

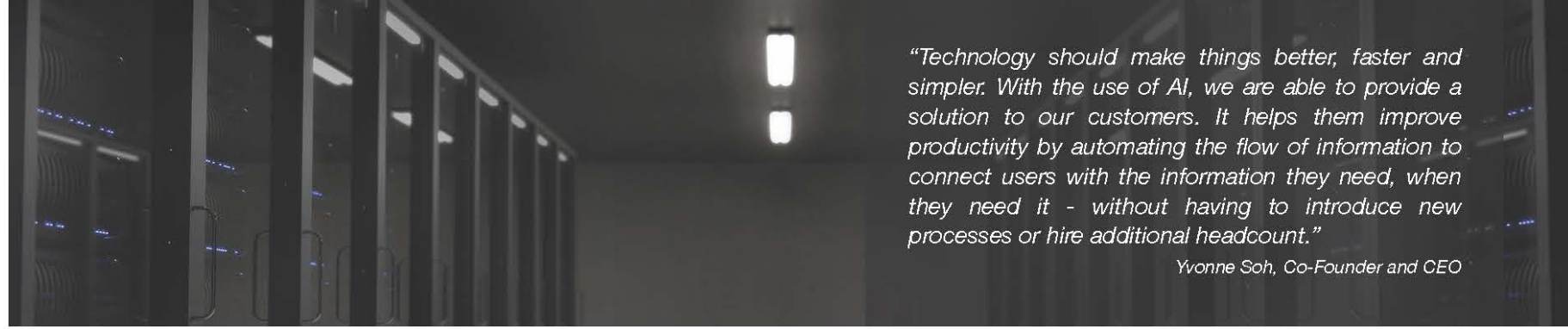


Noodle Factory

Instant Curation of Question and Answer

Noodle Factory provides an intelligent AI-powered chat platform that automates the setup of chat interfaces to engage users instantly.

Using their unique AI algorithm, their platform instantly comprehends and curates any content, and is instantly ready to engage users via Question Answering AI. What used to take administrators 100-200 hours, now takes mere minutes.



“Technology should make things better, faster and simpler. With the use of AI, we are able to provide a solution to our customers. It helps them improve productivity by automating the flow of information to connect users with the information they need, when they need it - without having to introduce new processes or hire additional headcount.”

Yvonne Soh, Co-Founder and CEO

BACKGROUND

- Noodle Factory’s platform enables companies to quickly setup a chatbot by uploading documents and letting the engine search for answers to questions related to the document
- The platform is powered by BiDAF, an NLP model, which uses an algorithm to develop an automated question and answer (Q&A) model using content such as training slides, whitepapers, journals, articles and online informational pages
- The algorithm provided a low accuracy rate only for factoid questions and was unable to address non-factoid questions

BUSINESS CHALLENGE




How can Noodle Factory improve the accuracy of their Q&A Engine so as to enable their customers to seamlessly setup their chatbot in minutes

AI SOLUTION DEPLOYED

An AI-based chat platform was developed:

- By ingestion of documents, the platform is capable of selecting relevant sections from a given document as answers to users' questions
- The AI platform is trained on data from different domains and is able to handle a wide variety of questions from these domains

OUTCOMES

 <p>Final model boasts an F1 score of around 73% compared to a baseline model of 66%</p>	 <p>A number of commercial and government customers have deployed Noodle Factory’s solution</p>	 <p>Customers found value in the solution as an efficient method of connecting users to information, and also time-savings of at least 50% in the setup of an AI-powered chat</p>
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