

Smarter technology for all

# Lenovo Retail Solutions AI Ambassador

March 21, 2025

**Lenovo**

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Servicing Hong Kong, Taiwan, Macau, Singapore, Korea, United States and Canada



みずほ銀行



康業金融科技



日本網絡通財務



Public Organizations



Property



Commercials



Governments



Office of the Government Chief Information Officer



機電工程署 EMSD

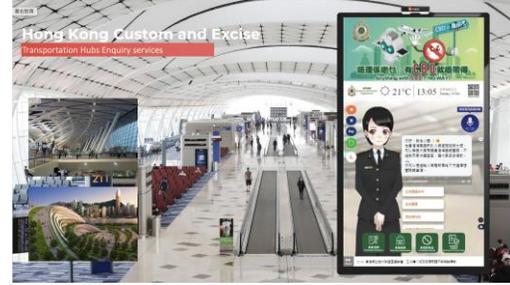


聖保祿醫院 St. Paul's Hospital

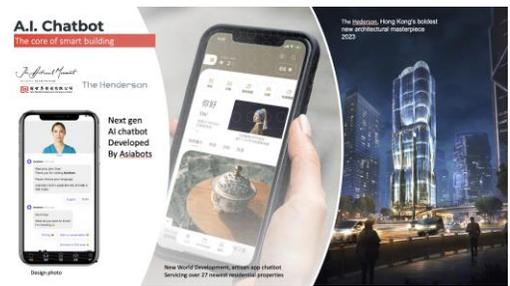


# Smart Property

A complete AI assisted Smart Building Service



Enquiries service



Chatbot

## Way-Finding directory



## Guidance & Exhibition



Customer Service inbound Call



Functional Services



Reception



Sales and promotions

## Smart AI Concierge



Portfolio

# Case Study

Realist next generation user experience

**A Medical Group** was setup an A.I. ambassador at their lobby. They can save the man power for handling related service enquiry and guide the customer with human-like Avatar to provide assistance and service.

## A.I. Ambassador

A.I. Ambassadors with Nursing design character. It helps to figure out the needs of the customers and A.I. digital human will automatically response to the clients, and provide seamless service and 24 hours automation.

Video Clippings

健康價值  
與您拾級而上

已全線參加  
政府資助的  
大腸癌篩查計劃  
Colorectal Cancer Screening Programme

適合50-75歲合格人士

免費  
為您接種

2022-2023年  
四價流感疫苗\*

為冬季流感 / 做好準備!

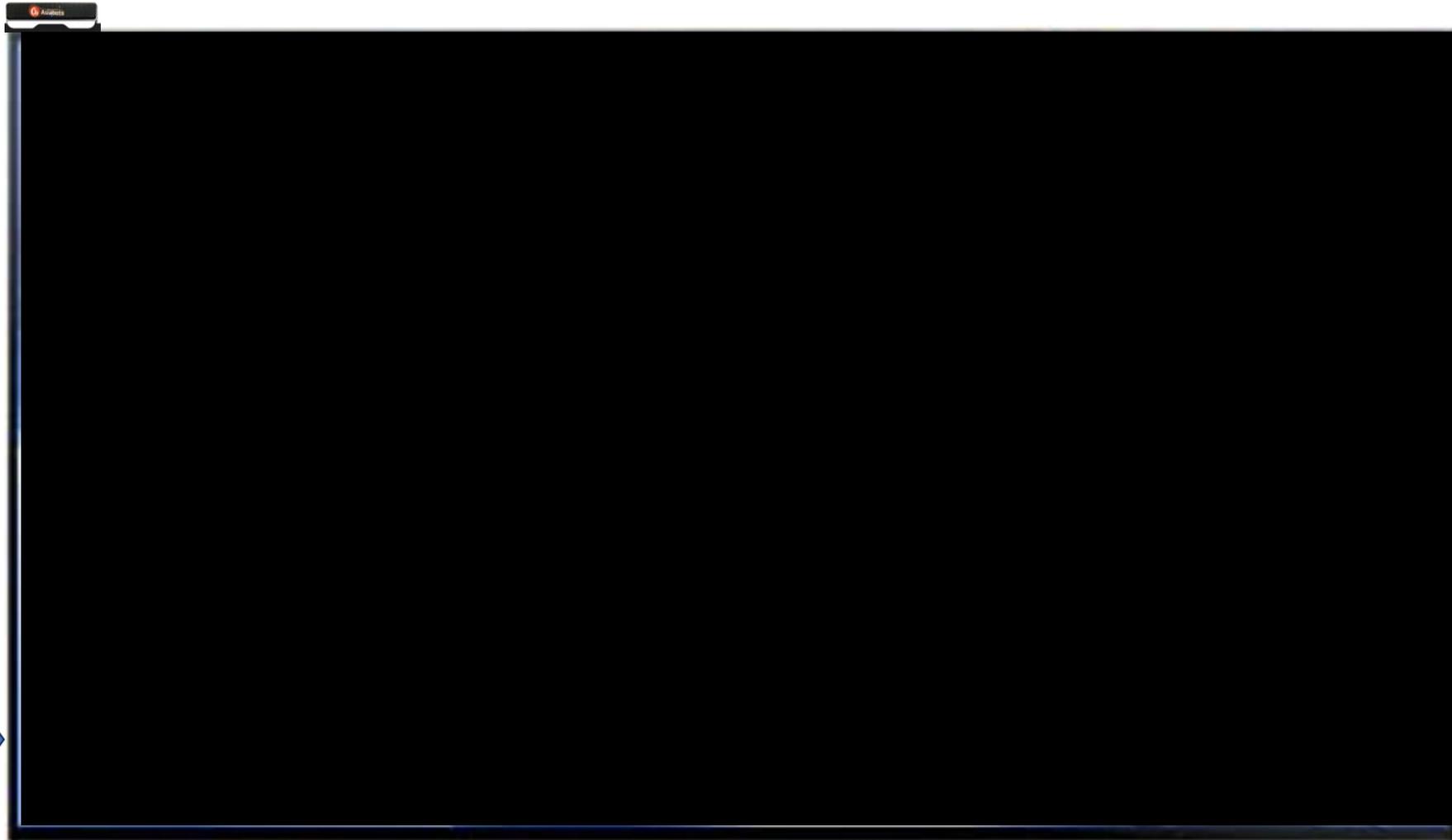
服務資訊站  
Service Info Kiosk

點擊屏幕使用  
Click to start

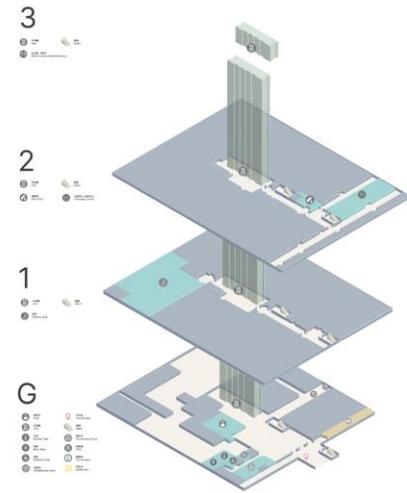
\*合資格人士包括：50歲或以上人士、6個月至未滿18歲或18歲或以上但仍就讀於香港中學的青少年、孕婦、智障人士、領取社會福利署保潔隊貼人士、領取綜合社會保障援助（綜援）人士等。完全額別為「殘疾程度達100%」或「需要經常護理」的人士，其他人士收費為每位 \$260。

User case in hospital

# Princess Margaret Hospital PMH



Video Clippings



# Multi-graded Virtual Avatar

Covering all styles and designs

## Animation Style (2.5D)

2.5D Styles virtual avatar is the most easiest one to get onboard to use. Emphasis on design, customization, facial expression and fluency, perfect for long term as well as short term use such as events and promotions



## Realistic Model (3D)

3.D Styles model bring user a better experience by its motion and lighting effect created by polygon modules. Two graded supported, including 1:3 cutie style as well as real human style. Co-work with prestige film maker – digital domain



## Digital Human (Deep Fake)

Powered by GAN model and lip syn technologies, Digital human graded ambassador provide an unprecedented experience by its real presence and smooth animations.



# Voice Chatbot on Website

The screenshot shows a Google search for "BLUE". The search results include:

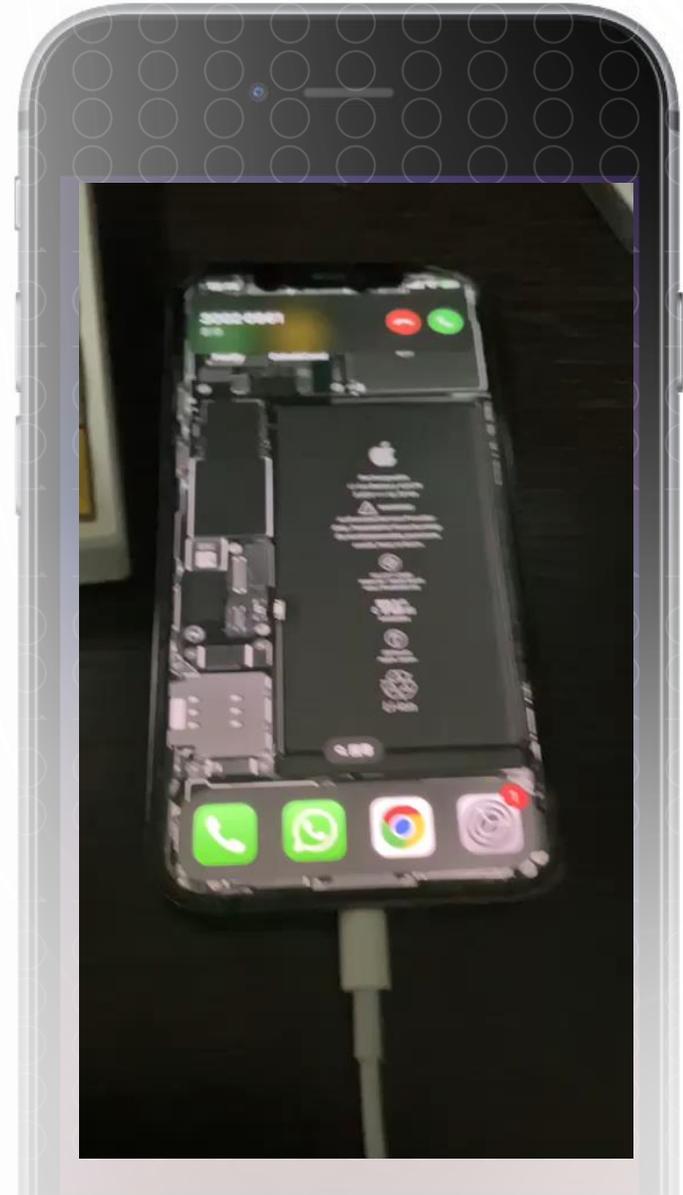
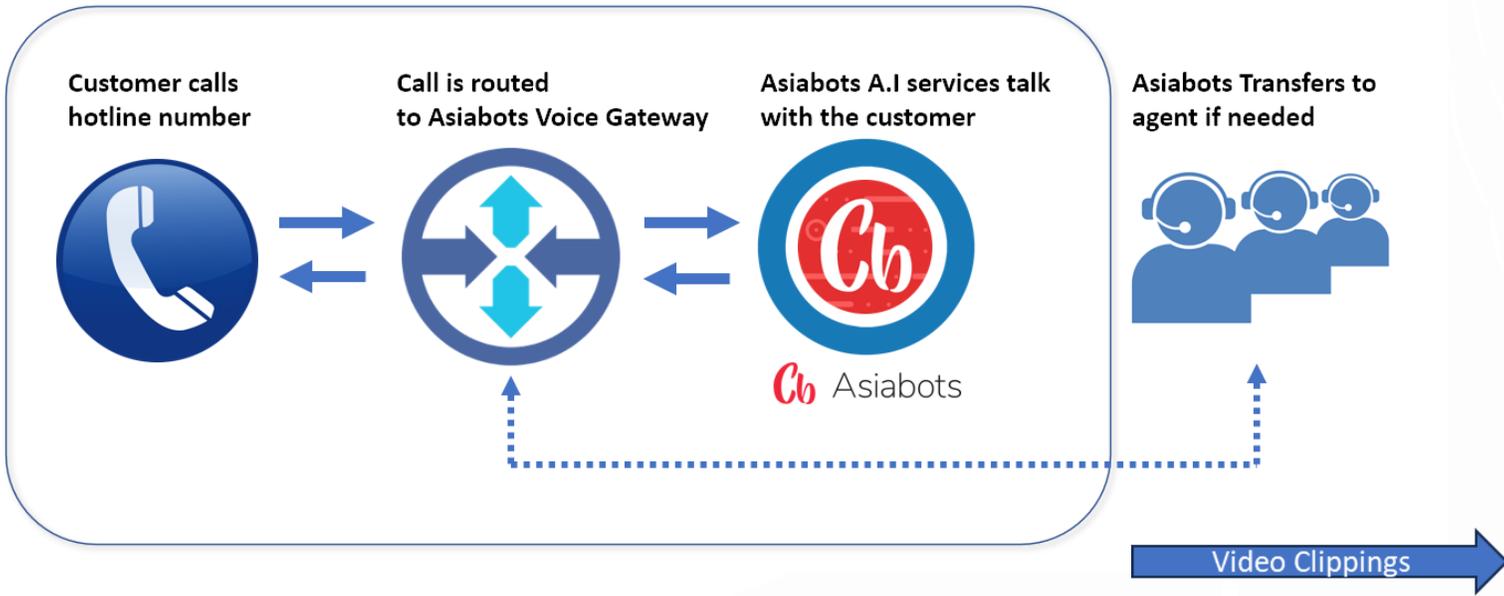
- www.blue.com.hk > online
- Blue | 香港上網買保險| 即時網上報價及投保| 網上保險平台**
- Blue 最新一站式網上保險平台, 提供多款適合您的網上投保方案, 保障計劃簡易靈活, 公開透明的網上保險報價, 無須現身, 上網即可以買保險, 讓您的生活變得更...
- Short-term savings insurance (短期儲蓄保險)
- Life insurance (人壽保險)
- WeCare CI1 (WeCare 危疾保障計劃1)
- WeCare PA1 (WeCare 個人意外保障計劃1)
- Free HKD 1 billion life insurance (免費港幣1億元人壽保額)
- WeCare TL2 (WeCare 定期人壽保障計劃2)

Below the search results is a "Image search results for 'BLUE'" section with filters like "blue cash", "危疾", "yves klein", "american express", "insurance", and "classic blue".

On the right side of the screenshot is a map of Kowloon Bay, Hong Kong, showing the location of Blue HK Insurance. The map includes landmarks like Billion Centre, Starbucks, and the CIC Kowloon Bay. Below the map is a card for "Blue HK Insurance" with a 5.0 rating, address (30/F, 壹號九龍1 Wang Yuen St, Kowloon Bay), and contact information.

Video Clippings

Đã có những bước tiến đáng kể trong việc ứng dụng công nghệ AI vào các dịch vụ chăm sóc khách hàng. Các hệ thống AI có thể xử lý hàng triệu cuộc gọi đồng thời, giảm thiểu thời gian chờ đợi và cung cấp hỗ trợ 24/7. Điều này không chỉ nâng cao hiệu quả mà còn giúp giảm chi phí vận hành. Tuy nhiên, việc tích hợp AI vào quy trình chăm sóc khách hàng cần được thực hiện một cách cẩn trọng, đảm bảo tính bảo mật và sự hài lòng của khách hàng.





# A.I - Fault call (Cantonese)

A.I agent calls for fault reporting



[Video Clippings](#)

