SET SAIL
software

Transforming Public Services with ChatGPT:
Enhancing CSAT and Operational Excellence

Introducing Set Sail

Set Sail offers one-stop platform for businesses to build and use A.I. digital staff

The digital staff can be A.I. Salesperson on social media, A.I. Customer Service Officer on website or internal A.I. Q&A helper. They will also help you follow up and convert leads automatically.

Presence in Europe & Asia

Europe

China

Hong Kong

Vietnam

Thailand

Key Partners

Meta

Cyberport 數碼港

AppWorks

HK AI LAB

asia pay CAPITAL

Trusted by 200+ global clients

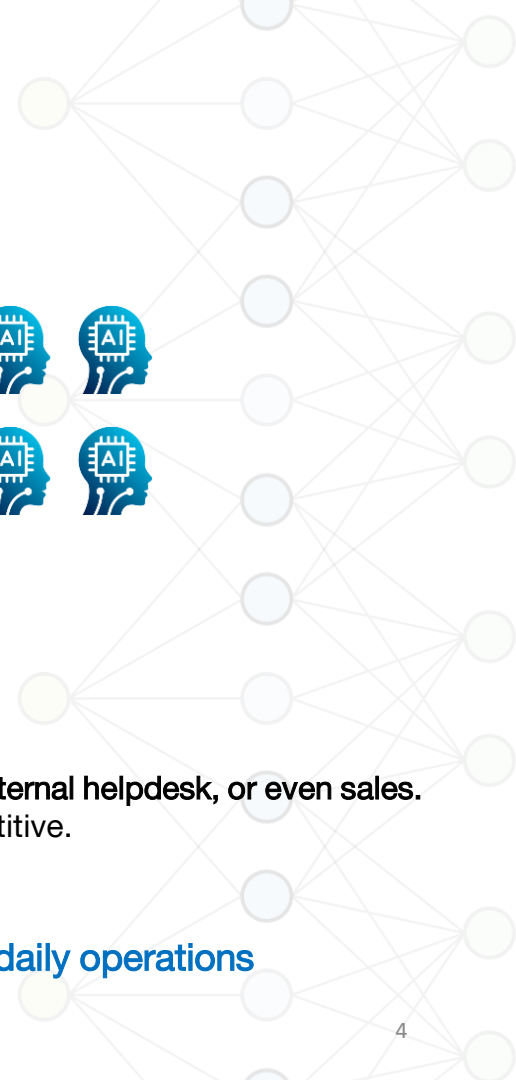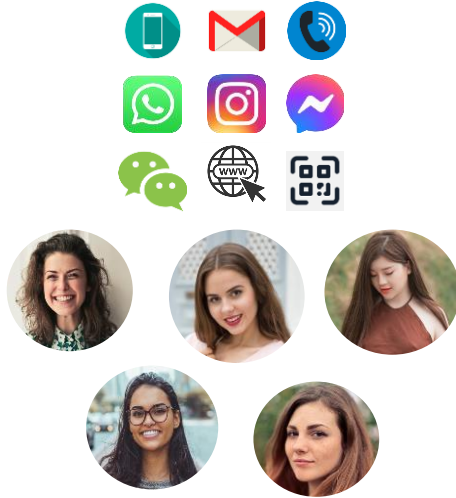
Government Departments & public sector organizations

Financial Institutions

Listed Companies, Utilities & NGO

Retail & Ecommerce

A.I. Digital employees have reached an intelligent level to handle **customer service, internal helpdesk, or even sales.** Every business will now need to use A.I., just to stay competitive.

But most businesses do not know how to build and use A.I. in daily operations

THE SOLUTION

We offer a code-free platform for enterprises to build and manage A.I. Digital Labour
Handling Sales, Customer Service, & internal helpdesk

When you are sleeping, they complete tasks for you 24/7

We teach the A.I. Digital Employee to handle sales, customers service or internal helpdesk
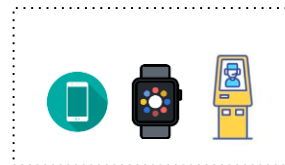

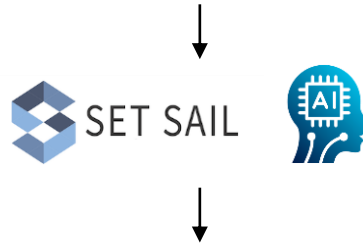Outlook   Voice   Large-Language Model (Read-Write)   Memory   Workflows   Knowledge
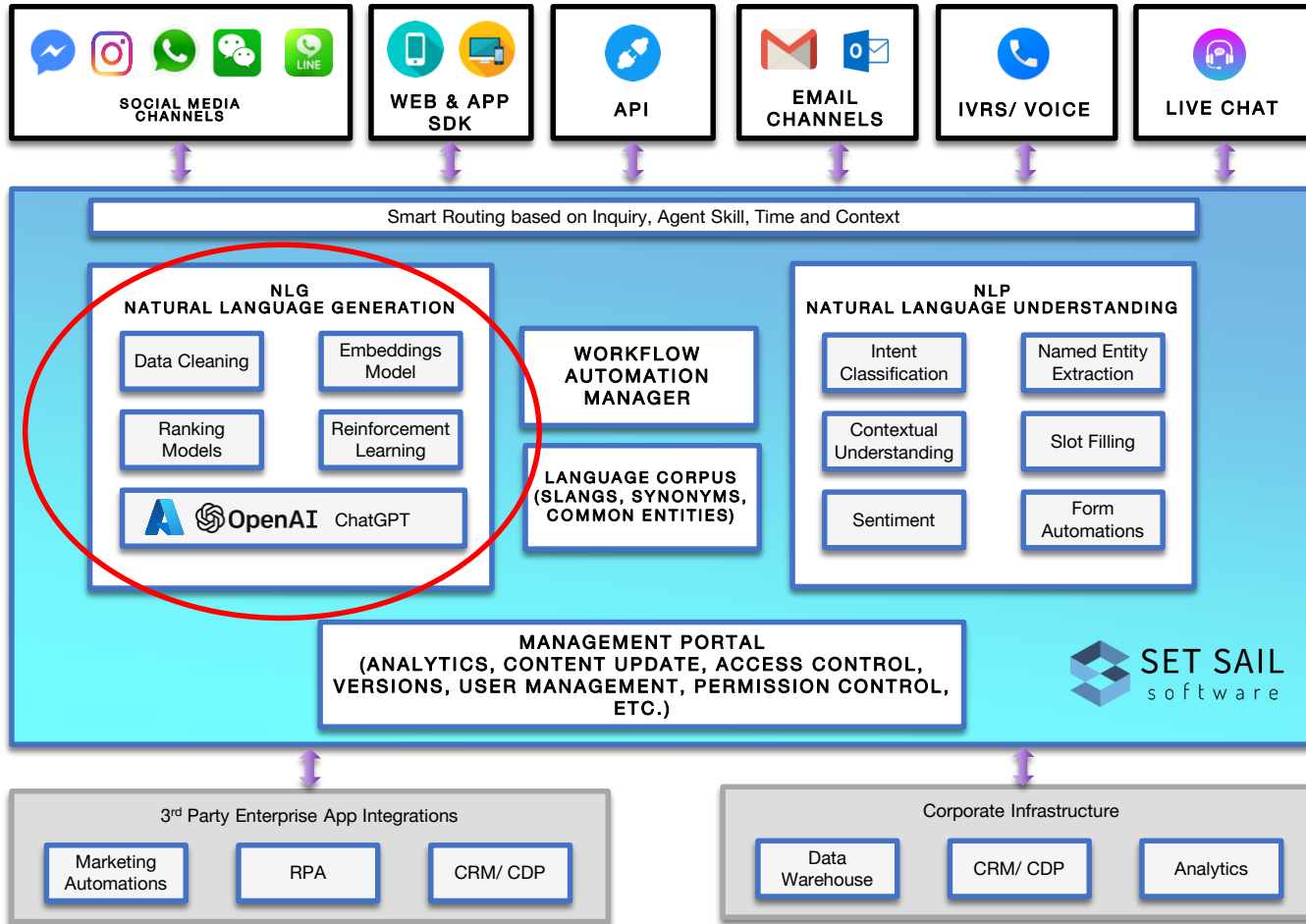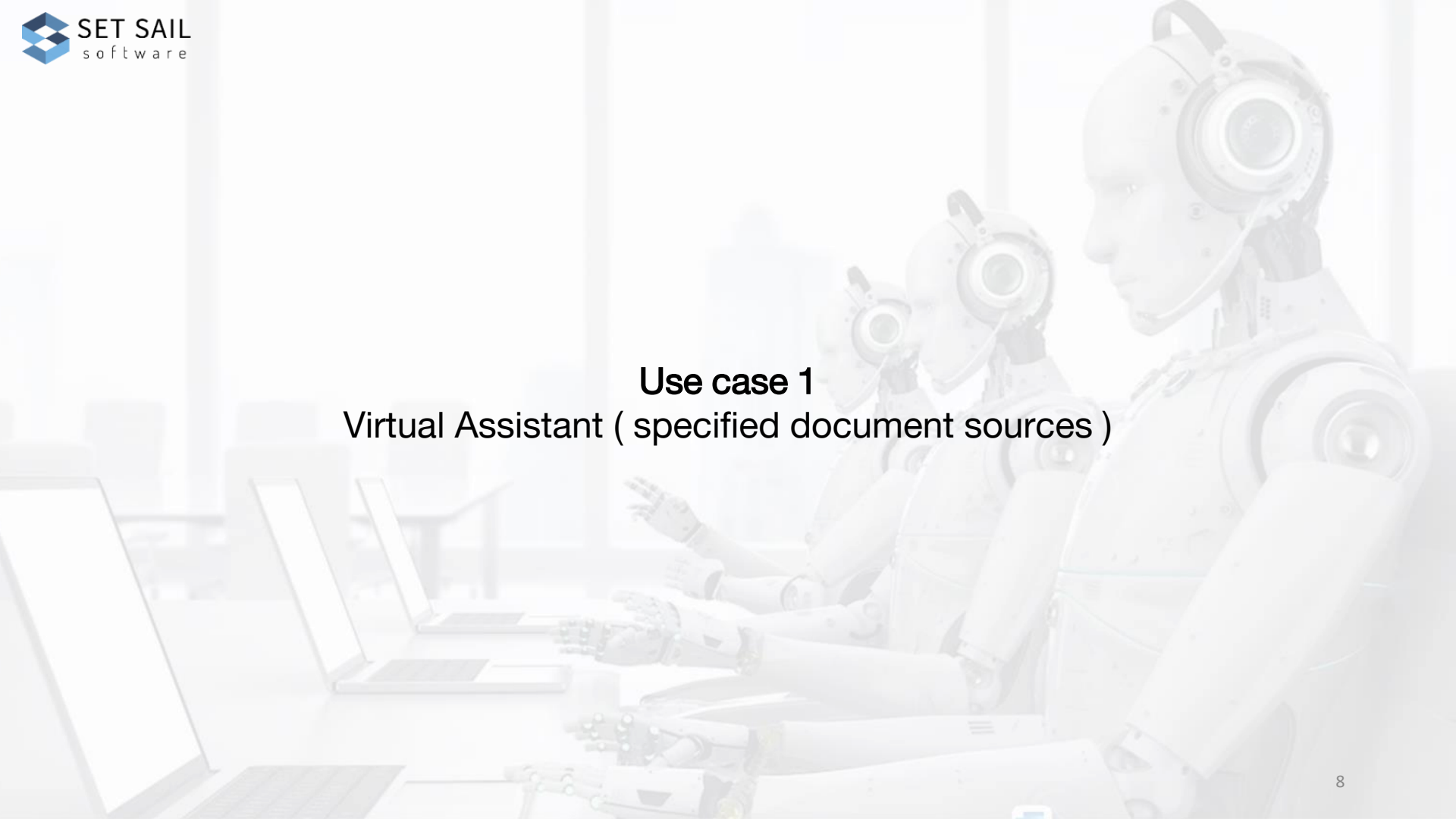
SET SAIL

Social Media Channels   Voice-command devices   Internal Dashboard

SET SAIL A.I. CONTACT CENTER SOLUTION with NLG

SOCIAL MEDIA CHANNELS

WEB & APP SDK

API

EMAIL CHANNELS

IVRS/ VOICE

LIVE CHAT

Smart Routing based on Inquiry, Agent Skill, Time and Context

NLG
NATURAL LANGUAGE GENERATION

- Data Cleaning
- Embeddings Model
- Ranking Models
- Reinforcement Learning
- OpenAI ChatGPT

WORKFLOW AUTOMATION MANAGER

LANGUAGE CORPUS (SLANGS, SYNONYMS, COMMON ENTITIES)

NLP
NATURAL LANGUAGE UNDERSTANDING

- Intent Classification
- Named Entity Extraction
- Contextual Understanding
- Slot Filling
- Sentiment
- Form Automations

**MANAGEMENT PORTAL
(ANALYTICS, CONTENT UPDATE, ACCESS CONTROL, VERSIONS, USER MANAGEMENT, PERMISSION CONTROL, ETC.)**

SET SAIL software

3rd Party Enterprise App Integrations
- Marketing Automations
- RPA
- CRM/ CDP

Corporate Infrastructure
- Data Warehouse
- CRM/ CDP
- Analytics

Use case 1
Virtual Assistant (specified document sources)

Document Search - Powered by OpenAI & Set Sail

Use OpenAI's latest ChatGPT to read a document as knowledge, and provide intelligent answer based on the provided knowledge base.
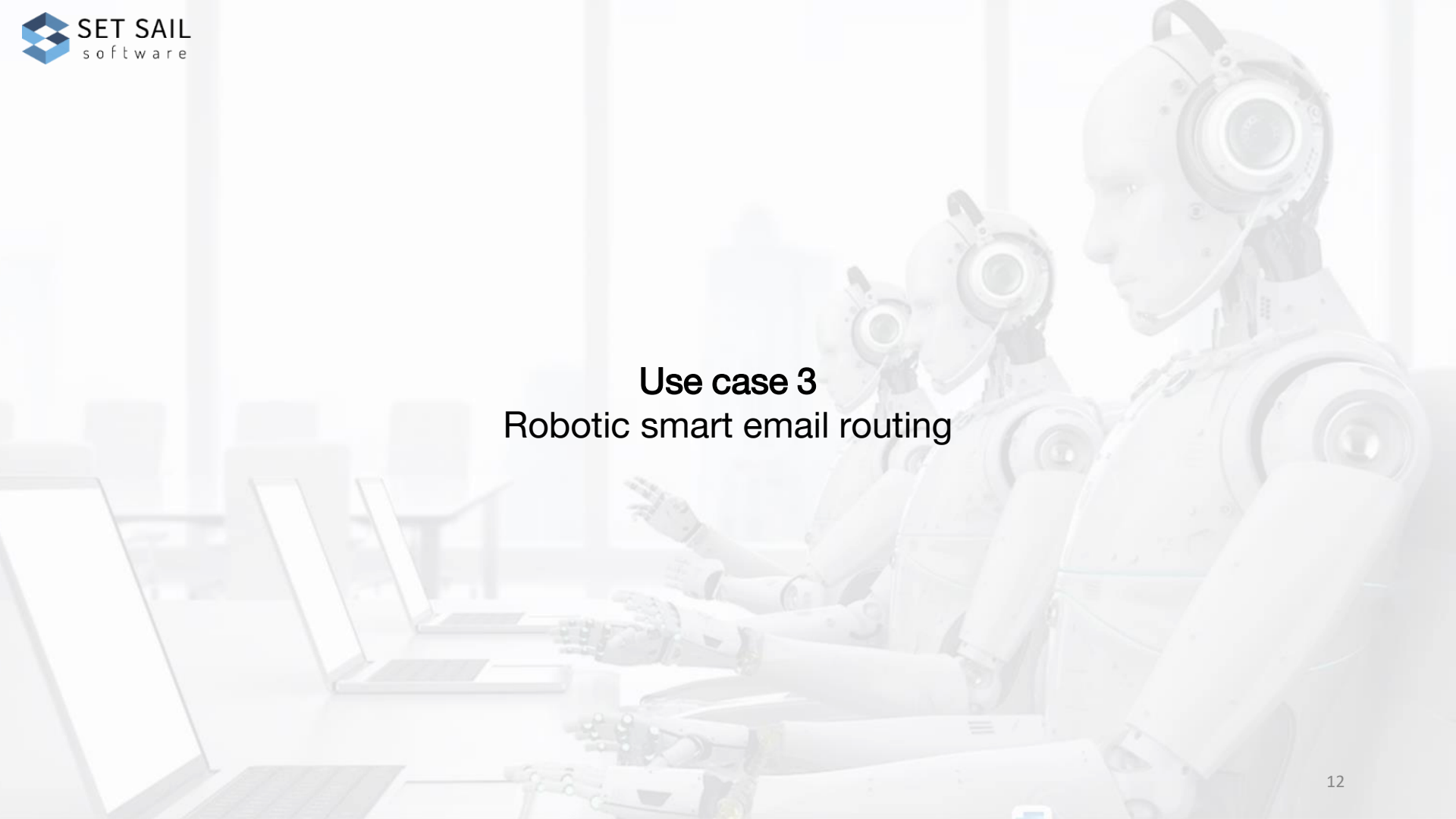
This service can be used for internal helpdesk and customer support on website, mobile app, social media channels and internal training tools.

Use case 2
Enhanced Search Engine

Enhanced search engine

Use case 3
Robotic smart email routing

Robotic smart email routing

Thank You.

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