



**INNO HOTEL - HARBOUR VIEW HOTEL IN HONG KONG**

INNO Hotels and Resorts offer luxury travel experiences with personalized service in elegant surroundings, and individuality, all in a prime location. The perfect Hong Kong Harbour view, 4000sqm local and international casino, cocktail bar, 1000sqm banquet room for confer and also, superb service, a fully equipped spa, gym, swimming pool, and more.



# Generative A.I. Customer Servicing



# Company Overview



Innocorn is founded by a team of computer enthusiasts who are expert in A.I. & Deep Learning, Generative AI, NLP, Robotic solutions.

## Achievements



鵬程中小企青年創意創業獎  
Bright Future SME's Youth  
Creative Entrepreneurship Award



## IP Patent (invented by Innocorn)

Our engine allows to add emotional style to the voice output, resulting in synthesized speech that reflects the desired emotional tone.

*Patent No.: HK30065425*

# Pain Points of Customer Servicing

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Heavily-manned Process



Inconsistent Service Quality



Expensive Staff Cost & High Turnover Rate



Traditional Chatbots are not that smart



Long Queue

# Our Solution: Generative A.I. Human - Kimia

1 Cost Effective 24\*7 A.I. Automation

2 Multilingual A.I. Voice Customer Servicing

3 Generative A.I. Human for branding

4 NLP Machine Learning Chatbot

5 "I AM SMART" Form Filling Ready

I want to apply for eTax

Valued customer



Here are the information....



**Kimia - A.I. Digital Human**



# Project References



A.I. Smart Concierge for Infinitus Plaza (無限極廣場)



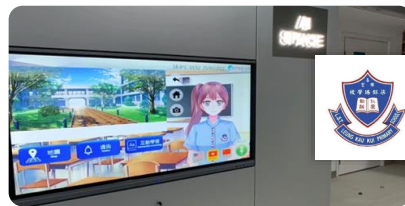
A.I. Smart Concierge for Central Market



A.I. Donut for D-Park Mall (愉景新城)



A.I. Smart Concierge for Cyberport



A.I. Teacher Assistant for school



A.I. Police for HK Police Force



A.I. Beri for Hang Seng Corporate Banking



A.I. Customer Support for 3HK



A.I. Promotor in Olympic City



A.I. Teacher for IVE

# Existing Clients

Banking | Property Management | Shopping Mall | Government | Education | Hotel



# Partners



# Potential Customers



# Media Coverage



## TVB創科導航 | 秋季科技展



<https://youtu.be/bjDL-9eDgri>

## BIZ.IT



## HKTDC | ICT Expo

HKTDC 香港貿易發展局  
2021年10月30日

【國際資訊科技博覽 - #AIAmbassador 幫緊你！】  
運用科技、想像力同設計，#人工智能 (#AI) 電商兼潛能應用越嚟越廣泛。藉今屆 #ICTExpo，本地 #初創 Innocorn 就帶埋自家研發同設計、今年正式投入服務嘅 AI Ambassador 首次參展！呢位小幫手可以24小時全天候商場、酒店或銀行等地點服務，為客人解答疑問、處理交易同預約的，仲識得幫你帶路嘞！一齊去片龍吓啦！

秋季七大貿易展  
#香港秋季電子產品展: <https://hkelectronicfairae.hktdc.com/tc/>... 查看更多



13 1 個回應 1 次分享

讚好 回應 分享

# Core Tech: Kimia Engine

## Channels



PC / Laptop (CMS)



Kiosk / Digital Signage



Mobile Phone



Metaverse



Omnichannel



Request / Question



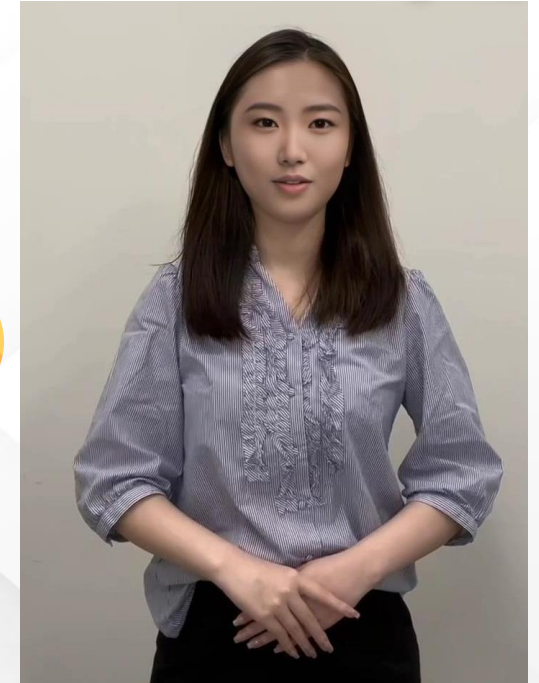
Response / Answer





# Customize avatar with Generative AI

Appearance that can be swapped



# CMS Web Portal

- **Conversational management**
- **Content management**
- **User management**
- **CRM**
- **Analytics and reporting**

The image displays three overlapping screenshots of the CMS web portal interface, illustrating various management and reporting features.

**Top Screenshot (Dashboard):** Shows a user profile (wang) and a dashboard with analytics. Key metrics include:

- Click: 17
- Chat: 3
- Average Click: 0
- Average Chat: 0

The dashboard also features a donut chart titled "Top 10 Clicked Button" and a bar chart titled "Top 10 Asked Questions".

**Middle Screenshot (Banner Management):** Shows a table of banners with columns for File Name, KioskName, Default/Special, Active, Expired, Last Modified, and Item Operate.

File Name	KioskName	Default/Special	Active	Expired	Last Modified	Item Operate
10-1.jpg	Testing Kiosk 1	Default	✗	⌚	6/7/2023 3:46:54 PM	🔍 🗑️
1.jpg	Testing Kiosk 1, Testing Kiosk 2, Testing Kiosk 3, Testing Kiosk 4	Default	✓	⌚	6/7/2023 3:33:44 PM	🔍 🗑️
kiosk.jpg	Testing Kiosk 1, Testing Kiosk 2, Testing Kiosk 3, Testing Kiosk 4	Default	✓	⌚	5/20/2023 4:00:38 PM	🔍 🗑️
yohomall_megasale.png	Testing Kiosk 2, Testing Kiosk 3					
yohomall_megasale1.png	Testing Kiosk 1					
kumamon_banner.png	Testing Kiosk 1, Testing Kiosk 2					

**Bottom Screenshot (Home Page):** Shows a user profile (peter) and a home page with summary cards and quick icons.

Summary Cards:

- Total Industry: 6
- Total Institution: 9
- Total Kiosk: 14
- Total User: 4

Quick Icons:

- Industry Management
- Institution Management
- Kiosk Management
- User Management



# Automation For Hotline / CS Management

# Centralize the customer service

Back Office  
Customer Service



Location 1

Location 2

Location 3

Location 4

Location 5



# Centralize the customer service

## Customer



IPBX (3CX)  
/ PABX

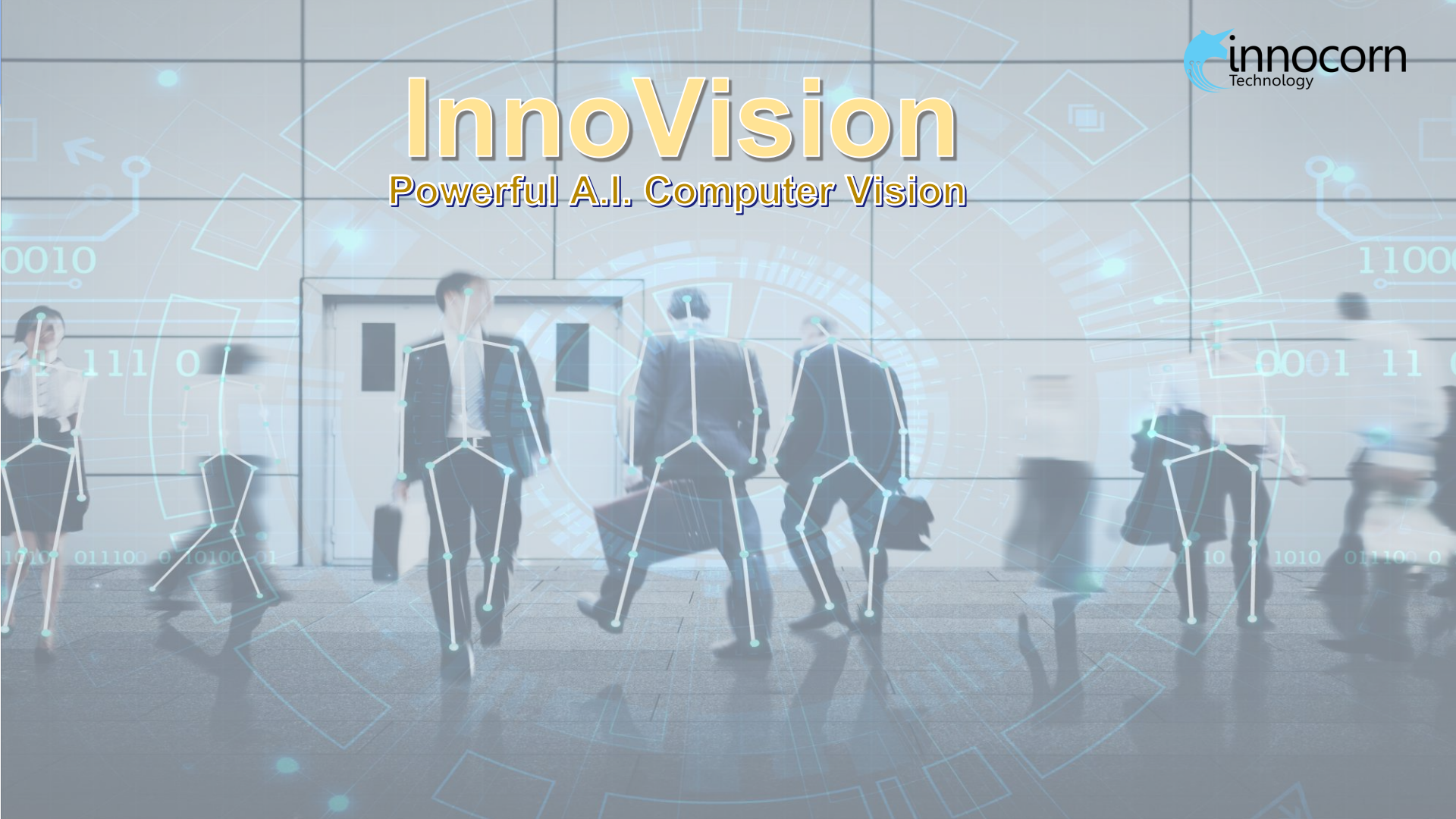


## A.I. Voicebot



# InnoVision

Powerful A.I. Computer Vision



# 產品及功能介紹

## FUNCTION INTRODUCTION

智慧物業管理及社區系統是一種在未來對社區管理不可缺少的新理念，透過利用物聯網、雲端系統等大數據及信息傳播技術融合而成的應用範疇。

為居民提供一個安全、便利及舒適的新一代現代化智慧生活，從而令社區進化成新形態。



### 跌倒偵測系統

利用高清鏡頭，主動即時偵測跌倒，把握救援時間。



### 公告通知

發佈大廈公告，方便住戶了解最新消息。



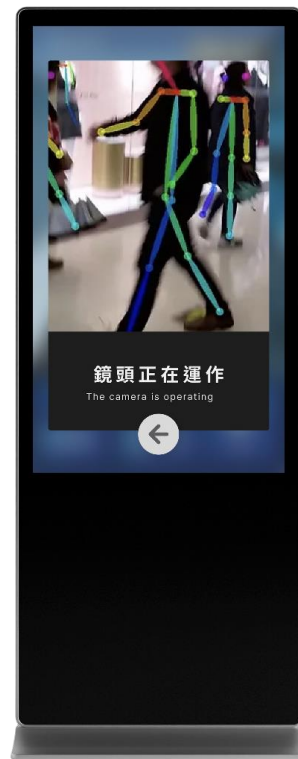
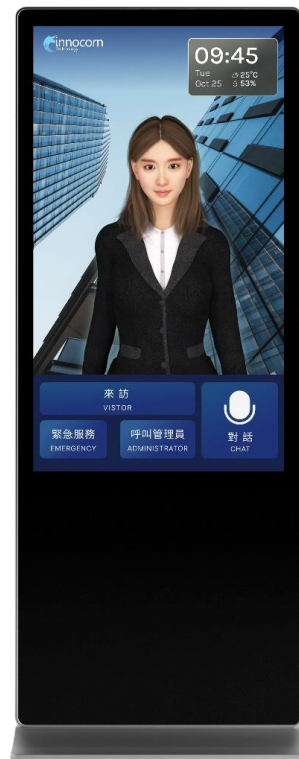
### 呼叫偵測系統

利用聲音偵測呼叫/求救信號並向救護人員發出通知，及時減少傷害。



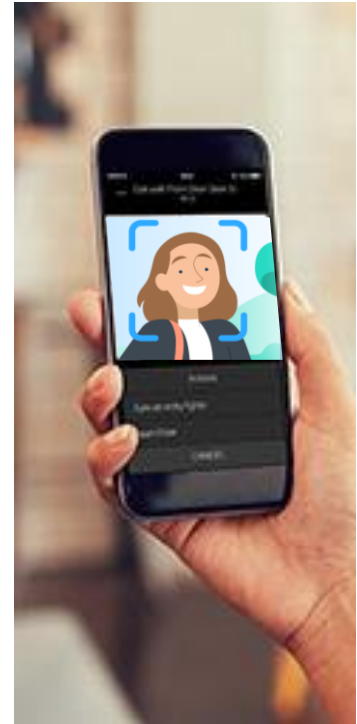
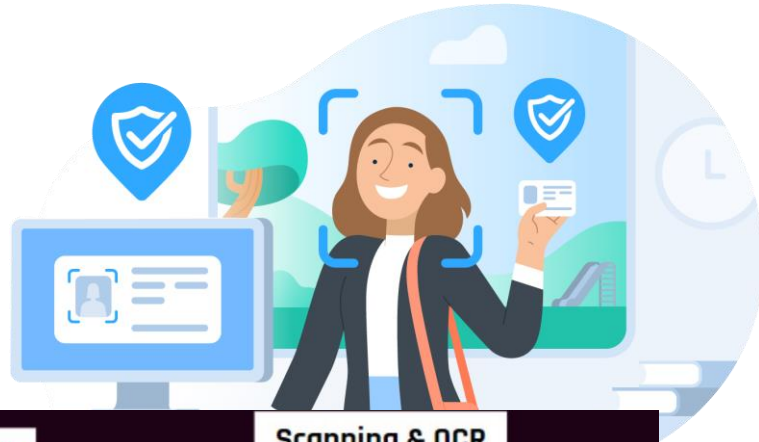
### 訪客自助登記

協助保安登記訪客程序，減少人力資源。



# 訪客自助登記

訪客可以自助登記，並且馬上通知住戶開啟門禁系統。





# 呼叫偵測系統

當有途人大叫，並叫出一個**求救信號**，可以因應系統設定而作出對應的動作聯絡保安員或者警報。



# 跌倒偵測系統

以CCTV影像分析老人家、途人及居民的行為動態，準確地偵測跌倒的動作及過程，以作出相對應的反應和信號。



**A.I. Assistant is the future.**



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