

# AI powered chatbot to guide customers and users twenty-four seven

## 1. Introduction



At Beamex, we design, manufacture, and deliver calibration equipment and software to help our customers achieve a safer and less uncertain world. Our products are trusted by many global brands, ranging from Google, NASA, Nestle to F1 teams. Training is vital for the calibration technicians, but sometimes more information is required to make informed decisions. Our webpage contains information about our products and services, but it can sometimes be frustrating to dig after details.

## 2. Project goals

Studies show that some people prefer to start with non-human interaction when searching for information, especially younger generations who are accustomed to digesting information quickly. To keep up with technological advancements in customer service, Beamex would like to offer an alternative approach to traditional methods. By integrating a trained AI-powered chatbot into the Beamex webpage, we aim to lower the threshold for finding information. The chatbot must be trained with technical specifications, user guides for our products, and Beamex white papers, which are also an important part of the training data. Please note that the chatbot is not intended to make offers or sell; it should merely guide the user in the right direction and assist with common everyday situations that may arise.

The chatbot should also be intelligent, compiling and offering a list of frequently asked questions to users. Updating the chatbot with new material should be straightforward and easy for the maintainer at Beamex.

## 3. Technologies

There will be research needed in the following fields:

- best suited AI powered chatbot
- suitable web technology to integrate to the Beamex webpage
- possibility to integrate the chatbot into our mobile solution, bMobile

In addition to the above-mentioned technologies, more will be identified throughout the project.

## 4. Requirements for the students

The solution must meet the security requirements of a modern web application. It should not be possible to tamper with the model or its output.

## 5. Legal Issues

*Intellectual Property Rights (IPR):* The client gets all IPRs to the results.

*Non-disclosure agreement (NDA):* Standard Aalto university and/or client NDA.

*Confidentiality:* The client will share some confidential information with the students.

## 6. Client

Since its founding in 1975, Beamex has been a trusted partner for calibration excellence, helping its customers to continuously improve efficiency, ensure compliance, and increase safety in their operations. Beamex sets the industry standard with its way of working, its expertise and its innovative calibration technology that provides accurate measurements, reliable data, and traceability.

Beamex has a comprehensive ecosystem of calibration solutions that covers everything from field calibration to workshop calibration, calibration management, and services. Through the company's global reach, its products and services are helping to create a safer and less uncertain world for customers across more than 90 countries.

Beamex has a dedicated workspace at the Aalto campus in the A-Grid building, which includes 8 seats. Additionally, we have access to various meeting spaces within the A-Grid building. Beamex will provide the necessary equipment, such as monitors and peripherals.

### Client representatives

Sami Koskinen  
Product management director  
[sami.koskinen@beamex.com](mailto:sami.koskinen@beamex.com)  
+358 40 547 0788

Jan-Anders Broo  
Development Manager  
[jan-anders.broo@beamex.com](mailto:jan-anders.broo@beamex.com)  
+358 505728287