



# AI-POWERED COWORKER FOR YOUR BUSINESS

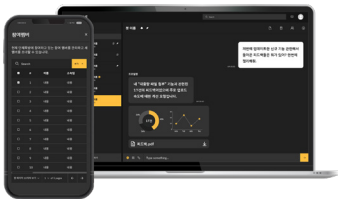
**CXP** | Conversational eXperience Platform |  
Enterprise-Grade Generative AI Platform

# CONTENTS

|                             |    |                 |    |
|-----------------------------|----|-----------------|----|
| Langcode CXP                | 03 | CXP Key Feature | 06 |
| Langcode Security           | 10 | Success Story   | 11 |
| Solution Adoption Framework | 20 | Pricing         | 21 |

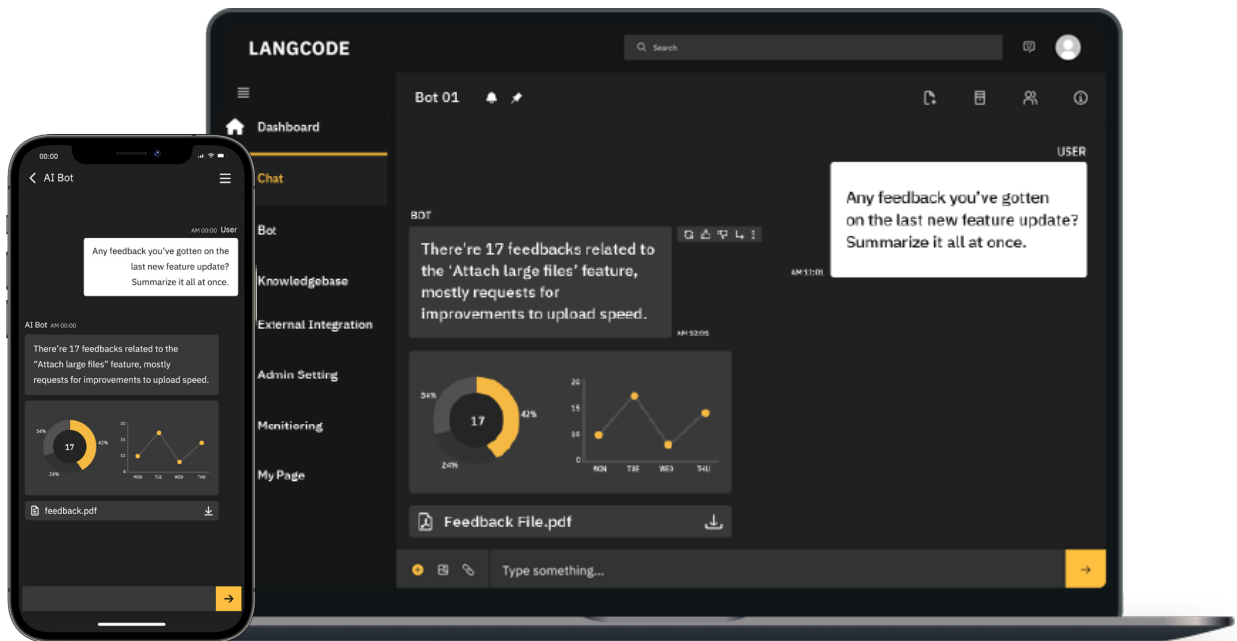
## 3C SOLUTION FOR BUSINESS ACCELERATION

Focusing on our generative AI platform, we drive business integration and acceleration through our 3C solutions: CXP, Consulting, and CSP.

| CXP   | CONSULTING  | CSP (Cloud Service Provider)  |
|---|---|---|
|  <p><b>An enterprise-grade generative AI solution that optimizes employee experience and customer experience</b></p> <p><b>Offering</b></p> <p>EX- Automates Q&amp;A based on contextual understanding of company documents and data</p> <p>CX-Automates customer communication tasks and optimizes customer journeys through personalized Q&amp;A</p> |  <p><b>Offering expert consulting services for staying ahead of AI trends and technology optimization</b></p> <p><b>Offering</b></p> <p>End-to-end consulting for software development life cycle (planning, development, scaling)</p> <p>Analyzing business environments and requirements to recommend optimal technologies and solutions</p> |  <p><b>Providing expert technical support and management for successful Microsoft Azure adoption</b></p> <p><b>Offering</b></p> <p>A Microsoft Solution (AI &amp; Data) Partner that offers Azure cloud services and technical support</p> <p>A certified CSP with proven expertise in professional cloud consulting</p> |

# CXP(Conversational eXperience Platform)

## Enterprise-Grade Generative AI Platform







## LANGCODE CXP

CXP is a powerful generative AI platform designed to meet the needs of diverse industries. It enhances operational efficiency and productivity by leveraging real-time data integration, advanced prompt engineering, and tailored responses.

From deployment to operation, maintenance, and management, CXP automates the entire process, enabling seamless governance while adhering to global security and regulatory standards. This ensures businesses can implement the solution with complete confidence.

Supported by proven technical capabilities and deep industry expertise, LangCode CXP is the premier solution for successful generative AI adoption, driving value creation for enterprises.

| Integration   | Reliability   | Generation   | Automation   |
|---|---|--|--|
|  <p>Flexible integration and combination with internal data sources and environments</p> |  <p>Provides clear and intuitive evidence by citing source documents for generated responses</p> |  <p>Generates diverse message types (multimodal) tailored to user requests</p> |  <p>End-to-end automation of the entire process, from AI bot creation to training, management</p> |






# Why Langcode CXP?

## TOTAL EXPERIENCE PLATFORM(TX)




CXP offers tailored solutions for a wide range of use cases, addressing both Employee Experience (EX) and Customer Experience (CX) needs.

| CXP for Employee eXperience  | CXP for Customer eXperience   |
|--|---|
|  <p>Intelligent Q&amp;A bot based on internal documents<br/>Customized information delivery and specialized Q&amp;A support by department, job role, and permission</p> |  <p>Optimized for customer journeys, handling issues, and purchase inquiries<br/>Hyper-personalized Q&amp;A and recommendations based on customer data and interaction history</p> |

### LANGCODE 5 CORE VALUES

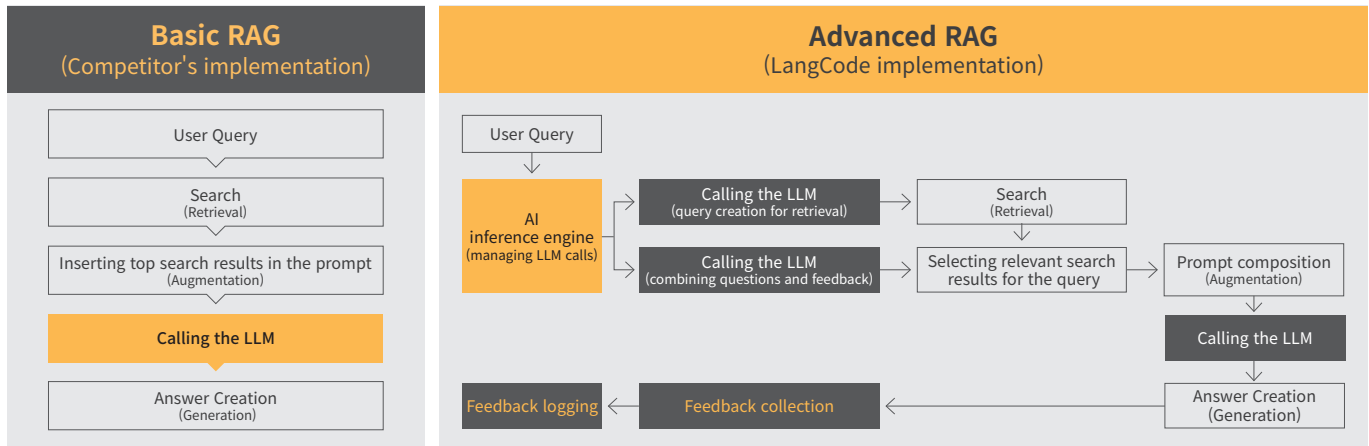
|   |   |  |  |   |
|---|---|--|--|---|
|  <p><b>Creative Prompt Engineering</b></p> <p>Creative prompt engineering with LangCode's Prompt Unit Pool &amp; Orchestration</p> |  <p><b>Multilateral Database Composition</b></p> <p>Provides convenience through multilateral database without data source restriction</p> |  <p><b>User-Centric Context Understanding</b></p> <p>Contextual thinking to understand user's intentions and extract relevant answers</p> |  <p><b>MS Certified Security</b></p> <p>Adheres to optimal security guidelines as a Microsoft certified partner</p> |  <p><b>Optimize subscription Costs</b></p> <p>Offers a reasonable subscription plan with fewer billing items</p> |
|---|---|--|--|---|

## CORE TECHNOLOGY

| Knowledge Base  | Prompt Engineering   | Feedback Pipeline  |
|---|--|--|
|  <p>Supports real-time integration of diverse data sources, including PDF, JSON, MS Office, and TXT formats</p> <p>Builds an integrated knowledge base by combining heterogeneous data regardless of schema or format</p> <p>Systematic knowledge management within an integrated knowledge base, including version control and access management.</p> |  <p>Intelligently compose and execute multiple prompt layers based on task requirements.</p> <p>Automatically add, modify, and manage prompts based on user feedback and dialog success.</p> <p>AI automatically configures optimized prompt pipelines for specific tasks</p> |  <p>Real-time AI logic performance improvement based on user feedback and interactions</p> <p>Hyper-personalized conversations based on user behavior patterns, preferences, and feedback</p> <p>Automated exploration and establishment of response generation</p> |

## ADVANCED RAG

Through our in-house developed engine that leverages the inference capabilities and feedback of large language models (LLMs), we have implemented Advanced RAG. Through analysis of user queries and existing feedback, Advanced RAG selectively calls the optimal LLM and precisely handles complex and difficult tasks, providing more accurate and reliable results.



## Multi-LLM

Our multi-LLM strategy delivers optimized solutions tailored to customer requirements and goals. By selectively leveraging different LLMs, we ensure the best fit by evaluating performance, domain expertise, and operational costs. The AI intelligently selects and applies the most suitable model for each situation, providing advanced, optimized results

| Provider   | Model Name    | Provider  | Model Name |
|------------|---------------|-----------|------------|
| OpenAI     | Azure GPT-4o  | Google    | Gemini     |
| OpenAI     | Azure GPT-4.0 | AWS       | Titan      |
| Mistral AI | Mistral       | Anthropic | Claude     |
| Meta       | LLaMa2        | Naver     | CLOVA      |

\* More LLMs will be integrated in the future.

## Multi Modal

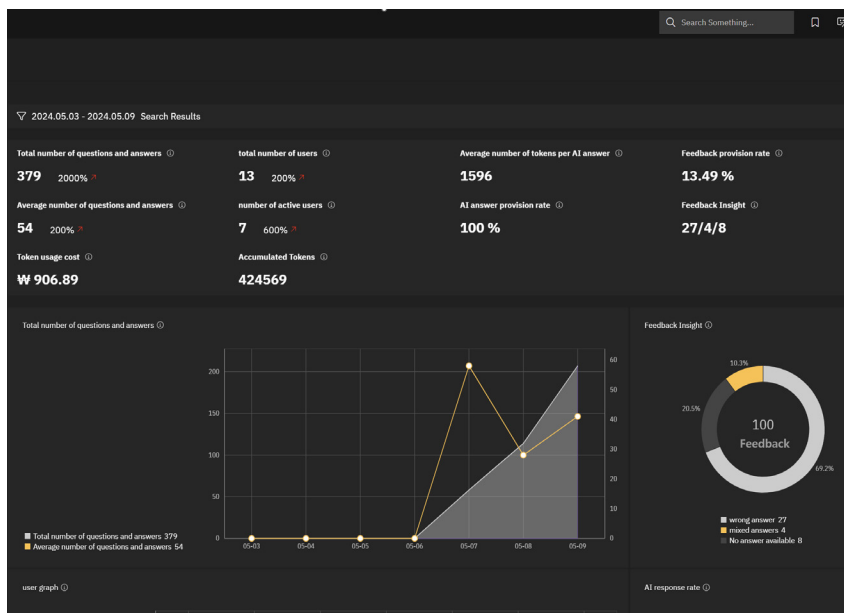
Our AI engine utilizes the most suitable multimodal approach to provide optimal responses to your queries. In addition to text, it offers diverse response formats like charts, tables, and buttons. This allows you to receive information in the most suitable manner based on your needs and situations.

| # | Header1 | Header2 | Header3 | Header4 |
|---|---------|---------|---------|---------|
| 1 | Content | Content | Content | Content |
| 2 | Content | Content | Content | Content |
| 3 | Content | Content | Content | Content |
| 4 | Content | Content | Content | Content |
| 5 | Content | Content | Content | Content |
| 6 | Content | Content | Content | Content |

# CXP KEY FEATURE

## DASHBOARD

The system provides real-time monitoring and management of generative AI performance, featuring visual displays of key user metrics and AI bot statistics. This allows for quick and easy evaluation of user interaction efficiency and effectiveness.



### Key Insight Metrics

Provides key metrics on user activity and performance, including the number of users, conversations, average tokens per AI response, and feedback insights.

### Filter

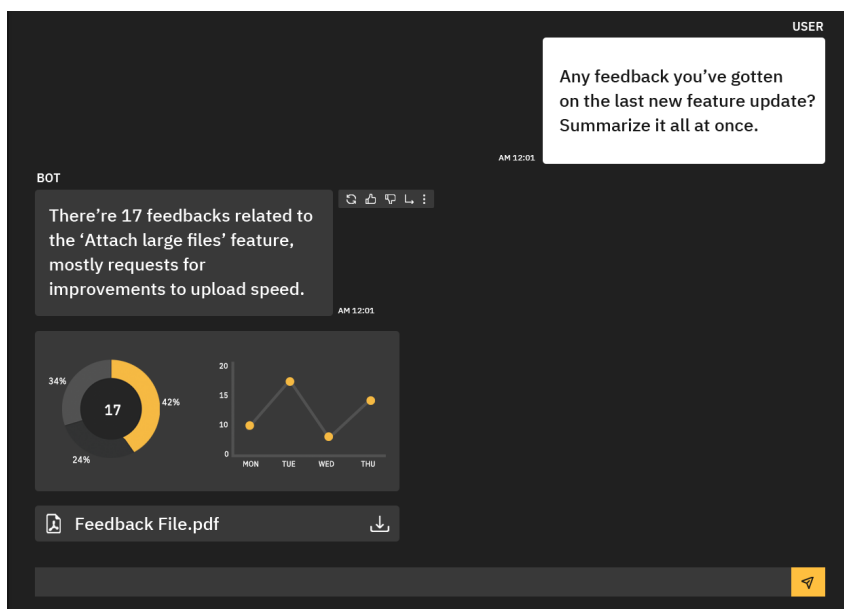
Filter data by setting desired conditions, enabling instant access to the necessary information

### Intuitive Visualization

Presents complex data in easy-to-understand graphics and charts

## CHAT

Interact with AI through chat, allowing users to experience intuitive and personalized conversations. Multi-turn interactions enable continuous dialogue with the AI, providing both text-based responses and various types of visualized answers.



### Rich Multimodal

Provides diverse supplementary elements like documents, charts, cards, buttons, and lists that serve as evidence for responses

### Multi-turn Conversation

Supports multi-turn conversations spanning multiple consecutive turns to address your queries

### Multilingual Support

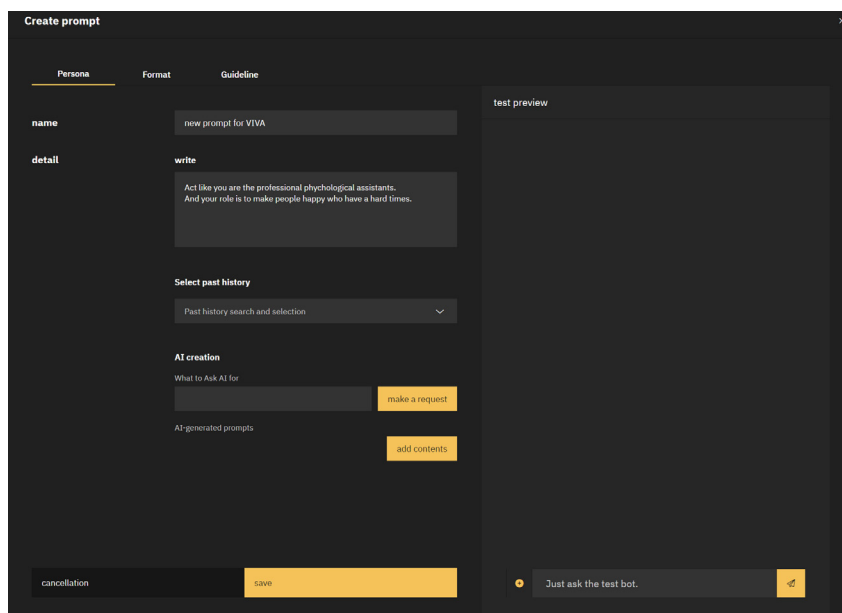
Supports a wide range of languages, including English, German, French, and Japanese, with cross-language capabilities, such as asking questions in Korean regarding documents written in English.

## Overview of CXP Key Feature



## PROMPT

Prompt generation and management features let users effectively control and utilize the AI conversation system. It supports both user-created and AI-generated prompts to deliver customized conversations based on specific needs and contexts.



### User Prompt Setup

Each bot's role, response format, and mandatory rules can be configured individually

### AI Prompt Auto-Generation

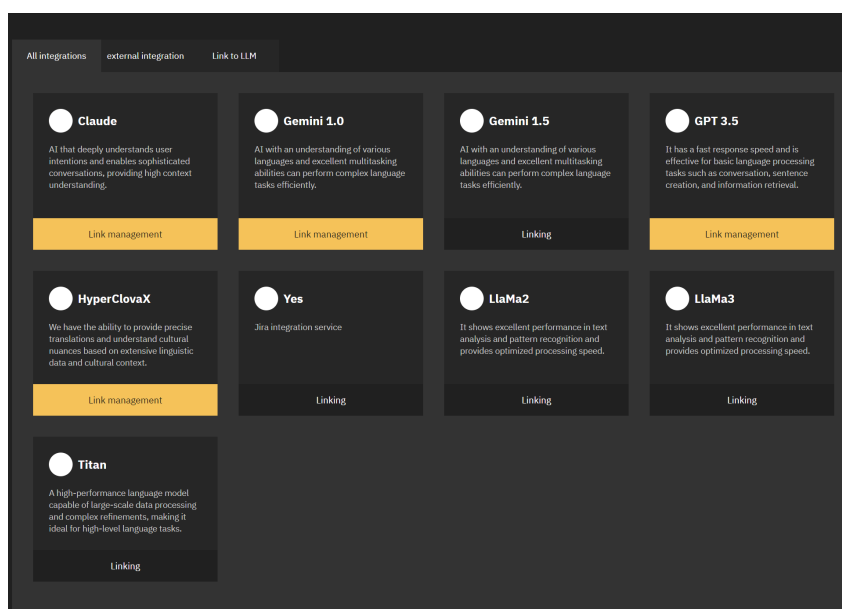
AI analyzes content to automatically generate suitable prompts

### Prompt History Management

Offers version management for prompts, including modifications, deletions, rollbacks, and detailed history tracking.

## Multi-LLM

Offers the ability to integrate and efficiently manage various large language models (LLMs). LLMs can be flexibly linked to meet specific user needs and contexts, ensuring the use of the most optimized model.



### Diverse LLM Integration

Choose the best LLM by evaluating performance, characteristics, purpose, and cost, and manage models via endpoint configuration.

### Intuitive User Interface (UI)

Integrate various LLMs with a single click and tailor usage to your budget for each model through the UI.

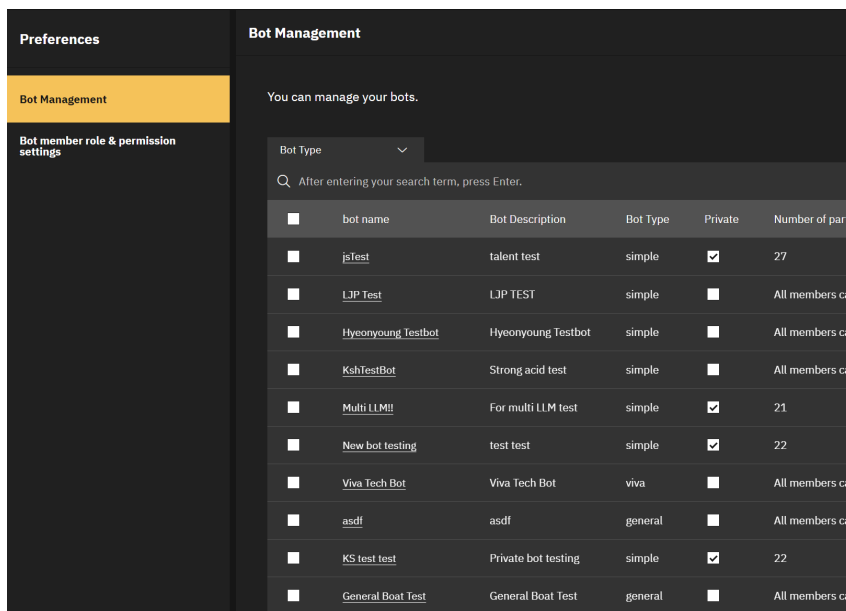
### AI-driven LLM Selection

AI automatically selects and recommends the appropriate models based on your queries to deliver accurate results in diverse situations.

# CXP KEY FEATURE

## BOT MANAGEMENT

Administrators can effectively manage AI bots with automated creation, personalized settings, and tasks such as connecting knowledge bases and configuring members, along with enhanced security through detailed permissions.



### AI Bot Creation

Automate AI bot creation, assignment, and management, configuring their access to information and user interaction styles.

### Role and Privilege Setup

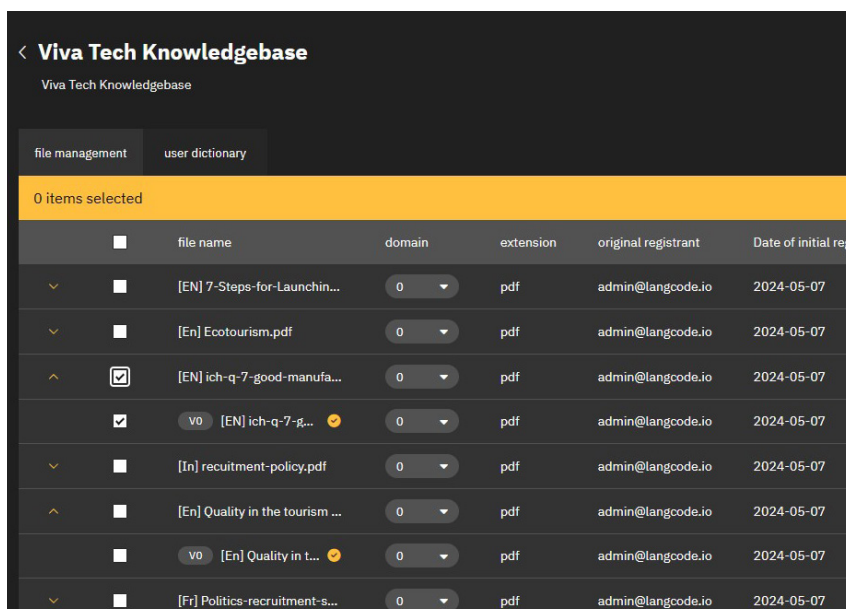
Systematically operate and manage bots through granular access settings and administrator privilege assignment for each AI bot

### Intuitive UI

Easily add, modify, or delete AI bots in a self-service manner through user-friendly UIs

## KNOWLEDGE BASE MANAGEMENT

Easily create and manage the knowledge base linked to the bot. Through real-time data integration and prioritization, the AI extracts relevant information from rich data sources to generate more accurate and contextually relevant responses to user questions.



### Diverse Data Integration

Real-time integration with over 90 different data sources, including internal databases, ERPs, and APIs

### Version Management


Recognizes complex folder structures and document revisions for clear version management and allows prioritization of specific versions.

### Self-service Management

Create knowledge bases, bulk upload data, and link data and channels with simple clicks.

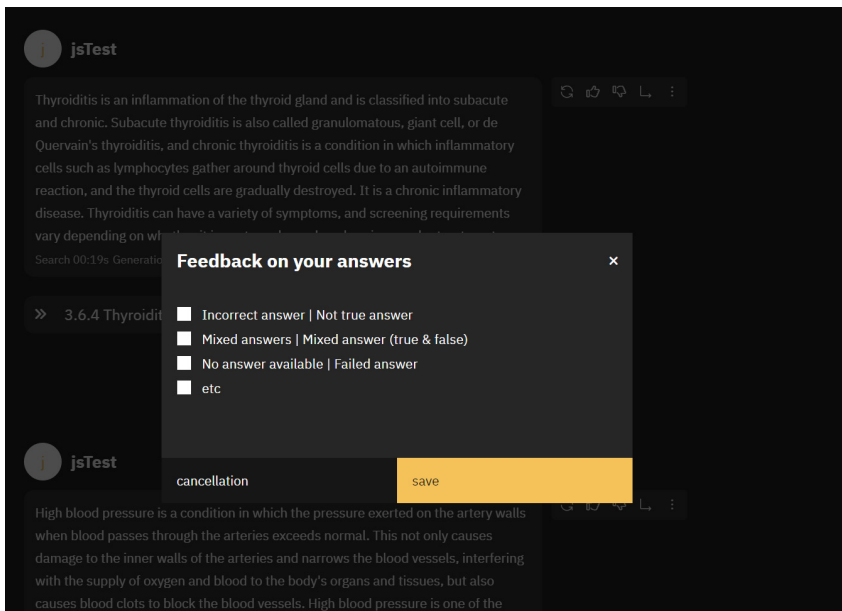


**Overview of CXP Key Feature**



## FEEDBACK

The feedback input feature enables you to directly evaluate the quality of individual responses generated by AI, and this data is utilized to improve AI performance. This enables you to obtain tailored results that better align with your needs.



**Feedback Input per Conversation**

Input, collect, and manage user feedback for each AI-generated response

**Feedback Conversation Management**

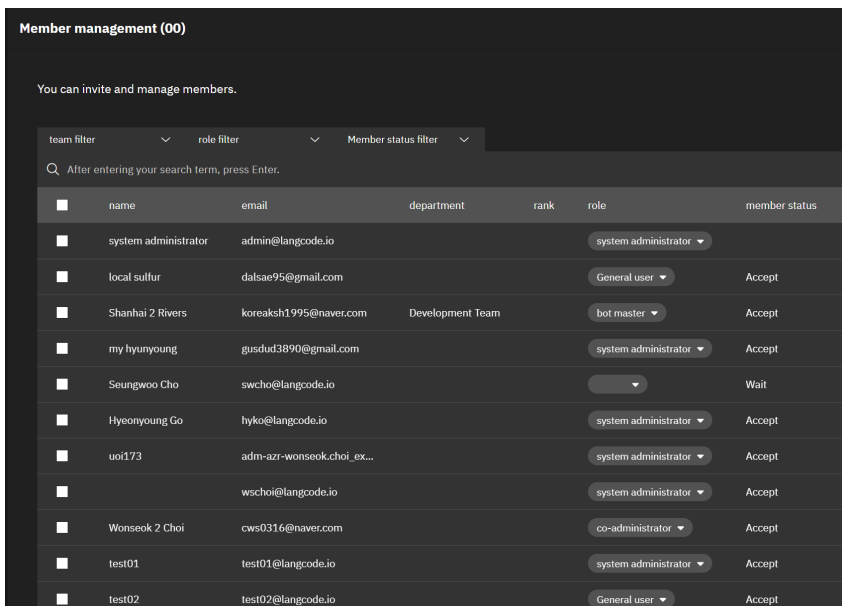
View user feedback and conversation history to help develop effective feedback strategies.

**Feedback-based Performance Optimization**

Optimize AI behavior with rewards and penalties to improve model performance continuously.

## ADMIN MONITORING

Provides monitoring for the creation, management, and disposal of AI components like knowledge bases, bots, and prompts. Enhances organizational efficiency and compliance with global regulations



**Compliance Data Management**

Manage user and bot activities, as well as document access, to prevent unauthorized access and data leaks while ensuring compliance

**Conversation Monitoring**

Tracks conversation details, token usage, LLM calls, and response times.

**Role-based Access Control**

Enables administrators to manage permissions systematically by setting task scopes for users and assigning bot access rights to individual members.

# LANGCODE SECURITY

Download Langcode  
Compliance Strategy



Ensures corporate data protection and trust with enterprise-grade security and global regulatory compliance  
**Enterprise ready solution**



01



## Data Governance

Our solution adheres to global data regulations and enterprise governance standards. It systematically handles classification, encryption, access control, and auditing, maintaining transparency and data quality while preventing data-related risks.

02



## PII Detection

Our solution leverages regular expressions and machine learning to detect and manage PII with precision. We minimize errors by assessing risk levels and applying masking or anonymization when necessary. Every step is securely logged to ensure data protection and regulatory compliance.

03



## Role-based Access Control (RBAC)

Our solution controls access based on user roles, monitoring access history across data, bots, and interfaces. CXP provides granular permission settings, allowing flexible adjustments for secure and convenient access control.

04



## Compliance

We build ethical AI systems guided by responsible principles, conducting audits, training, and governance. AI models are monitored for bias and stability through risk assessments, while compliance processes are tailored to client needs, minimizing risks by clearly defining roles.

# CUSTOMER SUCCESS STORY



CXP is a solution with adaptability and scalability suited for various industries and tasks, making it effectively applicable to all sectors, including those requiring domain expertise. Already validated across diverse industries, CXP has proven its excellence by building success stories with numerous domestic and international enterprise clients.



## Yunjeong SO Manager @ KT(Korea Telecom)

With CXP, we were able to create our first AI chatbot and open it up to employees in 2 months. It took only a month to create customized AI chatbots for more than six departments, which was incredibly fast.

## Yunho LEE Team Leader @ 7-Eleven





To respond to the rapidly changing industry environment and enhance the competitiveness of our franchisees, we adopted new technologies like AI and GPT to our operations. This greatly improved our operational and management efficiency, significantly enhancing consumer satisfaction with our brand.



# INDUSTRY-SPECIFIC SUCCESS STORY

| Industry               | Company                                  | Project  |
|------------------------|--|--|
| Automotive             | Mercedes-Benz                            | DevOps Q&A Automation for Vehicle SW, OS   |
| Luxury                 | CHANEL                                   | Personalized Q&A for employees on HR and Compliance  |
| Finance                | Industrial Bank of Korea                 | Q&A on financial business manuals and guidelines   |
|                        | NH NongHyup Bank                         | Development of NH NongHyup (Bank) Generative AI-based Q&A Service and Business Automation System                 |
| Insurance              | KB Life Insurance                        | Q&A for automating insurance contract review based on company regulation data                                    |
| Public                 | KOTRA                                    | Q&A and personalized recommendations on overseas expansion projects  |
|                        | KICOX                                    | Establishment of a platform for recommending AI chatbot deception customized support staff                       |
| Telecommunications     | KT                                       | Personalized Q&A on HR and intelligent search for work instructions and manuals                                  |
| Retail                 | Korea Seven (7-Eleven)                   | (customers) Personalized recommendations / (employees) Q&A on documents  |
| Shipbuilding           | Hanwha Ocean                             | Automation of intelligent report generation and Q&A for ship design  |
|                        | Samsung Heavy Industries                 | Automated Legal Review and Drafting Solution   |
| Manufacturing          | ChangshinINC (Nike Manufacturer)         | Q&A on production defect issues for sneakers and data visualization  |
| Health and Social Care | Lee's Psychological Counseling Institute | Establishment of Data Set for Childcare with Autistic Disabilities and Development of AI Solutions for Education |
| IT(Security)           | Jiran Security                           | Development of AI Chatbot-based Technology Response Automation Platform  |

# AI Chatbot for DevOps

|   |   |   |                                   |
|---|---|---|-----------------------------------|
|  | <b>CLIENT</b><br>MBition                                  |  | <b>INDUCSTRY</b><br>Automotive    |
|  | <b>DATA FORMAT</b><br>Messenger history, Confluence, HTML |  | <b>INTEGRATION</b><br>Rocket.Chat |

We automated complex technical Q&A in specialized domains like vehicle software development. The DevOps AI chatbot, created through CXP, joined the MBition’s internal messenger (Rocket.Chat) group chats and provided natural, real-time responses just like a human. Moreover, it continuously improved based on feedback, achieving an 11%p increase in accuracy within just four weeks.

## CHALLENGE

- High-cost search and communication issues among developer groups
- Need for a seamless integration for existing work environment
- Need for an automated response system tilizing internal data

## SOLUTION

- Introduced a human-like AI chatbot in group chats for real-time Q&A
- Supported integration with Rocket.Chat, Jira, and Confluence
- Enhanced responses to questions through continuous learning

**T** train 오후 3시 13분  
How can I get from a build number, the version of `version.txt` used in the build? In my case: `version.txt`

**T** train 오후 3시 13분  
`/mnt, version.txt` contains this information. not sure this is what you need. path written from top of my head; so may not be accurate.



**λ** Bot\_PoC 오후 3시 13분  
Added this Q&A to knowledgebase.

**T** test1 오후 3시 16분  
Hello, team. How can I find the version of dependency from the build?

**λ** Bot\_PoC 오후 3시 16분  
[78.0 %]  
`/mnt, version.txt` contains this information. not sure this is what you need. path written from top of my head; so may not be accurate.

**Real-time Learning**

# Automated legal review and draft creation solution

|   |  |   |                                  |
|---|--|---|----------------------------------|
|  | <b>CLIENT</b><br>Samsung Heavy Industries  |  | <b>INDUCSTRY</b><br>Shipbuilding |
|  | <b>DATA FORMAT</b><br>Excel, PDF, TXT, PNG |  | <b>INTEGRATION</b><br>-          |

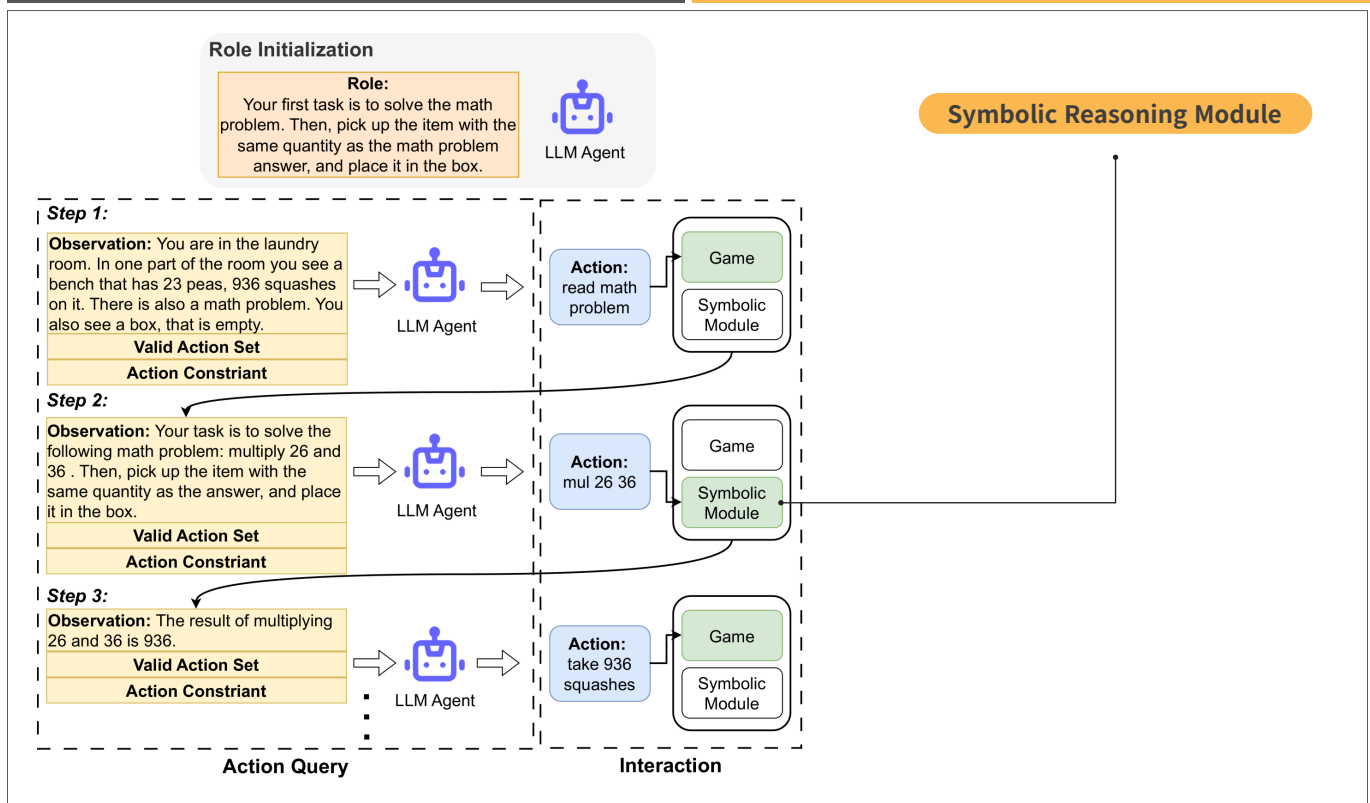
CXP achieved high accuracy and usability not only in traditional chat-based Q&A but also in specialized task automation, such as contract review and detection of unfavorable clauses. To reduce operational complexity and enhance convenience for the responsible department, CXP enabled the configuration of AI work processes by simply uploading existing Excel checklists. CXP also supported multiple languages.

## CHALLENGE




- Significant time spent reviewing around 50 contract checklist items
- AI needed to appropriately handle expressions referring to other clauses
- Difficult for humans to draft clauses in foreign languages like English

## SOLUTION

- Built an AI chatbot to perform automated contract reviews by
- simply uploading existing Excel checklists to the system
- Implemented symbolic reasoning module to handle complex logic



# Automated AI chatbot for support programs

|   |   |   |                                     |
|---|---|---|-------------------------------------|
|  | <b>CLIENT</b><br>KOTRA                          |  | <b>INDUCSTRY</b><br>Public          |
|  | <b>DATA FORMAT</b><br>PDF, XLSX, Web (Crawling) |  | <b>INTEGRATION</b><br>KOTRA Website |

CXP provided personalized recommendations and Q&A to general users and citizens. Traditional chatbots showed inefficiency due to slow updates on new support programs or overseas market news, requiring the responsible department to directly respond to inquiries. However, CXP minimized the burden of response tasks by providing automated responses based on publicly available documents.

## CHALLENGE

- Chatbots couldn't reflect the rapid changes in support programs.
- Complex documents and frequent updates made AI implementation difficult.
- FAQ-style documents needed swift updates.

## SOLUTION

- Created real-time updating personalized chatbots.
- Enabled chatbot updates within 5 seconds of changes.
- Improved document recognition with structured consulting.







The screenshot displays the chatbot interface with the following elements:

- Welcome Message:** "Hello. This is the [IKW] Battery Tech Day Q&A bot. Please ask any questions you may have about the details of the recruitment batch program and how to apply." (PM 12:01)
- FAQ Buttons:** "Business highlights", "Time/Place", "Business details page", "Who to contact".
- User Interaction 1:** User asks "Business highlights" (PM 12:03). The bot responds with "Business demand-based matching between anchor companies and domestic and foreign companies." (PM 12:03).
- User Interaction 2:** User asks "Who is the anchor company?" (PM 12:04). The bot responds with "Is 'Umicore, Belgium, SES, USA' what you're looking for? Please see the article below for more information." (PM 12:04).
- Document Link:** A link to a PDF document: "2.(Mounting data)IKW\_Global Veritec...(.pdf)".

Annotations on the right side of the screenshot:

- FAQs are shown as buttons with welcome messages.** (Points to the FAQ buttons)
- FAQ-based answers** (Points to the answer for "Business highlights")
- Answers based on announcements** (Points to the answer for "Who is the anchor company?")

# Generative AI bot (Jenny) solution for internal work

|   |   |   |   |
|---|---|---|---|
|  | <b>CLIENT</b><br>KT                         |  | <b>INDUCSTRY</b><br>Telecommunications    |
|  | <b>DATA FORMAT</b><br>PDF, Excel, HTML, TXT |  | <b>INTEGRATION</b><br>KT internal website |

CXP successfully provided a stable and useful generative AI-based Q&A chatbot to nearly 20,000 KT employees within a short period. Based on automated AI prompt pipeline optimization technology, customized chatbots for 14 departments were created and implemented in actual work within just four months. It was an innovative case based on CXP’s exceptional stability and scalability.

## CHALLENGE

- Leverage internal accounts to reduce data collection and improve efficiency.
- Develop AI bots tailored to each team.
- Handle numerous documents with unstructured table formats.

## SOLUTION

- Integrated with Azure Active Directory for SSO, using existing internal systems.
- Delivered customizable bots for departments and roles.
- Trained AI to comprehend complex tables for accurate answers.

ChatGPT 제니

hello. I'm Jenny from ChatGPT, a generative AI language model. I'm a generic GPT model that can be used in-house to provide detailed answers to a wide range of knowledge. You can upload a file with the [+] button to search for information in the uploaded file.


AM 11:46

**+ Upload files**

[Upload up to one PDF file of 50 MB in size].  
Files uploaded in accordance with the Information Security Guide will be automatically deleted after 24 hours.  
**The file you uploaded contains personal information. Please upload a different file.**

List of uploaded files

**Self-service file upload**



+

+

Ask ChatGPT Jenny.

➤



# Automated conversational AI bot for financial manuals Q&A

**CLIENT**  
Industrial Bank of Korea

**DATA FORMAT**  
PDF, HWP

**INDUCSTRY**  
Finance (Banking)

**INTEGRATION**  
-

Finding complex processing regulations for different tasks required in banks usually demands a long search time. CXP provided an AI chatbot that processes the Industrial Bank of Korea’s vast documents, guidelines, and regulations in real-time, delivering accurate answers and supporting materials in just five seconds. This has reduced employees’ time spent on repetitive tasks by 1/60.

## CHALLENGE


- Documents are varied and inconsistent in format.
- Real-time updates are needed due to changing financial regulations.
- Searching through hundreds of documents creates inefficiency.

## SOLUTION

- Automatically created a real-time, format-agnostic knowledge base.
- Prioritized document types and showed relevant support via AI.
- Offered UIs for quick document addition, modification, and deletion.

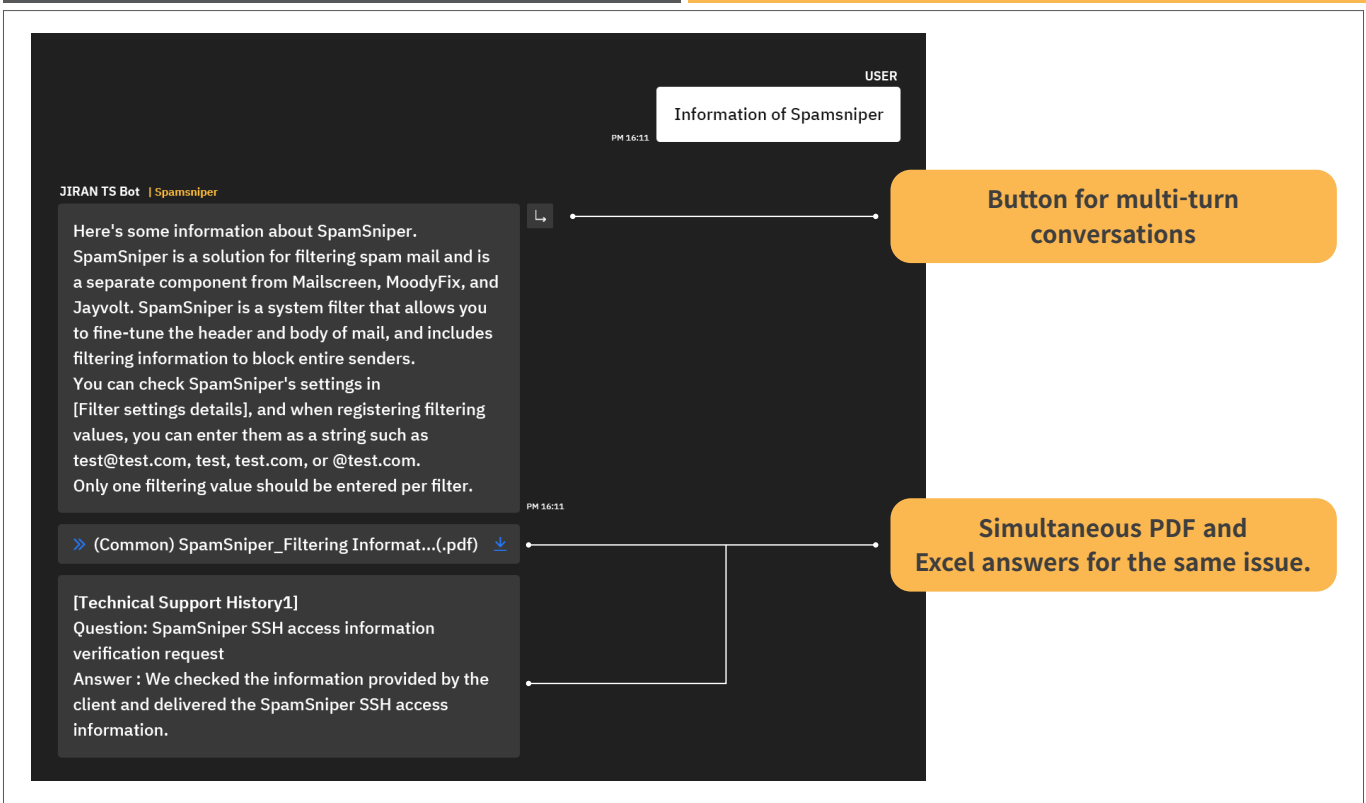
The screenshot displays the IBK AI Chat Bot interface. At the top, a user message asks: "Hospital Exception Payments". The bot responds with: "Is this what you're looking for: 'Be sure to communicate that this is a one-time use only (refuse monthly or recurring exception payments)'? Please see the article below for more information." Below the response, a PDF document titled "15. How to handle exception payments...(pdf)" is shown. The document content includes a table of contents and detailed instructions for handling exception payments. Three callouts on the right side of the screenshot highlight key features: "Answer summary" points to the bot's response, "Source docs shown (preview, link)" points to the PDF preview, and "Key details are highlighted" points to specific text in the PDF document.

# Development of an AI chatbot-based technical response automation platform

|   |                                       |   |   |
|---|---------------------------------------|---|---|
|  | <b>CLIENT</b><br>Jiransecurity        |  | <b>INDUCSTRY</b><br>IT (Security)       |
|  | <b>DATA FORMAT</b><br>PDF, EXCEL, PPT |  | <b>INTEGRATION</b><br>Zendesk (planned) |

Responding to technical inquiries requires deep product knowledge and context awareness, including past interactions. CXP delivered primary responses at a skilled engineer level, anonymized personal data from past interactions, and used generalized information to provide accurate solutions, boosting customer satisfaction.

|   |  |
|---|--|
| <h2>CHALLENGE</h2> <ul style="list-style-type: none"> <li>· High human resource use due to repetitive technical inquiries.</li> <li>· Enhance technical support to increase work efficiency and productivity.</li> <li>· Ensure personalized responses and client privacy.</li> </ul> | <h2>SOLUTION</h2> <ul style="list-style-type: none"> <li>· AI processed documents and provided accurate, context-aware answers.</li> <li>· Used past responses and additional information to answer.</li> <li>· Enhanced data security and allowed selective access for privacy managers.</li> </ul> |
|---|--|






The screenshot shows a chatbot interface with the following elements:

- USER:** Information of Spamsniper (PM 16:11)
- JIRAN TS Bot | Spamsniper:**
  - Here's some information about SpamSniper. SpamSniper is a solution for filtering spam mail and is a separate component from Mailscreen, MoodyFix, and Jayvolt. SpamSniper is a system filter that allows you to fine-tune the header and body of mail, and includes filtering information to block entire senders. You can check SpamSniper's settings in [Filter settings details], and when registering filtering values, you can enter them as a string such as test@test.com, test, test.com, or @test.com. Only one filtering value should be entered per filter. (PM 16:11)
  - » (Common) SpamSniper\_Filtering Informat...(pdf) [Download icon]
  - [Technical Support History1] Question: SpamSniper SSH access information verification request Answer : We checked the information provided by the client and delivered the SpamSniper SSH access information.

Callouts from the image:

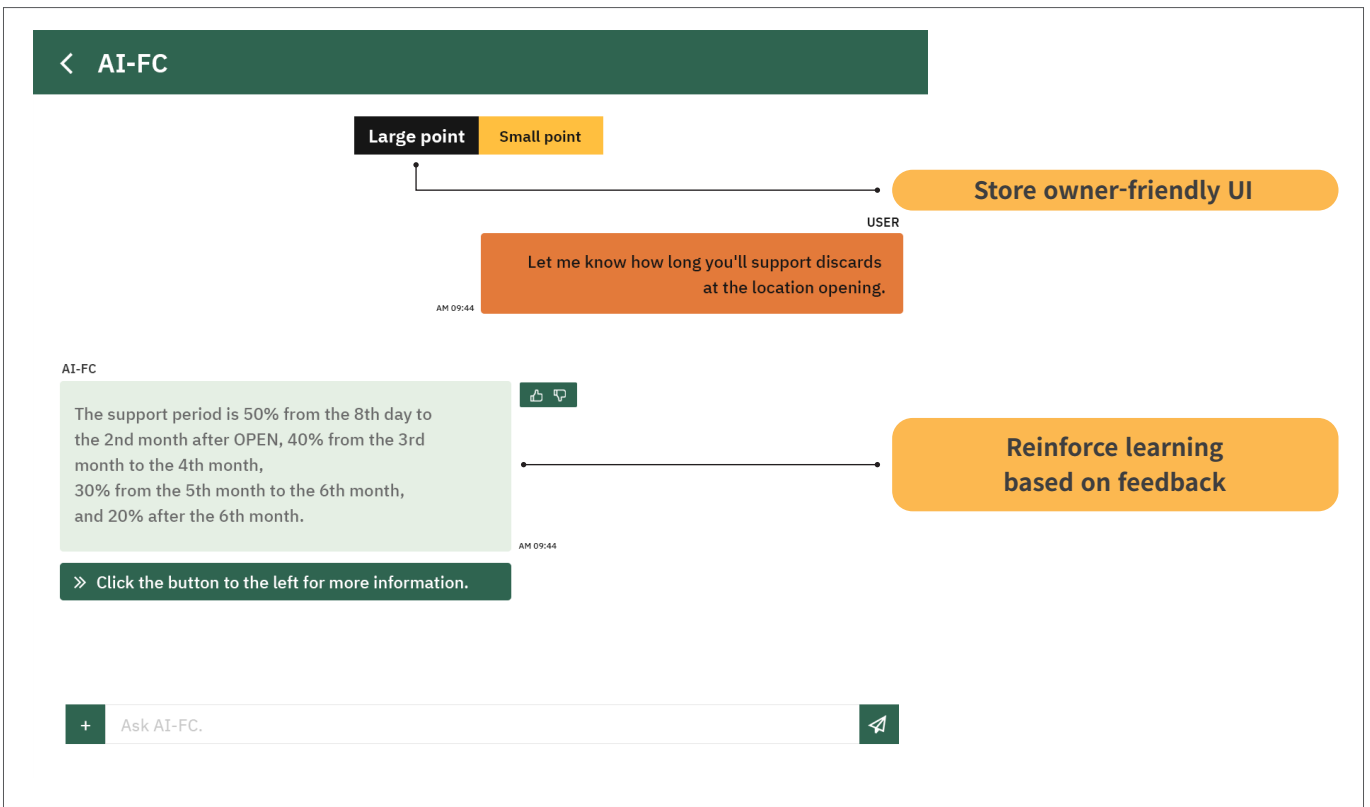
- Button for multi-turn conversations:** Points to the left arrow button in the chat interface.
- Simultaneous PDF and Excel answers for the same issue:** Points to the PDF download link and the technical support history section.

# Development of personalized conversational AI bot “GPT Beuni” for store owners/employees and its integration into the Seven App

|   |   |   |  |
|---|---|---|--|
|  | <b>CLIENT</b><br>Korea seven              |  | <b>INDUCSTRY</b><br>Retail                   |
|  | <b>DATA FORMAT</b><br>PDF, XLSX, PNG, JPG |  | <b>INTEGRATION</b><br>Seven App (mobile app) |

As convenience stores expand their services, the need for store owners and employees to frequently check regulations and business processes  $\pi$  has also increased. CXP eliminates the hassle of keeping customers waiting while contacting headquarters for answers by integrating with business apps to provide 24/7 real-time Q&A support. This ensures seamless, consistent service across all stores, enhancing operational efficiency and customer satisfaction.

|  |   |
|--|---|
| <h2>CHALLENGE</h2> <ul style="list-style-type: none"> <li>Needs multi-step communication between store owners and headquarters.</li> <li>Complex inquiries demand substantial time and effort.</li> <li>Limitations of existing chatbots and difficulties in real-time inquiry response</li> </ul> | <h2>SOLUTION</h2> <ul style="list-style-type: none"> <li>Developed a chatbot using prompt engineering for diverse question handling.</li> <li>Improved usability with mobile access, adjustable text, zoom, STT features.</li> <li>Boosted efficiency by pinning FAQs and managing permissions in chatrooms.</li> </ul> |
|--|---|



# SOLUTION ADOPTION FRAMEWORK

Langcode offers enterprise-optimized generative AI solutions backed by technical expertise and customer cases. We deliver tailored, risk-free solutions quickly, adapt to changing business environments through continuous improvements, and support long-term AI innovation with partnerships. We're your reliable partner for a successful generative AI journey.



## STEP 01



### Initial Consulting and Requirements Analysis

Our solution conducts in-depth analysis of clients' business and technical requirements. Expert solution architects and consultants analyze clients' current situation and goals to propose the optimal AI solution configuration.

## STEP 01



### Solution Deployment and Customized Configuration

The LangCode CXP solution integrates with clients' systems, offering customized settings, standardized deployment, and a proven architecture. Initial testing ensures stable implementation and effective operation of all components.

## STEP 03



### Performance Optimization and Enhancement

Our solution leverages advanced technologies and methodologies for continuous performance improvements. It refines AI models using user feedback and operational data while ensuring system stability and efficiency through monitoring and analysis.

## STEP 04



### Continuous System Management and Functional Upgrades

Our solution ensures stability and availability via systematic management, real-time monitoring, and regular inspections. It boosts client competitiveness with continuous upgrades and expansion.

# LANGCODE SERVICE PACKAGE

## Q&A

From \$7,400/month

Provides optimal responses to user queries based on internal data

### Key features include

- Adding/managing/integrating with bots
- LangCode account
- Support Korean/English
- File format (PDF, Word, HWP)
- Optimized for the mobile environment
- Basic/ Advanced RAG

## Product Recommendation

From \$12,500/month

Offers optimized solutions and/or products to specific targets based on internal data

### Key features include

- In addition to Q&A feature,
- Advanced RDB and NoSQL
- PII (input/output)
- Multi-bot system
- Retraining for special logics
- Various data format (image, email, Excel, PPT, etc.)
- Multimodal (Excel, chart, image, etc.)

## Consultation

From \$14,500/month

Provides Answers To Inquiries With expertise in the subject matter

### Key features include

- In addition to Q&A feature,
- Advanced RDB and NoSQL
- PII (input/output)
- Multi-bot system
- Retraining for special logics
- Register AI prompts
- Logic upgrades and adding ReACT logic

## Advanced Analysis

From \$13,500/month

Presents analysis findings and visualizations derived from analytical logic

### Key features include

- In addition to Q&A feature,
- Advanced RDB and NoSQL
- PII (input/output)
- Multi-bot system
- Retraining for special logics
- Various data format (image, email, Excel, PPT, etc.)
- Compile responses and derive insights
- Top-tier multimodal
- Logic for specific output (Blue Test)

## Automation

From \$15,500/month

Delivers analysis results, reports, and any other files for client request

### Key features include

- In addition to advanced analysis,
- Custom logic for Bot Behavior
- Logic upgrades and adding ReACT logic

## AD-HOC

### Login Type

Link other accounts (MS, Google, and others)

Link SSO (MS, Google, AAD, and others)

### Language

Supported languages (Korean, English, Japanese, Chinese)

### API

Provide API (such as internal messenger)

Link with external channels (MS Teams, Slack, and others)

API technical support

# LANGCODE Service Package

|                             |  | Q&A | Consultation | Product Recommendation | Advanced Analysis | Automation |
|-----------------------------|--|-----|--------------|------------------------|-------------------|------------|
| <b>Knowledge Base</b>       |  |     |              |                        |                   |            |
| <b>Data processing</b>      | ES, PII  |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | PII (input/output)                                     |     | ✓            | ✓                      | ✓                 | ✓          |
| <b>Data format</b>          | HTML   |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | IMG, EML   |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | (Complex) HTML, PPT, Excel                             |     | ✓            | ✓                      | ✓                 | ✓          |
| <b>DB</b>                   | RDB, NoSQL   |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | Advanced RDB, (complex) NoSQL                          |     | ✓            | ✓                      | ✓                 | ✓          |
| <b>Custom logic</b>         | Display source documentation                           |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | Highlight source documentation, data deduplication     |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | Optimization of rule-based table recognition           |     | ✓            | ✓                      | ✓                 | ✓          |
| <b>Data collection</b>      | method Approval system, N:N bot orchestration          |     | ✓            | ✓                      | ✓                 | ✓          |
| <b>Data anagement</b>       | Data management Approval system, N:N bot orchestration |     | ✓            | ✓                      | ✓                 | ✓          |
| <b>Prompt</b>               |  |     |              |                        |                   |            |
| <b>Prompt engineering</b>   | Prompt engineering                                     |     | ✓            |                        |                   |            |
| <b>Bot Behavior Pattern</b> |  |     |              |                        |                   |            |
| <b>Bot type</b>             | Write drafts, compile responses & derive insights      |     | ✓            | ✓                      | ✓                 | ✓          |
|                             | Personalized recommendation                            |     | ✓            | ✓                      |                   | ✓          |
| <b>Custom logic</b>         | SQL logic  |     | ✓            | ✓                      |                   | ✓          |
| <b>Multi-modal</b>          |  |     |              |                        |                   |            |
| <b>Output data format</b>   | Excel  |     |              | ✓                      | ✓                 | ✓          |
|                             | Chart, image, button, file, STT, TTS                   |     |              | ✓                      | ✓                 | ✓          |
|                             | (Complex) chart  |     |              |                        | ✓                 | ✓          |

# LANGCODE

## Tier Add-on

|                             | Basic Features   | Technology Level Tier 1   | Technology Level Tier 2  | Technology Level Tier 3   |
|-----------------------------|--|---|--|---|
| <b>Basic Features</b>       | <ul style="list-style-type: none"> <li>Bot (addition/change/search/link)</li> <li>Dashboard (usage management/dashboard/aggregation/filtering)</li> <li>Platform management (member management/settings)</li> </ul>  | -   | -  | -   |
| <b>Login Type</b>           | <ul style="list-style-type: none"> <li>Login type (Langcode account)</li> </ul>  | <ul style="list-style-type: none"> <li>Link account (MS, Google, and other SSO)</li> </ul>  | <ul style="list-style-type: none"> <li>Link account (client account)</li> <li>Link SSO (Google, Teams, RocketChat, Slack, and others)</li> </ul>   | <ul style="list-style-type: none"> <li>Link account (client account)</li> <li>Link SSO (AAD)</li> </ul>   |
| <b>Language</b>             | <ul style="list-style-type: none"> <li>Supported language (Korean/English)</li> <li>Translation (input-data-output, output/input/data processing translation)</li> </ul>   | <ul style="list-style-type: none"> <li>Supported language (Japanese/Chinese)</li> </ul>   | <ul style="list-style-type: none"> <li>Supported language (others)</li> <li>Multi-language support (two additional languages)</li> </ul>   | -   |
| <b>API</b>                  | <ul style="list-style-type: none"> <li>Logic-related tasks (linked to DB)</li> </ul>   | <ul style="list-style-type: none"> <li>Provide API (internal messenger and others)</li> </ul>   | <ul style="list-style-type: none"> <li>Link external channels to LangCode</li> </ul>   | <ul style="list-style-type: none"> <li>API technical support</li> </ul>   |
| <b>Knowledge-Base</b>       | <ul style="list-style-type: none"> <li>Data collection methods (Blob, crawling, link to internal DB)</li> <li>Data format (PDF, Word, HWP)</li> <li>Data management (addition, deletion, version management, check metadata, additional data element management, Q&amp;A management, multi-bot system)</li> <li>Basic logic (display supporting documentation, multi-turn, thesaurus, special vocabulary list, edit prompt, neighbor logic)</li> <li>Custom logic (Smalltalk)</li> </ul> | <ul style="list-style-type: none"> <li>Data processing (ES, PII)</li> <li>Data format (HTML)</li> <li>DB (RDB, NoSQL)</li> <li>Custom logic (display supporting documentation)</li> </ul> | <ul style="list-style-type: none"> <li>Data processing (PII)</li> <li>Data format (HTML, IMG, EML)</li> <li>DB (RDB, NoSQL)</li> <li>Custom logic (highlight source document, data deduplication, normality test)</li> </ul> | <ul style="list-style-type: none"> <li>Data format (IMG, PPT, Excel)</li> <li>Data collection methods (Retraining special logic, rule-based node)</li> <li>Data management (multi-bot system, approval system for editing knowledge base)</li> <li>Custom logic (optimization of rule-based table recognition)</li> </ul> |
| <b>Prompt</b>               | <ul style="list-style-type: none"> <li>Prompt engineering (search optimization, prompt attack protection, automation of prompt engineering, manual registration)</li> </ul>  | -   | <ul style="list-style-type: none"> <li>Prompt engineering (AI prompt registration)</li> </ul>  | -   |
| <b>Bot Behavior Pattern</b> | <ul style="list-style-type: none"> <li>Bot type (document Q&amp;A, General ChatGPT)</li> </ul>   | -   | <ul style="list-style-type: none"> <li>Bot type (write drafts, compile responses, and derive insights)</li> </ul>  | <ul style="list-style-type: none"> <li>Bot type (personalized recommendation)</li> <li>Custom logic (SQL logic)</li> </ul>  |
| <b>Front-end</b>            | <ul style="list-style-type: none"> <li>Basic features (customized welcome message and user feedback)</li> <li>Customization (rule-based system and color)</li> <li>Additional elements (image card/list card/ chart card and card quantity/ adding supporting documentation and displaying buttons)</li> </ul>   | -   | -  | -   |
| <b>LLM</b>                  | <ul style="list-style-type: none"> <li>LLMs (GPT-3.5 TURBO 0.01 4K/0613, 4K/0613 16K/1106 16K, GPT-4 1106, 128K/32K)</li> </ul>  | -   | -  | -   |
| <b>RAG</b>                  | <ul style="list-style-type: none"> <li>RAG (Basic RAG)</li> </ul>  | -   | -  | -   |
| <b>Multi-modal</b>          | <ul style="list-style-type: none"> <li>Output data format (text, answer list, link)</li> </ul>   | <ul style="list-style-type: none"> <li>Output data format (Excel)</li> </ul>  | <ul style="list-style-type: none"> <li>Output data format (chart, image, button, file, custom format, STT, TTS)</li> </ul>   | <ul style="list-style-type: none"> <li>Custom chart</li> </ul>  |
| <b>Evaluation Standard</b>  | <ul style="list-style-type: none"> <li>Evaluation standard (from LangCode's evaluation)</li> </ul>   | <ul style="list-style-type: none"> <li>Evaluation standard (list of client benchmark questions)</li> </ul>  | <ul style="list-style-type: none"> <li>Evaluation standard (request for specific output logic/Blue Test)</li> </ul>  | -   |
| <b>Misc.</b>                | <ul style="list-style-type: none"> <li>Front-end (optimized for the mobile environment)</li> <li>RAG (Advanced RAG)</li> </ul>   | -   | <ul style="list-style-type: none"> <li>LLM (logic upgrade and adding ReAct logic)</li> </ul>   | -   |



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