

Participants in the MIPT business accelerator have developed an intellectual platform based on artificial intelligence (AI) Reform AI Infopilot to automate the work of stake centers. The service uses speech recognition technologies and semantic search, reducing the time of processing calls by 30%.

The real -time system analyzes the operator's dialogue with the client, finds the necessary information in the company's knowledge base and displays tips on the screen. According to the developers, the time for issuing relevant data is less than one second.

According to the project manager Georgy Sharipov, the decision is specially adapted for the Russian language and industry features. The platform competes with foreign analogues, offering a completely localized product with increased data security requirements.

Development is easily integrated with the existing IT infrastructure of companies.