

Sinjun Enterprises Improves Customer Service and Product Innovation with Custom RAG Solution

A complete solution for your business!

At a glance

A leading nutritional supplements company, partnered with consulting firm Sinjun Enterprises to enhance their customer service performance and product innovation capabilities.

Key metrics



30%

Decrease in Response Times



50+

New Product Ideas



20%

Increase in product sales



25%

Increased Customer Satisfaction



Tailored Consulting Solutions



Technology



www.sinjun.ai



USA

CHALLENGES

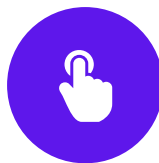


A \$25M/yr nutritional supplements company with a strong online presence and loyal customer base, faced challenges in providing timely and accurate responses to customer inquiries, as well as generating new product ideas that would meet the evolving needs of their customers.

SOLUTIONS



The project involved the development of a custom Retrieval Augmented Generation (RAG) solution utilizing a private, open-source LLM platform and the llama3.1 model. Additionally, a chatbot was integrated into the company's website, leveraging the LLM for improved accuracy and breadth of coverage in handling customer service requests.



**Improved
Customer
Service**



**Product
Innovation**



**Enhanced
Competitor
Analysis**

CONCLUSION



1

Invest In Custom AI Solutions

Develop tailored AI solutions that address specific business needs and pain points.

2

Leverage Private LLM Platforms

Utilize private LLM platforms to ensure data security and confidentiality while still benefiting from AI-powered capabilities.

3

Integrate Chatbots

Design chatbots that prioritize customer satisfaction, providing accurate and comprehensive responses to inquiries.