - www.facebook.com/twghslifex
喪親者支援服務熱線：2657 7899 (星期一至六 0900-1730)



CS AND GENERAL INQUIRES FOR CUSTOMERS

CS , Sales/Promotion , Specialist name searching



The screenshot displays the Canossa Hospital website. The main banner features the text "婦女健康中心" (Well Women Centre) and "Well Women Centre". Below the banner, there is a section titled "最新消息" (Latest News) with three items:

- 25 12-2023 消息**: 更新入院部服務時間通知
由24/12/2023起, 入院部服務時間將更改為早上6時至晚上11時, 直至另行通知。如需協助, 請前往門診。
- 25 11-2023 消息**: 更新門診醫生服務通知
徐偉進醫生為本院的兼職醫生, 其服務已於本年一月終止; 黃煒安醫生為本院的駐院醫生, 其服務已於...
- 06 11-2023 消息**: 嘉諾撒醫院並牙牌的高流量充...

On the right side, there is a sidebar menu with the following items:

- 醫療服務/專科中心
- 入院資料
- 查詢收費
- 最新推廣
- 醫院訪客政策
- Today at 06:30 PM
- 入院資料
- Today at 06:30 PM
- 請問你想作以下哪項查詢?
- 膳食服務
- 其他住院通知
- 入院手續
- 病房介紹
- 病房收費

Service inquiry, Department routing , Service booking , Live Chat integration

WhatsApp and Blasting

Hello, welcome to HKBH East Kowloon Medical Centre! 15:23

繁體中文

简体中文

English

+852 2339 8100 ~85223398100

您好，歡迎聯絡浸信會東九龍醫療中心！

Select

預約或更改預約

最新優惠

浸信會東九龍醫療中心資訊

聯絡客服

選擇語言 Select Language

點按項目以選取

浸信會東九龍醫療中心資訊 15:26 ✓

請選擇相關部門，以了解開放時間及地址、聯繫資訊、診症收費、醫生資訊及預約、保險及其他查詢等： 15:26

Select

+852 2339 8100 ~85223398100

請選擇相關部門，以了解開放時間及地址、聯繫資訊、診症收費、醫生資訊及預約、保險及其他查詢等：

普通科門診 15:26 ✓

請選擇相關資訊： 15:26

Select

+852 2339 8100 ~85223398100

請選擇相關資訊：

開放時間及地址 15:27 ✓

星期一至五：上午9時至下午1時、下午2時至6時
星期六：上午9時至下午1時
星期日及公眾假期休息

觀塘欣業街8號浸信會東九龍醫療中心2樓 15:27

返回上一步

您好，感謝閣下選擇浸信會東九龍醫療中心，請選擇服務： 6:54 PM

Select

HKBH EKMC Testing

您好，感謝閣下選擇浸信會東九龍醫療中心，請選擇服務

聯絡客服 6:54 PM ✓

請提供您的姓名（與身份證相符）： 6:54 PM

Tester Jen 6:54 PM ✓

請留下你的查詢： 6:54 PM

上次睇完耳鼻喉科，想搵醫生再 follow-up 6:55 PM ✓

請核對以下資料：
姓名：Tester Jen
查詢：上次睇完耳鼻喉科，想搵醫生再 follow-up 6:55 PM

正確

更改資料

HKBH EKMC Testing

請核對以下資料：
姓名：Tester Jen
查詢：上次睇完耳鼻喉科，想搵醫生再 follow-up

正確 6:55 PM ✓

感謝您提供的資訊，我們的客服專員將於1個工作天內與您聯絡，謝謝。

如您於等待途中有其他查詢，請輸入相關查詢或回主目錄，智能助手將繼續解答您的查詢。 6:55 PM

回主目錄



DOH : NLP CHATBOT

CLICK HERE

衛生署



orphf.gov.hk/tc

香港特別行政區政府
衛生署
私營醫療機構規管辦公室

最新消息 關於我們 規管制度 搜尋私營醫療機構 宣傳及統計數字 有用資料

ORPHF Virtual Assistant EN / 簡

我不知道我所營辦的屬於哪種機構

我是大眾市民並不是任何機構

Today at 06:49 PM

小型執業診所

Today at 06:49 PM

請選擇以下

何謂小型執業診所

豁免

營辦人

停止營辦

私營醫療登記冊

重選私營醫療機構類型

第633章簡易指南

了解更多

CR : NLP CHATBOT

CLICK HERE

[公司註冊處](#)



The screenshot displays the official website of the Companies Registry of the Hong Kong Special Administrative Region. The browser address bar shows 'cr.gov.hk/tc/home/index.htm'. The website header includes the CR logo, the text '香港特別行政區政府 公司註冊處', and several partner logos. A red navigation bar contains links: '關於我們', '主要服務', '表格', '法例', '刊物', and '電子服務'. The main content area features a large image of modern skyscrapers with the text '覽公司註冊處的網站' and a '瀏覽更多' button. On the right side, a chatbot interface is active, titled '公司註冊處' with 'EN / 簡' and a close button. The chatbot has sent a message: '請選擇你的公司類別以獲取更多資訊:' followed by a list of links: '周年申報表 - 本地私人公司', '周年申報表 - 本地公眾公司', and '周年申報表 - 擔保有限公司'. It then asks '請問你還想知道甚麼資訊嗎?' and provides links for '本地公司未有或逾期交付周年申報表的後果', '周年申報表e提示服務', and '不活動公司的周年申報表'. A timestamp '14/03/24 00:51 PM' is shown. The user has responded with '周年申報表 - 本地私人公司'. The chatbot then asks '你想知道關於本地私人公司交付周年申報表的甚麼資訊?' and provides links for '周年申報表交付時間 - 本地私人公司', '周年申報表所需文件 - 本地私人公司', '周年申報表登記費用 - 本地私人公司', '交付文件方法', '周年申報表e提示服務', and '不活動公司的周年申報表'.

WSD: NLP CHATBOT

CLICK HERE

水務署



The screenshot shows the WSD website interface. At the top, there is a navigation bar with the WSD logo and the text "香港特別行政區政府 水務署". Below this is a menu bar with various service links. The main content area features a large banner with the text "首頁" (Home) and "電子服務" (Electronic Services). A chatbot window is open on the right side, displaying a list of common water-related queries and their corresponding solutions.

網頁指南

MPFA: NLP CHATBOT

CLICK HERE

積金局



The screenshot shows the MPFA website with the URL `epa.mpfa.org.hk/mpfa_web/index.html#?lang=tch`. The page features the MPFA logo and the ePA logo. A chatbot window titled "積金大使" (MPFA Ambassador) is open, displaying a message about recording and analyzing chat content for 15 months. The chatbot asks the user to confirm and start the chat. Below the chat window, there are buttons for user selection: "僱主" (Employer), "一般僱員" (General Employee), "自僱人士" (Self-employed), and "臨時僱員 (建造業或飲食業)" (Temporary Employee (Construction or Food Industry)).

積金大使

所有對話內容將會被記錄及分析。積金局將保留對話內容15個月。

如你明白及同意本重要通知，請按「繼續」開始對話。

Today at 06:57 PM

繼續

Today at 06:57 PM

你好, 我是積金大使阿積。請問你有什麼強積金查詢? 我會盡力解答你的問題。請你先告訴我你是屬於那個身分。

僱主 一般僱員 自僱人士 臨時僱員 (建造業或飲食業)

ASD: NLP CHATBOT + TEAMNOTE (ON PREMISE)

ArchSD IT Helpdesk Assistant

Today at 04:06 PM

Hello, TSANG Ka-lai, Kelly. I am Cathy.

My pleasure to provide you IT service support. I will try to understand your need and be able to "Request IT Service" for you.

I can also -

- Provide instant answers to frequently asked questions in the FAQ; and
- Check Status for your service request lodged to ITMU.

How can I help you?

"Gentle reminder
All dialogue will be recorded and analyzed for enhancing customer service, intelligence of AI and user experience. Please do not provide any personal or sensitive information in our conversation."

[Request IT Service](#)
[FAQ](#)
[Check Status](#)

Type a message...

ArchSD IT Helpdesk Assistant

Today at 04:10 PM

Request IT Service

Today at 04:10 PM

Choose from below or type the keywords about your request:

[I have hardware problem.](#)
[I have software problem.](#)
[I have network/WiFi/VPN problem.](#)
[I want other IT Services.](#)

Today at 04:10 PM

I have hardware problem.

Today at 04:10 PM

Thank you for reporting an issue on particular hardware. IT Support Team will approach you shortly and please provide the following information for follow-up:

- Hardware type
- Hardware number
- Detail of the hardware issue
- Photos (if any)

Hardware issue:

Please select the hardware type:

[PC/ Notebook/ Mobile Device](#)
[Monitor](#)
[Printer](#)
[Scanner](#)
[USB Storage](#)

ArchSD IT Helpdesk Assistant

Today at 04:11 PM

Branch: BSB
Division: DIV4

Hardware Type (if any): PC
Hardware number (if any): PC12345

Call Description:
Service Type: Hardware issue
PC hangs

Confirm?

[Yes](#)
[No](#)

Today at 04:12 PM

Yes

Today at 04:12 PM

Here is the Request Summary.

Call number: CN168079
Branch: BSB
Division: DIV4

Hardware Type (if any): PC
Hardware number (if any): PC12345

Call Description:
Service Type: Hardware issue
PC hangs

The request is sent to helpdesk and IT Support Team will approach you.

Main Menu

HOUSING AUTHORITY: NLP CHATBOT (INTERNAL)

Housing Authority Virtual Assistant

Today at 04:55 PM



Hello, I'm your virtual assistant.



I can assist on the following enquirers. Please select which topic you would like to assist.

Ad-hoc Purchase Request
e-Form Submission
Install Software or Hardware
Request Helpdesk Support
User Tips
Ticket Enquiry

Today at 04:55 PM

Install Software or Hardware

Today at 04:55 PM

Do you want to install Software or Hardware?

Type a message...

Housing Authority Virtual Assistant

Today at 04:55 PM



Please enter the keyword of the software or application you want to install.



Please choose the following.

Adobe Acrobat
Adobe Creative Suite
Adobe Flash

Today at 04:55 PM

Adobe Creative Suite

Today at 04:55 PM

Type a message...

Housing Authority Virtual Assistant

Today at 04:55 PM



Please provide machine number.



Please confirm the following information:
Software to be installed: Adobe Creative Suite
e-housing id: 123456
number: 91234567
address: Central, Hong Kong
machine number: 111111



Do you wish to create a ticket?

Yes
No

Type a message...

CLP : NLP CHATBOT

The screenshot displays the CLP website's home page with a focus on the '智能小助手' (Smart Assistant) chatbot. A red callout bubble with the text 'CLICK HERE' and a cursor icon points to the chatbot's activation button. The chatbot interface is open, showing a message from the assistant: '冇問題! 睇嚟你喺前面搵唔到你想要嘅資料。以下係其他你可能有興趣嘅主題:' (No problem! It seems you couldn't find the information you wanted. Here are other topics you might be interested in:). Below this message is a list of seven service categories: '中電網上服務' (CLP Online Services), '度度賞eShop' (Degree Award eShop), '按金資料' (Deposit Information), '供電中斷' (Power Outage), '全心傳電' (Wholehearted Power Transmission), '最新資訊及推廣' (Latest News and Promotion), and '其他服務' (Other Services). At the bottom of the chatbot window is a text input field labeled '請輸入...' (Please enter...) and a send button. The background of the website shows a hand holding a smartphone displaying a 'Consumption' graph and a 'Note' about temperature and humidity data.

CLP 中電

CLICK HERE

智能小助手

冇問題! 睇嚟你喺前面搵唔到你想要嘅資料。以下係其他你可能有興趣嘅主題:

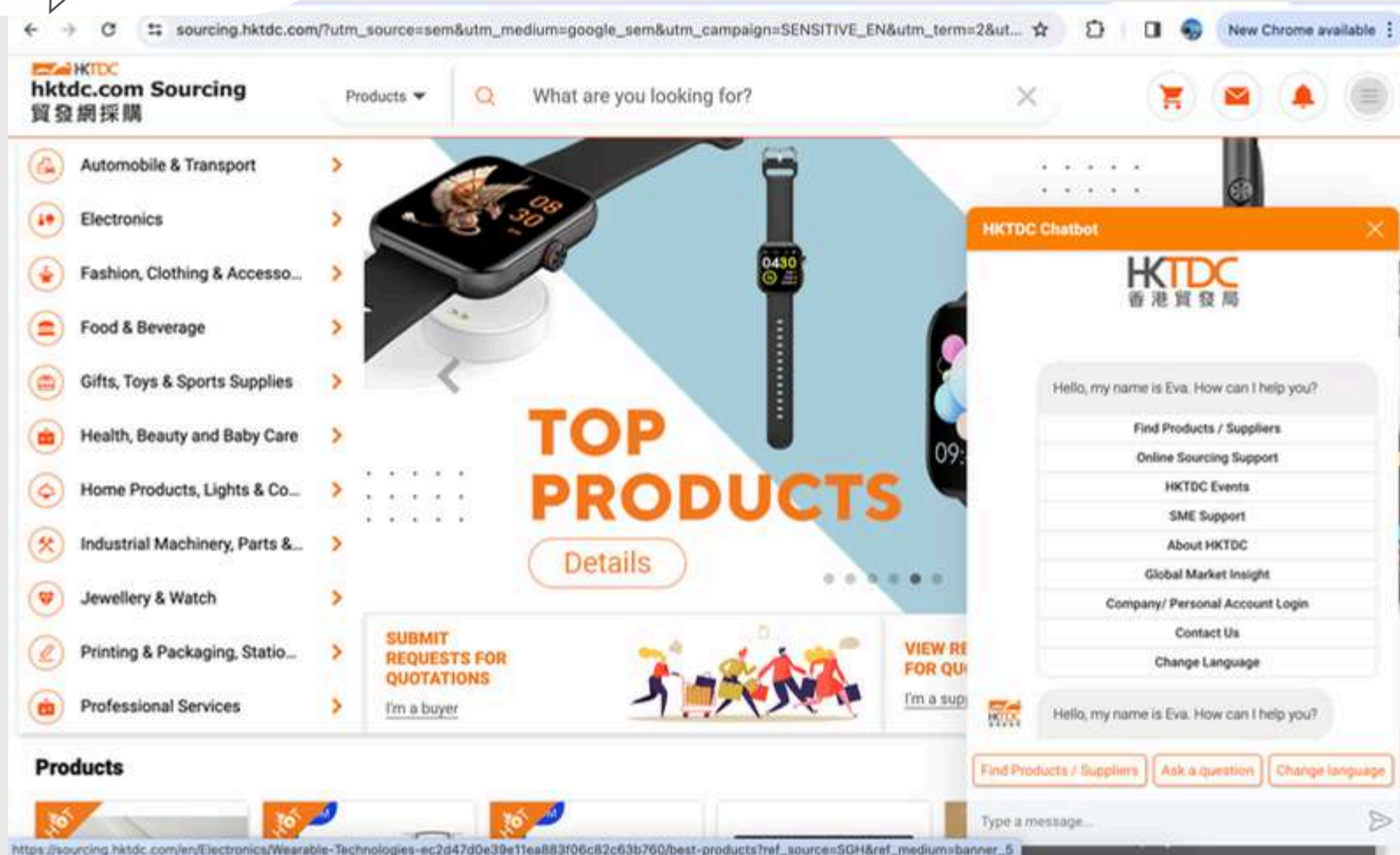
- 中電網上服務
- 度度賞eShop
- 按金資料
- 供電中斷
- 全心傳電
- 最新資訊及推廣
- 其他服務

請輸入...

HKTDC: NLP CHATBOT (30+ WEBSITES)

CLICK HERE

貿發局



The screenshot shows the HKTDC Sourcing website interface. The top navigation bar includes the HKTDC logo, the text "hktcdc.com Sourcing", and a search bar with the placeholder text "What are you looking for?". Below the navigation bar is a large banner for "TOP PRODUCTS" featuring smartwatches. A sidebar on the left lists various product categories with icons and right-pointing arrows. At the bottom of the sidebar, there are buttons for "SUBMIT REQUESTS FOR QUOTATIONS" and "VIEW REQUESTS FOR QUOTATIONS". An orange chatbot window is overlaid on the right side of the page. The chatbot has a title bar "HKTDC Chatbot" and a close button. It displays the HKTDC logo and the text "Hello, my name is Eva. How can I help you?". Below this is a list of service options: "Find Products / Suppliers", "Online Sourcing Support", "HKTDC Events", "SME Support", "About HKTDC", "Global Market Insight", "Company/ Personal Account Login", "Contact Us", and "Change Language". At the bottom of the chatbot window, there are three buttons: "Find Products / Suppliers", "Ask a question", and "Change language". The URL in the browser's address bar is "https://sourcing.hktcdc.com/en/Electronics/Wearable-Technologies-ec2d47d0e39e11ea883f06c82c63b760/best-products?ref_source=SQH&ref_medium=baner_5".

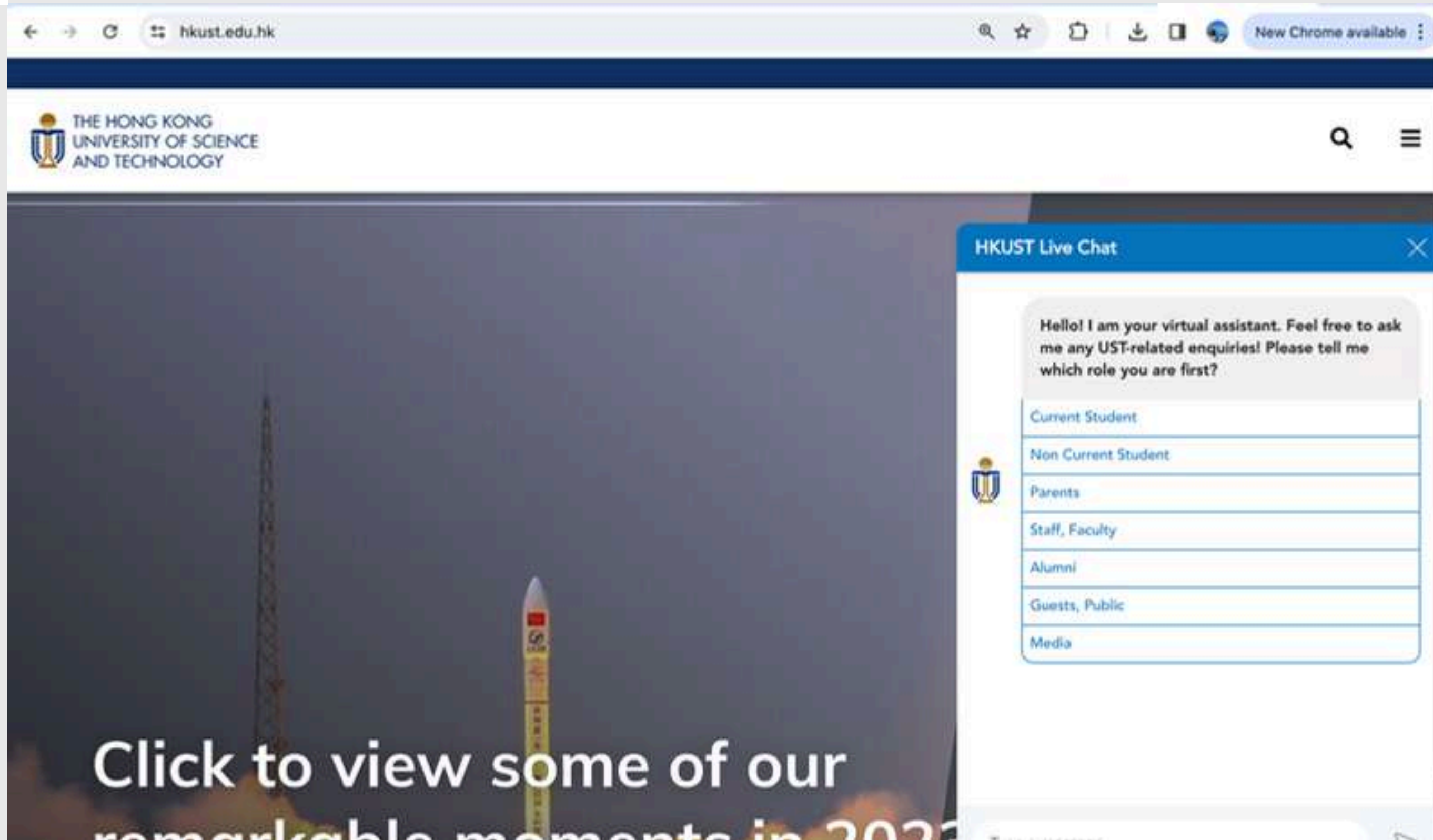
HKUST: NLP CHATBOT

CLICK HERE

[香港科技大學](#)

[The Kellogg-HKUST](#)

[HKUST ACADEMIC REGISTRY](#)



The screenshot shows the HKUST website homepage. The header includes the HKUST logo and navigation links. The main content area features a large image of a rocket launch. The HKUST Live Chat widget is open on the right side, displaying a welcome message and a list of user roles.

HKUST Live Chat

Hello! I am your virtual assistant. Feel free to ask me any UST-related enquiries! Please tell me which role you are first?

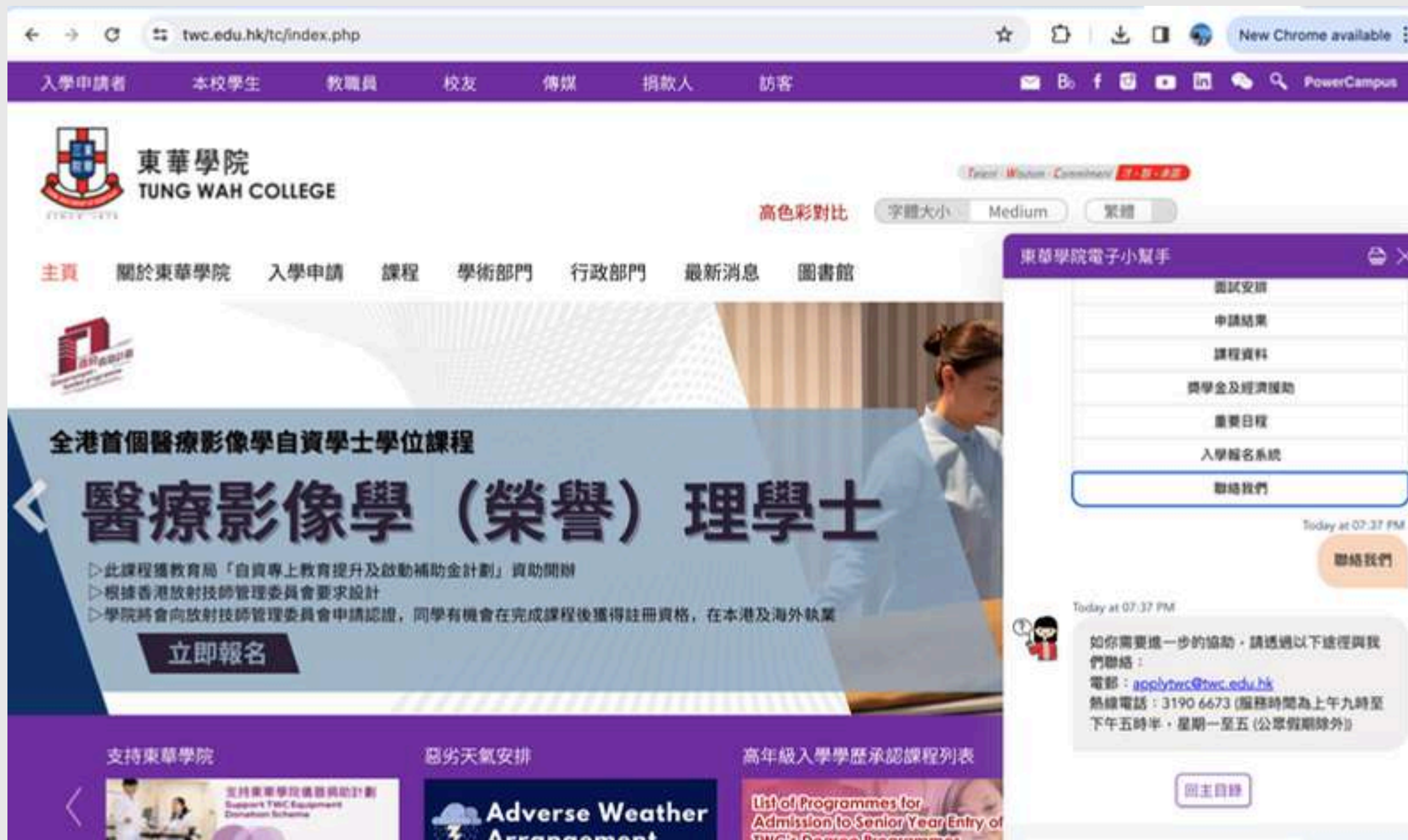
- Current Student
- Non Current Student
- Parents
- Staff, Faculty
- Alumni
- Guests, Public
- Media

Click to view some of our remarkable moments in 2022

TWC: NLP CHATBOT

CLICK HERE

東華學院



The screenshot displays the Tung Wah College (TWC) website. The top navigation bar includes links for 入學申請者 (Applicants), 本校學生 (Current Students), 教職員 (Staff), 校友 (Alumni), 傳媒 (Media), 捐款人 (Donors), and 訪客 (Visitors). The main header features the TWC logo and name in both Chinese and English, along with a tagline "Talent · Wisdom · Commitment". Below this, there are links for 主頁 (Home), 關於東華學院 (About TWC), 入學申請 (Admission), 課程 (Courses), 學術部門 (Academic Departments), 行政部門 (Administrative Departments), 最新消息 (Latest News), and 圖書館 (Library).

The main content area features a large banner for the "全港首個醫療影像學自資學士學位課程" (The first self-funded undergraduate degree program in medical imaging in Hong Kong). The banner includes the text "醫療影像學 (榮譽) 理學士" (Medical Imaging (Honours) Bachelor of Science) and a list of bullet points describing the program's benefits and accreditation. A prominent "立即報名" (Apply Now) button is also visible.

On the right side of the website, there is a "東華學院電子小幫手" (Tung Wah College Electronic Assistant) chatbot interface. It displays a list of topics such as 面試安排 (Interview Arrangements), 申請結果 (Application Results), 課程資料 (Course Information), 獎學金及經濟援助 (Scholarships and Financial Aid), 重要日程 (Important Dates), 入學報名系統 (Admission Registration System), and 聯絡我們 (Contact Us). The chatbot also shows a timestamp "Today at 07:37 PM" and a "聯絡我們" (Contact Us) button.

At the bottom of the page, there are three additional sections: "支持東華學院" (Support Tung Wah College), "惡劣天氣安排" (Adverse Weather Arrangement), and "高年級入學學歷承認課程列表" (List of Programmes for Admission to Senior Year Entry of TWC's Degree Programme).

HKMU : LLM CHATBOT (LAUNCH DATE: JULY 2024)

CLICK HERE

都會大學



BOC LIFE : NLP CHATBOT

CLICK HERE

中銀集團人壽保險



BCT : NLP CHATBOT

CLICK HERE

BCT 銀聯集團



強積金行業首創 AI顧問 MARIO#

BCT成員* 可於 **bct** 使用 不另收費

立即下載

QR Code

AI MARIO

以AI及大數據 協助成員 作出投資決定

智能 簡單 貼心

生活無憂 先係退休 BCT MPF

BCT 智能助理

Hi, 我係Macy! 有咩 MPF 問題可以問我架!

Today at 03:24 PM

歡迎來到BCT銀聯集團。

BCT智能助理Macy是一個人工智能系統，其所提供有關「BCT積金之選」及「BCT（強積金）行業計劃」的資料只供參考。所有收集的對話內容會被記錄及分析，以作提升客戶服務之用。請勿包括任何敏感帳戶資料在訊息中。如你對你的MPF帳戶有任何疑問，請登入 www.bcthk.com 查閱帳戶詳情。

如你同意上述內容，請按「繼續」開始對話。

繼續 不同意

我需要

PRIME CREDIT : NLP CHATBOT

CLICK HERE

安信 Prime Credit

申請私人貸款

申請信用卡

確認貸款

2111 2999

WhatsApp 我們

定額私人貸款

立即申請



貸款一萬，每日利息低至幾毫！

睇睇小一個幾毫，當急住要錢周轉嘅時有好大用途！貸款一萬，每日利息低至幾毫¹！
安信兄弟，明！擇你！

安信小幫手

請注意：開始對話表示你已同意及接受安信在線客戶服務之使用條款：
<https://www.primecredit.com/chatbot-tnc/>

011 940

安信小幫手

你希望詢問什麼資訊？

申請私人貸款

有關私人貸款查詢

申請信用卡

有關信用卡查詢

一般查詢

有關保險查詢

011 940

輸入訊息

ZA BANK : NLP CHATBOT

CLICK HERE

[ZA Insure](#)

The screenshot displays the ZA Insure website. The header includes the ZA Insure logo, navigation links for Products, Personal Claims, My Policies, and Help Center, and a Sign In / Sign Up button. The main banner features the text "ZA Insure Hong Kong's No.1 Virtual Insurance^" and a sub-headline "The highest total premium income received—the most trusted virtual insurance among Hong Kongers." A man is shown holding a smartphone. A "Service And Support" chatbot window is open on the right, showing options like "My Policy", "Manage Your Policy", "Change of Personal ...", "Policy Services", and "Manage Your Policy" (with a timestamp of 2024-12-27 14:57:44). The chatbot also displays a "Manage Your Policy" card with a "Click Here" link and a "Resolved / Unresolved" status. At the bottom, there are buttons for "My Policy", "My Bill", "My Claim", and "Products", and a text input field with a "Send" button.

ZA Insure
Hong Kong's No.1
Virtual Insurance^

The highest total premium income received—the most trusted virtual insurance among Hong Kongers.

Service And Support

My Policy

Manage Your Policy
Manage Your Policy

Change of Personal ...
Change of Personal Pa...

Policy Services
Policy Services

Manage Your Policy

2024-12-27 14:57:44

Manage Your Policy
Manage Your Policy
Click Here

Resolved Unresolved

2024-12-27 14:57:44

My Policy My Bill My Claim Products

Please enter your question...

Send

Fully digitalised insurance that everyone

SHANGHAI COMMERCIAL BANK : NLP CHATBOT

CLICK HERE

[Shanghai Commercial Bank](#)



The banner features the Shanghai Commercial Bank logo and name in Chinese and English. Navigation links include 個人理財 (Personal Finance), 商業理財 (Business Finance), 慧通理財 (Smart Finance), and 環球理財 (Global Finance). A secondary navigation bar lists services like 登入網上理財 (Log in to Online Finance), 最新推廣 (Latest Promotions), 電子銀行 (Electronic Banking), 人民幣 (RMB), 存款 (Deposit), 投資 (Investment), 保險 (Insurance), 貸款 (Loan), 卡類服務 (Card Services), 繳賬 (Payment), and 其他 (Others).

The main promotional message is "上海商業銀行 個人稅務貸款優惠" (Shanghai Commercial Bank Personal Tax Loan Promotion). It highlights a low interest rate of "低至 1.88%" (as low as 1.88%) for loan amounts of HKD 200,000 or more. The slogan "低息過「稅」道 交稅無難度" (Low interest, easy tax) is prominently displayed. A green train graphic is used as a visual element, with text on its side: "借定唔借? 還得到先好借!" (Should I borrow or not? I can borrow after I can repay!) and "優惠須受有關條款及細則約束" (Promotion is subject to relevant terms and conditions).



The footer contains several sections: "匯率及利率" (Exchange Rates and Interest Rates), "股市捷遞" (Stock Market News), "上海商業銀行信用卡" (Shanghai Commercial Bank Credit Card) with a "迎新" (New Year) theme, and "為您推薦" (Recommended for you) featuring a "Sustainable Operations" logo. A social media share button for Facebook is also present. On the right, there is a chatbot icon with a question mark and a user profile picture.

BOCI-PRUDENTIAL TRUSTEE LTD: NLP CHATBOT

CLICK HERE

[BOCI-Prudential](#)



中銀國際英國保誠信託有限公司
 BOCI-Prudential Trustee Limited

[About Us](#) ▾
 [Fund Zone](#) ▾
 [Easy-Choice MPF](#) ▾
 [My Choice MPF](#) ▾
 [DIS](#) ▾
 [Download and Too](#)

Latest News: # An enhanced SMS sender service

Tax Deductible Voluntary Contributions

Tax deductible voluntary contribution members can enjoy the tax concession

[Read More](#)

My MPF Bot

• This Chatbot is an automated service and information contained in this Chatbot is for reference only. The information provided does not constitute an offer or an attempt to offer any products or services to anyone and therefore must not be construed as such under any circumstances. Moreover, such information also does not constitute and must not be construed to constitute any MPF investment or advice under any circumstances.

• If you have questions on individual account information, please call Easy-Choice MPF Administration Hotline at (852) 2929-3030 / My Choice Customer Service Hotline at (852) 2929-3366, or login your online account via internet/mobile app for checking.

• Please be reminded that you must NOT disclose any of your personal account information in your messages.

• By pressing "Confirm" button and using My MPF Bot, you accept and agree to be bound by the [Terms and Conditions](#) and [Privacy Statement](#) of BOCIPT.

Confirm

Cancel

Type a message...



MANDATORY PROVIDENT FUND SCHEMES AUTHORITY: NLP CHATBOT

CLICK HERE

MPFA



The screenshot displays the Mandatory Provident Fund Schemes Authority (MPFA) website. The header includes navigation links such as '資訊中心', '聯絡我們', '實用工具', '訂閱', and '調整'. The main navigation bar features '積金局', '強積金制度', '強積金投資', '職業退休計劃', '監管', '執法', and '積金易平台'. A large image of a person holding a golden apple with tiny figures around it is prominent. On the right, a chatbot window titled '積金大使' is open, displaying a disclaimer and terms of use. The chatbot text includes a disclaimer about the accuracy of information and a list of rules for using the chatbot. At the bottom, there are buttons for '繼續' (Continue) and '取消' (Cancel).

積金大使

其他方式把你轉至由其他方管理的網站。積金局對該等資料概不負責，亦不會就該等網站所載資料的準確性、完整性或任何其他方面作出陳述，並且不會就任何人因使用該等資料而引致或與該等資料的使用有關的損失、損害、費用或開支（不論如何引致）承擔法律責任。即使本聊天機械人與其他網站設有連結安排，亦不表示積金局認可該等網站所登載的內容。

6. 本聊天機械人服務並非及不應用於收集、接收、提供或以任何方式傳送個人資料。切勿在本平台留下任何個人資料，例如姓名、香港身份證號碼、電話號碼等。

7. 在本平台收集的所有對話內容，將由積金局及在香港的獲授權承辦商處理。

8. 為提升本聊天機械人的服務質素，在本平台收集的所有對話內容將會被記錄及分析。積金局將保留對話內容15個月。

如你明白及同意本重要通知，請按「繼續」開始對話。

繼續 取消

封面故事

全天候即時對話提升服務

九巴人工智能 bot1933面世

人工智能技術為九巴的顧客服務範圍重新開章。九巴在手機應用程式App1933及網頁引進人工智能客服小助手「bot1933」，透過智能識別技術及即時對話功能，全天候二十四小時協助乘客、解答查詢和提供資訊，新技術突破傳統客戶服務的時間界限，帶領九巴提升服務至全新標準。

憑藉熱誠待客的事業精神，九巴顧客服務熱線團隊「bot1933」更贏得由香港優質顧客服務協會(HKACC)頒發的優質顧客服務大獎2021「智能服務獎金獎」。

24小時不受限制

在香港，幾乎每人都擁有一部智能手機，為配合智能手機的發展和乘客使用手機的習慣，九巴特別投放資源，開發「bot1933」，為乘客提供二十四小時的自助服務，不受服務員當值時段或傳統系統繁忙的限制。「bot1933」服務範圍涵蓋英文、粵語查詢交通及路線資訊、搜尋路線建議和車費優惠，並可以讓乘客申報失物、舉報違規泊車、報告走失長者及提供顧客意見等。

負責項目的九巴傳訊及公共事務經理(顧客熱線)鄭嘉慧(Carrie)及團隊，為了讓「bot1933」更容易使用，在程式設計上花了很多心思，例如，依照乘客最常查詢及關注的事項，優先放在主目錄的按鈕，乘客只需簡單一按，或以簡短問題發問，「bot1933」已可以理解及提供所需資訊。

▲九巴傳訊及公共事務經理(顧客熱線)鄭嘉慧(Carrie)及團隊，負責開發「bot1933」。

整理逾萬項常用語句 以「重點訓練」

然而，要「bot1933」發揮更佳功能，原來它和人類一樣，都需要「接受培訓」的。Carrie及團隊分工合作，檢視過往乘客曾使用、高達四萬多個查詢用語，將其分析、分類、整理，再反覆測試，綜合了一萬多個常用語句，為「bot1933」進行「重點訓練」，讓它可熟習處理自然語言。

例如，輸入「唔見左喇」，「bot1933」會自動引導乘客填報失物資料，並通知相關同事留意(右圖→)。

請選擇以下項目，提供地區資料：
遺失內置物品
物品遺失人姓名

回顧「bot1933」開發的階段，Carrie笑言是歷來最大的挑戰之一。她說：「但見證bot1933誕生並順利投入服務，如像看到自己的子女成長一樣，充滿成就感，亦很感激團隊的努力。」

現時，「bot1933」每日處理超過一萬宗乘客查詢，Carrie表示，團隊仍會每日檢視使用情況，並不時訓練「bot1933」識別不同語句，讓它進故知新，變得更智能、高效和準確，為乘客提供更稱心、體貼的服務。

點解你叫bot1933?

Bot代表人工智能的意思，配合手機應用程式App1933，所以我是bot1933。

你有甚麼滅水功能?

我畀滅水畀乘客提供二十四小時服務，不需休息！

請問你有不少皇牌功能?

無錯！基本上我對九巴無所不知(笑)！皇牌功能包括查詢路線、交通資訊、班次、轉乘優惠，如果遺失個人物品，或有長者走失，我都會盡力協助！

▲bot1933更提供二十四小時全天候服務乘客，提供多項巴士資訊及即時交通資訊。

03

04

九巴獲頒「智能服務獎金獎」 兩年輕同事獲個人獎 表現備受肯定

除引進人工智能「bot1933」、九巴顧客服務團隊推出多項具創意的服務，如「連例泊車服務巴士服務熱線」及「尋找走失長者支援熱線」，備受乘客讚賞。榮獲香港優質顧客服務協會(HKACE)頒發的優質顧客服務大獎2021「智能服務獎金獎」。兩名年輕同事顧客熱線主任劉詠思(Amy)和顧客熱線助理主任伍耀新(Sunny)，更分別獲得「年度客戶服務新星」和「熱線中心服務金獎」個人獎項，用心服務表現備受肯定。

要成為「年度客戶服務新星」得主，必須為三十歲或以下的客戶服務從業員。在連續兩輪評選後，最後十位進入次輪評核，與包括HKACE顧問及獨立資深業界代表組成的評審小組進行面試。最終加入九巴兩年的Amy脫穎而出，贏得獎項。

年紀輕輕的Amy對工作充滿熱忱，「這份工作以聲線及語調變化向顧客表達信息，熱線工作多元化，巴士服務與市民息息相關，有一定發揮空間，與自己喜歡克服困難及挑戰的性格不謀而合。」



▲ Amy認為與乘客建立信任，是第一步。

她又表示，公司經常有新發展及推廣，從中有不少學習機會，增進及豐富了工作知識與技巧。

Amy認為要與乘客建立信任，聆聽是第一步。她曾接過一個電話，乘客哭得很大聲，耐心聆聽下了解到原來他趕著參加公開考試，但巴士仍未到達。Amy說：「我以同理心出發，先疏導他焦急的心情，再提供路段的交通情況，和預計巴士到站時間資訊，令乘客感到被重視及尊重。」最終成功協助乘客。



▲ 九巴於HKACE優質顧客服務大獎2021中獲頒「智能服務獎金獎」，而顧客熱線主任劉詠思(左三)和顧客熱線助理主任伍耀新(左一)，分別獲頒「年度客戶服務新星」和「熱線中心服務金獎」。

待客如家人 以同理心出發

獲頒「傑出個人獎(熱線中心服務金獎)」的Sunny同樣經過兩輪評審獲獎。加入九巴三年，曾任職酒店業的Sunny個性正面，人如其名，性格充滿陽光氣息。加上真誠待人，即使與乘客正面對面的溝通，仍會視每一位乘客為家人和朋友，細心感受他們內心的需要。

Sunny舉例說，曾有乘客哭著致電熱線，稱在巴士遺留了好重要的物品，是爸爸的遺物及死亡証：「我很疼愛爸爸媽媽，所以對此個案印象深刻」。Sunny馬上協助乘客向總站同事查詢，最後成功找回失物，並得到乘客的讚揚，得到很大滿足感。



科技揉合經驗 提供更貼心服務

Amy和Sunny都稱，配合科技進步，熱線服務團隊會繼續不斷裝備自己，了解顧客需要，提供更貼心的服務。

九巴傳訊及公共事務部經理(顧客熱線)鄧嘉慧(Carrie)表示，對於同事能獲得評判的認同感到非常高興。獲獎對團隊起鼓舞作用，未來會繼續力臻完善，盡力服務乘客。

文：曾愛芳、張福軒 攝：張福軒、傳訊及公共事務部提供



Monthly Users

> 300,000

Containment Rate

99.21%

% Helpful

>85%

**Number of Cases
Handled by AI**

>500/ day

**Live Chat
First Reply Time**

<30s

**Reduction in
Call Volume**

~40%

Topics handled by AI

30% - Trip Planning

13% - Route Info

9% - Bus Arrival Time

8% - Customer Feedbacks

6% - Lost & Found

Complaint handling : Same Knowledge base can apply to Voice/ email channel

4:15

實時對話

bot1933

Today at 04:13 PM

我要投诉九巴司機飛站

Today at 04:13 PM

您好，我係客服小助手bot1933，您提供嘅個人資料只用於處理顧客嘅查詢或意見，我可以怎樣幫助您？

搜尋路線往目的地

巴士上遺留物品

顧客意見

其他

Today at 04:13 PM

顧客意見

Today at 04:13 PM

多謝選擇我哋嘅巴士服務，請選擇以下項目：

報告車廂及車站清潔情況

報告巴士停站情況

投訴（輸入相關路線）

直接輸入意見 / 建議 / 讚揚

跟進已反映的投訴 / 意見

4:14

實時對話

bot1933

顧客意見

其他

Today at 04:13 PM

顧客意見

Today at 04:13 PM

多謝選擇我哋嘅巴士服務，請選擇以下項目：

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直接輸入意見 / 建議 / 讚揚

跟進已反映的投訴 / 意見

Today at 04:13 PM

投訴（輸入相關路線）

Today at 04:14 PM

反映巴士服務意見，請輸入路線編號。（如沒有路線，請選擇「顧客意見」，按「直接輸入意見」）

請輸入

4:16

實時對話

bot1933

Today at 04:14 PM

景林邨 (TK435)

Today at 04:14 PM

請在以下選單選擇合適項目：

巴士班次

車長服務

八達通車資

其他

Today at 04:14 PM

巴士班次

Today at 04:15 PM

請在以下選單選擇合適項目：

班次失準

班次建議

其他

Today at 04:15 PM

班次建議

請問詳情是？如有關車資，請提供八達

4:17

實時對話

bot1933

Today at 04:16 PM

08:16

路線：98a
方向：牛頭角站(循環線)
車牌號碼：不清楚
事發日期：2025-07-20
事發時間：08:16
上車地點/事發地點：景林邨 (TK435)
建議/投訴：投訴
類別1：(1) 巴士班次
類別2：(2) 班次建議
詳情：邊有可能十號風球竟然冇車開啊
喺景林邨嘅巴士站等咗15分鐘都冇一架巴士嚟

沒有修改

修改

Today at 04:17 PM

沒有修改

謝謝您的資料及意見，請選擇以下項目，我們會盡快跟進，謝謝。如需回覆請提供聯絡資料。

提供聯絡資料

立即提交

HK EXPRESS : NLP CHATBOT


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[Account](#)

Contact us

To provide a better experience with our new communication feature, WhatsApp number of the HK Express Customer Connect Team will change to +852 3951 7229 from 8:00 am on July 4, 2023 and the existing number will be suspended from the day onward. The new WhatsApp service will provide various options to help speed up the response to customer inquiries.

Do you have a question or comment for us? We always enjoy hearing from our customers and there are several ways that you can reach us. Don't forget to check our [FAQ](#) section where many general questions can be answered. For updated information throughout the year be sure to sign up to our newsletter delivered direct to your in-box.

All HK Express fares are non-refundable. However in certain cases, you may be eligible for a refund. eligible, or to submit a refund request, please [click here](#).

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- [Service Request Form](#)
- Mon - Sun: 08:00 - 20:00

[Other Contacts](#)

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WhatsApp Chatbot + Live Chat



Green Tick



Auto Language switch



Menu + API Integration



Live Chat



HK Express
Official Business Account
WhatsApp.com



WeChat Chatbot + Live Chat



KFC & PIZZAHUT : NLP CHATBOT

