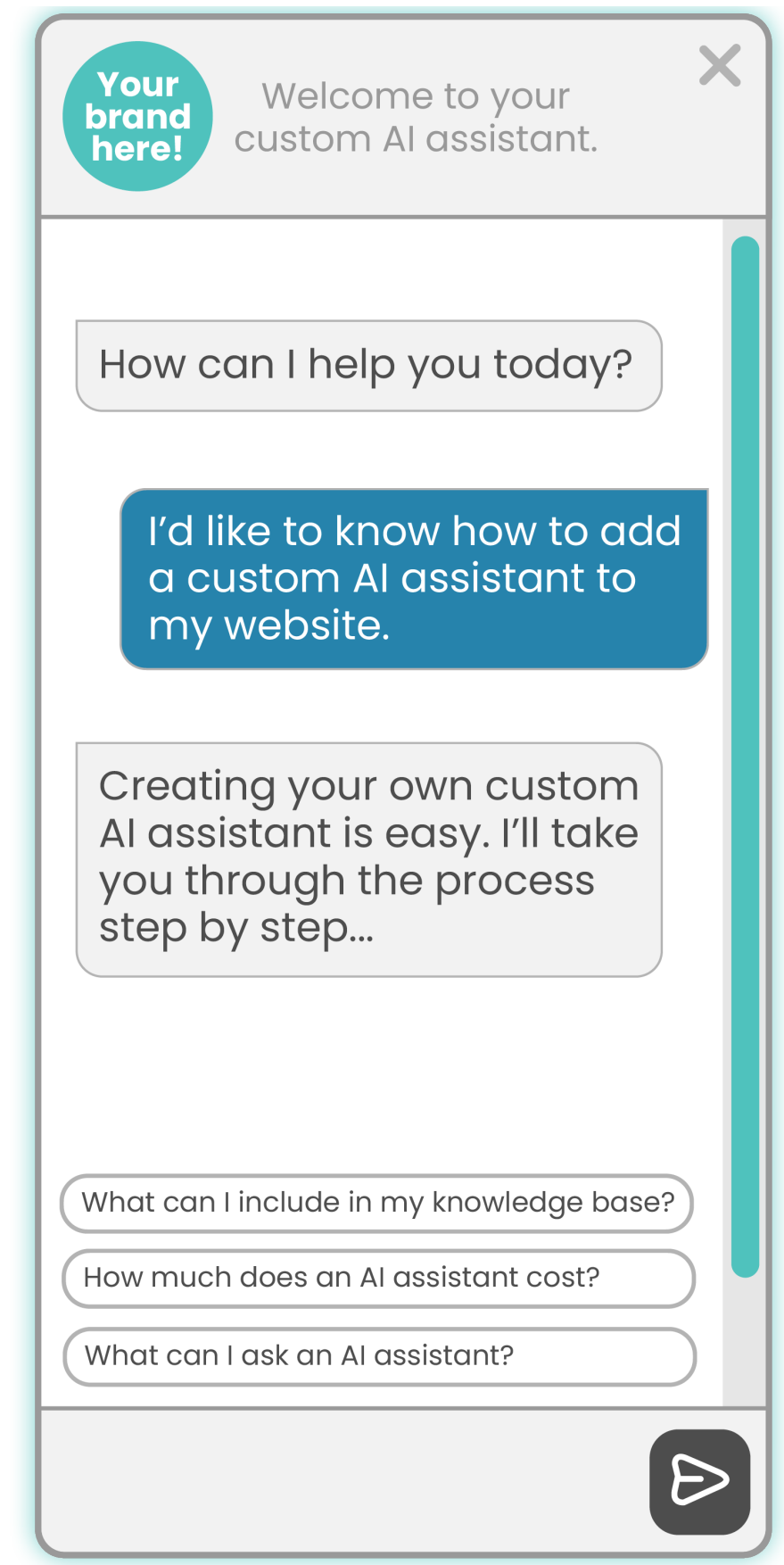


# Safe, accurate, affordable AI assistants built on your custom knowledge base

## What is an AI assistant?

- Custom-built chatbot for your website
- Understands and responds to instructions in plain English (and other languages)
- Built on advanced Large Language Models (LLMs)
- Gives context-aware answers to user queries
- Trained using your own information, so you control the knowledge base



## Applications for AI assistants

AI assistants are flexible tools suited to a wide variety of applications, including:



### Advanced Search

Enhanced access to detailed information and links on your website



### eLearning

An interactive, on-demand AI tutor



### Knowledge Translation

Make academic research accessible to a wider audience via interactive Q & A



### Usage Data Insights

Analyse chat logs to find out what your users are asking



### Customer Support

Immediate, 24/7 answers to user enquiries



### Internal Help Desk

Support your team with HR, IT, and other internal questions



### Shopping Help

Guide customers to find products, understand policies, and complete purchases



### Lead Generation

Engage visitors and gather potential customer details



### Employee Training

Assist new hires with onboarding and training materials



## Our process

**1. Gather Information:** You provide us with your custom knowledge base. This may include:

- your website/s
- PDF documents (fact sheets, FAQs, reports, etc.)
- video
- audio
- data spreadsheets

**2. Training:** We train your AI assistant on the contents of your knowledge base. Nothing else.

**3. Customisation:** We use our advanced prompt engineering techniques to build a flexible, accurate and safe AI that is unique to your bespoke information.

**4. Testing:** We extensively test the assistant using a wide range of sample inputs.

**5. Refinement:** We tweak the assistant based on client feedback.



## Safety

**Managing AI Risks:** We follow strict safety protocols to reduce risks.

**Smart Prompt Design:** We make AI assistants safer with our custom prompts.

**Controlled Knowledge Base:** The assistant only uses the information you provide, not the contents of the entire internet, making it more reliable and accurate.

**Stress Testing:** We put the assistant through rigorous testing procedures to ensure it works safely.

**Secure Data Storage:** All data is stored on industry standard Amazon Web Services (AWS Cloud servers) and is protected using Advanced Encryption Standard (AES) 256-bit encryption.



## Contact us

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