



Proposal for a Dedicated AI Customer Support System

Focused on Safety, Accuracy, and Consistency

1. Key Benefits

1) Improved Operational Efficiency

- Automates responses to repetitive inquiries
- Allows staff to focus on decision-making tasks
- Reduces the burden of training and handovers

2) Prevention of Missed Opportunities

- Enables 24/7 automated customer support

3) Efficient Operation with a Small Team

- Maintains high-quality responses even with limited staff

2. Design to Minimize Incorrect Responses

1) Controlled Response Scope

- Answers are strictly limited to your internal knowledge base

2) Safe Automation Controls

- Automatically switches between auto-reply and approval-required based on similarity scores
- Pre-send review prevents incorrect or unintended replies

3. Data Governance and Security

1) Information Management

- Full control over what data the AI can access
- Customer data and response logs are managed in a dedicated environment

2) Minimal External Data Transmission

- Only essential data is sent to OpenAI

4. AI Learns Your Company's Decision Standards

1) Standardized Decision-Making

- Approval workflows allow AI to learn company rules
- Eliminates variation in response quality among staff
- Maintains a consistent brand tone

5. Multi-Channel Integration

1) Unified Channel Management

- Centralized handling of Email, LINE, and Web chat

2) Dynamic Responses

- API integration enables real-time answers for inventory, availability, and delivery times

6. Implementation Process (As Fast as One Day)

1) Initial Consultation

- Define scope and operational rules (approx. 30 minutes)

2) Knowledge Setup

- Automatic ingestion from websites, PDFs, and FAQs

3) Initial Configuration

- Set auto-reply conditions and approval workflows

4) Go Live

- AI operations can be gradually expanded

TuneAIBot is a dedicated AI platform for enterprises that improves operational efficiency and customer satisfaction while minimizing the risk of incorrect responses.

tuneAIBot.com / info@tuneaiobot.com