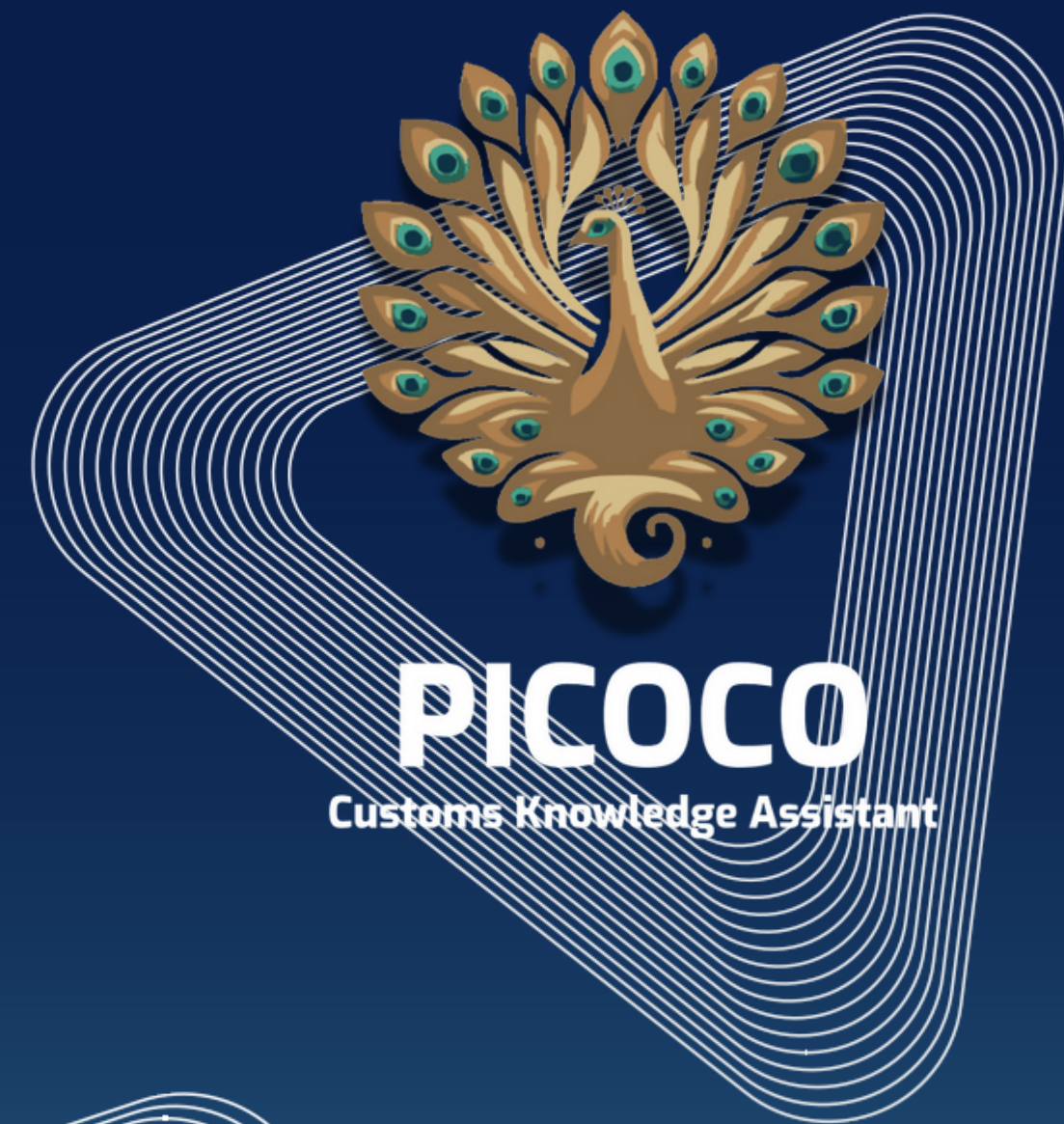


Pilot project proposal

Conversational AI Assistant



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Co-funded by
the European Union

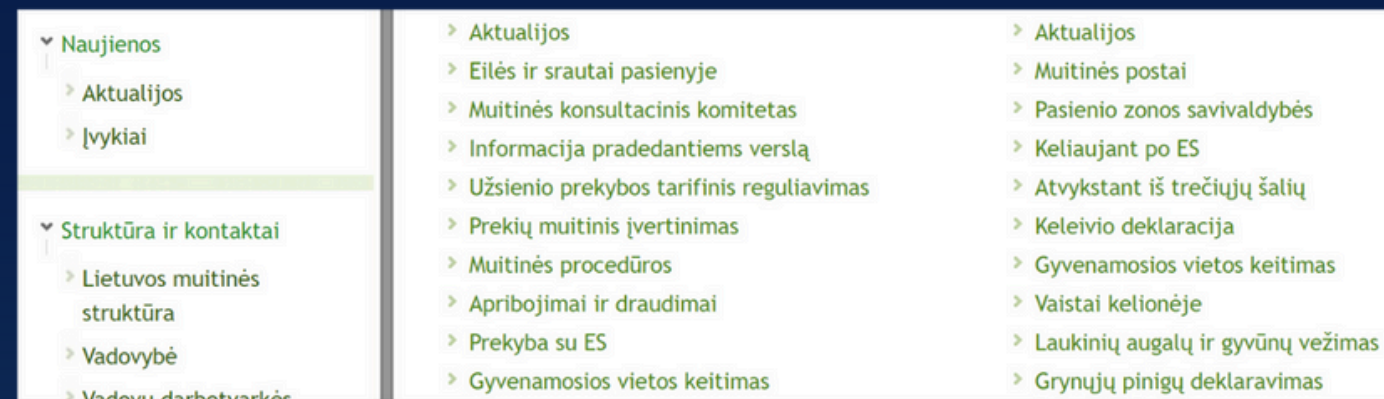
Background

- Artificial intelligence (AI) is inevitably changing the world (just consider EU AI Act, international convention on AI and human rights, etc.). It has tremendous potential to enhance human intelligence.
- CustomsClear is developing a personalized adaptive continuous learning system whose core is Picoco, an engine for conversational AI assistants. The project is co-funded by the EU.
- Picoco takes your 'chatbot' to the next level by empowering it to understand your needs and provide tailored assistance in the form of **answers** (not just information) to your questions to help you navigate through a complex legal environment with ease.
- The following slides present a use case at Lithuanian customs, a summary of further use cases, the benefits and the process of the pilot project.

Use case - Problem

Lithuanian Customs website www.lrmuitine.lt. Areas for improvement for a better user experience:

1



Many sections. Where is the information you are looking for?

3



There are also regulations in pdf. What about the updates?

2



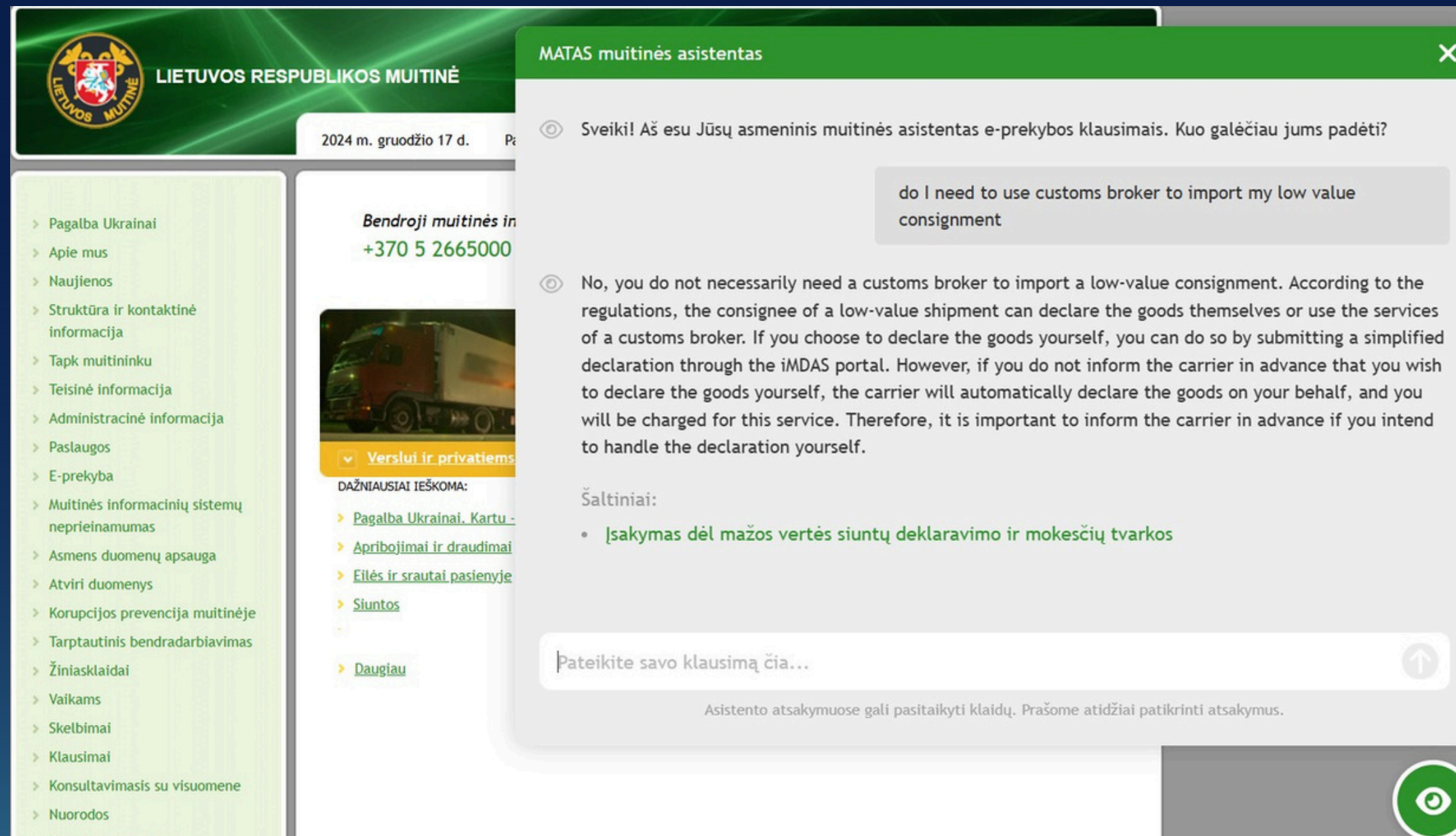
Found the right section. Here – only the documents to download. Where is the **answer**?

4

And what if you don't speak Lithuanian?

Use case - Solution

The multilingual conversational AI assistant 'Matas' **answers** users' questions and refers them to further information on the website.



The screenshot shows the MATAS AI assistant interface overlaid on the Lithuanian Customs website. The website header includes the Lithuanian coat of arms and the text "LIETUVOS RESPUBLIKOS MUITINĖ". The date "2024 m. gruodžio 17 d." is visible. The left sidebar contains a navigation menu with items like "Pagalba Ukrainai", "Apie mus", "Naujienos", "Struktūra ir kontaktinė informacija", "Tapk muitininku", "Teisinė informacija", "Administracinė informacija", "Paslaugos", "E-prekyba", "Muitinės informacinių sistemų neprieinamumas", "Asmens duomenų apsauga", "Atviri duomenys", "Korupcijos prevencija muitinėje", "Tarpautinis bendradarbiavimas", "Žiniasklaidai", "Vaikams", "Skelbimai", "Klausimai", "Konsultavimasis su visuomene", "Nuorodos", and "Greitesios nuorodos". The main content area displays "Bendroji muitinės informacija" with a phone number "+370 5 2665000" and a "Verslui ir privatiems" section with "DAŽNIAUSIAI IEŠKOMA:" links: "Pagalba Ukrainai. Kartu...", "Apribojimai ir draudimai", "Eilės ir srautai pasienyje", "Siuntos", and "Daugiau". The MATAS assistant window has a title bar "MATAS muitinės asistentas" and a close button. It displays a greeting: "Sveiki! Aš esu Jūsų asmeninis muitinės asistentas e-prekybos klausimais. Kuo galėčiau jums padėti?". A user input box contains the question: "do I need to use customs broker to import my low value consignment". The assistant's response is: "No, you do not necessarily need a customs broker to import a low-value consignment. According to the regulations, the consignee of a low-value shipment can declare the goods themselves or use the services of a customs broker. If you choose to declare the goods yourself, you can do so by submitting a simplified declaration through the iMDAS portal. However, if you do not inform the carrier in advance that you wish to declare the goods yourself, the carrier will automatically declare the goods on your behalf, and you will be charged for this service. Therefore, it is important to inform the carrier in advance if you intend to handle the declaration yourself." Below the response, it lists "Šaltiniai:" with a link: "Įsakymas dėl mažos vertės siuntų deklaravimo ir mokesčių tvarkos". At the bottom of the assistant window, there is an input field "Pateikite savo klausimą čia..." and a disclaimer: "Asistento atsakymuose gali pasitaikyti klaidų. Prašome atidžiai patikrinti atsakymus." A green circular icon with a white eye is located in the bottom right corner of the assistant window.

Use cases

Your conversational AI assistant, powered by Picoco engine, can:

- Provide answers to external users' questions and/ or to internal users' questions, based on public information and/or internal documents.
- Become a hub for the organisation's expertise, which reduces the amount of time the experts have to spend on onboarding new employees or consulting colleagues; moreover, an expert can leave the organisation, but the knowledge will remain.
- Act as a 'single window' access to different information and knowledge databases.
- Automatically track relevant regulatory changes.
- Analyse documents in specific cases, e.g. court rulings concerning temporary admission.
- Compare documents, e.g. older and newer versions, similar laws in different countries.
- Explain 'red flags' raised by compliance systems.

Benefits

AI assistants powered by Picoco are multi-purpose and offer many benefits (the list is not exhaustive):

- Find answers to your questions at least **10 times faster**: man-hours saved = financial savings.
- Easily verify answers and find more information in the suggested **expert-approved sources**.
- Enjoy a constantly growing, up-to-date **repository of knowledge** that can be enriched with unlimited external and internal resources and is never lost.
- **24/7 availability** - your team and customers can access information whenever they need it.
- **Harmonise information** and knowledge - no more miscommunication among teams and to customers.
- Get all answers in **one place** - no need to research various other tools and databases, access them through your assistant, e.g. checking the validity of EORI or excise codes.
- Forget the language barrier and costly translations – the assistant answers in the **language you speak** irrespective of the language of documents it contains.
- **Chat as usual** - the assistant knows the context of the conversation and can handle typos.



Pilot project approach

We invite you to try out the assistant as part of a free pilot project and see how it can best benefit the efficiency of your organisation.





Thank you, we look forward
to collaborating with you!

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PICOCO
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