ENABLING INTERNAL CHAT SYSTEM
into a Commercial Feature-Rich Solution

Successful Application of AI Solutions: AI technology has been a focus area for Luvina. In this project, Luvina effectively utilized our knowledge and capabilities to demonstrate our ability to work with AI.

Consultative Ability: In this project, Luvina showcased not only coding and testing skills but also the ability to provide valuable advice and design UI/UX interfaces that meet end-user needs.

Highlights

The company has an AI-driven internal chat system they want to launch as a public product. This transition requires bridging the gap between a limited-purpose internal tool and a feature-rich public platform

We bridge the gap by advising and programming interaction features, crafting a user-friendly UI/UX and also recommending development direction for the product.

* The scope of work:

- Analyze current functionality and identify gaps compared to market competitors.
- Advise on the feature development roadmap, prioritizing functionalities based on user needs and market demands.
- Design a user-friendly and intuitive UI/UX for the public platform.
- Offer ongoing consultations throughout the development process.

Overview

Country: Japan
Services: Software
Industry: IT
Solution: Azure OpenAI - ChatGPT
Technology: React.js, Material Design, Recoil.js, ReChart.js, Python, FastAPI
Timeline: July 2023-April 2024
Scale: 2 people/month

About client

Our customer has been one of Luvina's longstanding strategic partners and one of the largest IT service providers in Japan.

Customer Requirements:

Our customer wanted to develop internal chatbot software to help employees search, access, and aggregate internal information, simplifying the process of finding and summarizing documents.

In the future, they aim to package this solution into a commercial product for other businesses. The customer expected Luvina to advise on the product's development direction and optimize the software's front end.

Challenges

We had never been responsible for designing and deploying front-end coding for any projects for this client before. Additionally, our client had extremely high demands for product quality. Therefore, Luvina needed to prove our capabilities in front-end design and coding to gain the client's trust.

Solutions

Luvina actively participated closely with the client in UI/UX design. We proactively provided useful suggestions to the client. Additionally, Luvina built demo versions of the interface for the client to envision the product on purpose. During the demo process, we applied our years of experience working with clients in Japan, along with research and updates on design styles and user habits in Japan. This approach resulted in a UI design version that not only satisfied functional requirements but also optimized the user experience.

Achievements

Improved User Experience

- **Increased User Satisfaction:** Positive reviews increased **from 50% to 80%**.

- **Higher User Engagement:** Daily active users increased **from 250 to 500**.

Enhanced Business Efficiency

- **Improved Employee Productivity:** Average time spent getting the relevant answers for common questions reduced **from 8 minutes to 4 minutes**.

- **Escalation rate:** The number of inquiries escalated to internal experts reduced **from 50% to 30%**.
The client's confidence in our expertise extends to the backend development as well

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CASE STUDY