

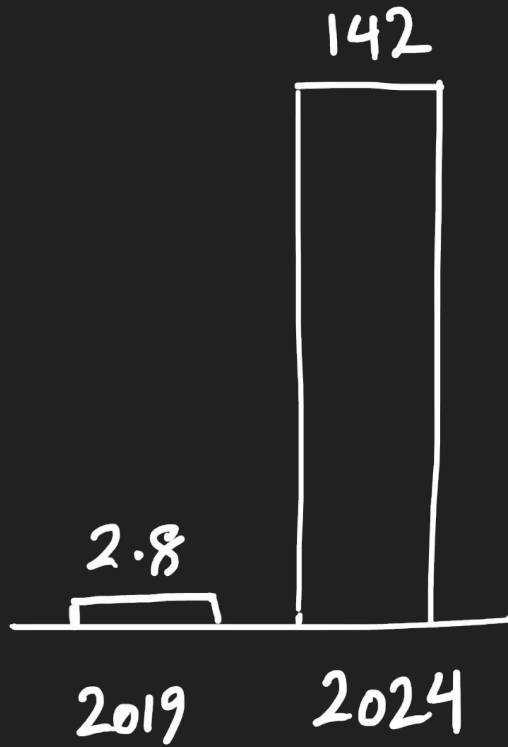
AI at Customers' Service!

MX

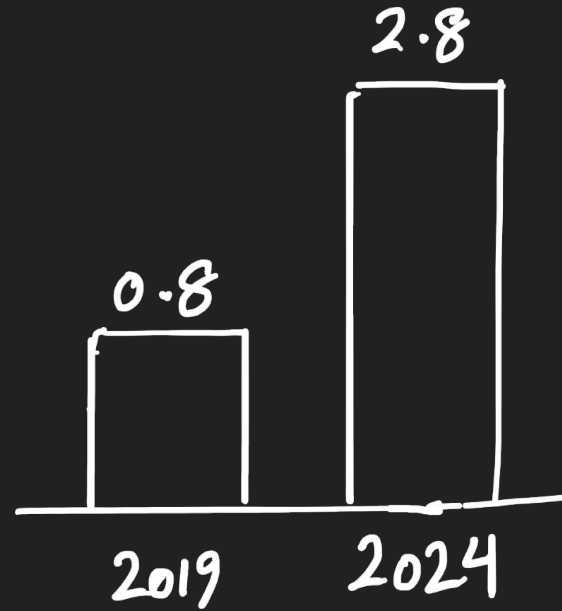
Enterprise executives cite Customer Satisfaction
as No.1 reason for investing in AI

From KYC to eKYC

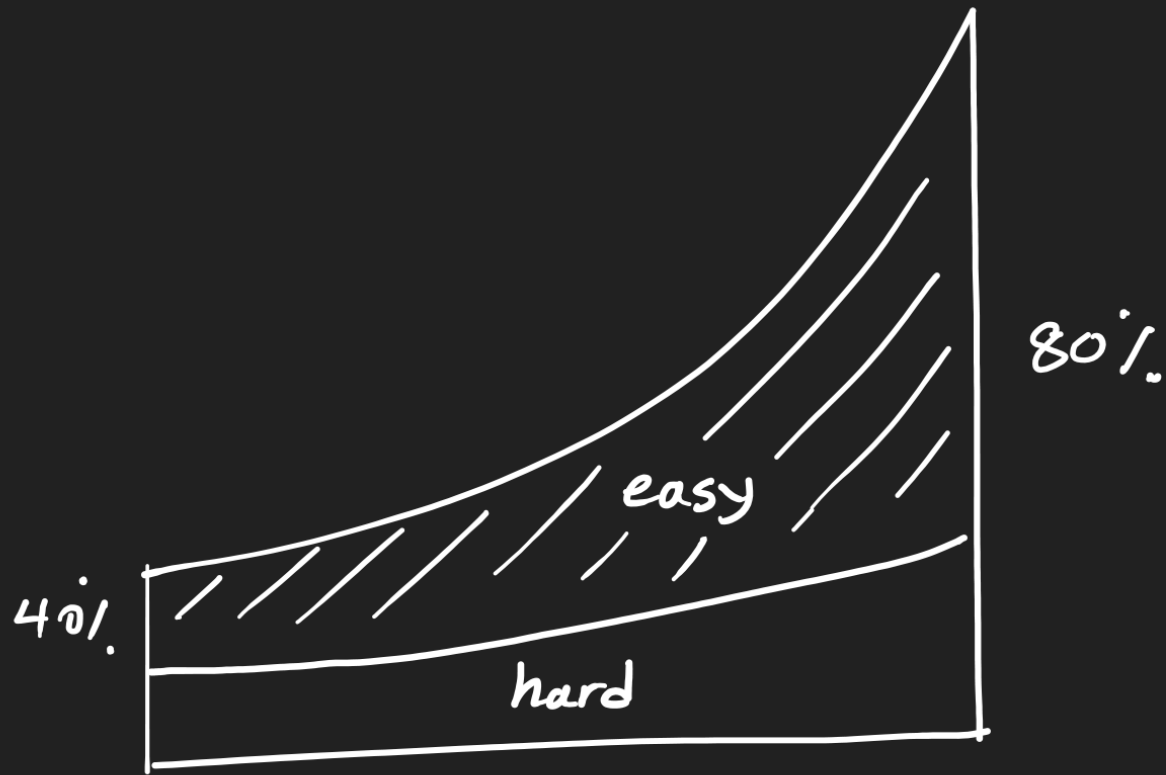




Chatbot



Call Center AI Tech.



→
Service Center Load

With AI in Call Center we can analyze
ALL calls for better services

How to SCOPE the Project ?

We estimated to reach $WER \approx 40\%$ in 6 months

Data Collection, the easy part !?

Collect data



Prepare chunks



Label it



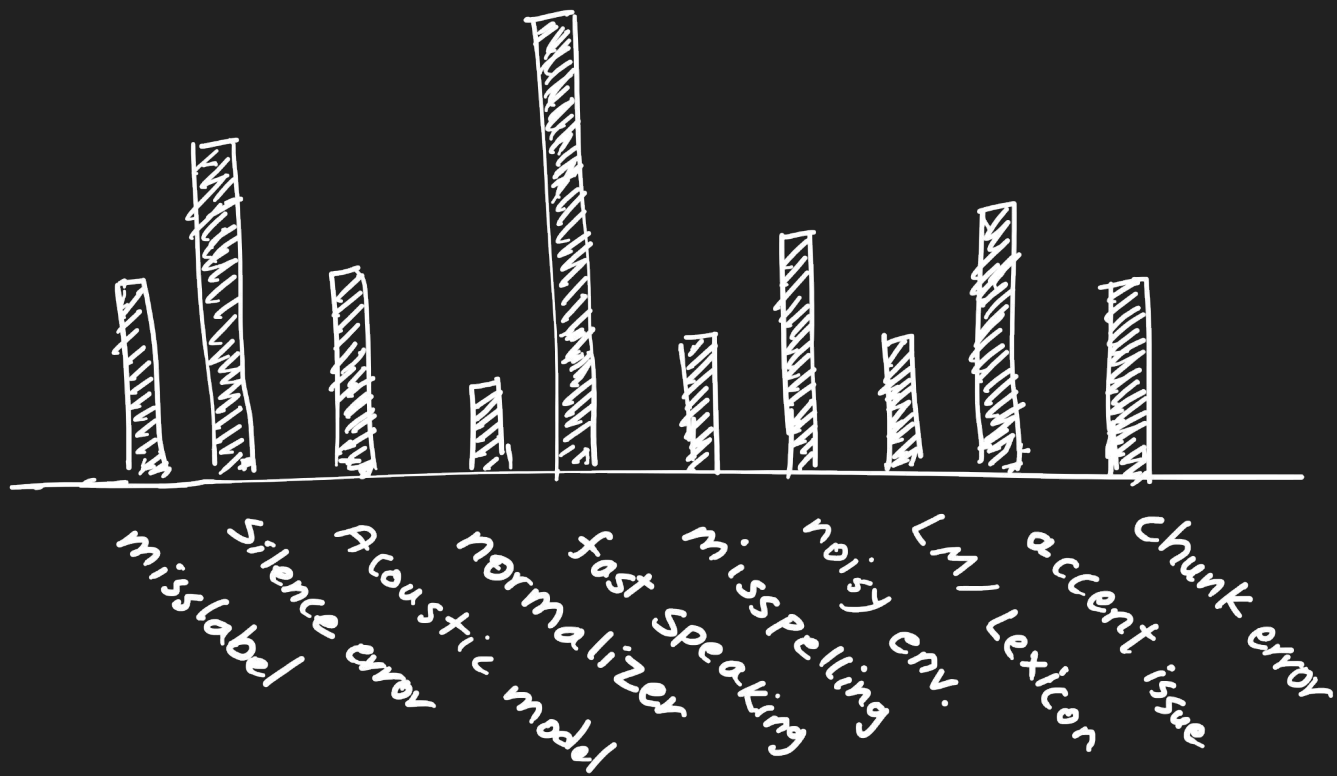
Clean it



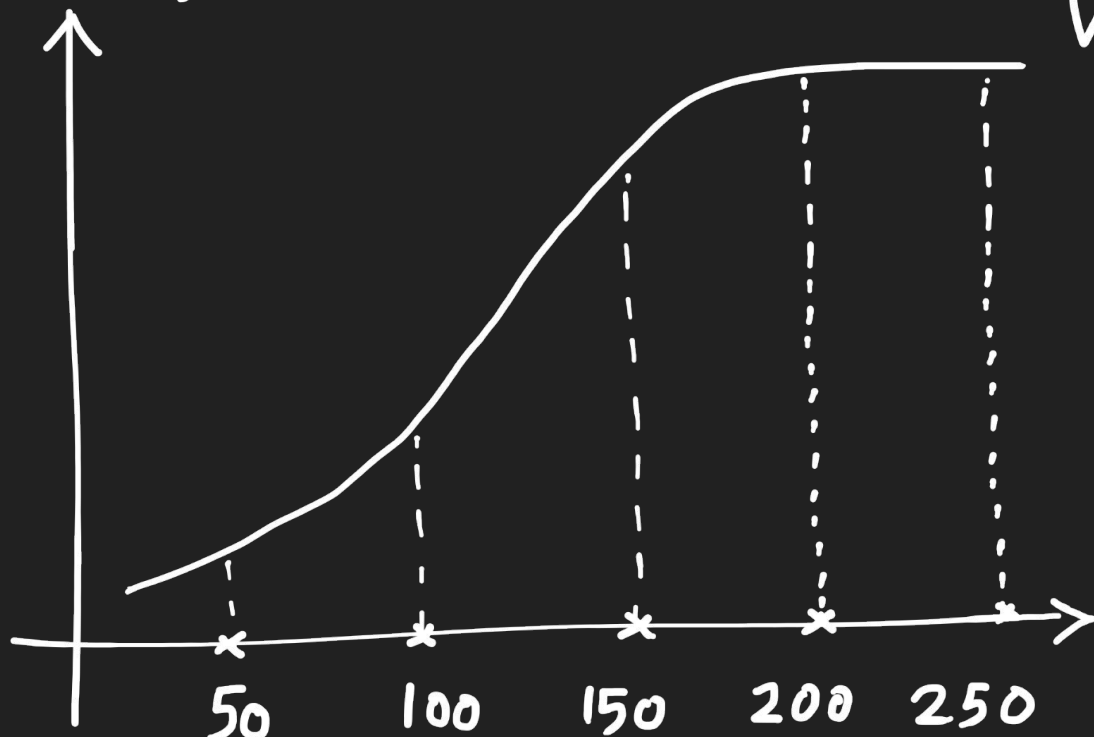
Verify it

Modeling, the Charming part :)

Error Analysis



Accuracy



why !?

Data (hr)

So ... it's okay ?

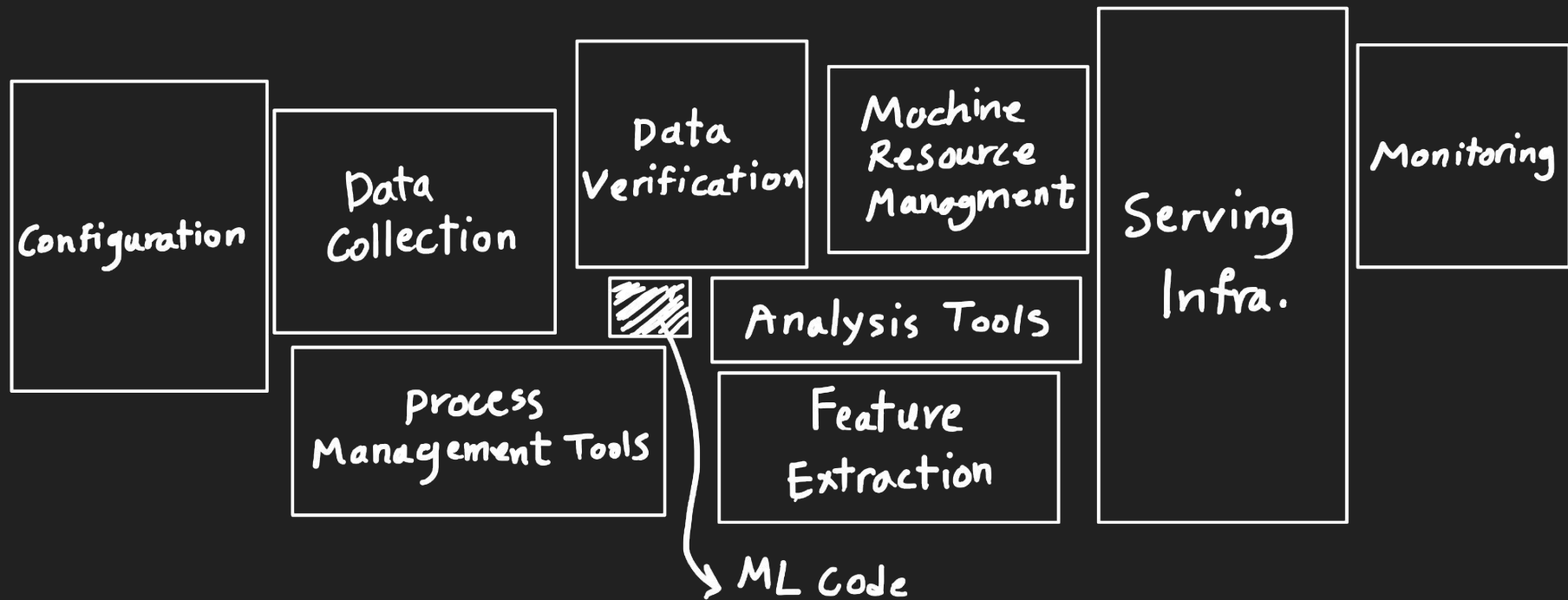


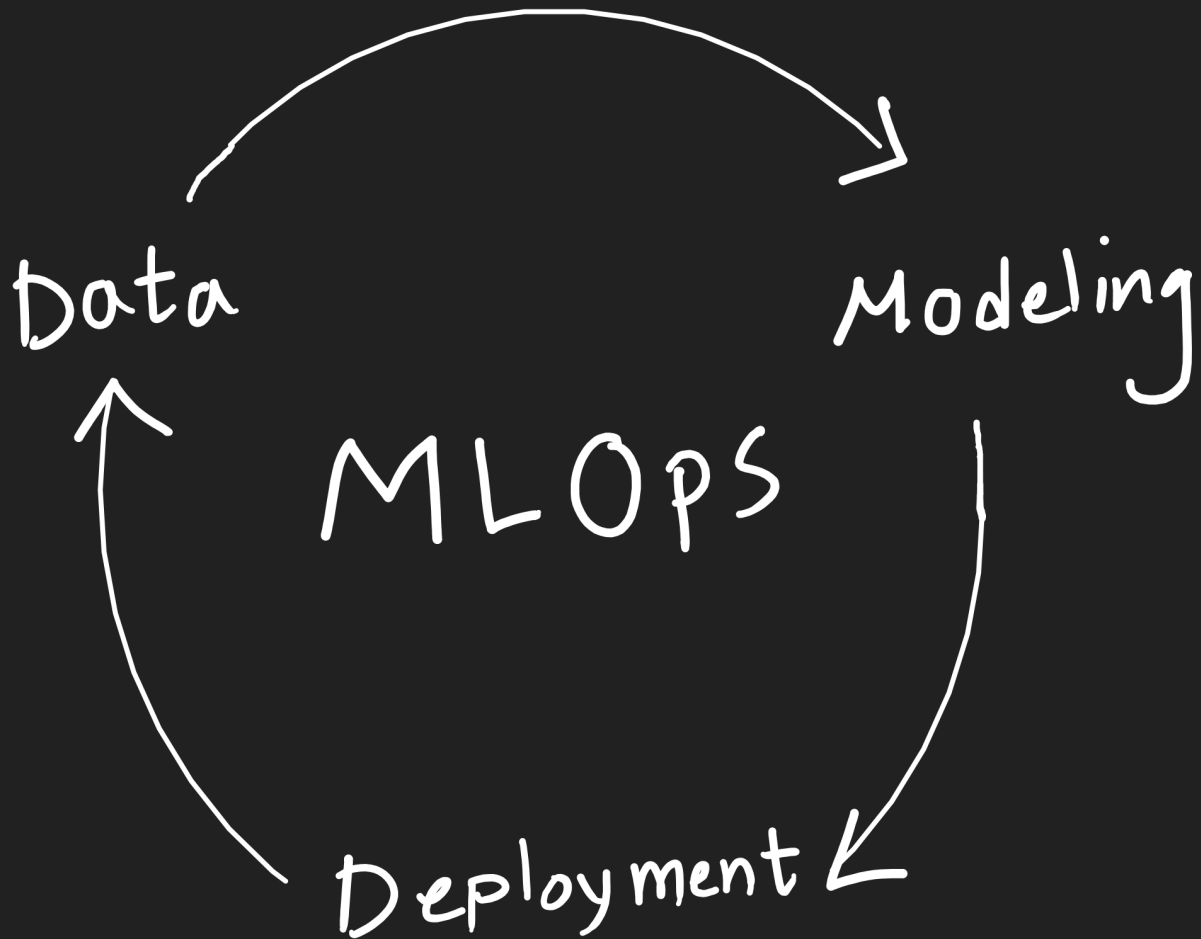
YES

Nope, no way!

Deployment, last but not Least.

Hidden Technical Dept in ML/AI systems





To be Continued . . .