# Lumina - The Future of Intelligent Conversations

**Powered by Cutting Edge AI & Modular Design**

Hi!
How can I help you?

## Key Features

- ✓ **Context aware responses** – Understands user intent, chat history, senses emotions and initiates support proactively in real time i.e., seamless connect with a live Subject matter expert via Teams.
- ✓ **Plug & Play Framework** – Modular design for quick deployment across use cases.
- ✓ **Scalability & Multi-Platform Support** – Works across websites, apps, integration with APIs, Supports high-volume, real-time conversations without delays, Multi modal interaction.
- ✓ **Analytics & Continuous Improvement** – Tracks performance metrics, Uses feedback loops for self-improvement.

## Use cases Implemented

- ▪ **Website & Knowledge Base Chat including Website –** Visitors get instant AI powered answers and if they need deeper help or if the bot senses dissatisfaction from AI responses, the bot seamlessly connects them to a live expert without leaving the chat. No dead-ends, just resolutions.

- ▪ **Sales Order Automation –** Upload a purchase order, and the chatbot **generates a sales order in Oracle EBS**—cutting manual work and errors.

- ▪ **Product Support Expert –** Trained on **Oracle JDE & other product manuals**, it helps users troubleshoot issues or guide them through processes thereby reducing support tickets.

- ▪ **Policy Assistant –** Employees get **instant, accurate answers** from manuals that run into 100s of pages. No more digging through documents or waiting for email replies.

> **Tech stack – Open source platform & Oracle digital assistant incl Oracle 23 AI**

*Ready to Transform Your Business with AI -* <u>**Connect with our SME**</u>