zencore.

Generative AI Knowledge Assistant

Proven methodology created by expert Google Cloud Practitioners

Retrieval-Augmented Generation Proof-of-Concept

Zencore's chatbot solutions, powered by Google Cloud's Vertex AI and Gemini, help organizations enhance user engagement, streamline customer support, and boost overall user experience. With our expertise in Generative AI and efficient deployment process, we deliver multilingual chatbots in just 4-8 weeks.

SELL | SERVICE

Premier Partner

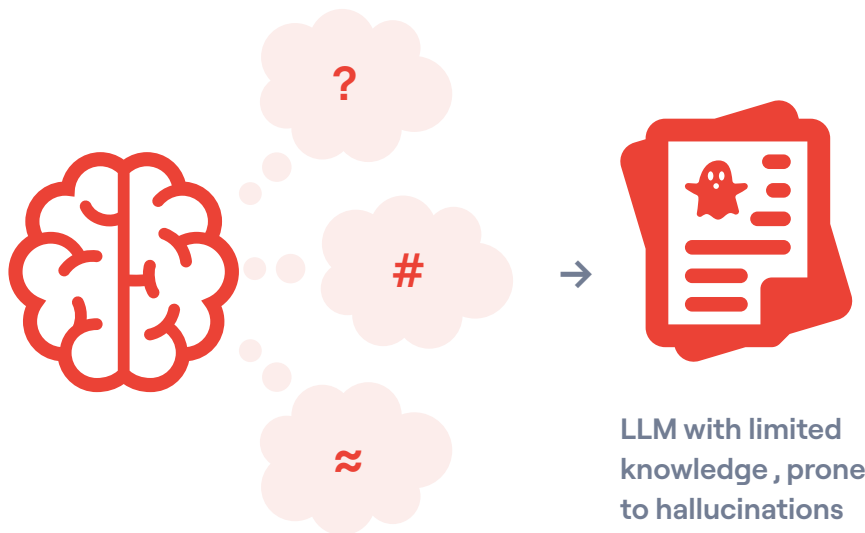Google Cloud

zencore.

Transforming Customer Engagement

With Zencore's Gemini-Powered Chatbots

Zencore is an exclusively aligned Google Cloud Premier Partner and has an expert team of architects and engineers who specialize in Data and Machine Learning (ML) solutions and strategy on the Google Cloud Platform.

Using the capabilities included in Google Cloud Platform's Vertex AI platform, Zencore uses the Gemini Large Language Model (LLM) to conduct conversations that engage customers, users, and audiences. Gemini model is fine-tuned to conduct natural conversation - ideal for a customer support agent on a company website.

Challenge
LLM has limited knowledge, causing hallucinations

LLM with limited knowledge , prone to hallucinations

Retrieval-Augmented Generation (RAG): An AI framework that integrates external knowledge bases to provide large language models (LLMs) with accurate, up-to-date information, and offer users transparency into the generation process.

Solution
RAG; Integrates external knowledge to enhance LLM's accuracy and response

Gemini

LLM enhanced with Retrieval-Augmented Generation (RAG)

zencore.

EN	**4 Week Proof-of-Concept: English Language Chatbot**	**Cost**	**Duration**
	Develop a chatbot solution in English	Fixed Cost	4 weeks

	8 Week Proof-of-Concept: Multi Lingual Chatbot	**Cost**	**Duration**
	Create a chatbot in up to 5 languages	Fixed Cost	8 weeks

Use Cases Delivered

→ **Streamline document creation** by automatically generating summaries of newly published news and documents for internal teams, eliminating manual template definition.

→ **Personalize interactions, and reduce support tickets by up to 30%** through the deployment of personalized chatbots.

→ **Improve user engagement on websites** by enabling them to ask questions and receive relevant responses from chatbots, resulting in a 25% increase in user satisfaction.

→ **Simplify multilingual support for chatbots** by automating the translation of knowledge bases and providing scripts and resources to serve a global audience in up to 5 languages.

Fixed Cost Statement of Work Activities Include

→ **GCP landing zone** (establishing GCP presence), prerequisites and non-GenAI components of the data pipeline for analyzing and summarizing legal documents from public feeds.

→ **Configure Google Cloud Platform connectivity** to ensure seamless integration with existing systems and infrastructure.

→ **Deploy a personalized chat agent leveraging Google Cloud technologies,** to enhance user engagement and support.

→ **Automate the translation** of knowledge bases and provide scripts and resources to enable multilingual support for the chatbot.
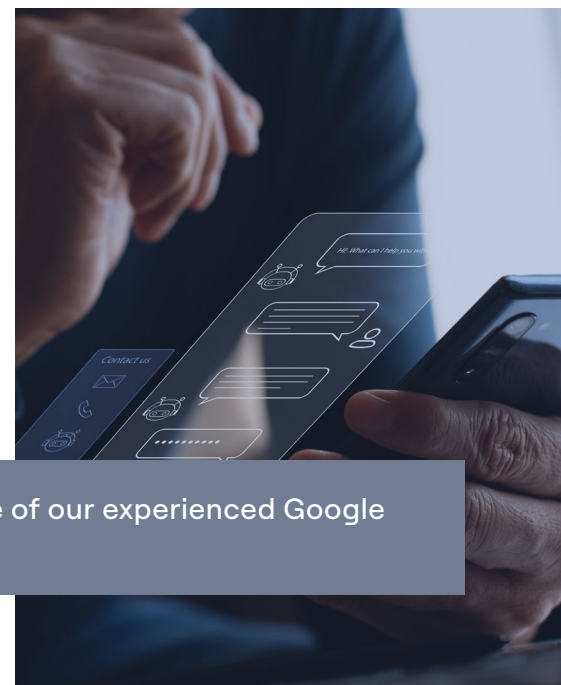
Deliverable

→ **An alpha version of the Proof-of-Concept (PoC) chatbot** solution, demonstrating core functionalities and performance.

Zencore is a cloud consulting and engineering firm led by a team of former Google engineers and executives. Zencore's strength lies in its experience as trusted advisors to many of Google Cloud's largest and most complex clients.

We offer a comprehensive set of implementation and operational services across a broad range of capabilities including Cloud Migrations, Data Platforms, Infrastructure Modernization, Application Development, Machine Learning and Artificial Intelligence.

The company was created for one purpose, to reduce risk and ensure client success with Google Cloud.

Request a consultation with one of our experienced Google Cloud experts today.