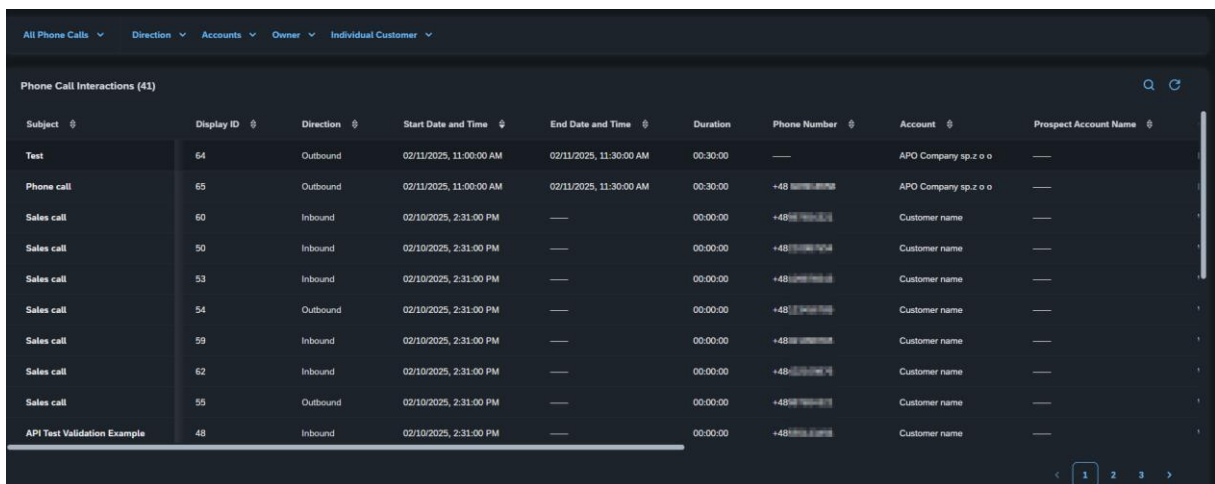


AI Assistant Application

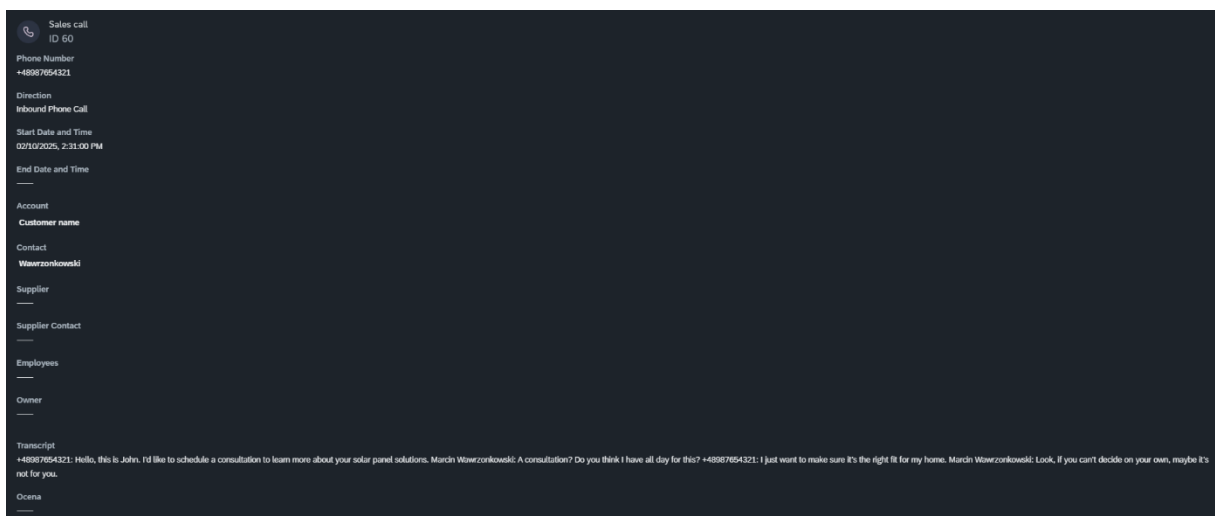
AI Assistant Application is meant to work with **SAP Sales Cloud v2**. The data, containing phone calls, is downloaded from the system using SAP API and contains transcription of consultant's phone calls. When a summarization request is performed, the data goes to Node.js application, hosted on SAP BTP Cloud Foundry and is then processed by SAP Generative AI LLM model. Its results are shared with specific email addresses, defined in a mailing list in the application.

The summarization request runs automatically every 7 days and processes last 7 days of phone calls, but can be also triggered manually with custom days parameter and emails to which the summarization will be sent.

1. List of phone calls, which are already available in SAP Sales Cloud v2 system. Each call required for the processing in the application, requires transcription field to be filled

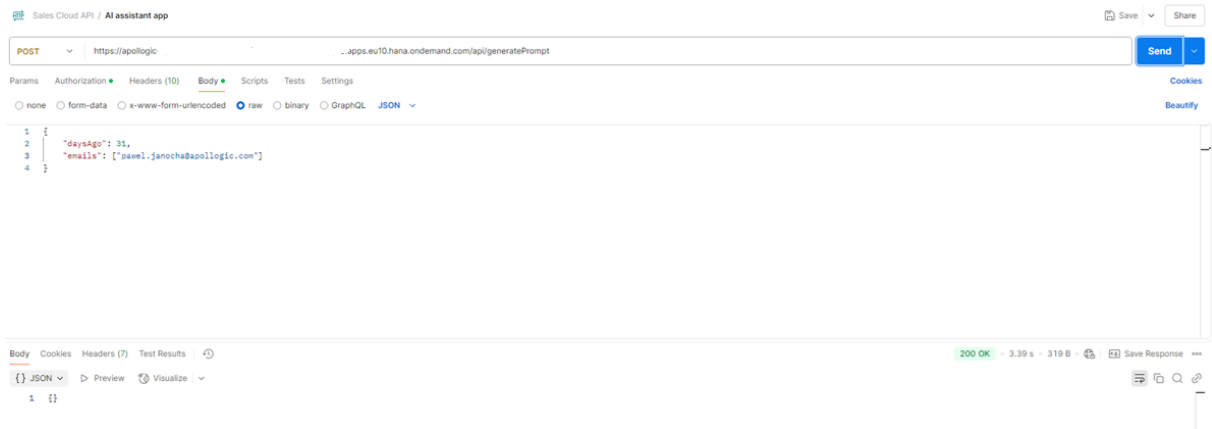


Subject	Display ID	Direction	Start Date and Time	End Date and Time	Duration	Phone Number	Account	Prospect Account Name
Test	64	Outbound	02/11/2025, 11:00:00 AM	02/11/2025, 11:30:00 AM	00:30:00	---	APO Company sp. z o.o.	---
Phone call	65	Outbound	02/11/2025, 11:00:00 AM	02/11/2025, 11:30:00 AM	00:30:00	+48 111 111 111	APO Company sp. z o.o.	---
Sales call	60	Inbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
Sales call	50	Inbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
Sales call	53	Inbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
Sales call	54	Outbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
Sales call	59	Inbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
Sales call	62	Inbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
Sales call	55	Outbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---
API Test Validation Example	48	Inbound	02/10/2025, 2:31:00 PM	---	00:00:00	+48 111 111 111	Customer name	---

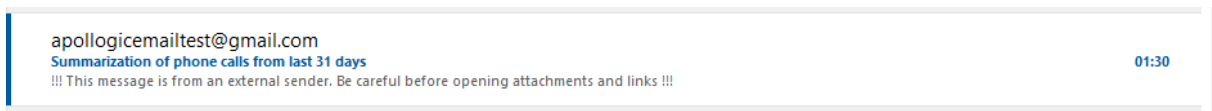


Subject	Display ID	Direction	Start Date and Time	End Date and Time	Duration	Phone Number	Account	Prospect Account Name
Sales call	ID 60	Inbound Phone Call	02/10/2025, 2:31:00 PM	---	---	+48987654321	Customer name	---
Contact	Wawrzonkowski	Supplier	---	---	---	---	---	---
Supplier Contact	---	Employees	---	---	---	---	---	---
Owner	---	Transcript	+48987654321: Hello, this is John. I'd like to schedule a consultation to learn more about your solar panel solutions. Marcin Wawrzonkowski: A consultation? Do you think I have all day for this? +48987654321: I just want to make sure it's the right fit for my home. Marcin Wawrzonkowski: Look, if you can't decide on your own, maybe it's not for you.					
Ocena	---	---	---					

- When request is performed manually, it will start only if input parameters – daysAgo and emails are provided in proper format. Otherwise, an error with a message will be provided.



- If the summarization is done, an email will be sent to the people, who were provided as a recipients.



Summarization of phone calls from last 31 days



apollogicemailtest@gmail.com

Do: Paweł Janocha

Przetłumacz wiadomość na język: Polski | Nigdy nie tłumacz z języka: Angielski | Preferencje tłumaczenia

!!! This message is from an external sender. Be careful before opening attachments and links !!!

Summarization of recent events based on customer phone calls:

- Multiple customers expressed dissatisfaction with the response times from our support team, indicating a need for improvement in service efficiency.
- Several calls highlighted recurring issues with product functionality, suggesting that product development may need to address these concerns urgently.
- A consultant incorrectly provided information regarding warranty coverage, leading to customer confusion. This points to a need for better training and updated materials for the team.
- Positive feedback was received regarding our recent promotional offers, indicating that marketing strategies are resonating well with customers.
- Some customers requested clarification on billing issues, which suggests a need for clearer communication and potential enhancements in our billing system.

Overall, there are pressing issues in customer support and product functionality that require immediate attention, alongside the need for staff training to avoid misinformation.