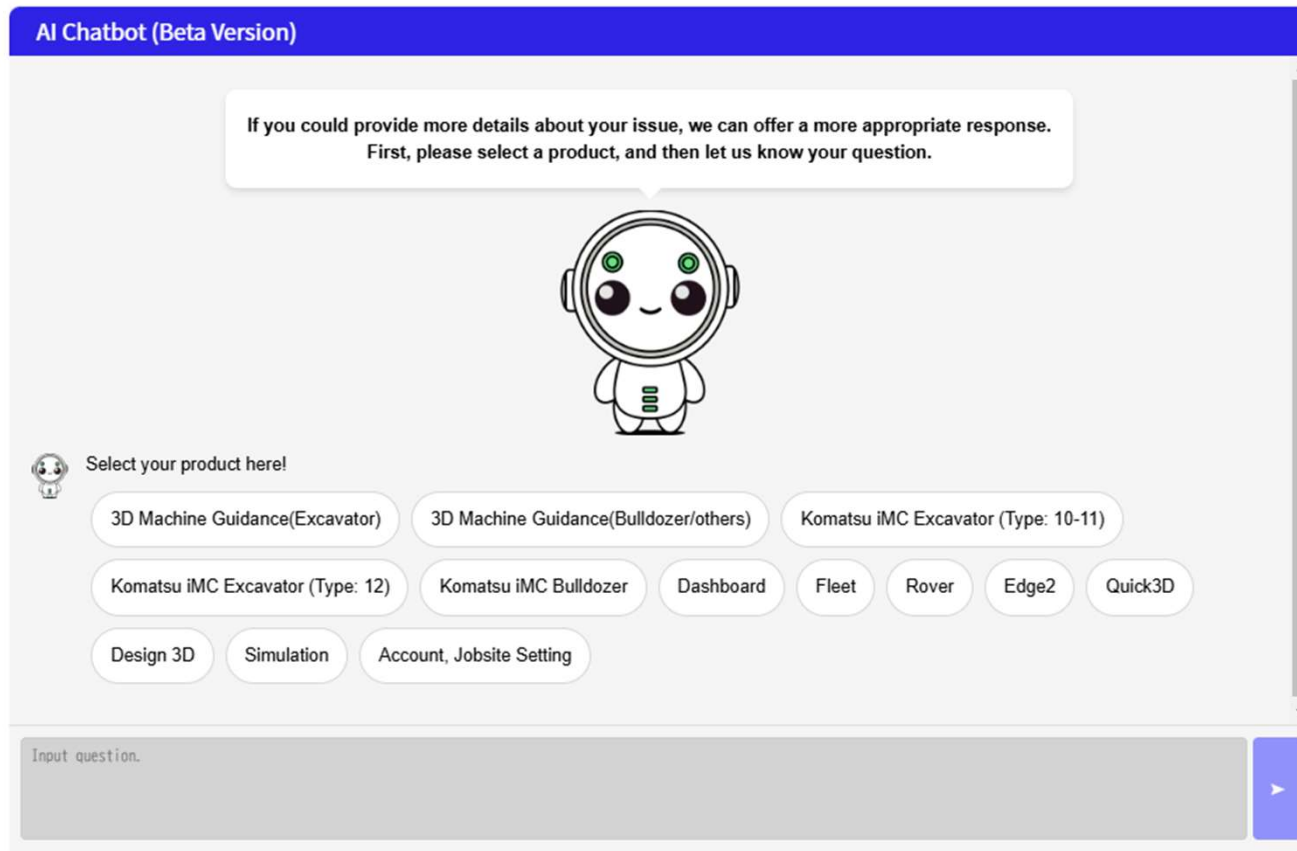


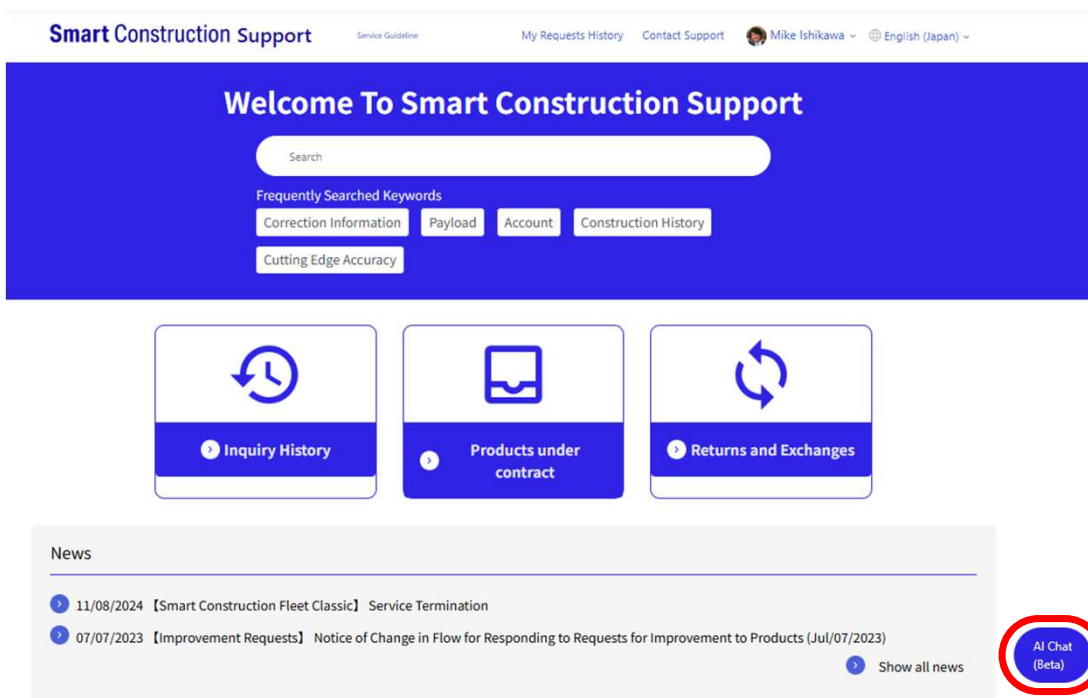
Announcement Beta Release of AI Chatbot



- Before searching or contacting the support center, try our AI chatbot!

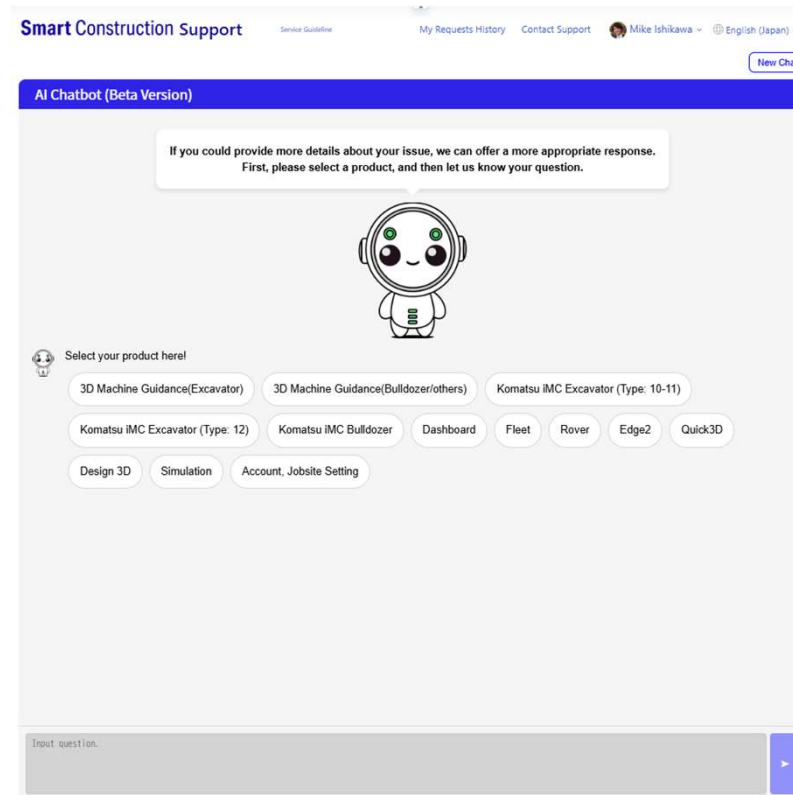
Support Site Top

<https://support.smartconstruction.com/hc/ja>



The screenshot shows the top of the Smart Construction Support website. At the top, there is a navigation bar with the logo, user name 'Mike Ishikawa', and language 'English (Japan)'. Below this is a large blue banner with the text 'Welcome To Smart Construction Support'. Underneath the banner is a search bar and a section for 'Frequently Searched Keywords' with buttons for 'Correction Information', 'Payload', 'Account', 'Construction History', and 'Cutting Edge Accuracy'. Below the banner are three main navigation buttons: 'Inquiry History', 'Products under contract', and 'Returns and Exchanges'. At the bottom, there is a 'News' section with two recent articles and a 'Show all news' link. A red circle highlights the 'AI Chat (Beta)' link in the bottom right corner of the page.

AI chatbot (Beta) Page



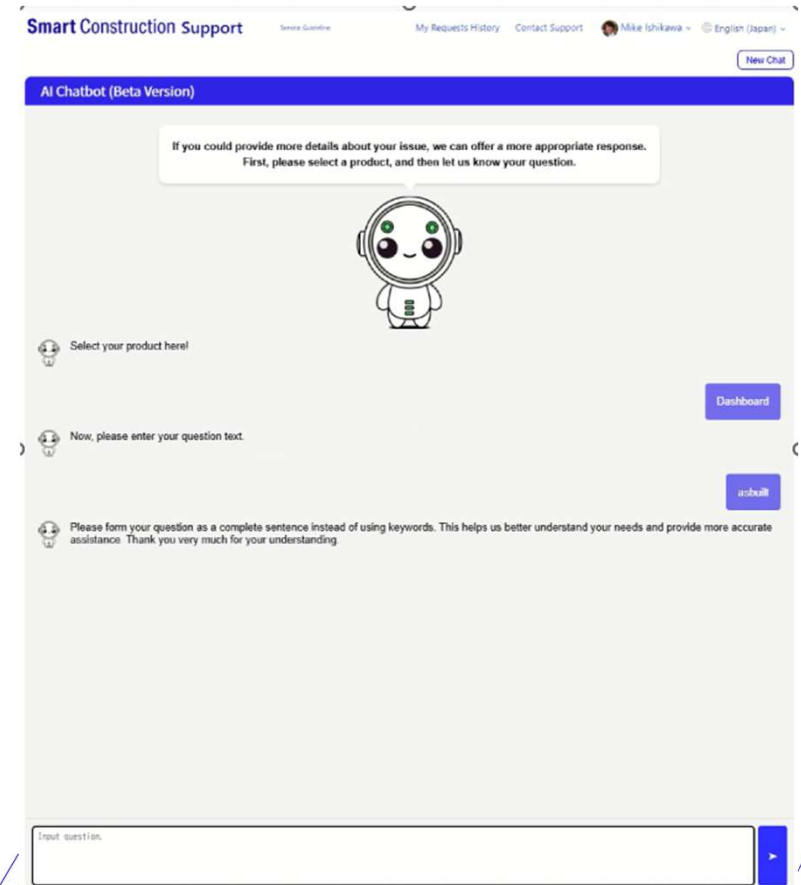
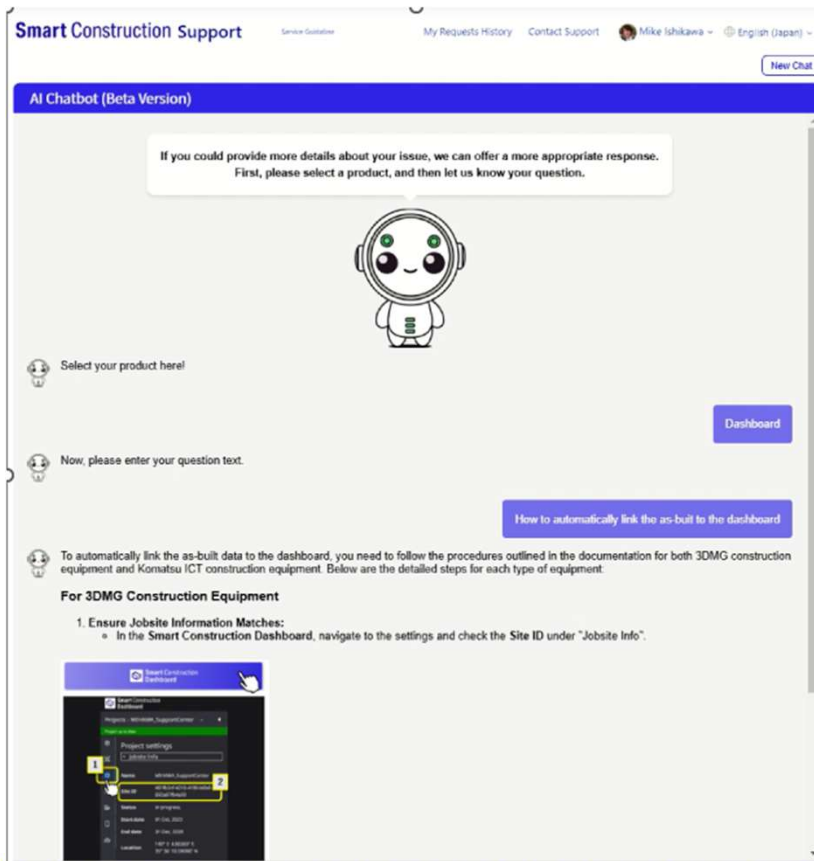
The screenshot shows the AI Chatbot (Beta) page. At the top, there is a navigation bar with the logo, user name 'Mike Ishikawa', and language 'English (Japan)'. Below this is a blue banner with the text 'AI Chatbot (Beta Version)'. Underneath the banner is a message box that says 'If you could provide more details about your issue, we can offer a more appropriate response. First, please select a product, and then let us know your question.' Below the message box is a cartoon robot character. Below the robot is a section titled 'Select your product here' with several buttons for product selection: '3D Machine Guidance(Excavator)', '3D Machine Guidance(Bulldozer/others)', 'Komatsu IMC Excavator (Type: 10-11)', 'Komatsu IMC Excavator (Type: 12)', 'Komatsu IMC Bulldozer', 'Dashboard', 'Fleet', 'Rover', 'Edge2', 'Quick3D', 'Design 3D', 'Simulation', and 'Account, Jobsite Setting'. At the bottom, there is an 'Input question.' field and a 'Send' button.

***AI chatbot is available after signing in.**

➤ The more details you provide, the better answers you'll receive

◎ **Good Question :**
 How to automatically link the as-built to the dashboard

▲ **Bad Question:**
 As-built no Purpose in the sentence



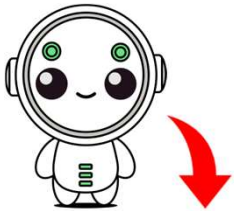
➤ A growing AI chatbot

There are things it excels at (what it can do) and things it struggles with (what it can't do).



◎ Situations where the AI chatbot (Beta version) **excels**

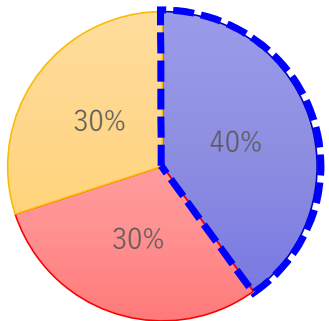
- ✓ Answering **basic questions** about product operation and other related information.
- ✓ Answering **frequently asked questions** (highly recurring inquiries with a proven track record).



▲ Things the AI chatbot (Beta version) **struggles with (cannot do)**.

- Answering questions with **little information** (questions where the issue **cannot be identified**).
- Handling follow-up questions** (as the current system only supports **one-time communication**).

➤ The AI chatbot **aims to resolve 40%** of all inquiries



- AI Chatbot(AI)
- Support Site(Self Resolution)
- Support Center(Human Support)

Targeted Response Levels	AI Study Area	Release date (approximate)
Easy Question.	•FAQ Article 560 pages	January 2025
Common Question	•Questions (requests) during the beta period •Product Manual (500 pages) •Update information (release information)	Around April 2025
High Level Question	•20,000 support center inquiries	First half of 2025

Request for Your Cooperation

1. Please start using the AI chatbot!

The more you use the AI chatbot, the smarter it becomes.

1. We appreciate your feedback!

Please provide feedback on the AI chatbot via the following link:

<https://forms.office.com/r/q7Xt2WfcMb>

