



Introducing:

SUPPORT GENIE AI

Technical Documentation

Enterprise-grade customer support solution that delivers intelligent, context-aware responses 24/7. Automate support with AI agents that understand context and maintain conversation history.

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Overview

About the Solution

Support Genie AI is an enterprise-grade conversational AI platform, powered by multiple role-based AI agents, and designed to transform customer support operations by automating query resolution across text, images, and data formats.

The system is supported by Google Gemini AI and ChromaDB vector database with Sentence Transformers, the platform goes beyond traditional support systems by understanding query intent, maintaining full conversation context, and delivering accurate responses instantly – 24/7 without human intervention.



Business Problem / Challenges

Traditional customer support systems struggle to handle high volumes of complex queries, leading to long wait times, inconsistent responses, and poor customer satisfaction:

Customers wait minutes to hours for responses, leading to frustration and abandonment

Large support teams required to handle high query volumes result in significant operational costs

Support teams unavailable outside business hours create critical gaps in customer service

Human agents provide varying quality responses based on experience and training levels



Key Capabilities

Automatically identifies user intent from customer queries using advanced NLP

Maintains conversation context for natural, flowing multi-turn dialogues

ChromaDB-powered semantic search for instant knowledge retrieval and verification of dispatched and received quantities.

Extracts key entities like order numbers, dates, and customer information and logs with visual evidence.

Supports Gemini and other LLM providers for flexibility

Seamless escalation with full context when complex issues arise



Value Proposition

01

Cost Reduction:
70% reduction in
support operations
costs through
automated query
resolution

02

Response Time:
Under 2 seconds
response time
compared to
minutes or hours
of wait time.

03

Availability : 24/7
round-the-clock
support without
human
intervention

04

Scalability : 10x
scalability handle
thousands of
concurrent
conversations
simultaneously

05

Customer
Satisfaction: 95%
CSAT scores through
consistent, accurate,
context-aware
responses

Scan To Try:



Primary Tools & Technologies

01

AI Models

Google Gemini AI with Sentence Transformers for intent classification and context-aware responses.

02

Backend APIs

Python and Flask with RESTful services and Pandas for data processing and query handling.

03

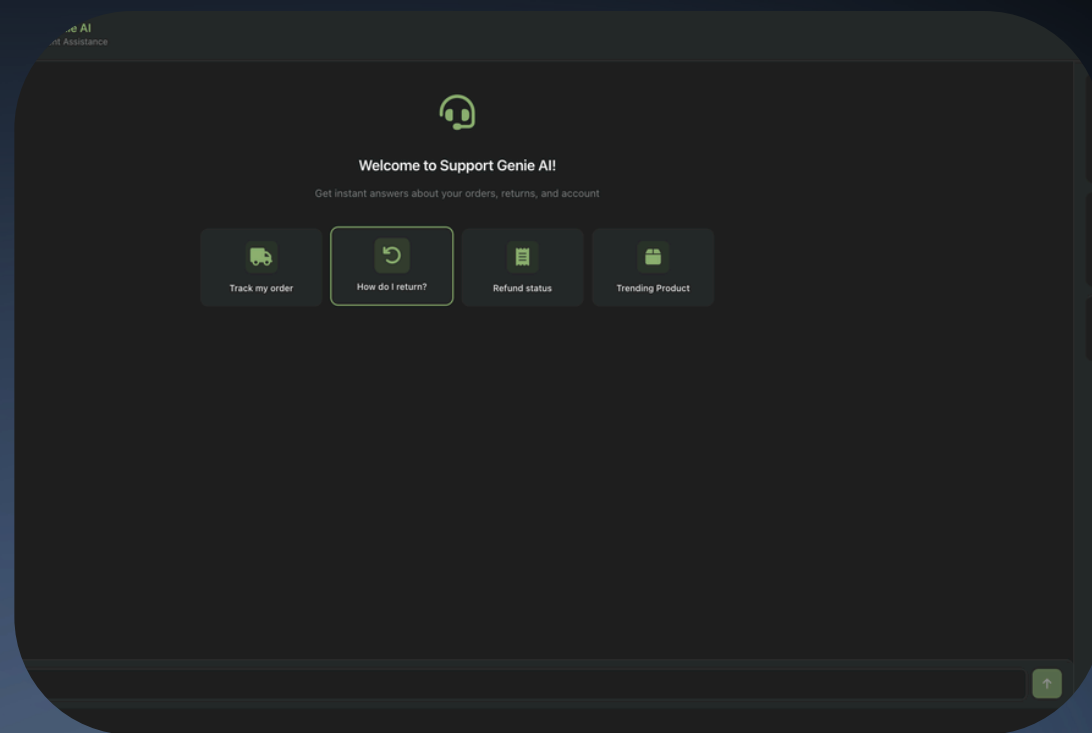
Database

ChromaDB vector database with semantic embeddings for instant knowledge retrieval.

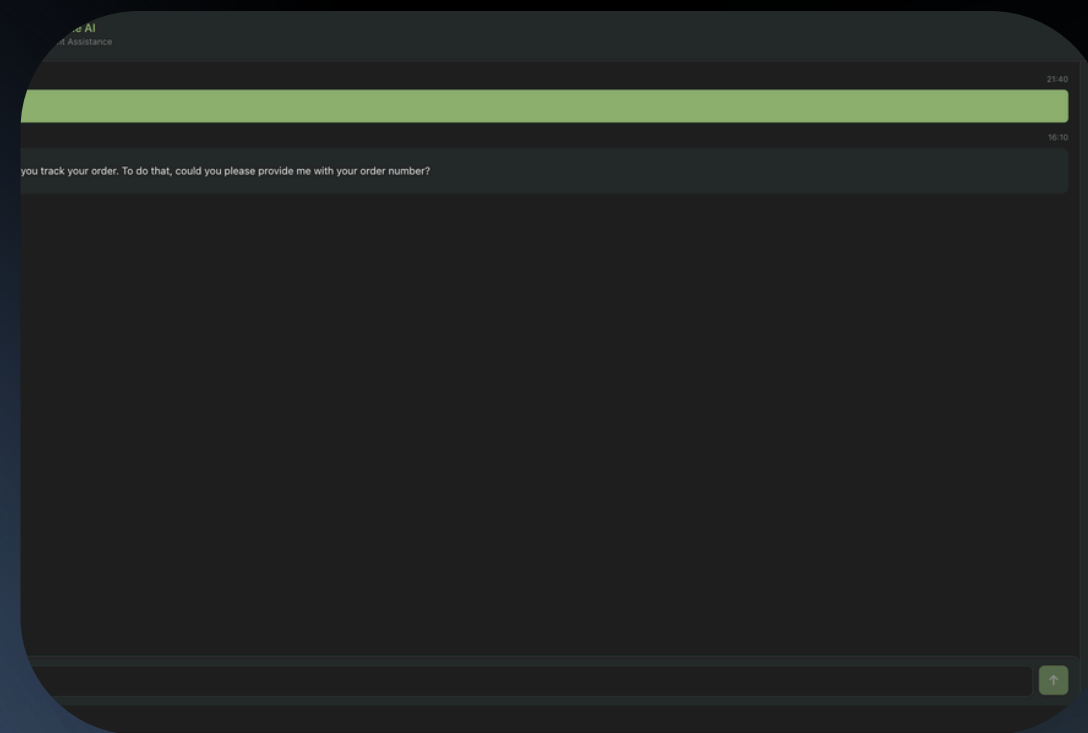


Solution Glimpses

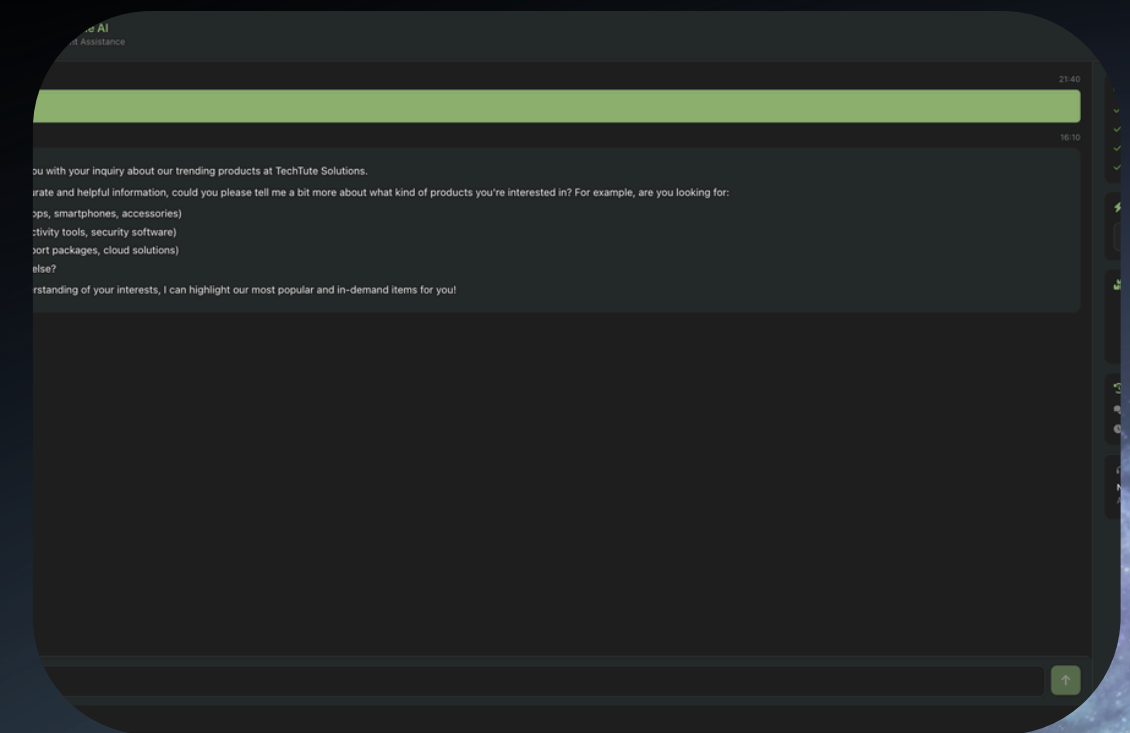
Dashboard



Order Tracking



Information



Watch the full video on [Vimeo.com](https://vimeo.com) or scan here to watch:



Request a **Demo**

If you find this solution relevant to your use case, please feel free to try this prototype or request a custom demo.



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