

Enabling AI Transformation For Manufacturing Industry



Our Team

1. MLAI Digital is an AI Startup having highly professional individuals, proficient in AI , ML , RPA , OCR , NLP & LLM .
2. In last five years we have assisted Businesses from startups to Industry leaders, in achieving Business Impact through AI
3. Microsoft's preferred partner for AI projects in India

Presence

Delhi NCR

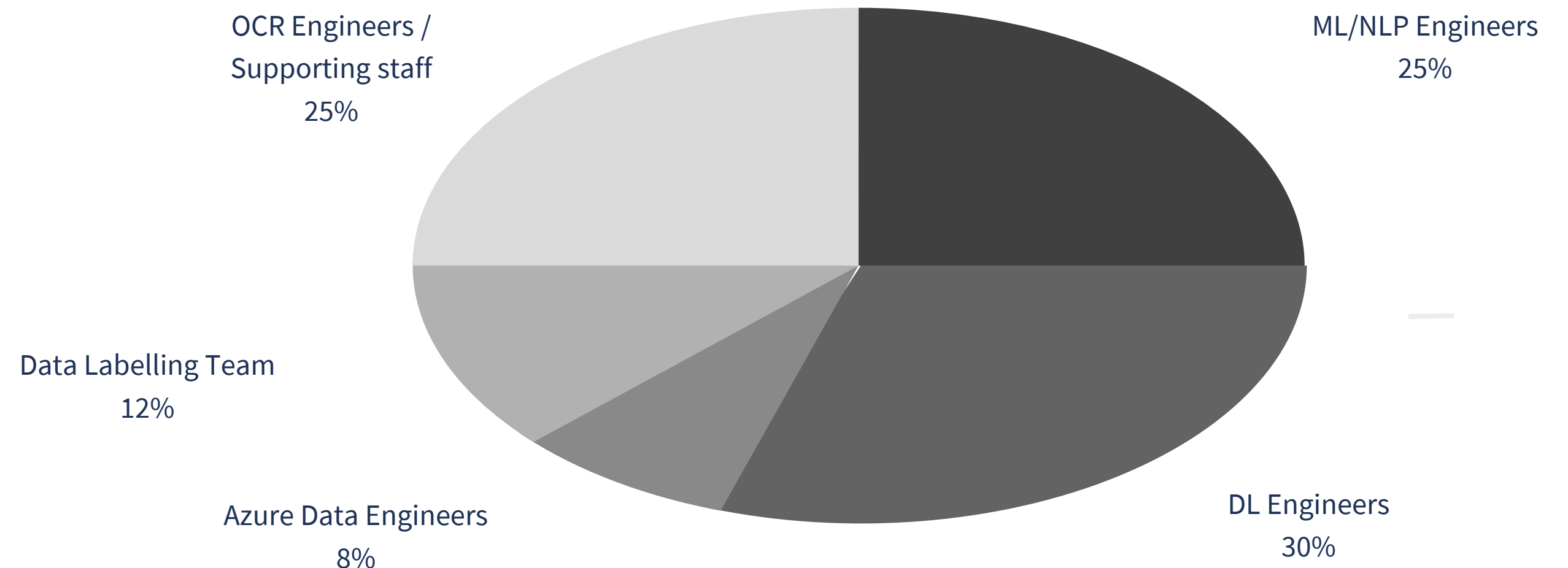
Mumbai

Bengaluru

Hyderabad

Team Size

65



Business Benefits of AI Powered Chat-Bot External

1. Improved Customer Experience :
 - a) GPT based AI Bots giving near-Human responses, much better than normal search
 - b) Consistency – same, accurate information – everytime
 - c) Personalization – given a customer history , AI Bot customizes responses for each user
 - d) Quick response – AI's capability to churn data is much higher than Humans
2. Web Monetization : A prospect getting all questions answered, has higher chances of buying
3. Customer Insight :
 - a) Chat bot logs have rich details of customer behaviour and deciding factors. Product / Sales campaign can be modified accordingly
4. Efficiency :
 - a) Scalability – AI Bot will not slow down even as customers increase
 - b) One Stop solution for all customers visiting Website
 - c) Cost-effectiveness – reduced operation cost, releasing human resources for more complex tasks

.....and ultimately

Competitive Advantage

Universal Search

Supported data formats :

1. PDF
2. Excel
3. Word
4. Webpages
5. Audio
6. Video
7. Drawings
8. Hand-written Docs

Vernacular & Foreign Languages:-

ඌ ම ණ
ඈ අ ඉ
ඊ ඹ ධ



Demo of AI ChatBots



Anomaly Detection using AI+Computer vision

1. Business Benefits :

- a) Enhance product quality
- b) Optimise productivity & increase efficiency
- c) Improve precision
- d) Reduce Safety hazards

2. Feature :

- a) Catch product defect / process deviation with high resolution cameras + AI Algorithms on Assembly line
- b) Integration with CRM

Invoice Automation - using AI & OCR

1. Business Benefits :

- a) Increased accuracy
- b) faster processing times
- c) reduced manual errors
- d) improved overall efficiency in accounts payable processes
- e) Better resource utilization rather than spending time on manual data entry and validation

2. Flow Chart

Call Centre Analytics

1. Business Benefits :

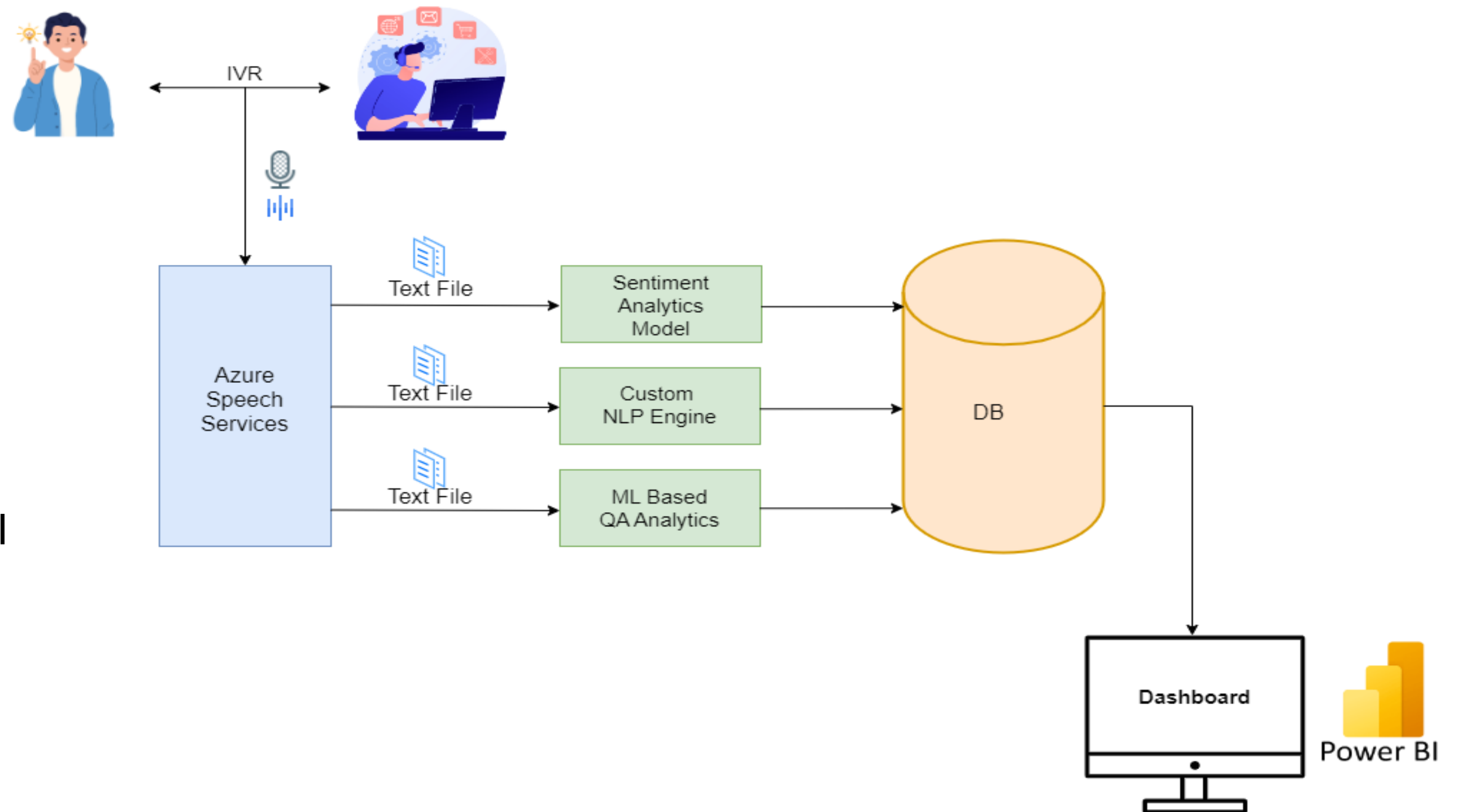
- a) Enhanced Customer experience
- b) Insight in customer buying behaviour
- c) Performance monitoring & better escalation management
- d) Sentiment Analysis
- e) Process enhancement

2. Solution Features :

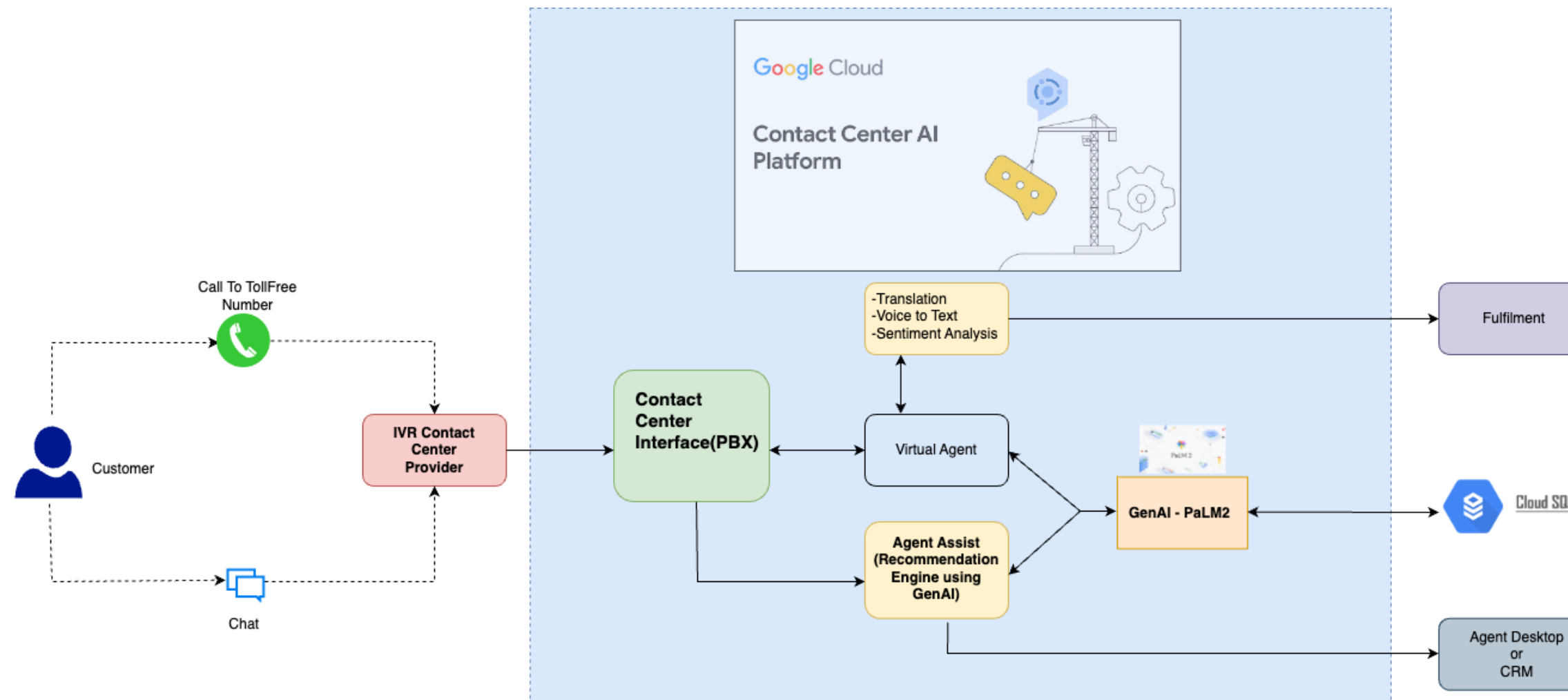
- a) Analytics on Live and recorded call between Customer / Prospect and call-center agent
- b) Customer sentiment, product perception, organization's value- proposition and its standing w.r.t competition to be captured and analyzed
- c) A Dashboard to present findings to Company's Management , basis which actions can be taken to improve customer experience and ultimately , achieve competitive advantage

Call Centre Analytics

1. Tech > Speech Recognition and ML/DL
2. Use of Cloud Speech Recognition APIs to Convert Speech into Text
3. ML for Pre-Processing
4. ML based QA Analytics and Score Generation
5. Data Visualization on PowerBI Dashboard



Speech Recognition Integration with IVR



Related Use Cases for NLP :

- Smart AI Based VoiceBot for Digital Collections
- Cross-Selling Recommendation on Live Calls by an ASR Engine
- **Call Center Analytics for PIVC Process(prevalent in Insurance Companies) suggested by IRDAI**
- VoiceBot for Customer Assistance
- Smart Entity Recognition and Issue Identification on the Recorded Calls happening between Customer and Agent
- Chatbot Development using GenAI(LLM)

Azure-OpenAI Use Cases

Document Search for ICICI Bank

A common use case where banks receive large documents with approximately 1000 pages and a user is trying to search some relevant information out of it. Azure OpenAI is the best platform as it parses (OCR sometimes) through this data and gives accurate information to the user at the earliest. The Open AI version used is GPT 3.5 Turbo

Website Search for Aditya Birla

A mutual fund user requires a lot of information on a daily basis and the same can be a tedious task if he has to read a lot of data to gather this information. Azure OpenAI is used in the form of Chatbot which crawls data from the website and gives accurate information to the user at the earliest. it could be in the form of text, image, charts or tabular data. The Open AI version used is GPT 3.5 Turbo

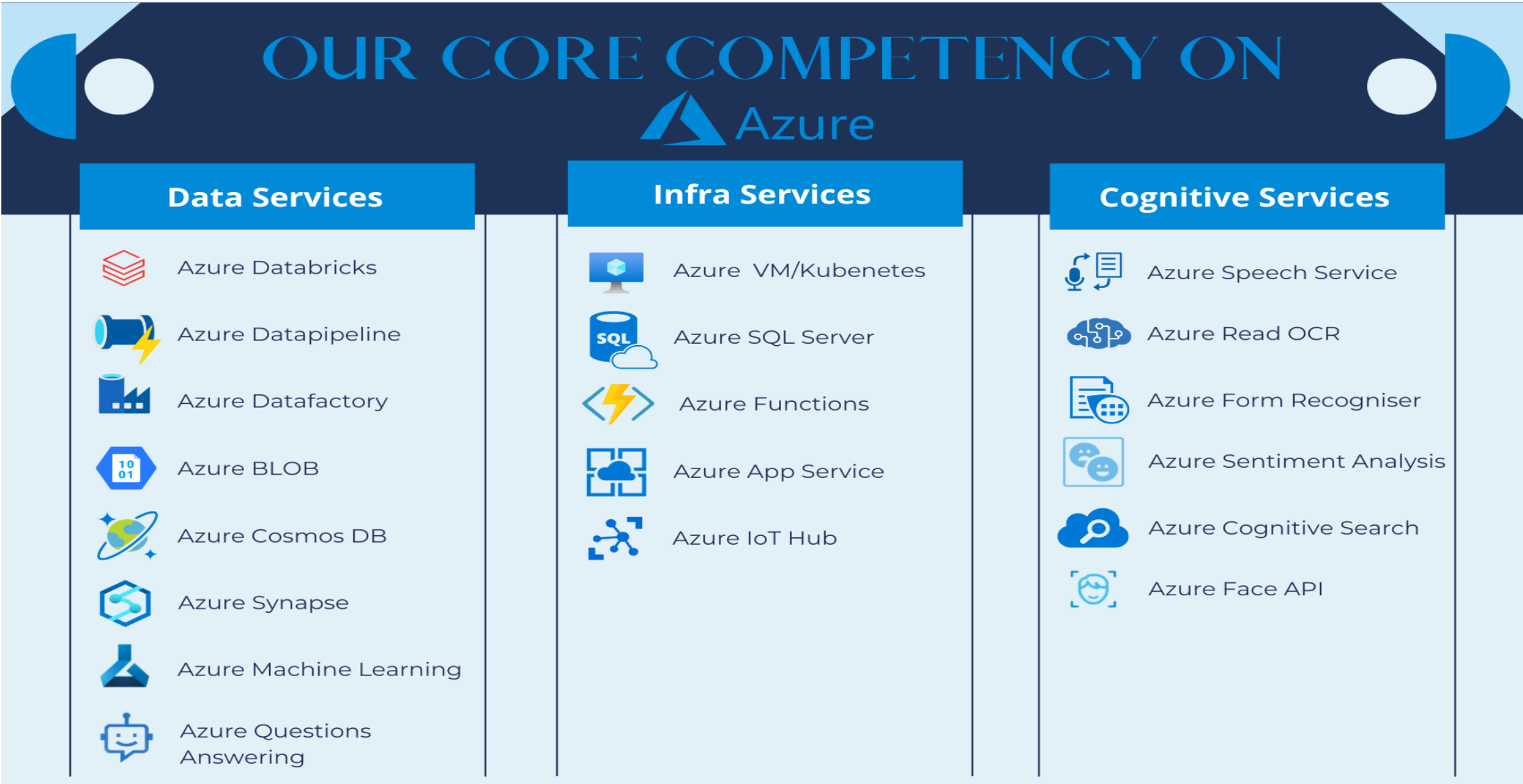
Image Search and Vice Versa

Chatbot is used to generate data from the knowledge base present on the website for the image provided. In case of text it will share the image associated with it.

Conversation AI using GPT for a Health Insurance Company

We have used OpenAI as a core NLP technique to run behind Cognitive Speech Services which fetches information from the Website of the Health Insurance company and provide the information as a voice note

Microsoft
Azure
Competencies



BFSI Customers adopting
our AI Solutions – 10

AI Engagements – 100+

AI Focused Engineers with
Doctorate Degree – 15

NASSCOM Identified
DeepTech Startup

DocAI
Use
Cases

AI-KYC –
Onboarding of
Customers at Bank
using KYC
Documents

OCR of Bank
Cheques and
Account
Statements

Trade Finance
Documents OCR
and **LLM**

OCR of Invoices
and Receipts

Signature/Stamp
Detection and
Validation

OCR of
Unstructured
Documents using
LLM and GenAI

CCAI
Use
Cases

**ChatGPT and
Azure-OpenAI**

Automatic Speech
Recognition in
integration with
IVR

Conversational AI
and Smart
VoiceBots

NLP Based NER,
Sentiment
Analytics and
Recommendation
Engine

Call Center
Analytics with
Analytics and
Protocol
Adherence

Some Customers



Contact for Demo

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