OPTiM®

> ## Announcing "OPTiM AIRES", which enables users to intuitively create AI agent-type chatbots in just 5 minutes
> ### It can self-explore websites, Q&A, and manuals simply by registering and giving instructions, therefore users can immediately start using AI agent-type chatbots for internal and external use

OPTiM Corporation (hereafter called "OPTiM"), the market leader in AI, IoT, and Big Data platforms, announces the release of "OPTiM AIRES", which allows intuitive operation and the creation of AI agent-type chatbots in just 5 minutes. This service is an AI agent-type chatbot that can search websites, Q&A, and manuals by simply registering and indicating them, and can respond by understanding the contents. As a result, the service will help reduce time and costs by providing AI support for searching for information and responding to inquiries both inside and outside the company.

This service will be exhibited at "Japan DX Week Kansai" to be held from January 15 to 17, 2025.

■Background and Business Challenges

With the rapid progress of digital transformation (DX), the volume of information is dramatically increasing in all aspects of corporate activities. In office operations, business rules, guidelines, and various documents continue to accumulate on a daily basis, and efficiently organizing and retrieving necessary information has become a major challenge. Similarly, in the field of customer support, the process of finding necessary information for customers from websites and other sources has become increasingly complex, resulting in a decline in the quality of the customer experience and satisfaction.

【Office Operations Challenges】
- Inquiries between employees are causing a decline in operational efficiency.
- Existing chatbots are not useful because they are difficult to implement and also insecure about the accuracy of their answers.

【Customer support issues】
- Customer support staffs are overwhelmed with inquiries and can't make enough time for other tasks.
- Complexity of information on the website makes it difficult for users to find the information they are looking for, resulting in a decrease in user satisfaction.

"OPTiM AIRES" comprehensively solves these problems.

■What is "OPTiM AIRES"?

"OPTiM AIRES" is a cloud service that provides an AI agent-type chatbot that uses generative AI for office work and customer support work that involves responding to inquiries. It can respond to inquiries by understanding the content of registered Q&A, manuals, and website content.

In the future, OPTiM believes that AI chatbots will be divided into three types: conventional "scenario type," "AI type," and the "AI agent type" provided by "OPTiM AIRES".

- **Scenario-type chatbot (conventional chatbot)**
  Provides fixed answers according to a predefined dialogue flow. It's mainly suited for FAQs and basic support.

- **AI-type chatbot (traditional chatbot)**
  A user registers specific materials, and within that scope, the chatbot flexibly understands the user's intentions through natural language processing and machine learning, utilizing generative AI, and provides creative responses.

- **AI agent-type chatbot ("OPTiM AIRES")**
  A user gives broad instructions to define the range that AI responds to, and the AI searches for itself within that range, flexibly understanding the user's intentions and responding creatively. It also works with external systems to automatically perform tasks such as reservation arrangements and information retrieval.

"OPTiM AIRES" is partially provided with an AI agent-type chatbot function, in which AI automatically performs tasks such as searching for and adding new knowledge in conjunction with relevant websites. This automates the process of updating knowledge and provides a mechanism to reduce maintenance costs.

Key Features:
1. **Automatic response through natural dialogue**
   When a user asks a question in a chat format, the AI chatbot automatically answers. Users can easily search for information or make inquiries through natural dialogue.

2. **Upload documents and Q&A as is**
   By simply registering existing documents or Q&A, AI recognizes the contents and uses them as reference information for answers. No need to build a large-scale system or maintain information, and you can start operating AI chatbots immediately.

3. **AI will self-search all related web pages which users can specify as reference information for answers**
   Just by specifying a specific website, AI automatically searches all related websites, learns about them, and registers them as reference information for answers. The premise is that the website does not require login, but if it is an open website, there is no problem even if it has a complex structure with a deep hierarchy.

4. **Control the risk of wrong answers by AI**
   Referenced documents and Q&A are displayed along with the answers, therefore users can check the reliability of the answers. In addition, the criteria (threshold) for AI's reliability (accuracy

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of answers) can be set by users. This allows flexible adjustment based on the purpose of each use case.

These features enable more efficient and effective implementation and operation compared to conventional chatbots.

For more information, please visit the following website
"OPTiM AIRES": https://www.optim.co.jp/optim-aires/

■Supplement: Concerns about data learning and security

"OPTiM AIRES" has an independent database for each customer to manage the information entered. Registered data is not used for general-purpose AI training and is not shared with other companies. Therefore, data containing confidential or in-house information can be used safely.

■Future Development

We are planning to continuously expand the function of "OPTiM AIRES" so that it can be used easily and safely in a wider range of business areas. We will continue to evolve "OPTiM AIRES" as an AI agent-type chatbot, and will sequentially provide functions to further improve operational efficiency, such as automatic response functions linked to existing cloud services and functions linked to major business chat tools.

Please feel free to contact us if you have any questions about the introduction or details of the service.

■About OPTiM Corporation   https://www.optim.com

OPTiM is a leader in internet-based services that improve its clients' interactions with technology in all aspects of everyday life. Its solutions provide comprehensive IoT management and multifunctional remote communication. Its business partners include NTT, KDDI, Canon and FUJIFILM Business Innovation Japan Corp. Based in Tokyo, Japan, its corporate motto is, "We make the net as simple as breathing."

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