

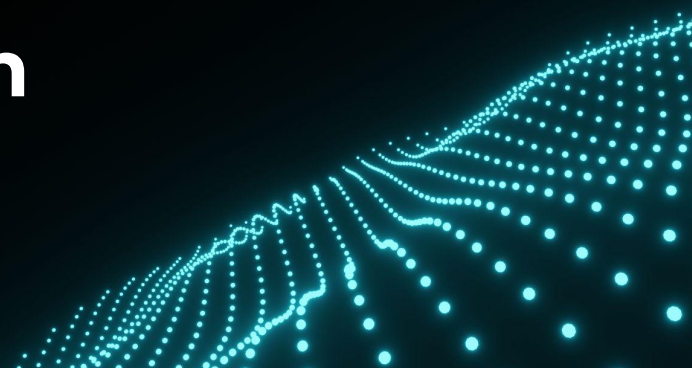
Empowering Businesses with Generative AI

By Amity Solutions



Generative AI x Design Thinking Workshop (3 hours)

- Introduction to Generative AI**
- Ideation Workshop**
- Prioritization Workshop**
- Summary and Conclusion**



AMITY SOLUTIONS

ABOUT US

“Amity Solutions leads in providing custom Generative AI applications and AI agents in Thailand.”

Founded in
2012
as eko

Mid 2020
Acquired ConvoLab
 convolab

Jan 2021, Launched
 amity social cloud

Jan 2024
Acquired True Voice
 TrueVoice

In 2023, split into two sister companies
 amity |  amity solutions
each responsible for different products.



250+
Staffs


30+
Nationalities

4
Offices

 
Miami London




 
Milan Bangkok



  Focus on Global Business



 **Proven track record of building global SaaS companies & products**

(Amity Technology Holdings Ltd)


Amity is the World's No.1 provider of SDK/APIs for in-app social networks. We power custom social networks for many of the world's leading brands.


 

  Focus on Thai & SEA centric Businesses


Amity Solutions “AI Core Unit”

 amity bots plus


Amity Bots Plus offers powerful tools for AI agent automation, including data connection, workflow design, content management, channel selection, and detailed performance analytics. It now includes GPT-Powered services.

 amity bots


#1 Chatbot service in Thailand for enterprises. Amity Bots powers omni-channel customer and internal-facing chatbots. Acquisition of a voicebot business enhances the product for voice support.

 amity voice

Amity Voice allows clients to implement voice-bot solutions, either separately, or on top of, our Amity Bot solutions. Amity Voice services are primarily focused on Thailand.

 eko

Eko offers custom enterprise applications for internal process automation and workflow management. By working with ASAP, Eko is enhancing its offerings to serve as a key interface for AI assistants and applications connecting with internal teams.

We are a proud distributor of  amity social cloud

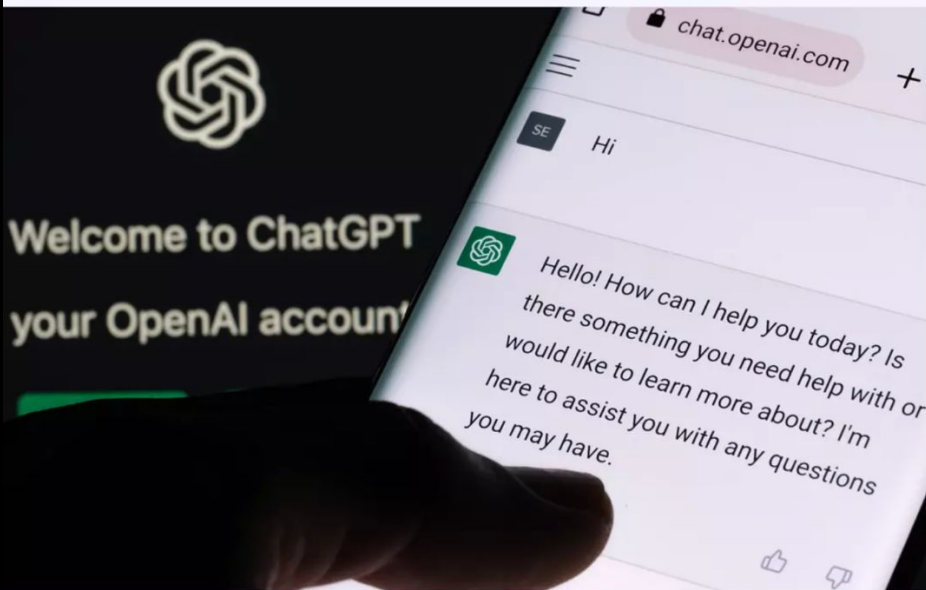
Trusted by top enterprises in Thailand





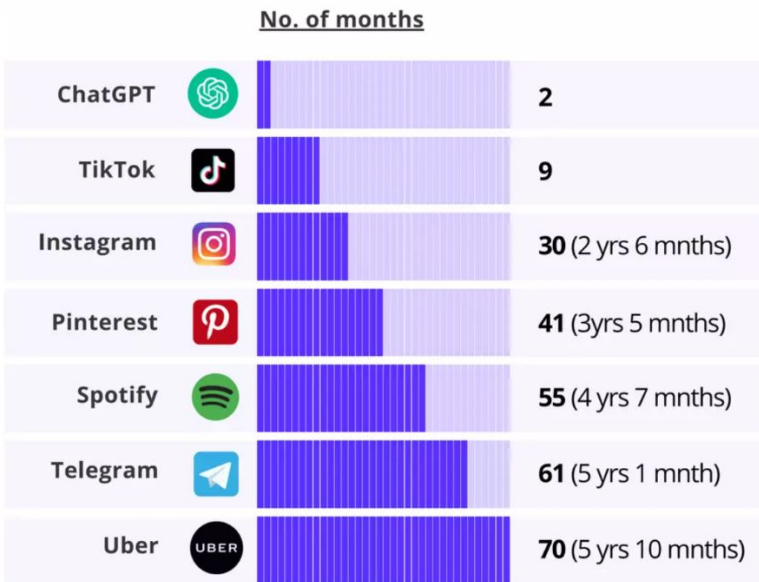
ChatGPT – The Big Bang Moment for Gen AI

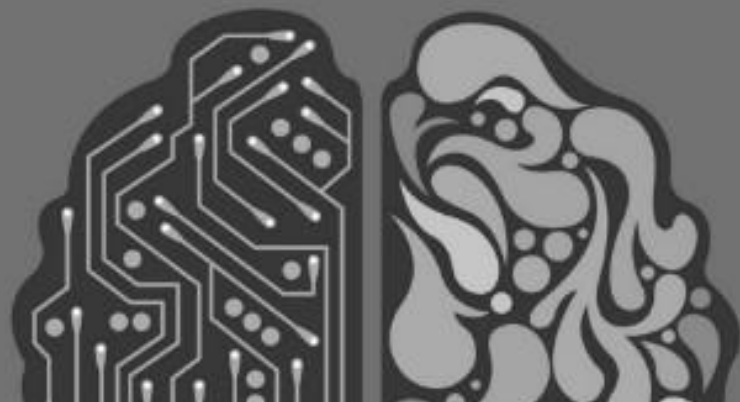
ChatGPT's explosive global popularity became an inflexion point for AI's public adoption.



ZOOMING AHEAD

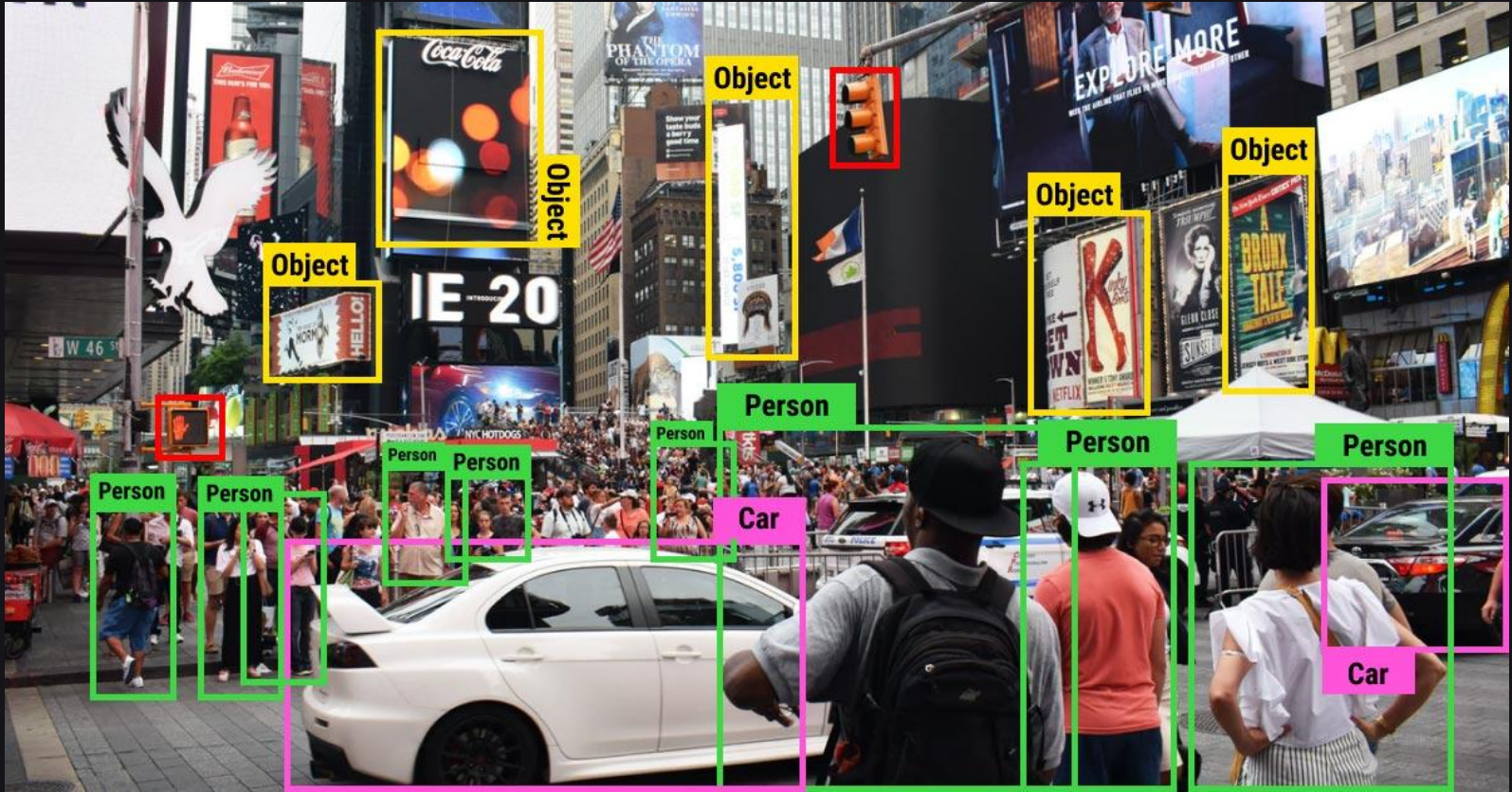
Time to reach **100 million** monthly active users





CLASSIFY VS GENERATE







shutterstock .ai

AI-Generated Image

Chat - GPT

Generative = Generate

Chat - GPT

Generative = Generate

Pretrained = Already trained

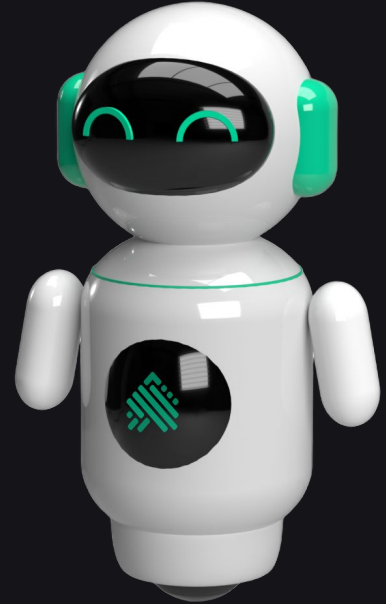
Chat - GPT

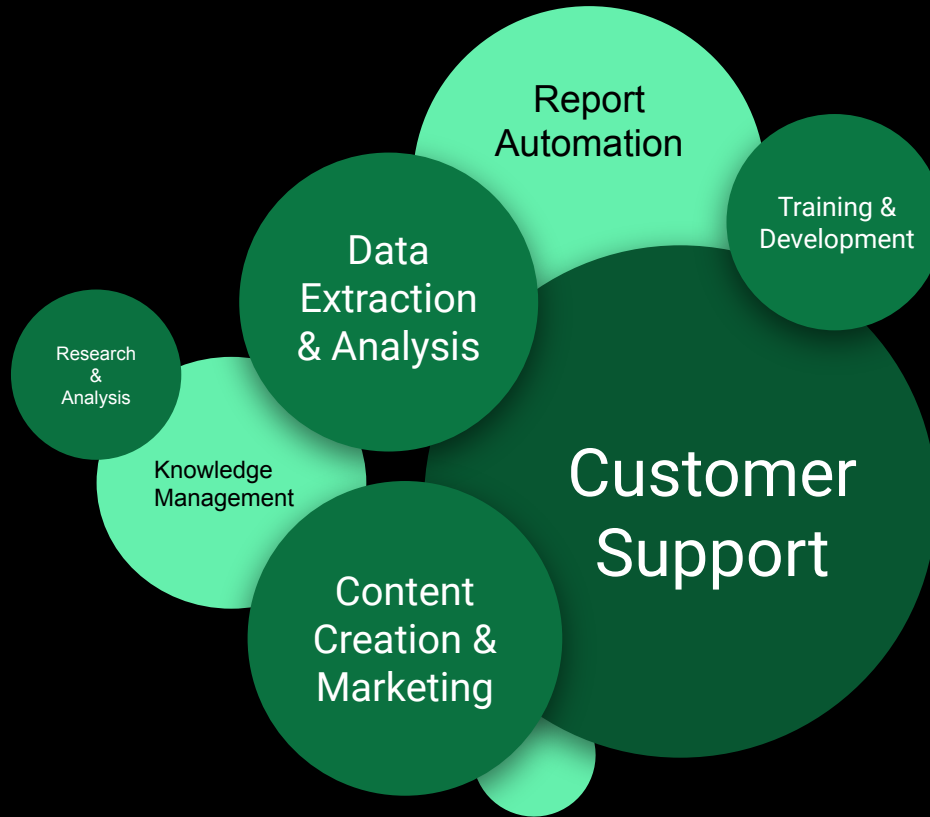
Generative = Generate

Pretrained = Already trained

Transformer = AI Model

Generative AI For Business





Content Creation & Marketing

How to create in-app communities in Android Apps



Italo Orihuela · [Follow](#)

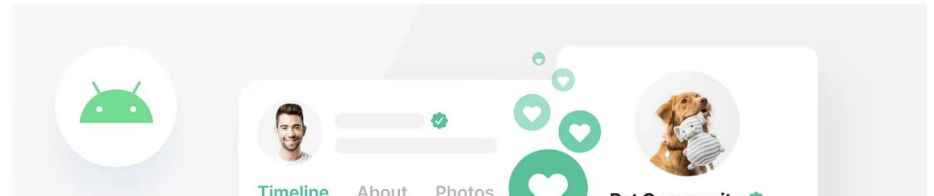
Published in Amity Developers · 3 min read · Aug 19



14



Creating a private community on Android is a breeze with the Amity SDK. This robust tool empowers developers to build and tailor their own communities, packed with a plethora of features and settings. In this tutorial, we will walk you through the process of creating a private community using the Amity SDK. We will delve into everything from setting the display name and description to configuring post settings and adding custom fields.





I want to create a marketing most promoting "Black Code" perfume that targets classy men. Help generate graphic of fancy night red-carpet event of this vibe, with some caption about the perfume



DALL-E 3

Created 2 images



Here are two marketing visuals for the "Black Code" perfume:

1. A photo capturing the essence of a luxurious red-carpet event under a starry night sky. Elegant attendees walk the carpet, illuminated by photographers' flashing lights. The sleek "Black Code" bottle stands prominently in the foreground, accompanied by the caption: "Black Code - Elegance in Every Scent."
2. An illustration depicting a sophisticated red-carpet entrance, bathed in the light of glamorous chandeliers. A group of well-dressed men converse and pose, exuding charm and luxury. A regal display showcases the "Black Code" perfume bottle, with the caption: "Dive into the world of Black Code - Where Class Meets Fragrance."

13:41

5G 85%



EV Plaza

2d · 🌐



มิติใหม่รถสามล้อพ่วงข้าง หรือชาเล้ง เวอร์ชันพลังงานไฟฟ้า มีทะเบียนพร้อม พรบ.ฯ โดย T-mobile ร้านรับผลิตรถพลังงานไฟฟ้ามากแบบที่สุด

รองรับ 3 ที่นั่ง รวมคนขับ ให้ความเร็ว 80 กิโลเมตรต่อชั่วโมง ระยะทาง 100 กิโลเมตรต่อชาร์จ โฟนขนาด 220v รองรับปลั๊กสามทาง สามารถติดตั้งประตู แอร์ และหลังคาโซล่าเซลล์ได้

สนใจติดต่อได้ที่เฟสบุ๊ค Ev Station Thailand <https://www.facebook.com/profile.php?id=100057155601603>

#รถสามล้อไฟฟ้า #รถดัดแปลง #EVconversion



มิติใหม่รถสามล้อพ่วงข้าง “ชาเล้งไฟฟ้า”

569

20 comments 70 shares



Like



Comment



Share

TECHSAUCE
TECHSAUCE.CO

NEWS 4 NOV 2023

เงินซื้อความสุขไม่ได้ ?
เศรษฐีสิงคโปร์ร้องท่าย ‘รวยแต่ไม่สุข’
ส่วนไทยคว่ำที่ 1 รวยและสุขที่สุด



Analyse the impact of FED increasing interest rate toward stock market and value of dollars in relations to the recent economic and financial news



Finished browsing



The Federal Reserve (Fed) has a profound impact on the U.S. economy, and its decisions regarding interest rates are closely watched by financial markets. Here's an analysis of the implications of the Fed's recent actions and statements regarding interest rates on the stock market and the value of the dollar, along with the contextual backdrop of economic and financial news:

1. **Anticipated Interest Rate Hike:**

The Fed has signaled a possible hike in the benchmark overnight interest rate to a peak range of 5.50%-5.75% within the year, according to its updated quarterly projections¹. This is in line with its goals to manage inflation, which it aims to keep around 2%².

2. **Current Economic Resilience:**

Despite various economic challenges, the resilience of the U.S. economy has led to considerations of further increasing borrowing rates³. The Fed recently revised its economic growth forecast to 2.1% for the year, a significant upward adjustment from earlier projections⁴.

3. **Impact on the Stock Market:**

Interest rate hikes generally lead to lower stock prices as borrowing costs increase for

Research & Analysis

Training & Development

QA Wizard Jest Exam #2 ☆ 📄 ☁

File Edit View Insert Format Tools Extensions Help

🔍 ↶ ↷ 🖨️ ↵ 100% Normal text Arial 11 B I U A 📄 📄 📄 📄 📄 📄 📄

1 2 3 4 5 6 7

☰

Section A: HTTP and REST Technical Best practices (10 questions)

1. Which HTTP method is used to retrieve a resource from a REST API?
A) QUERY
B) GET
C) READ
D) RETRIEVE
E) More than 1 correct answers
2. Which of the following HTTP status codes is potentially retryable?
A) 200
B) 201
C) 204
D) 400
E) 500
3. What should the HTTP status code be for a POST request that successfully creates a new resource?
A) 200
B) 201
C) 202
D) 204
E) 400
4. Which HTTP header is used to pass authentication tokens/keys?
A) Authentication
B) Auth-Token
C) Authorization
D) Access-Control
E) API-Key
5. Which HTTP method would be used to update or modify an existing resource?

Cloud Cost Trends by Region



AWS spend by Region - Cost by Region ...
Spreadsheet

What's the cloud cost trend in each region



First, I will analyze the data in the uploaded CSV file to understand its structure. Then, I'll proceed to analyze the cloud cost trends by region. Let's start by reading the contents of the file.

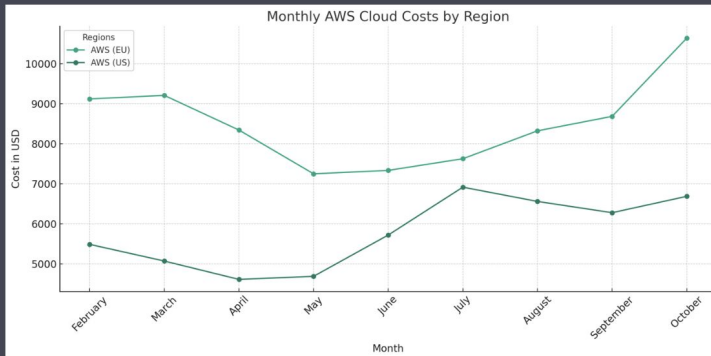


Finished working Show work ▾

The dataset seems to contain monthly cloud spending data for AWS in the EU and US regions, as well as some percentage values possibly related to the proportion of total revenue or expenses. The data spans several months, from February to October.

To analyze the cloud cost trends, we'll focus on the actual cost figures for each region, ignoring the percentage rows. We'll then visualize the trend of spending over the months provided. Let's proceed with this analysis.

Finished working Show work ▾



The graph illustrates the monthly AWS cloud costs for the EU and US regions. Here are some observations based on the graph:

Regenerate

Report Automation

Customer Support

RD_POC

Session ID: 60a9ed6c-5107-482c-9a3e-3b2a4837127e

New Session

Edit Assistant

สวัสดีค่ะ!



Send



Knowledge Management

Manage Knowledge by adding files into Knowledge Base

+ Add new knowledge base

Search

Search

HR EN TH

Semantic Search



Community Base

Last updated: 22/11/2023 23:32



HR

Last updated: 24/10/2023 15:35



Prompt Learnings

Last updated: 24/10/2023 12:39



GDPR KM

Last updated: 24/10/2023 12:39



Prompt Creation KM

Last updated: 24/10/2023 12:39



Upload files to this knowledge base

Files uploaded to knowledge base can be learned by the assistant
.pdf, .csv, .docx, .xlsx, .pptx, .rtf, .xml, .html - Max file size 100MB

Upload files

Files

Name	Size	File Ty...	Upload Time		
insurance.pdf	840 kB	pdf	24/10/2023, 1...		
File Encryption Policy.pdf	19.6 kB	pdf	24/10/2023, 1...		
Travel Policy.pdf	21.8 kB	pdf	24/10/2023, 1...		
Global Hybrid Working.pdf	55 kB	pdf	24/10/2023, 1...		

Data Extraction & Analysis

User: Hi, need to reschedule my flight AA1234.

Agent: Hello! I can help with that. Could you please provide your booking reference?

User: It's XY123Z45. Wanna shift to the 15th next month.

Agent: Thanks for the info. Just so you know, changing your booking will cost \$30. Still want to go ahead?

User: Hmm, wasn't expecting a fee. Can you waive it?

Agent: I understand. Let me see what I can do. One moment, please.

Agent: Appreciate your patience. Good news - I can waive the fee this one time. I've changed your flight to the 15th of next month. You'll get a new itinerary email soon. Anything else you need?

User: Awesome, thanks! I'm good now.

Agent: Great! If you need anything else, just let us know. Safe travels!

User: Will do. Bye!

Data Extraction & Analysis

Service Insight:

- **Case Category: Flight Change**
- **Sentiment: Positive**
- **Resolved: True**
- **Summary: The user initiates a flight rescheduling and learns of a \$30 fee. Upon their hesitation, the agent, as a one-time courtesy, waives the fee. The flight is rescheduled, and the user receives confirmation.**
- **Recommendation: The agent handled the situation well by waiving the fee for the user. However, it would be beneficial to have a clear policy or guideline regarding waiving fees for certain situations to provide consistent service to all customers.**

Product Insight:

- **Products: AA1234 (flight number)**
- **Sentiment: Neutral**
- **Comment: The user wants to reschedule the flight, suggesting that there may be a need for flexibility in flight booking.**

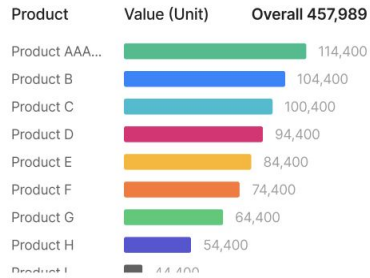
Data Extraction & Analysis

User Insight

Product Service Competitor

Custom Last 24H 7D : 25 Sep 23, 00:00 - 2 Oct 23, 14:00 30D 3M 6M

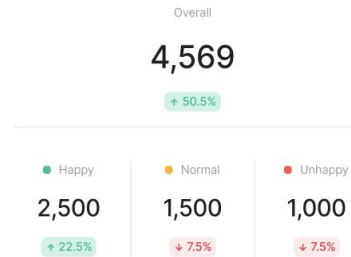
Mention Results



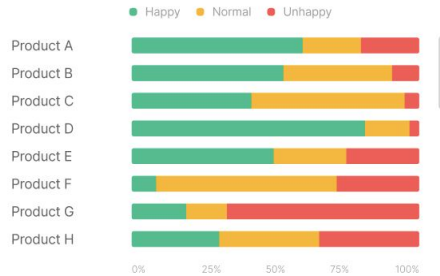
Product Mention



Total Sentiment



Sentiment



Insight : Product A

Happy Summary

- Users from various backgrounds express overwhelming satisfaction.
- Efficiency, accuracy, and personalized responses receive high praise.
- Chatbot's natural language processing is exceptional.
- It's seen as a valuable 24/7 virtual assistant.

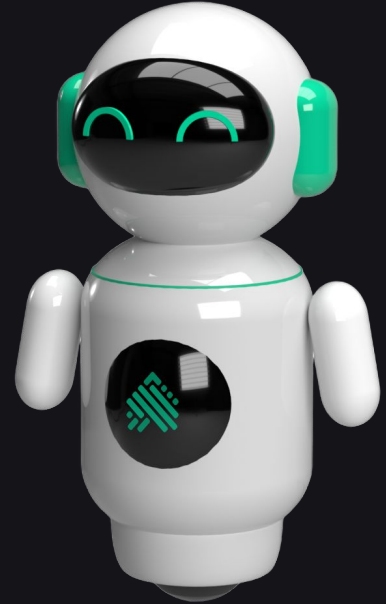
Unhappy Summary

- Users across different profiles express dissatisfaction.
- Inefficiency and inaccuracy are common concerns.
- Many report generic or irrelevant responses.
- Misunderstandings and repetition frustrate users.
- Negative impact, such as

Comment

- I can't believe how incredibly helpful this chatbot is! It answered all my questions, and the natural language processing is top-notch. It's like having a friendly and knowledgeable assistant available 24/7. This chatbot has made my

Generative AI Demo



Report Automation



Add anything

Drop any file here to add it to the conversation

Read a file
Upload a document or image to read

Help me cook
Upload a recipe to get a shopping list

Code up with concepts
Upload a document to generate code

Write a couple travel plan
Upload a document to generate a plan

Upload a document to read



- Chats
- People
- Forms
- Assistants
- Library
- Card
- Workflow
- Discover
- Fixed
- Portal
- Calendar
- Hidden
- Tasks
- Admin
- eps

hahahahahaha

Search chats or messages

Say hi! 2 People are online

AI Assistant
Powered by Chat GPT

Local Bot 5 minutes ago
Touchapon: Touchapon created topic Sales Data Analysis

Leader Bot 2 hours ago
Sales Data
Lotus Bot: เพื่อตรวจสอบยอดขา...

AI Assistant 3 hours ago
AI Assistant: การจัดการข้อมูลหลัก (Master Data Management)

Data Bot 9 hours ago
Hello new topic
No messages yet

Local Bot

Chat **Topics**

Create a new topic Active Topics

Sales Data Analysis 5 minutes ago 1
No messages yet

Cloud Cost 43 minutes ago 2
Local Bot: ตามที่คุณร้องขอ ฉันจะจัดทำร...

Contact admin if you want a custom AI Assistant

New Session

Start of Conversation

How can I help you today?

- Setting up Project Managem...**
Trouble with new project tool setup. C...
- Technical Issue Troubleshooting**
Technical issue with software. Any trou...
- Analytics**
Please write a SWOT...
- Strategize your career growth with a fi...**
Outline career plan for next 5 years.

Type your message...

Send

Press Enter to Send

Content Creation

Content Research & Content Creation

hahahahahaha

Search chats or messages

Say hi! 2 People are online

AI Assistant
Powered by Chat GPT

Local Bot 6 seconds ago
Touchapon: Touchapon created topic Social Trend

Lotus Bot 4 days ago
Sales Data
Lotus Bot: เพื่อตรวจสอบยอดขา...

AI Assistant 4 days ago
AI Assistant: การจัดการข้อมูลหลัก (Master Data Management)

Data Bot 4 days ago
Hello new topic
No messages yet

Local Bot

Chat Topics

Create a new topic Active Topics

Social Trend 6 seconds ago 1
No messages yet

รายงานยอดขายประ... 15 hours ago 2
Local Bot: # Short Summary Message...

Sales Data Analysis 22 hours ago 2
Local Bot: เข้าใจครับ ผมได้ตั้งค่าให้สร้างร...

Monthly Sales Data 4 days ago 2
Local Bot: ได้ครับ ให้ผมตรวจสอบข้อมูล...

Competitor Research 4 days ago 2
Local Bot: Okay, let me research the lat...

Sales Data 4 days ago 2
Local Bot: ได้ค่ะ ฉันจะสร้างรายงานสรุปข้อ...

Content 5 days ago 2
Local Bot: Understood, let me research...

Reka 5 days ago 2
Local Bot: Okay, let me check for any r...

Cloud Cost 6 days ago 2
Local Bot: I'm checking your cloud cos...

New Session

Contact admin if you want a custom AI Assistant

Start of Conversation

How can I help you today?

- Product Launch Ideas**
Stuck on product launch ideas. N...
- Creative Ideas Request**
Generate creative ideas on yo...
- Setting up Project Management ...**
Trouble with new project tool setup. Can ...
- Proofreading Request**
Proofread and correct errors in the text. T...

Type your message...

Send

Press Enter to Send

Prompt Engineering Example: “Blog Post Generator”

You're a Content Writer at Centralworld, one of the largest department stores in Thailand. Your role is to constantly creates trendy, fun and useful blogs for your readers, which are users who visit Centralworld.

Context

Write a food-related blog post

Task

Guidelines:

- Content should be in trendy, playful tone with emojis
- Content should be no longer than 300 words long
- Content should try to relates the food story back to Centralworld
- Content must be in Thai language
- Generate 1 picture to go with the article

Guidelines

Context:

Available food stores:

ABC Cooking Studio

After You 3FL

Cafe BAGA

.....

Context

Examples Blogs:

Example A:

พี่ครับวันนี้พาน้องไปร้านกาแฟน้อยสิ อยากรู้นั่งร้านกาแฟหรู ๆ กาแฟอร่อย ๆ หอม ๆ เอาแบบที่มีเบเกอรี่ด้วยอะพี่ มีไหมร้านแบบนี้ พาไปหน่อยนะ เดี่ยวคราวหน้าน้องชายคนนี้เลี้ยงชาบูตอบแทน ด้วยความเป็นพี่สาวแสนดีก็ต้องพาไปละ แต่ต้องคิดก่อนว่าร้านไหนดี เพราะร้านกาแฟแบบหรูใจกลางกรุงเทพก็มีหลายร้านที่เดียว ไป ๆ มา ๆ ก็มาสรุปที่ร้าน PAUL เซ็นทรัลเวิลด์ เพราะจำได้ว่าร้านนี้กาแฟเข้มข้นมาก

pic

.....

Examples



TRUST

TRUST YOURSELF
EMBRACE YOUR INSTINCT
AND LIVE WITH NO REGRET



pretty asian woman dancing in the rain at outdoor nightclub laughing joyfully. open air club here is full of people dancing around her, amid colorful lights and bokeh effects, photo realistic, cinematic, movie still, summer vibes, captured in the style of Sony Alpha A7 III camera --ar 2:3 --s 500 --v 6.0

FAQ

Conversations

🔍 Search messages in realtime

📅 10-10-2023 00:00

📅 01-11-2023 00:00

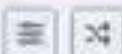
☰ ☒



Start	Customer	Channel	Duration	Status	🔖
📞 Tue, 10 October 2023 11:34:33	0900000000	KI	11 seconds	ended by user	🔖
📞 Tue, 10 October 2023 11:29:24	0900000000	KI	10 seconds	ended by user	🔖
📞 Tue, 10 October 2023 11:26:59	0900000000	KI	6 seconds	ended by user	🔖
📞 Tue, 10 October 2023 11:25:53	0900000000	KI	3 minutes 19 seconds	on call	🔖
📞 Tue, 10 October 2023 11:25:39	0900000000	KI	4 minutes 20 seconds	ended by system	🔖
📞 Tue, 10 October 2023 11:24:50	0900000000	KI	20 seconds	ended by user	🔖
📞 Tue, 10 October 2023 11:21:10	0900000000	KI	3 minutes 17 seconds	ended by system	🔖
📞 Tue, 10 October 2023 11:14:37	0900000000	KI	4 minutes 20 seconds	ended by system	🔖
📞 Tue, 10 October 2023 11:06:55	0900000000	KI	4 minutes 12 seconds	ended by system	🔖
📞 Tue, 10 October 2023 11:05:42	0900000000	KI	25 seconds	ended by user	🔖
📞 Tue, 10 October 2023 11:02:08	0900000000	KI	25 seconds	ended by user	🔖

Conversations

From: 03-11-2023 00:00

To: 04-11-2023 00:00



Start	Customer	Channel	Duration	Status	QC
 Fri, 03 November 2023 19:13:49	0800000000	104	1 minute 27 seconds	ended by system	
 Fri, 03 November 2023 19:13:03	0800000000	104	27 seconds	ended by user	
 Fri, 03 November 2023 19:12:14	0800000000	104	31 seconds	ended by user	
 Fri, 03 November 2023 19:11:10	0800000000	104	35 seconds	ended by user	
 Fri, 03 November 2023 19:09:12	0800000000	104	47 seconds	ended by user	
 Fri, 03 November 2023 19:07:24	0800000000	104	1 minute 35 seconds	ended by user	
 Fri, 03 November 2023 19:06:55	0800000000	105	10 seconds	ended by user	
 Fri, 03 November 2023 15:52:06	8001	101	2 minutes 20 seconds	ended by user	
 Fri, 03 November 2023 15:17:12	8001	103	42 seconds	ended by user	

Page size: 50

Showing 1 - 20 of 20



Image Analysis

Customer Support

amity solutions

คุยกับบอดนื่องจอยที่ True Digital Park



อยากรู้อะไรเกี่ยวกับที่นี่
ถามบอดนื่องจอยได้เลย!



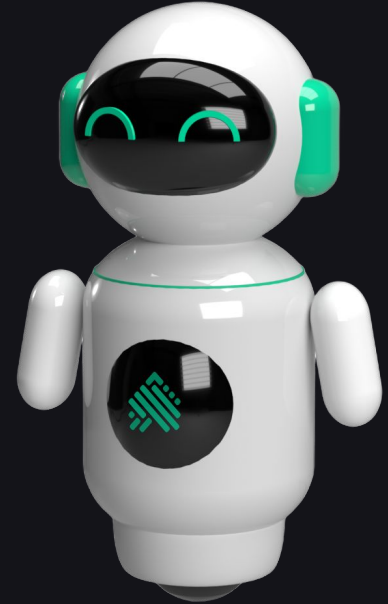
amity solutions

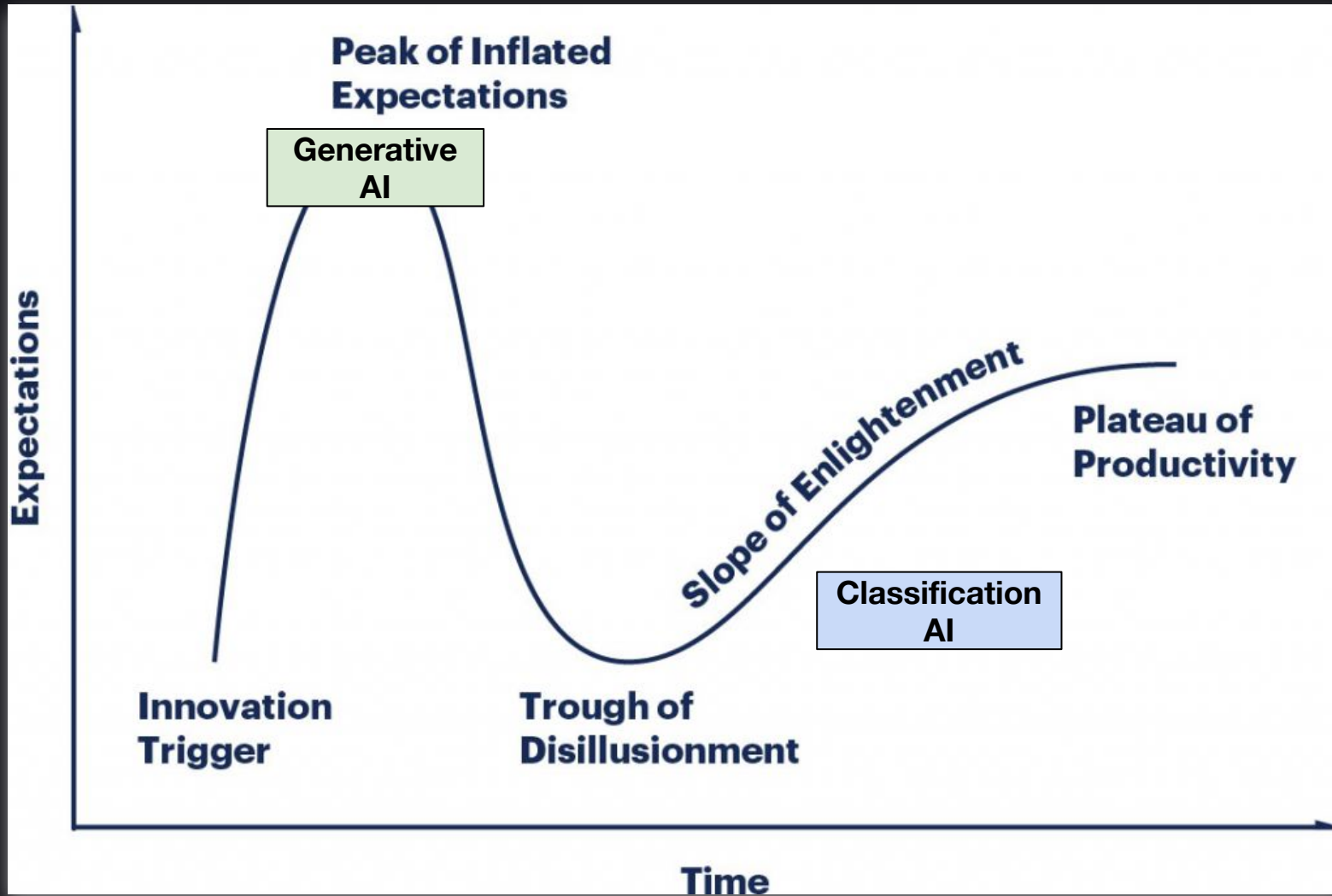


What If Your Receptionist
Was a Genius AI Bot?



Current Limitations





1. Hallucinations

- Giving false information
- Response sounds real



Any good tourist place around your hotel?

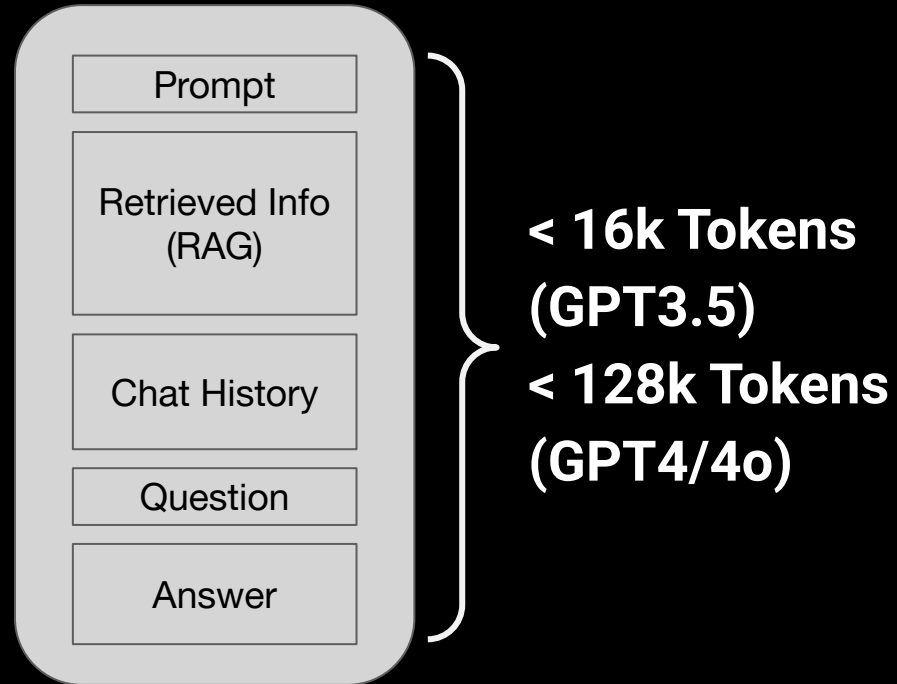


Absolutely, Mr. Kraisingkorn! We're conveniently located near several attractions. A popular choice is the Sunshine Art Gallery, just a 10-minute walk away, renowned for its contemporary collections. Additionally, the Historical City Park is a short 15-minute drive from us, perfect for a leisurely walk or a picnic. For a night of entertainment, the OceanView Theater is a 20-minute drive away, featuring various live performances. Let us know if you need any more recommendations or assistance with arranging visits.



2. Context Window

- Limited Historical Memory
- Less Accurate Info
- Less Space for Answer
- Higher response time
- Higher Hallucination



3. Calculations - GPT is NOT created to replace algorithms



โอเคครับ สรุปเป็น $43976.89 + 4411.48 + 1500 + 1000 =$

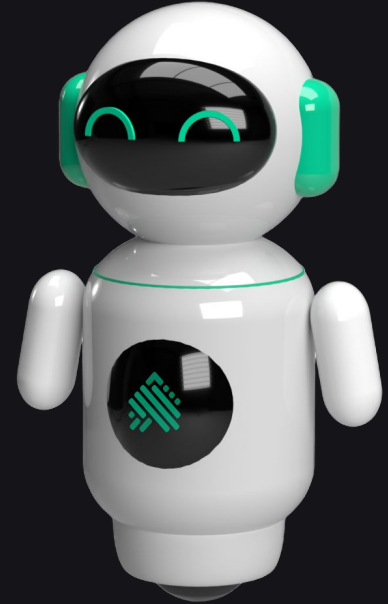


ผลรวมของจำนวนเงินทั้งหมดคือ 51,888.37 บาทครับ



Correct Answer: 50,888.37

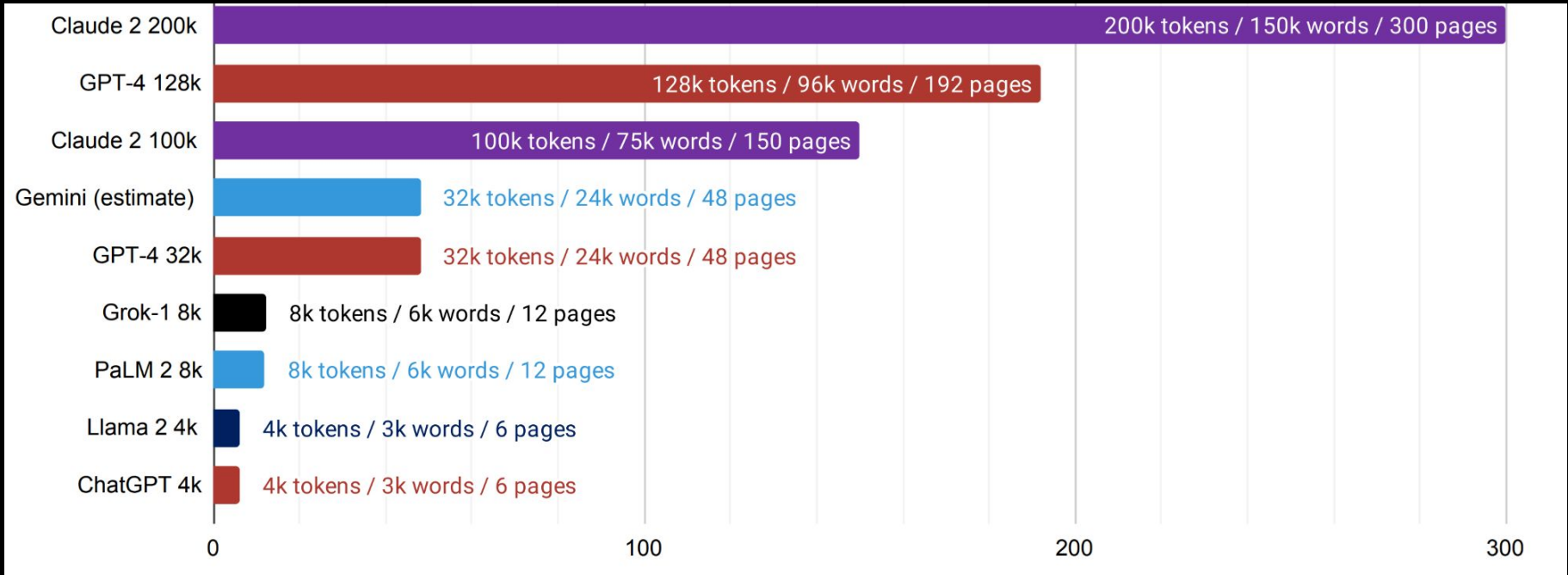
Generative AI 2024 Trend



A. Foundation Technology

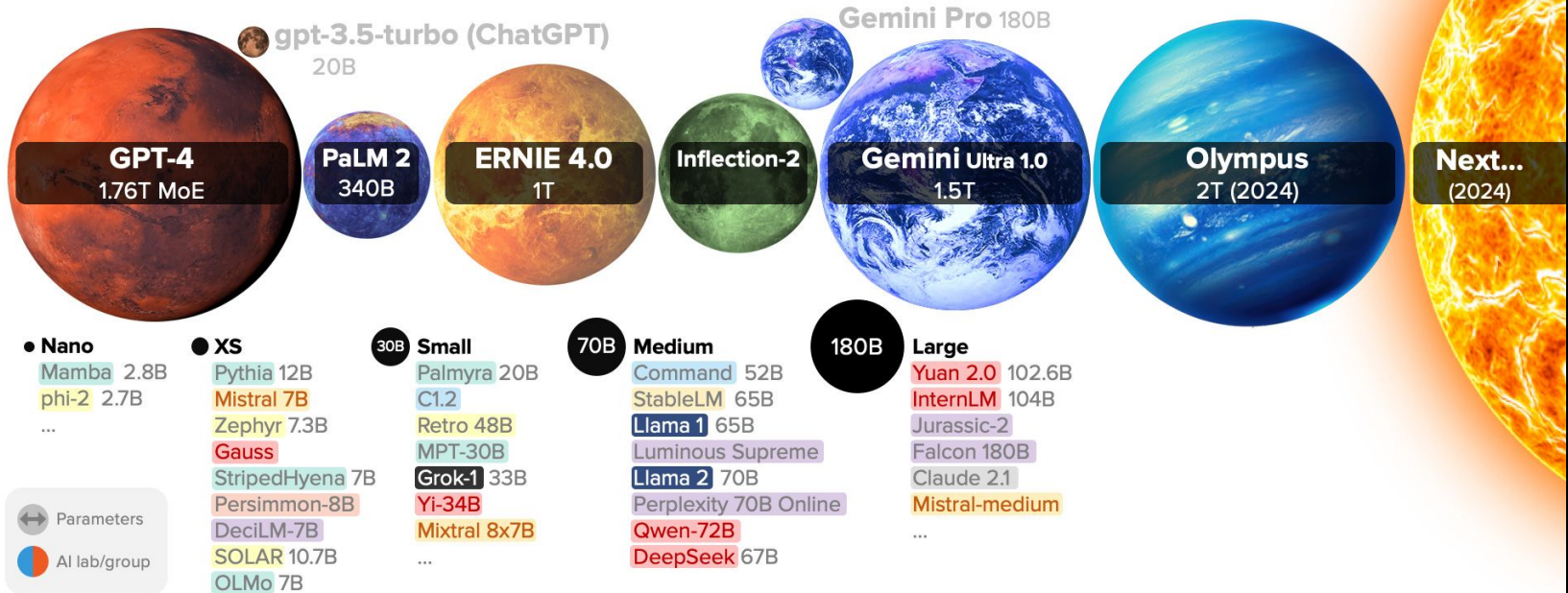


1. Speed Improvement & Larger Context



2. Small Language Model

LARGE LANGUAGE MODEL HIGHLIGHTS (FEB/2024)



Sizes linear to scale. Selected highlights only. All models are available. All models are Chinchilla-aligned (20:1 tokens:parameters) <https://lilearchitect.ai/chinchilla/> All 200+ models: <https://lilearchitect.ai/models-table/> Alan D. Thompson. 2023-2024.



3. Multimodal



I want to create a marketing most promoting "Black Code" perfume that targets classy men. Help generate graphic of fancy night red-carpet event of this vibe, with some caption about the perfume



DALL-E 3

Created 2 images



Here are two marketing visuals for the "Black Code" perfume:

1. A photo capturing the essence of a luxurious red-carpet event under a starry night sky. Elegant attendees walk the carpet, illuminated by photographers' flashing lights. The sleek "Black Code" bottle stands prominently in the foreground, accompanied by the caption: "Black Code - Elegance in Every Scent."
2. An illustration depicting a sophisticated red-carpet entrance, bathed in the light of glamorous chandeliers. A group of well-dressed men converse and pose, exuding charm and luxury. A regal display showcases the "Black Code" perfume bottle, with the caption: "Dive into the world of Black Code - Where Class Meets Fragrance."

“A stylish woman walks down a Tokyo street filled with warm glowing neon and animated city signage. She wears a black leather jacket, a long red dress, and black boots, and carries a black purse. She wears sunglasses and red lipstick. She walks confidently and casually. The street is damp and reflective, creating a mirror effect of the colorful lights. Many pedestrians walk about.”

“A stylish woman walks down a Tokyo street filled with warm glowing neon and animated city signage. She wears a black leather jacket, a long red dress, and black boots, and carries a black purse. She wears sunglasses and red lipstick. She walks confidently and casually. The street is damp and reflective, creating a mirror effect of the colorful lights. Many pedestrians walk about.”



“Beautiful, snowy Tokyo city is bustling. The camera moves through the bustling city street, following several people enjoying the beautiful snowy weather and shopping at nearby stalls. Gorgeous sakura petals are flying through the wind along with snowflakes. more”



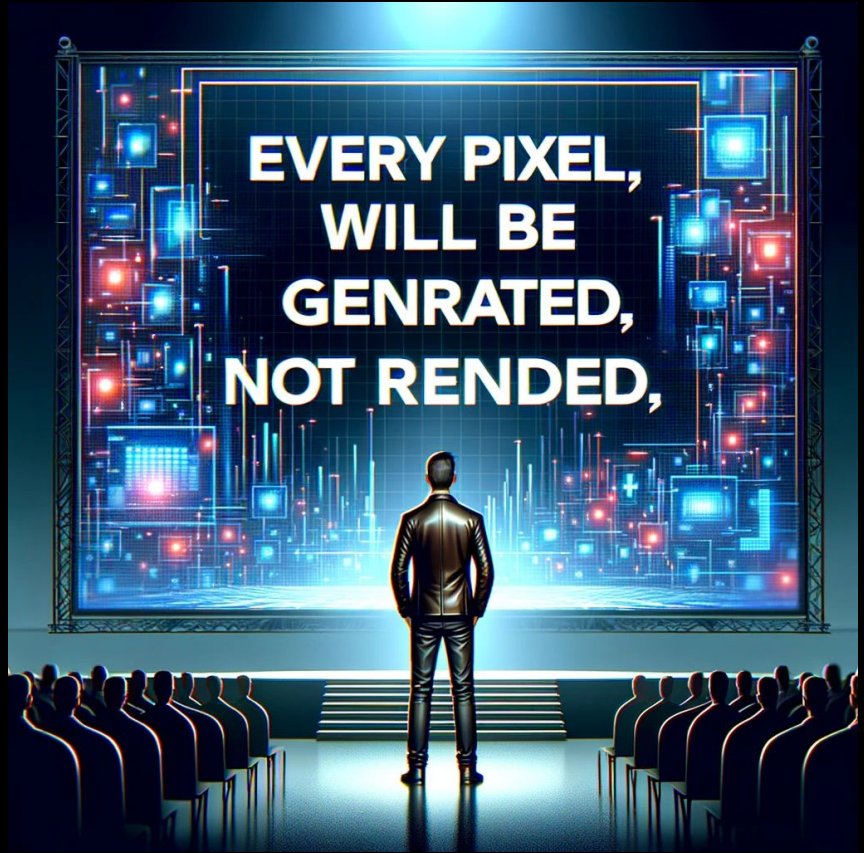
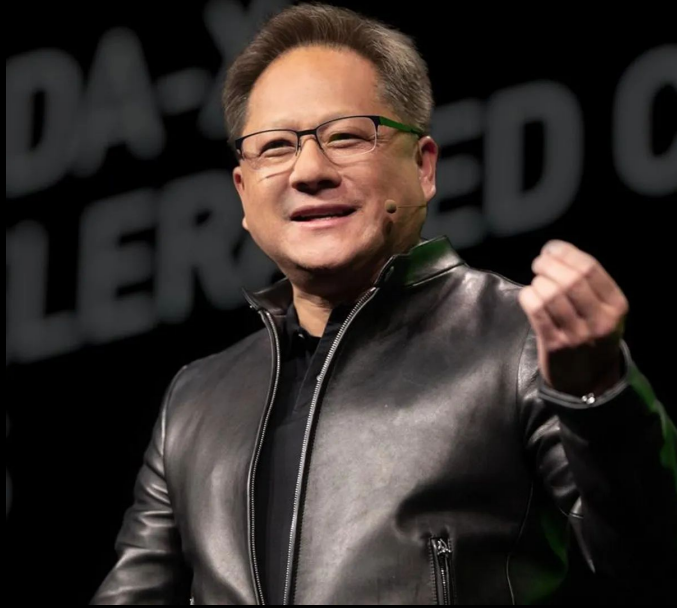
“Beautiful, snowy Tokyo city is bustling. The camera moves through the bustling city street, following several people enjoying the beautiful snowy weather and shopping at nearby stalls. Gorgeous sakura petals are flying through the wind along with snowflakes. more”

“A movie trailer featuring
the adventures of the 30
year old space man wearing
a red wool knitted
motorcycle helmet, blue
sky, salt desert, cinematic
style, shot on 35mm film,
vivid colors.
more”

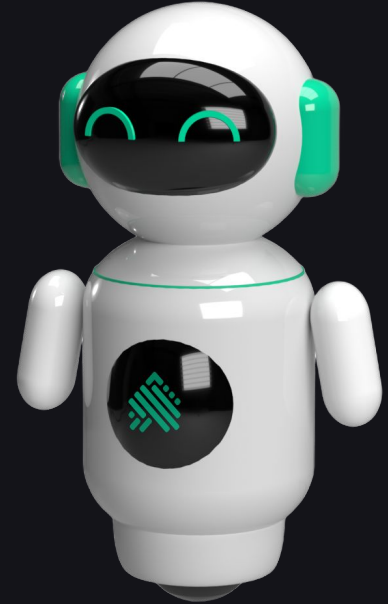
“A movie trailer featuring the adventures of the 30 year old space man wearing a red wool knitted motorcycle helmet, blue sky, salt desert, cinematic style, shot on 35mm film, vivid colors. more”



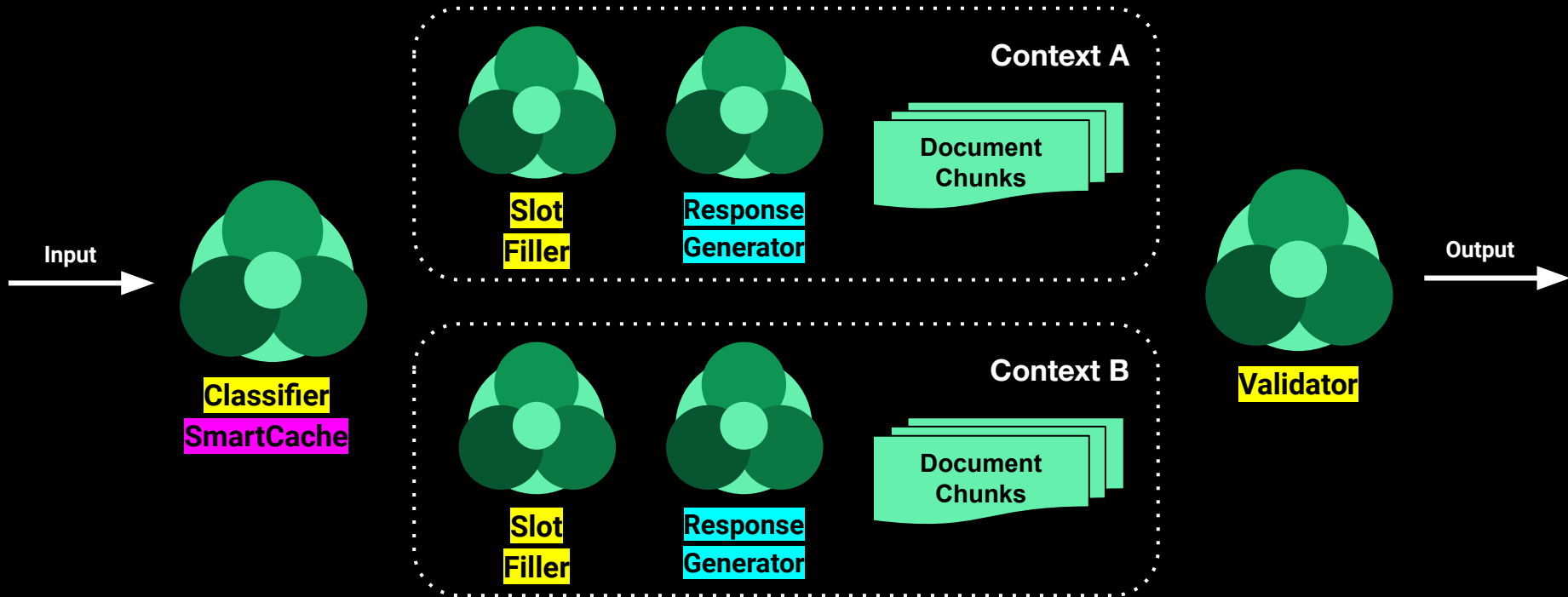
3. Multimodal



B. Business Application



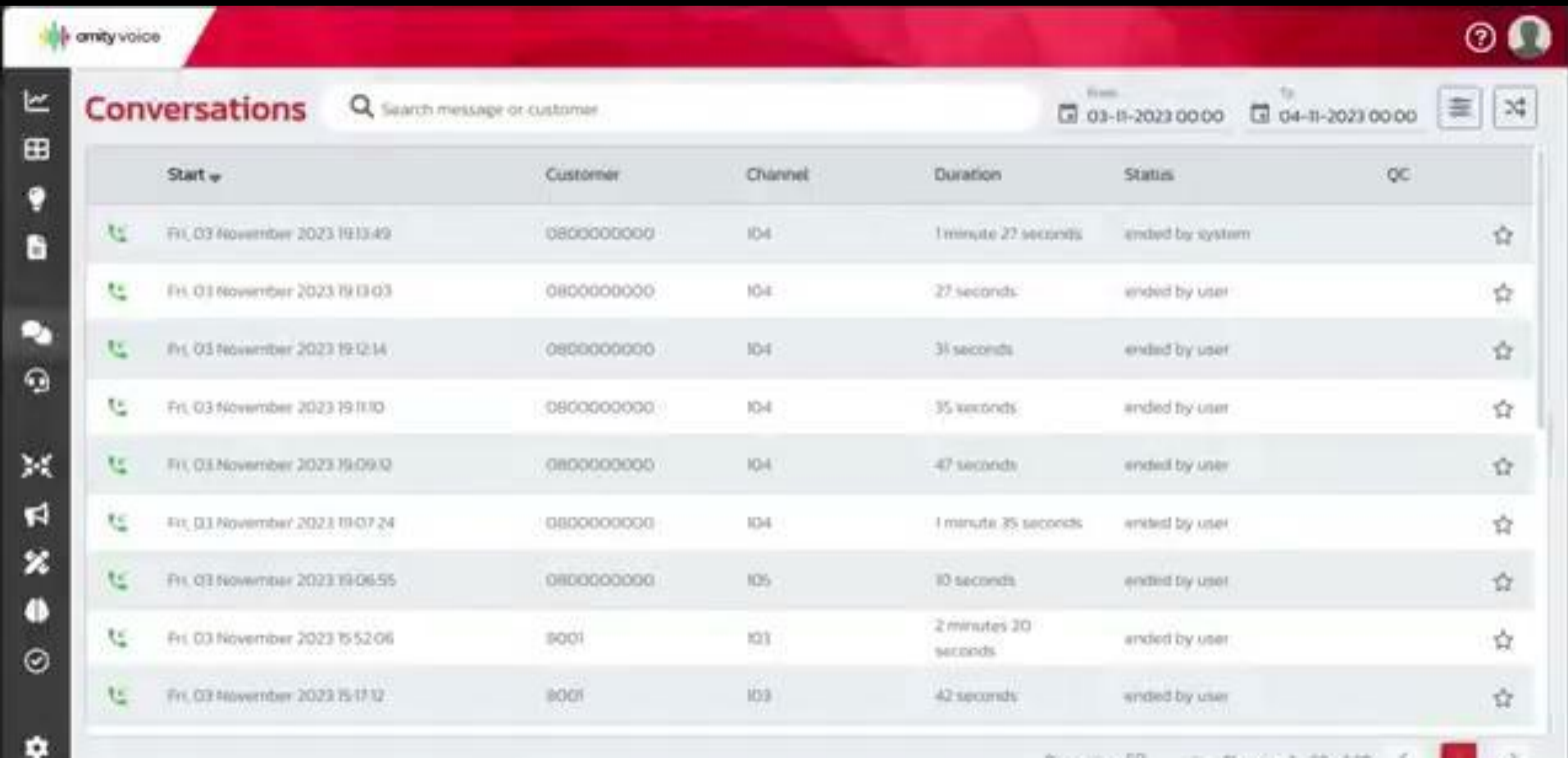
1. Chatbot Improvements



1. Chatbot Improvements

- **SLM** = Faster response Time
- **LLM**
 - Faster LLM = Faster Response Time
 - Larger Context Window = Can digest more complex concept and questions
 - Smarter Model = More refined response & Less Hallucinations
- **SmartCache**
 - SLM / LLM Based Cache to reuse previously-generated answer

2. Voice & Virtual Agents



The screenshot displays the Amity Voice interface. At the top left is the 'amity voice' logo. The main header is 'Conversations' with a search bar for 'Search message or customer'. On the right, there are date filters for 'From: 03-11-2023 00:00' and 'To: 04-11-2023 00:00', along with a menu icon and a close icon. A vertical toolbar on the left contains various icons for navigation and actions. The main content is a table of conversation records.

Start	Customer	Channel	Duration	Status	QC
Fri, 03 November 2023 19:13:49	0800000000	104	1 minute 27 seconds	ended by system	☆
Fri, 03 November 2023 19:13:03	0800000000	104	27 seconds	ended by user	☆
Fri, 03 November 2023 19:12:14	0800000000	104	31 seconds	ended by user	☆
Fri, 03 November 2023 19:11:10	0800000000	104	35 seconds	ended by user	☆
Fri, 03 November 2023 19:09:12	0800000000	104	47 seconds	ended by user	☆
Fri, 03 November 2023 19:07:24	0800000000	104	1 minute 35 seconds	ended by user	☆
Fri, 03 November 2023 19:06:55	0800000000	105	10 seconds	ended by user	☆
Fri, 03 November 2023 15:52:06	8001	101	2 minutes 20 seconds	ended by user	☆
Fri, 03 November 2023 15:17:12	8001	103	42 seconds	ended by user	☆

2. Voice & Virtual Agents

amity solutions 

คุยกับบอดน้อยจอยท์ | True Digital Park



อยากรู้อะไรเกี่ยวกับที่นี่
ถามบอดประจำสัมพันธ์ได้เลย!



FAQ

amity solutions 

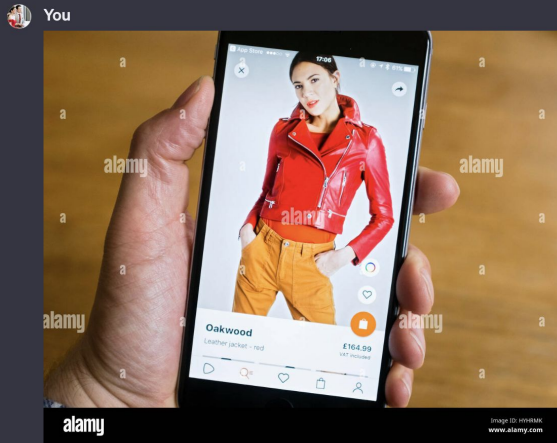


What If Your Receptionist
Was a Genius AI Bot?



FAQ

3. Visual Conversation Agent



where can i buy this outfit in a mall in thailand

ChatGPT

If you are looking to buy a leather jacket similar to the one in the image you provided, there are several places in Bangkok, Thailand, where you might find what you are looking for.

One recommended place is to check the leather goods shops around the Asok area, accessible via the BTS Skytrain, as suggested by a Tripadvisor forum member. They mentioned that there are two leather goods shops at the ground level exit of Asok station, known for their quality leather jackets, although the prices may be on the higher side [7].

Another well-reviewed option for custom leather jackets is Buddy Tailor on Khao San Road. They have a reputation for providing excellent service and professional workmanship in crafting leather jackets and other tailored garments [7].



identify all the food items in the image.



Certainly!

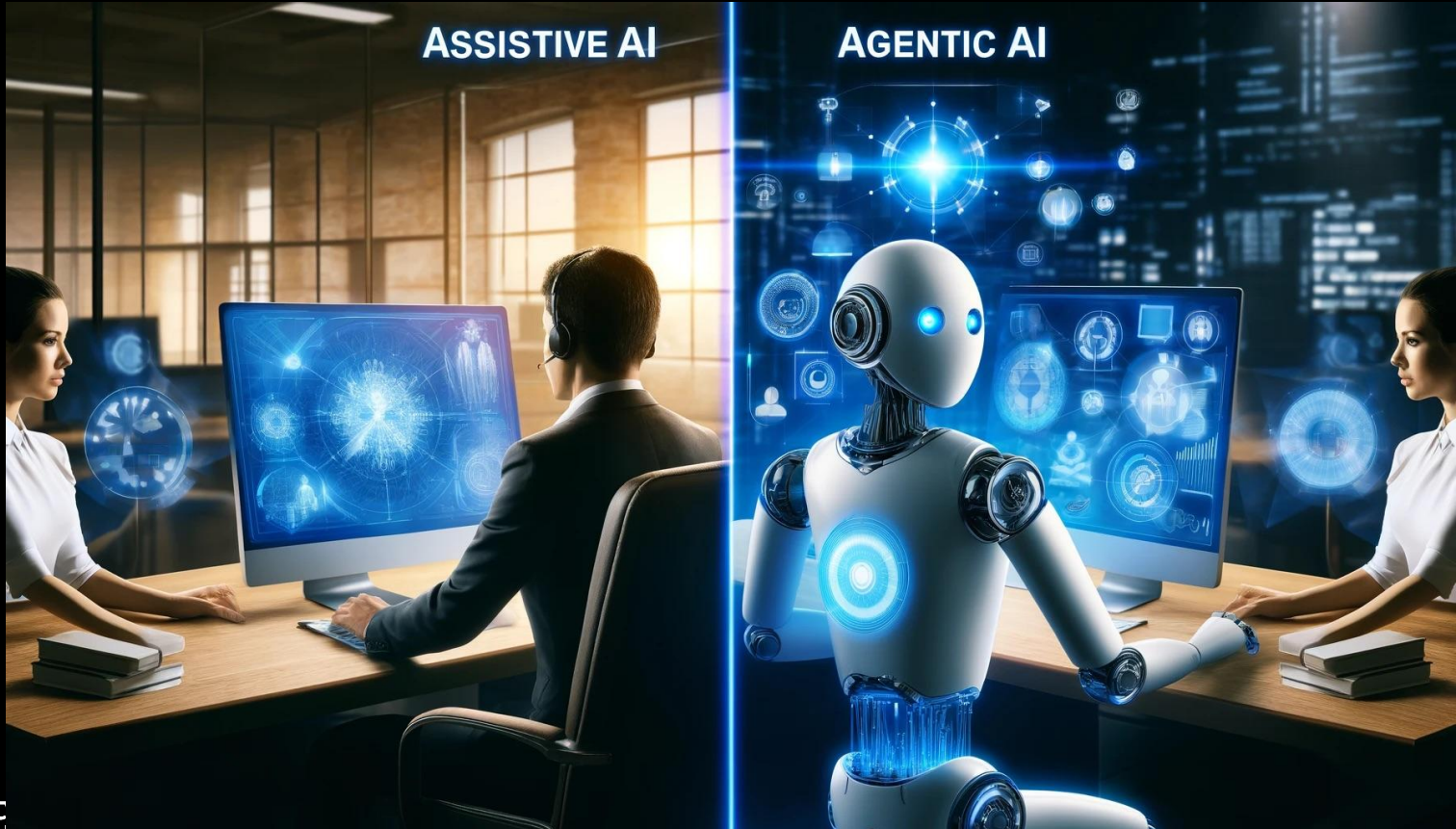
Here are the food items identified in the image:

- Orange juice
- Avocado (halved)
- Kiwi (sliced)
- Blackberries
- Banana (sliced)
- Chia seeds
- Strawberries (sliced)
- Whole wheat bread (slices)
- Grapes
- Orange

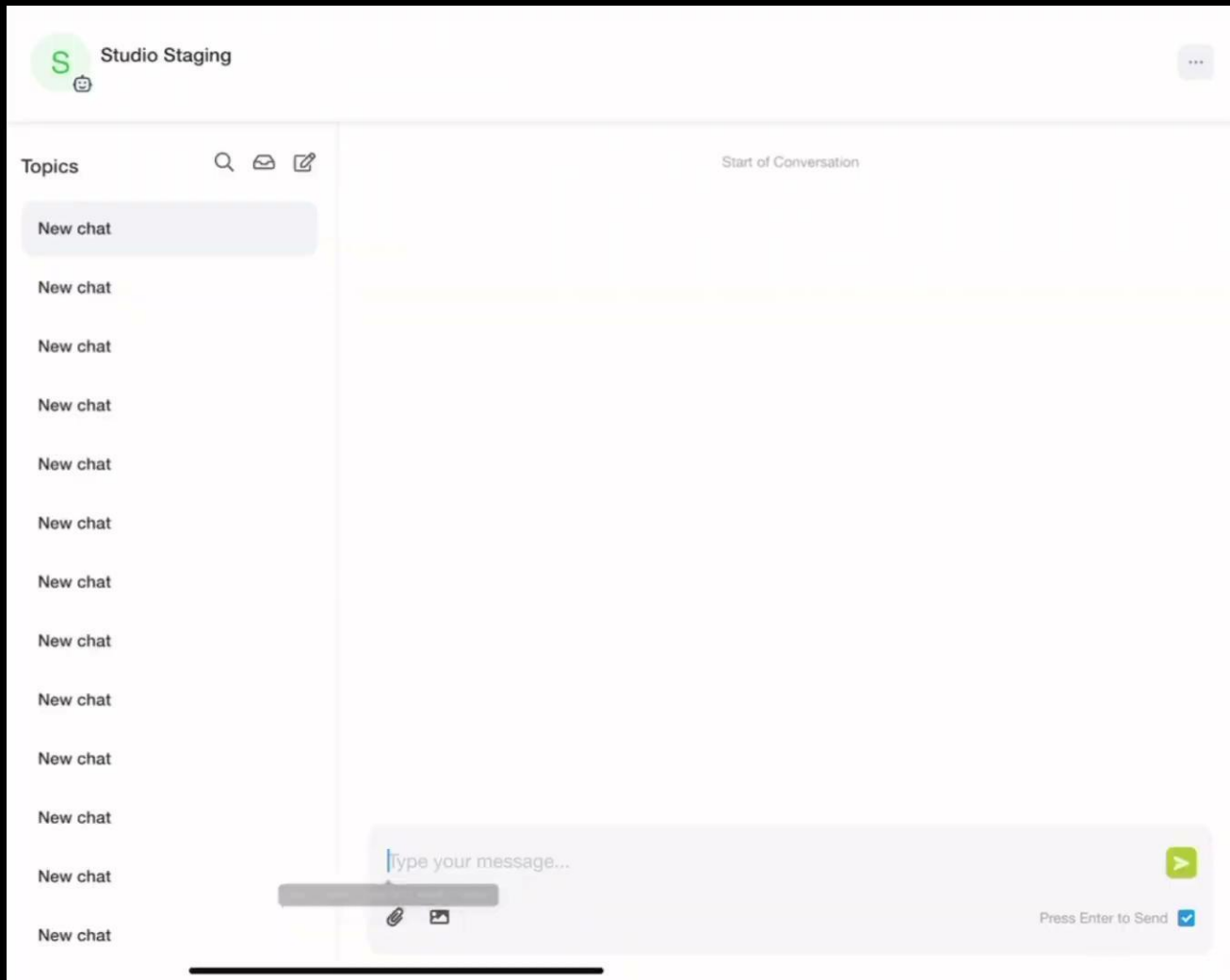
2. Voice & Virtual Agents



4. Assistant to Agent



4. A

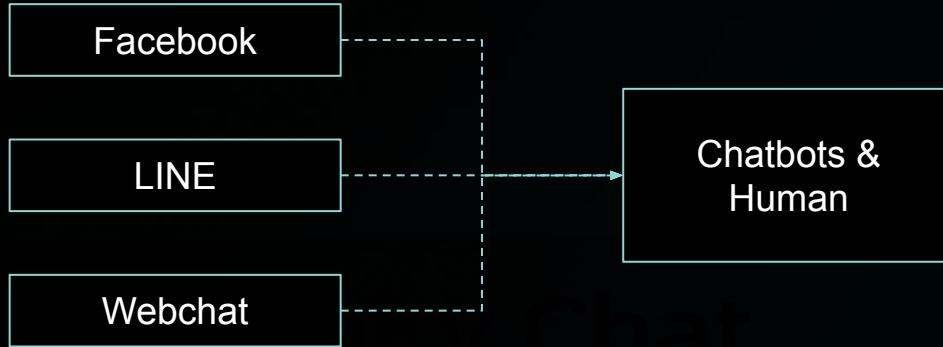


Analyze

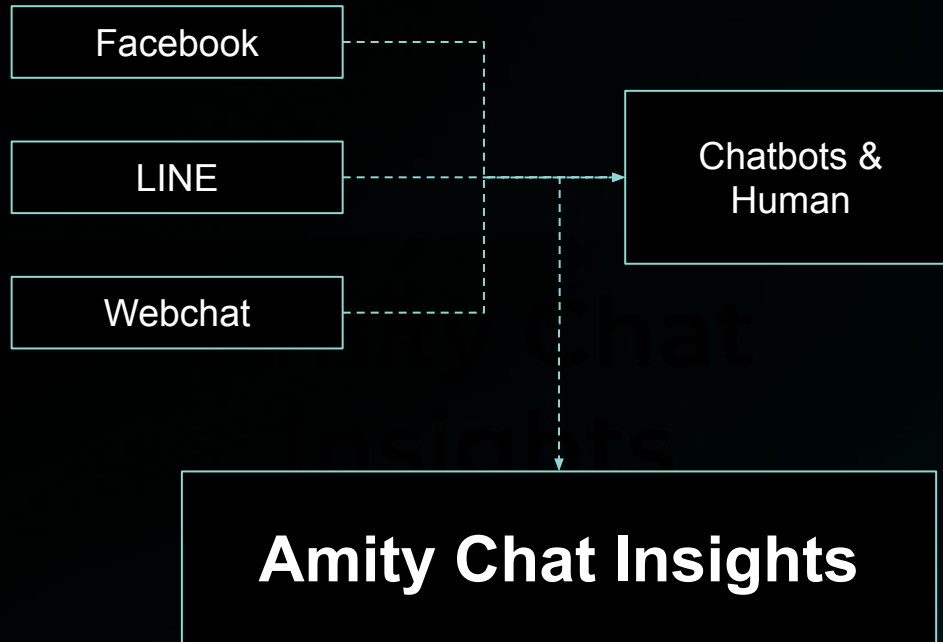
Amity Chat Insights

Gain insights with GenAI

Amity Solutions - Product Portfolio



Amity Solutions - Product Portfolio

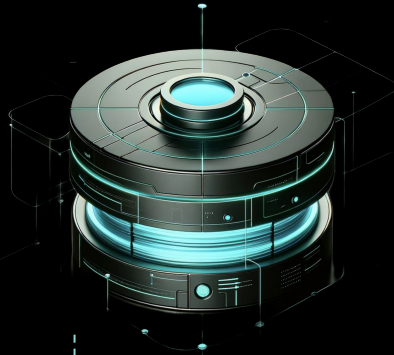


Amity Solutions - Product Portfolio

Amity Chat Insights

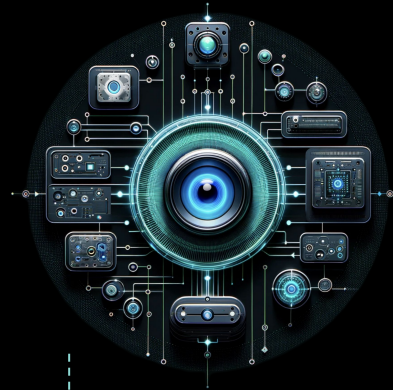
Insight App

Semantic Indexer



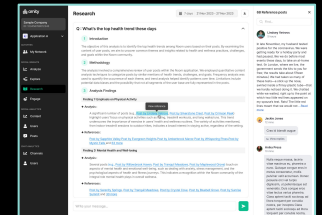
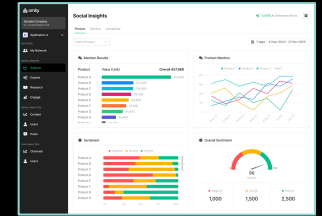
- Tuned to index conversational data
- Built-in data compression and vectorizer

InsightAI



- Tuned for conversational data analysis
- Built-in Data Noise Filtering
- Research planning mechanism
- Hypothesis validation algorithm

Chat Data



Analyze

Q2: Analyze & Research

Gain insights with GenAI

****Customer:**** สวัสดีครับ ผมโทรมาเพื่อสอบถามที่ธนาคารเอ็มมิตีเกี่ยวกับสินเชื่อบ้านครับ

****Agent:**** ยินดีต้อนรับค่ะ ขอคุณที่โทรมาหาธนาคารเอ็มมิตี ลูกค้าต้องการสอบถามเกี่ยวกับสินเชื่อบ้านประเภทไหนคะ

****Customer:**** ผมอยากจะสอบถามเกี่ยวกับสินเชื่อบ้านอัตราดอกเบี้ยคงที่ 30 ปีครับ

****Agent:**** แน่نونค่ะ สำหรับสินเชื่อบ้านอัตราดอกเบี้ยคงที่ 30 ปีของธนาคารเอ็มมิตีเรามีอัตราดอกเบี้ยเริ่มต้นที่ 6% ต่อปี

****Customer:**** ทกเปอร์เซ็นต์เหรอครับ แพงจังเลย ผมเพิ่งกู้สินเชื่อบ้านจากธนาคารไทยศรีมาเมื่อไม่นานนี้ ได้อัตราดอกเบี้ยแค่ 4% เอง

****Agent:**** ต้องขอภัยด้วยจริงๆ ค่ะธนาคารไทยศรีมีโปรโมชันพิเศษหรือเปล่าคะ แต่ธนาคารเอ็มมิตีของเรามีสินเชื่อบ้านหลากหลายประเภท ไม่ทราบว่าคุณค่ามีคุณสมบัติตรงกับสินเชื่อประเภทอื่นรีเปล่าคะ

****Customer:**** ไม่เป็นไรครับ เอาเป็นว่าผมขอสอบถามข้อมูลเพิ่มเติมในภายหลังแล้วกันครับ ขอขอบคุณครับ

****Agent:**** ยินดีค่ะ สวัสดีค่ะ

Amity Cha

Service Insight:

- Case Category: Mortgage Inquiry

- Sentiment: Neutral

- Resolved: True

- Summary: The customer called to inquire about a mortgage. The agent provided information about the interest rate for a 30-year fixed-rate mortgage. The customer compared it to another bank and expressed disappointment with the higher interest rate. The agent apologized and asked if the customer might be interested in other types of mortgages. The customer decided to ask for more information later.

- Recommendation: The agent handled the customer's inquiry professionally and resolved it. However, there could be room for improvement by offering more personalized options and explaining the benefits of the bank's mortgage products.

Product Insight:

- Products:

- Product: Mortgage

- Sentiment: Negative

- Comment: The customer expressed dissatisfaction with the interest rate offered by the bank compared to another bank.

- Product: Other mortgage types

- Sentiment: Neutral

- Comment: The agent mentioned that there are other types of mortgages available but the customer did not express interest at the moment.

Competitor Insight:

- Competitors: Thai Sri Bank

- Comment: The customer mentioned that they recently got a mortgage from Thai Sri Bank at a lower interest rate.

Amity Chat Insights: Analyze



Sample Company
ID: 123456789012345

Application A

ACTIVITIES

My Network

SOCIAL INSIGHTS

Analyze

Explore

Research

Engage

SOCIAL ANALYTICS

Content

Users

Posts

CHAT ANALYTICS

Channels

Users

Social Insights

12/100 AI Generated Posts

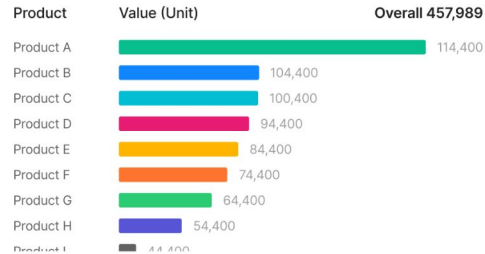


Product Service Competitor

Select Product

7 days 21 Nov 2023 - 27 Nov 2023

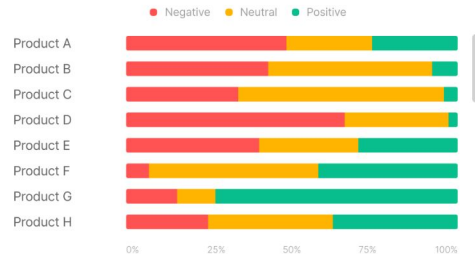
Mention Results



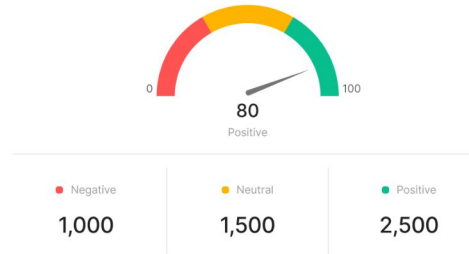
Product Mention




Sentiment



Overall Sentiment



Amity Chat Insights: Research

 amity

Sample Company
ID: 123456789012345

Application A

ACTIVITIES

My Network

SOCIAL INSIGHTS

Analyze

Explore

Research

Engage

SOCIAL ANALYTICS

Content

Users

Posts

CHAT ANALYTICS

Channels

Users

Research

7 days 21 Nov 2023 - 27 Nov 2023



Q : What's the top health trend these days

1 Introduction

The objective of this analysis is to identify the top health trends among Noom users based on their posts. By examining the content of user posts, we aim to uncover common themes and insights related to health and wellness practices, challenges, and goals within the Noom community.

2 Methodology

The analysis involved a comprehensive review of user posts within the Noom application. We employed quantitative content analysis techniques to categorize posts by similar mentions of health trends, challenges, and goals. Frequency analysis was used to quantify the occurrence of each theme, and trend analysis helped identify patterns over time. Limitations include potential data biases and the possibility that not all segments of the user base are fully represented in the posts.

3 Analysis Findings

Finding 1: Emphasis on Physical Activity

Analysis :

A significant number of posts (e.g., [Post by Lindsey Vetrovs](#), [Post by Silverstone Crest](#), [Post by Crimson Peak](#)) highlight users' focus on physical activities such as [rowing](#), treadmill workouts, and long walks/runs. This trend underscores the importance of exercise in users' health and wellness routines. The variety of activities mentioned, from indoor treadmill sessions to outdoor hikes, indicates a broad interest in staying active, regardless of the setting.

View reference

References :

[Post by Sapphire Valley](#), [Post by Evergreen Heights](#), [Post by Amberbrook Manor](#), [Post by Whispering Pines](#), [Post by Mystic Falls](#) and [63 more](#)

Finding 3: Mental Health and Well-being

Analysis :

Several posts (e.g., [Post by Willowbrook Haven](#), [Post by Tranquil Meadows](#), [Post by Maplewood Grove](#)) touch on aspects of mental health and emotional well-being, such as dealing with anxiety, stress management, and the psychological aspects of health and fitness journeys. This indicates a recognition within the Noom community of the integral role mental health plays in overall wellness.

References :

[Post by Serenity Springs](#), [Post by Tranquil Meadows](#), [Post by Crystal Cove](#), [Post by Bluebell Grove](#), [Post by Sunrise Summit](#) and [30 more](#)

Write your message...



68 Reference posts



Find...



Lindsey Vetrovs

5 hours

In late November, my husband tested positive for the coronavirus. We were getting ready for a holiday party and had paused, like we do before most events these days, to take an at-home test. (In London, where we live, the government sends the kits to you for free; the results take about fifteen minutes.) We had taken so many of these tests—a stick up the nose, swirled inside a flimsy plastic tube—that we hardly noticed doing it. We chatted while we waited, right up to the point at which two little red lines appeared on my spouse's test. Rats! The little red lines meant that we would not ...[Read more](#)



Jackie Jones

12 mins

Cras id blandit augue

View replies




Anika Press

10 mins

Nulla neque massa, iacinia vitae maximus eu, pharetra a nunc. Quisque congue eros in metus consectetur, mollis pulvinar velit accumsan. Donec posuere orci vel turpis dignissim, ut pellentesque est venenatis. Duis congue eros vitae lectus varius pharetra. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos Class aptent taciti sociosqu ad litora torquent per conubia nostra,

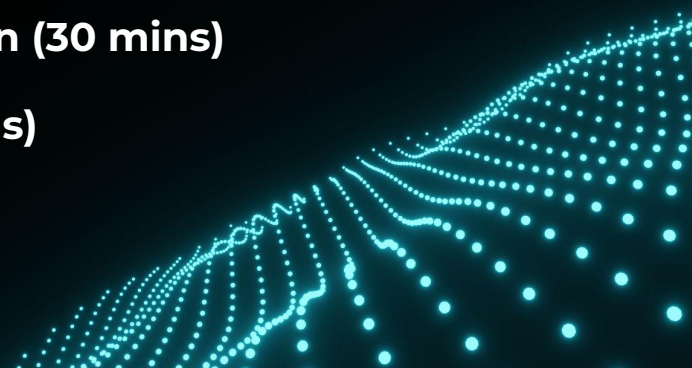
Session 1: Reflection (10 mins)

**Business Executives to tell story about
High level Direction & Strategy
Pain points and Challenges by Users
Sort your challenges by priority**



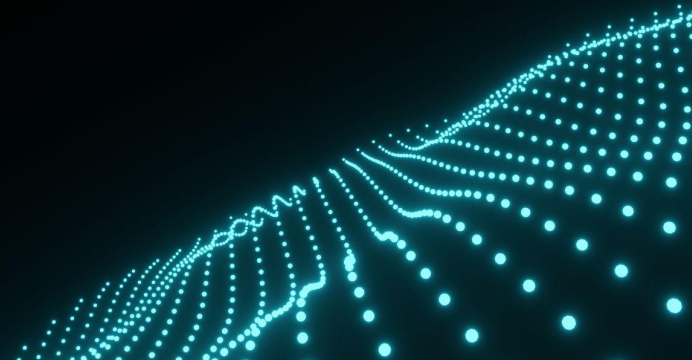
Generative AI x Design Thinking Workshop (3 hours)

- Introduction to Generative AI (50 mins)
- Session 1: Reflection (15 mins)
- Ideation Workshop **Please break out into groups**
 - Session 2: Group Brainstorming (20 mins)
Group of 4-5 people, Max of 10 ideas from all groups
 - Session 3: Cross-pollination (20 mins)
2 minutes per idea
 - Session 4: Idea Refinement & Wireframing Session (20 mins)
Max of 10 ideas from all groups
- Prioritization Workshop
 - Session 5: Idea Presentation & Tech Evaluation (30 mins)
Max of 10 ideas, 3 minutes presentation each
 - Session 6: Business Values Dot Voting (10 mins)
 - Session 7: Prioritization Matrix (10 mins)
- Summary & Conclusion (10 mins)



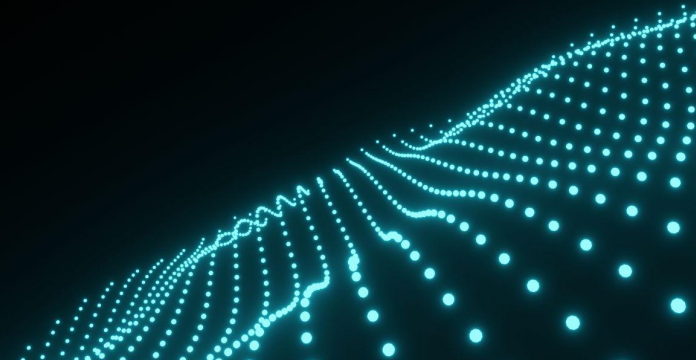
Session 2: Group Brainstorming

Break into group of 5-6 people
Max 10 groups



Session 3: Cross-pollination

Each group present their ideas



Session 4: Wireframing

Pick your top idea - and wireframe it

Wireframe Guidelines:

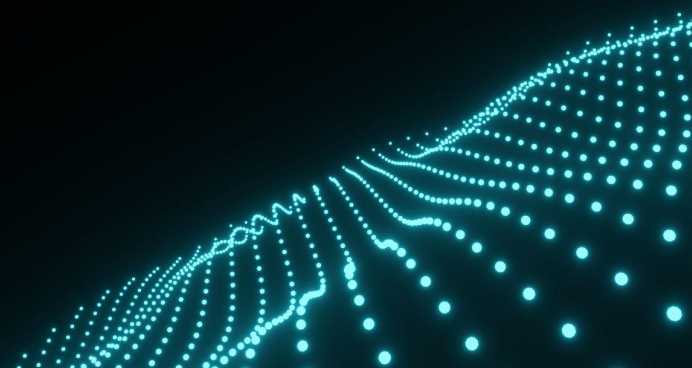
6 Post-It notes telling story of Before

6 Post-It notes telling story of After



Session 5: Presentation & Tech Evaluation

Each group present your idea and wireframe

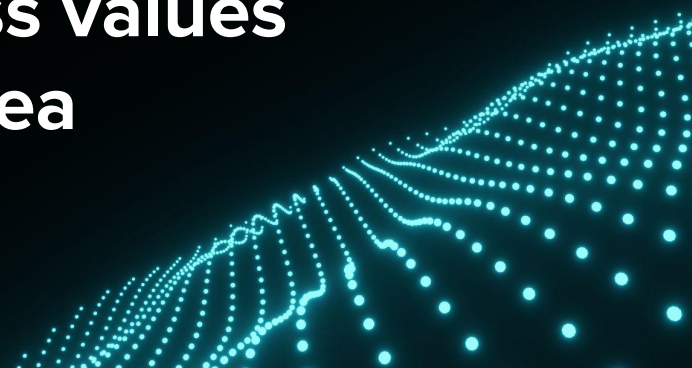


Session 6: Business Dot-Voting

You will have 3 dots

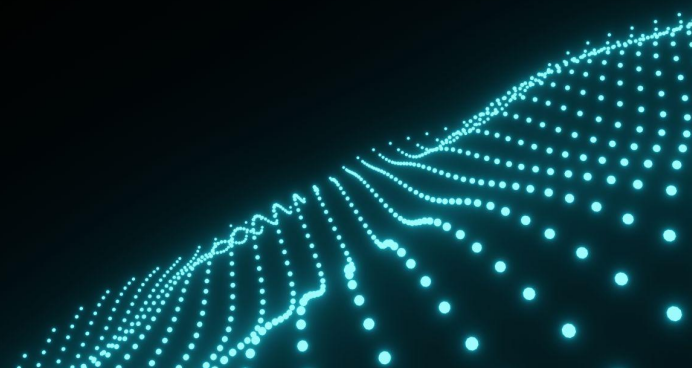
**Put dots on the idea you think
has the highest business values**

Max 2 dots per idea

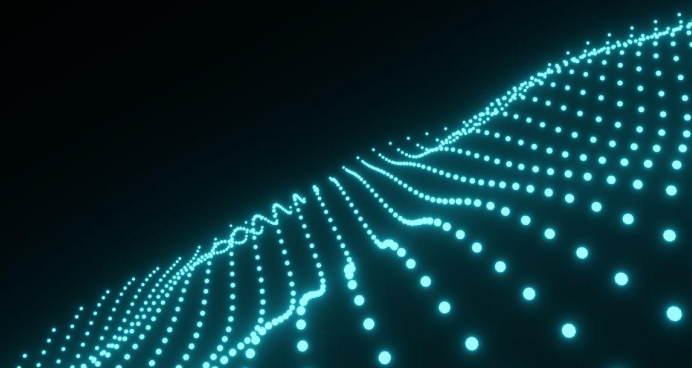


Session 7: Prioritization Matrix

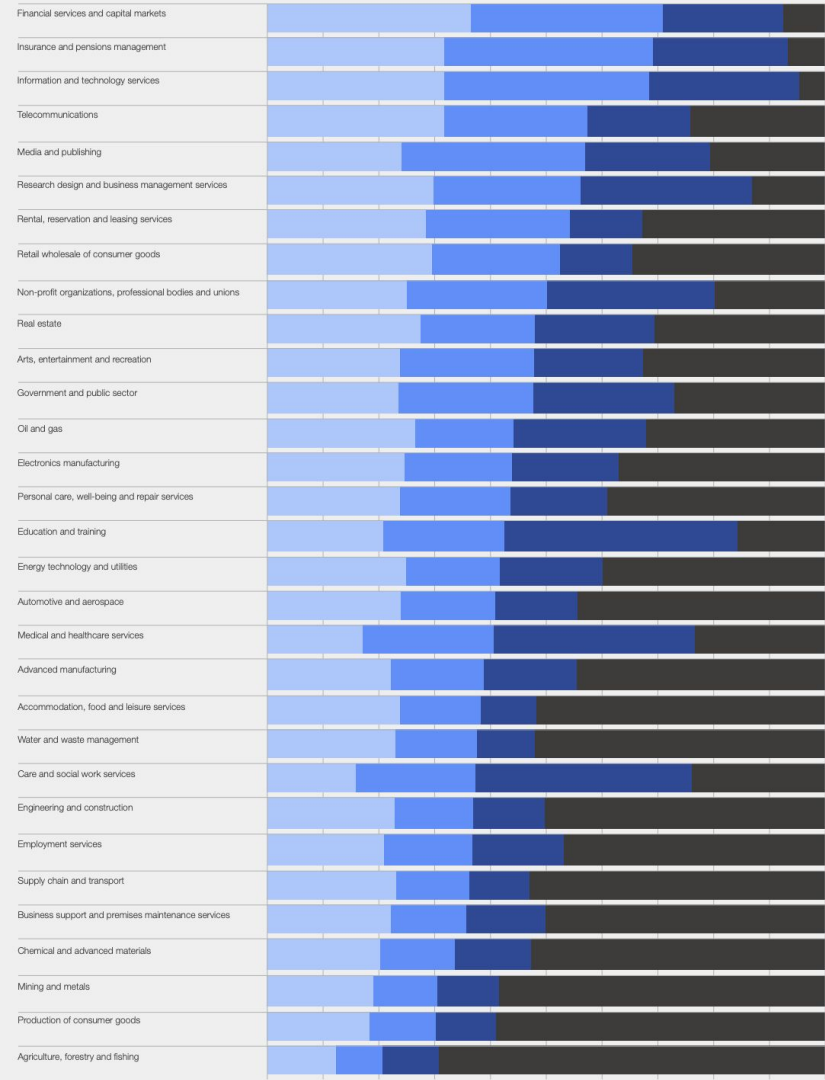
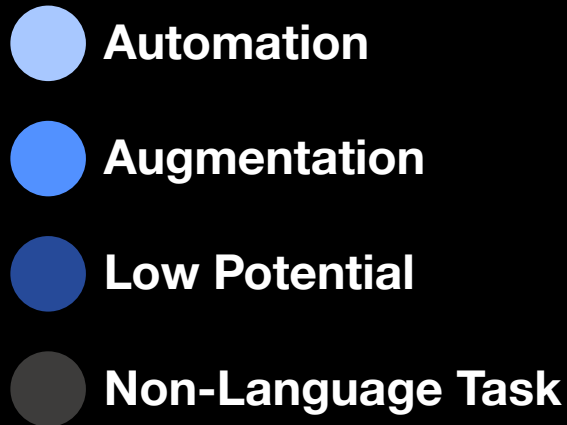
Attach your ideas to the Matrix on flipchart

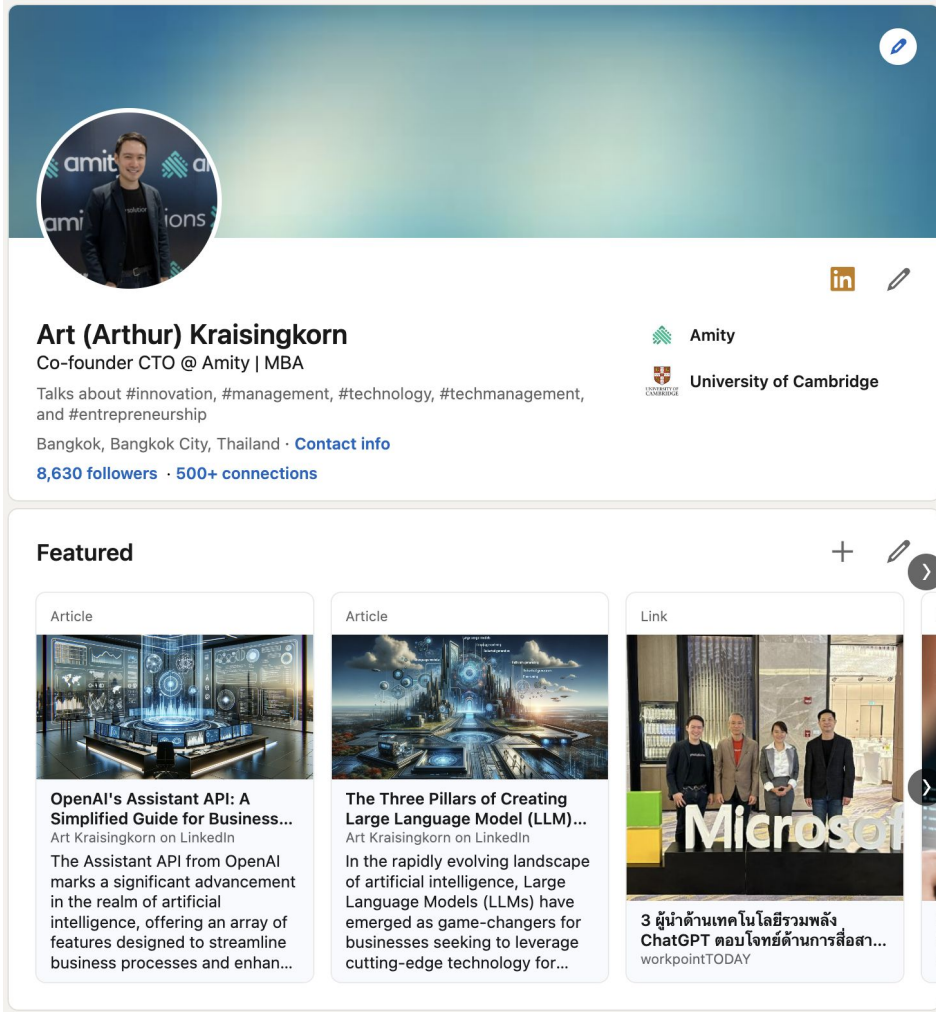


Summary & Conclusions



World Economic Forum: Exposure to Generative AI by Industry





Profile page for Art (Arthur) Kraisingkorn, Co-founder CTO @ Amity | MBA. The page includes a profile picture, a cover image, and a featured section with three articles. The first article is 'OpenAI's Assistant API: A Simplified Guide for Business...', the second is 'The Three Pillars of Creating Large Language Model (LLM)...', and the third is a link to a Thai article '3 ผู้นำด้านเทคโนโลยีรวมพลัง ChatGPT ตอมใจทิศทางการสื่อสาร...'. The profile also shows affiliations with Amity and the University of Cambridge, and statistics of 8,630 followers and 500+ connections.

Art (Arthur) Kraisingkorn
Co-founder CTO @ Amity | MBA

Talks about #innovation, #management, #technology, #techmanagement, and #entrepreneurship

Bangkok, Bangkok City, Thailand · [Contact info](#)

8,630 followers · 500+ connections

Featured

Article

OpenAI's Assistant API: A Simplified Guide for Business...
Art Kraisingkorn on LinkedIn

The Assistant API from OpenAI marks a significant advancement in the realm of artificial intelligence, offering an array of features designed to streamline business processes and enhan...

Article

The Three Pillars of Creating Large Language Model (LLM)...
Art Kraisingkorn on LinkedIn

In the rapidly evolving landscape of artificial intelligence, Large Language Models (LLMs) have emerged as game-changers for businesses seeking to leverage cutting-edge technology for...

Link

3 ผู้นำด้านเทคโนโลยีรวมพลัง ChatGPT ตอมใจทิศทางการสื่อสาร...
workpointTODAY

linkedin.com/in/touchaponk



Thank you!



Like



Comment



Share