

Generatieve

AI

Generatieve Artificial Intelligence

Joost Dijkhuis

pegamento
Innovation in contact





Huidige
landschap





Onze missie

Pegamento is dedicated to create the best **digital workplace** for every employee to **gain insight and collaborate** to **empower** them to **serve customers** beyond compare.

Hoe kan Generatieve AI ons hierbij helpen?



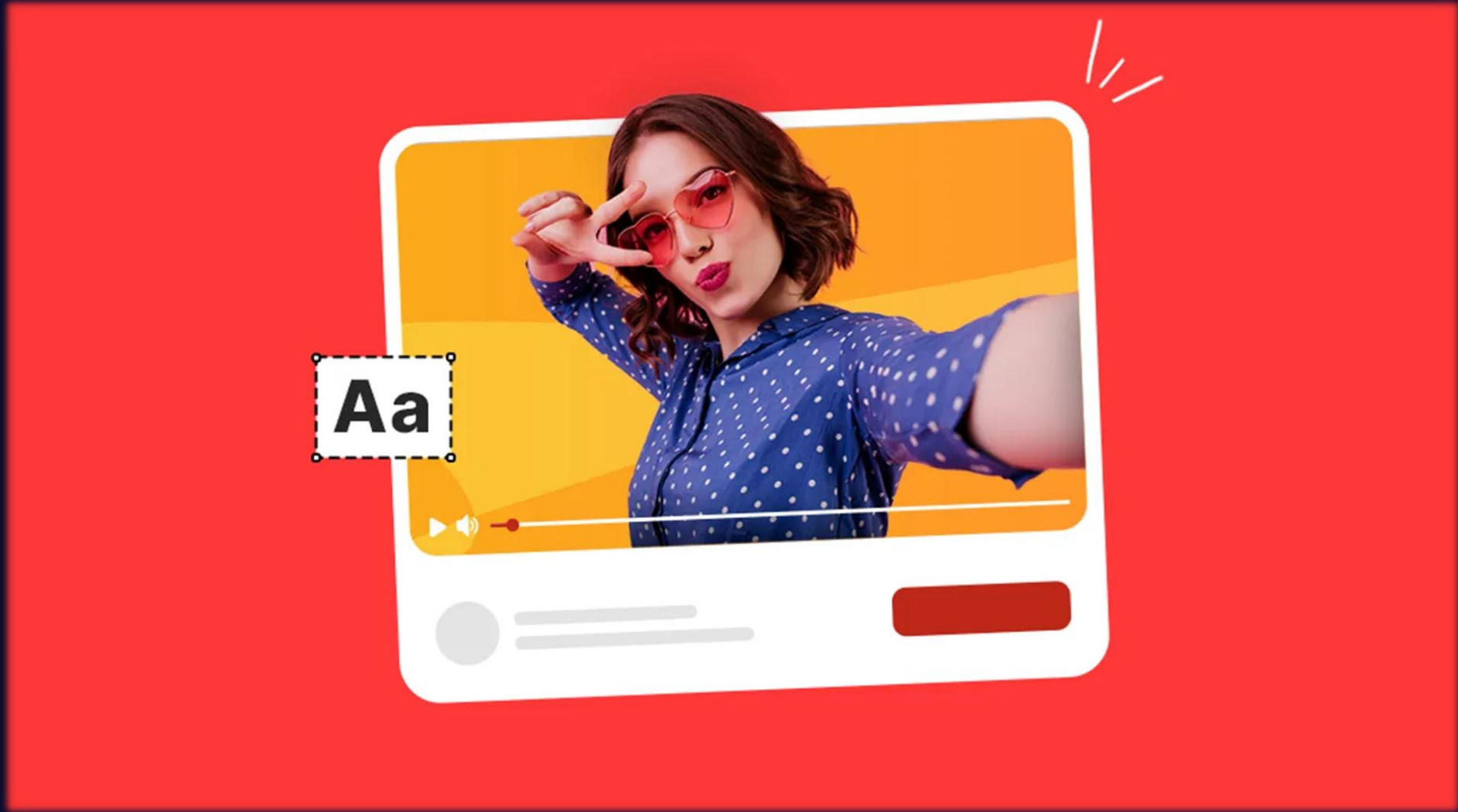
Wat is Generatieve AI?

Generatieve AI is het inzetten van kunstmatige intelligentie om tekst, beeld of geluid te maken.





Generatieve AI next level






Een hulpmiddel maar niet de heilige graal



Voicemail assistant

Audio Transcriptie



Dallas Thomas

2 min

Hi, Brian. It's me again. Give me a
back when you can at 973-555-1111
Thank you. Bye.



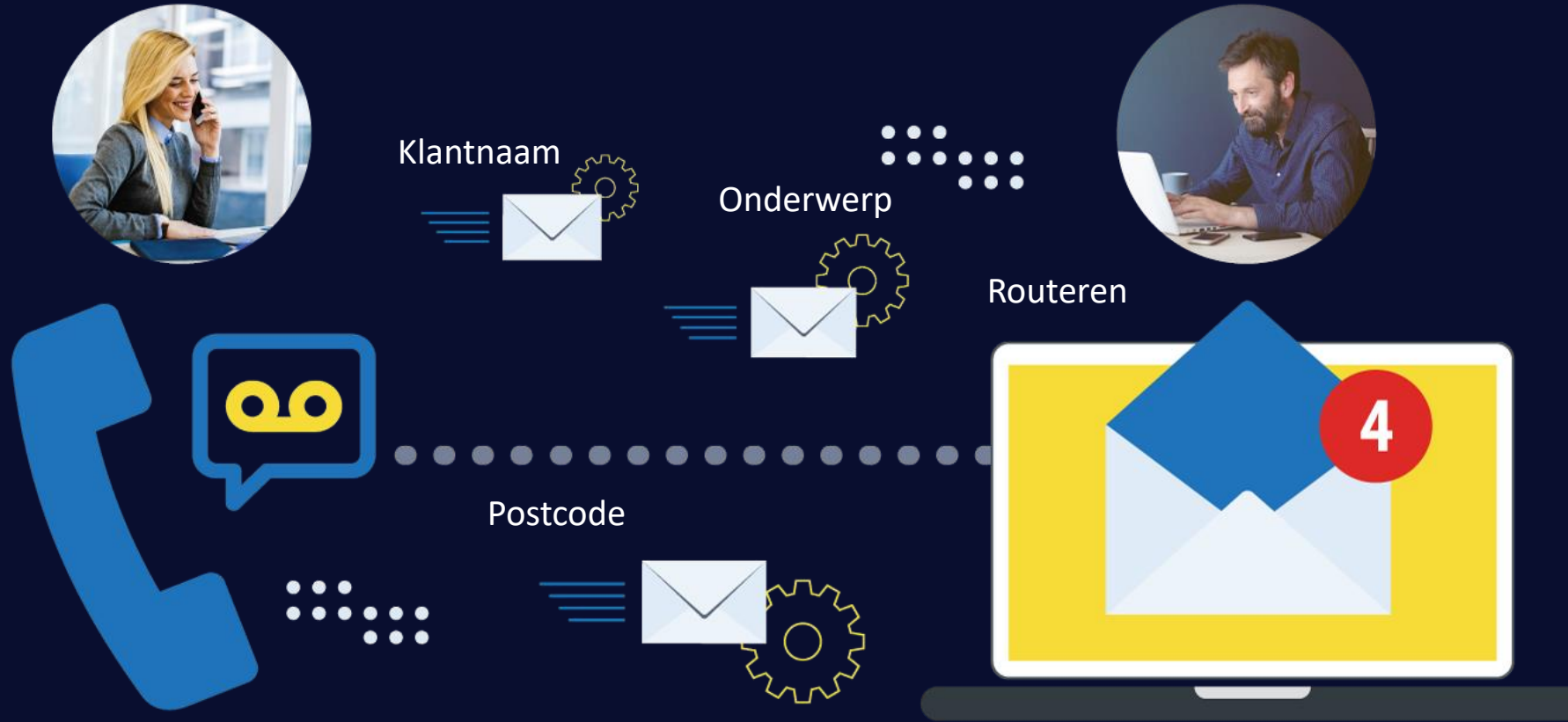
Voicemail assistant

- Klant belt support
- Laat voicemail achter
- Audio Transcriptie API





Inhoud detectie & actie





Oude situatie

Nieuw voicemail bericht van Ruben Pega (101)

IB IP Businessmanager
Aan Ruben Kremer

Voicemail-101-20230825-144321.wav
277 KB

Beantwoorden Allen beantwoorden Doorsturen

Fri 25/08/2023 14:43

Goedendag,

U heeft een nieuw voicemail bericht van **Ruben Pega (101)** in voicemailbox **101**.

Een kopie van het bericht is tevens in de bijlage bijgevoegd. Ook kunt u het bericht op uw toestel beluisteren met *25.
Indien u van een ander toestel uw berichten wilt beluisteren, toets dan *25 gevolgd door het voicemail box nummer.



Met vriendelijke groeten,
Team IP Businessmanager

www.ipbusinessmanager.nl



Met Voicemail assistant

Job result: c4e5cfcd-53cb-471f-a659-66e017bd96ac

 Pegamento Mailer
Aan  Ruben Kremer

Dear User,

Here are the results for job: c4e5cfcd-53cb-471f-a659-66e017bd96ac
Response:
Hallo, dit is Mario van het restaurant Piet van Italië. We hebben momenteel geen internet en ik denk dat we daarom geen telefoontjes kunnen ontvangen. Kunnen jullie alsjeblieft controleren of dat inderdaad de reden is, of dat er iets anders aan de hand is? Ik hoop snel van jullie te horen. Tot ziens!

Best Regards,
Pegamento Audio-Transcriber

Een kopie van het bericht is verzonden naar de afzender.
Indien u van een ander toestel uw bericht wilt bekijken, klik hier.

Met vriendelijke groeten,
Team IP Businessmanager

www.ipbusinessmanager.nl

Beantwoorden Alleen beantwoorden Doorsturen

Fri 25/08/2023 14:45

Doorsturen

Fri 25/08/2023 14:43



Voice assistant

Transcriptie van gespreksopnames



Transcript van de conversatie

The screenshot shows a web browser window displaying the 'Phone System' application. The browser address bar shows the URL: `https://230403.ipbm.cloud/?page=callrecordings&companyID=1#transcription`. The application header includes the 'Phone System' logo and the user 'Pegamento Support (Administrator)'. A left sidebar contains a navigation menu with items like 'Phone System Board - Agile-bord - JIRA', 'AUD board - Agile-bord - JIRA', and 'DEV230403 - Pegamento Phone System'. The main content area is titled 'Gespreksopname' and features search filters for 'Datum', 'Beantwoord door', 'Wachtrij', and 'Inkomend nummer'. Below the filters is a table of call recordings with columns for 'Datum', 'Starttijd', 'Gespreksduur', 'Inkomend nummer', 'Wachtrij', 'Caller ID', 'Beantwoord door', and 'Beoordeling'. The first row shows a recording from 2023-08-25 at 15:16:56, lasting 00:00:38, with an incoming number of 9115 and a caller ID of 7113. The recording is answered by '101 (Gebruiker Ruben Pega)' and has a 5-star rating. A 'Download' button is visible next to the recording details.

Phone System

Pegamento Support (Administrator)

Gespreksopname

Opnames

Datum: dd/mm/yyyy | Beantwoord door: [zoek] | Wachtrij: [zoek] | Inkomend nummer: [zoek] | Beoordeling: [dropdown] | Filter

<< < Vorige pagina 1 Volgende pagina > >> Per pagina: 10 Toont 10 van de 4 vermeldingen

Datum	Starttijd	Gespreksduur	Inkomend nummer	Wachtrij	Caller ID	Beantwoord door	Beoordeling
2023-08-25	15:16:56	00:00:38	9115	-	7113	101 (Gebruiker Ruben Pega)	★★★★★

<< < Vorige pagina 1 Volgende pagina > >> Per pagina: 10 Toont 10 van de 4 vermeldingen

Download

Chat GPT

Van Audio naar Samenvatting





De samenvatting van het gesprek

Speaker 1: O ja, ja dan heb je dat hè?

Speaker 0: Inderdaad, inderdaad.

Speaker 1: Nou... Af en toe moet je wel regen hebben.

Speaker 0: Ja, of zon.

Speaker 1: Of zon, ja.

Speaker 0: Ja, helemaal mee eens.

Speaker 1: Oké, dat was het weer voor vandaag.

Speaker 0: Helemaal bedankt!

Speaker 1: Fijne dag!

Speaker 0: Tot ziens!



In dit gesprek tussen Ensar (Speaker 1) en Ruben (Speaker 0) hebben ze een kort en vriendelijk gesprek over het weer:

Share

Save



Ruben begint met een begroeting en vraagt hoe het met Ensar gaat. Ensar antwoordt dat het goed met hem gaat. Vervolgens praten ze even over het weer en dat Ensar meer van het weer geniet sinds hij in een zonnige kamer zit. Ruben merkt op dat af en toe regen ook nodig is, waarop Ensar het ermee eens is. Ze sluiten het gesprek af met een afscheid en wensen elkaar een fijne dag.



Contact drivers / Next best action

Assigned to Me ▾

Search Tickets

- #688121 **00:05:32**
Rashmi Shehgal @Rashmi.Shehgal
I can't seem to send or receive photos to or from iPhone 14 devices, even though I ...
Jan. 12, 2021
- #1594870 **00:01:00**
HJ Heather Jacobs
Unable to make purchase on the website, it keeps saying 'account invalid'...
Jan. 12, 2021
- #2389273 **00:01:10**
Craig Mason craig.mason@gmail.com
Refund request for ACME basic jeans
Jan. 12, 2021
- #888121 **10:17**
John Smith @johnnysmith
I can't seem to send or receive photos to or from iPhone 14 devices, even though I ...
Jan. 12, 2021

Case #688126 00:05:32

Rashmi Shehgal
Acme - Message

Case Summary

Hi there! I have raised this issue on chat and phone call but was not able to get a response from you all
Message • 2 mins ago

Hey Rashmi,
Thank you for contacting us. Please give me a moment while I see if we can do that for you.
Just Now

I can't seem to send or receive photos to or from my new device, even though I activated MMS messaging
Message • 2 mins ago

I have already tried resetting the phone and updating the software. Is this related to my phone being unlocked?
Message • 2 mins ago

Thanks for taking those steps of troubleshooting. Let me see what else can be wrong with your device
Just Now

Type here...

Mark as closed

Rashmi Shehgal **95**
Predicted CSAT

@rashmiSeh
Twitter 708 Tweets 69.12K Followers 102 Following

Ticket Properties Show all **In Progress**

Agent Assigned: Nick McGraw (You)
Priority: High
Ticket Type: Question

Tags: Product, Billing Issues

Knowledge Base (9)

Search Knowledge Base

- Quality Issues • Public
- Manufacturing Issue
If our product doesn't perform for you, we'll provide a 20% discount for your next...
- Product Issue • Public
- Confirmation Email Not Sent
- Product Issue • Public
- Software acceleration



Automatische samenvatting

The screenshot displays a customer support dashboard. On the left, a list of tickets is shown, including one for Rashmi Shehgal (#688121) and another for Heather Jacobs (#1594870). The main area shows a chat conversation for Case #688126 with Rashmi Shehgal. The chat history includes a message from the customer about a photo issue, a response from the agent, and a follow-up question. A 'Case Summary' section is visible above the chat. On the right, a 'Apply Case Closure Macro' dialog is open, showing a generated summary by ChatGPT and a list of related products like 'Acme phone 91'.

Assigned to Me

- #688121 **Rashmi Shehgal** @Rashmi.Shehgal
I can't seem to send or receive photos to or from iphone 14 devices, even though I ...
Jan. 12, 2021
- #1594870 **HJ Heather Jacobs**
Unable to make purchase on the website, it keeps saying 'account invalid'...
Jan. 12, 2021
- #2389273 **Craig Mason** craig.mason@gmail.com
Refund request for ACME basic jeans
Jan. 12, 2021
- #888121 **John Smith** @johnsmith
I can't seem to send or receive photos to or from iphone 14 devices, even though I ...
Jan. 12, 2021

Case #688126 00:05:32

Rashmi Shehgal Acme - Message

Case Summary

Hi there! i have raised this issue on chat and phone call but was not able to get a response from you all

Message • 2 mins ago

Hey Rashmi,
Thank you for contacting us. Please give me a moment while I see if we can do that for you.

Just Now

I can't seem to send or receive photos to or from my new device, even though I activated MMS messaging

Message • 2 mins ago

I have already tried resetting the phone and updating the software. Is this related to my phone being unlocked?

Message • 2 mins ago

Thanks for taking those steps of troubleshooting. Let me see what else can be wrong with your device

Just Now

Type here...

Apply Case Closure Macro

Issue Type •
User Name

Related Product •
Acme phone 91

Case Notes

Summary Generated by ChatGPT

1. The user has a new phone 1and has activated MMS messaging and but messages are not being sent
2. The user is able to use the phone for call, regular text, and data with Wi-Fi turned off.
3. Text messages are going through fine but photos to an android, and from an android are not sending or receiving.

Cancel Apply

If our product doesn't perform for you, we'll provide a 20% discount for your next...

Product Issue • Public
Confirmation Email Not Sent

Product Issue • Public
Software acceleration



Herformuleren teksten

The screenshot displays a customer support interface for a ticket. The main chat area shows a customer's message: "I've worn out my shoes with so many races last year. Can I get them repaired at ACME?". Below it, a suggested response is shown: "Shoes can be repaired at ACME outlets. While the price for [redacted] in the shoes, average repair price is [redacted]". A context menu is open over this response, offering several AI-powered editing options: "Reword", "Make it Longer", "Summarize Case", "Make it Shorter", "Modify Tone", "Simplify Language", and "Translate". The "Reword" option is currently selected. The interface also includes a sidebar with a list of other tickets, a top navigation bar with "Apply Macro" and "Mark as closed" buttons, and a right-hand panel with customer details and ticket properties.

Ticket #688126 | 00:00:12

Rashmi Shehgal | Predicted CSAT: 95

@rashmiSeh | 708 Tweets | 69.12K Followers | 102 Following

Ticket Properties

Assignee	Nick McGraw (You)	Sentiment	Neutral
Status	Open	Priority	Low
Company	Sprinklr	Predicted CSAT Score	34
Issue Type	Others	Tags	Product X Billing Issues X

Linked Tickets(0) | + Link Ticket | Show All >

Knowledge Base (9) | Show all

Search Knowledge Base

Quality Issues • Public | 12 Dec 2020

Manufacturing Issue

If our product doesn't perform for you, we'll provide a 20% discount for your next purchase. We pride...

DALL-E

Tekst naar afbeeldingen/ video





Tekst vertalen naar beeld

Canva



 Text to Image



Use brand new technology to create an image for you



A panda riding a bike through a city with depth of field



Try an example



More styles



No style



Concept art



Photo





Tekst naar video

