

Smarter technology for all

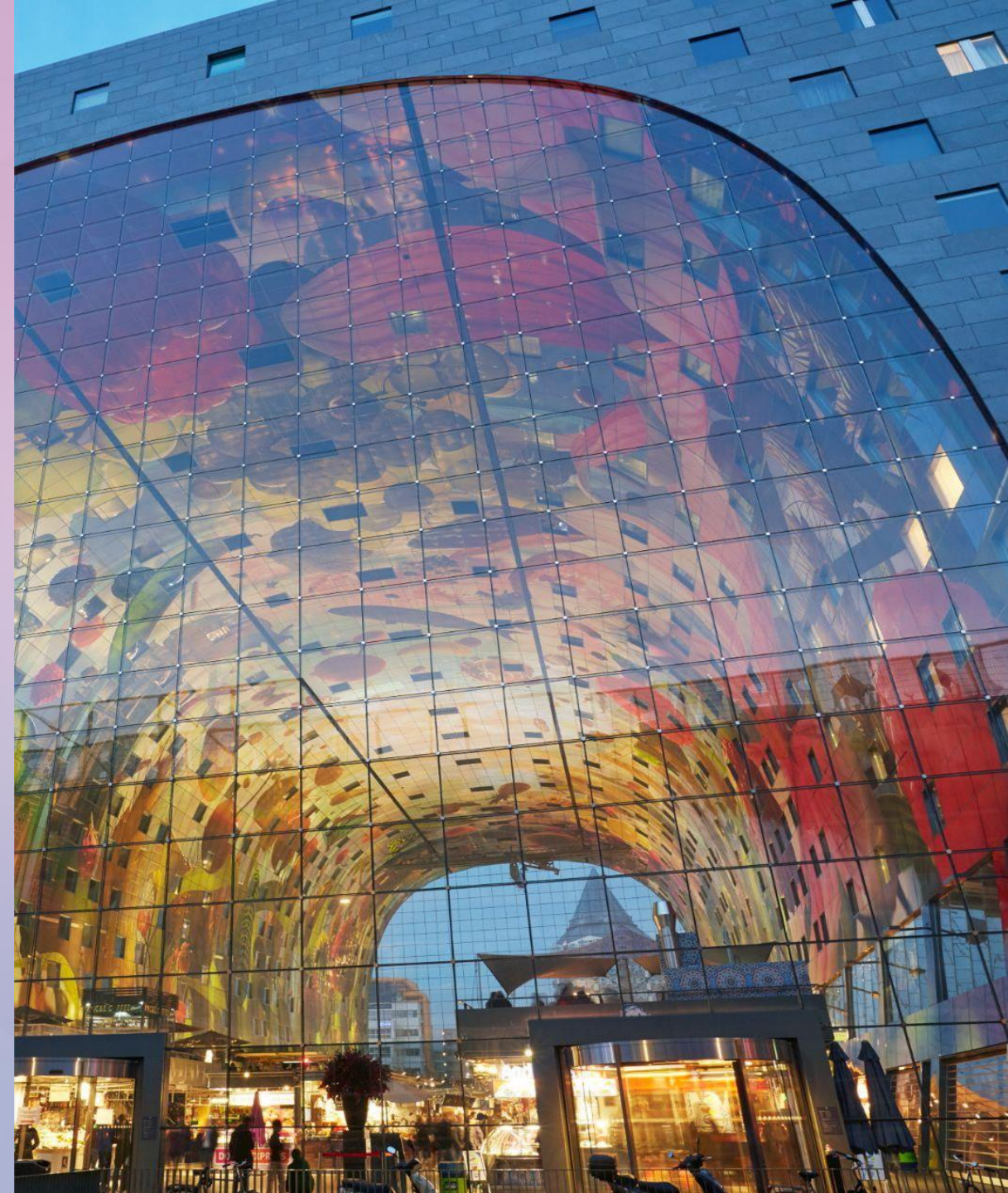
# Lenovo Retail Solutions

## AI Ambassador

March 21, 2025

**Lenovo**

2025 Lenovo. All rights reserved.



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

**MIZUHO** 中銀集團保險有限公司  
BANK OF CHINA GROUP INSURANCE COMPANY LIMITED  
FWD 富衛

みずほ銀行 台北富邦銀行 Taipei Fubon Bank

AIA KONEW FINTECH 康業金融科技 FINANCE ONE 日本網絡通財務 BIBO 標保

DBS 豐隆保險 HongLeong 恒生銀行 HANG SENG BANK

BFSI



NUS National University of Singapore

THE HONG KONG POLYTECHNIC UNIVERSITY 香港理工大學

THE HONG KONG UNIVERSITY OF SCIENCE AND TECHNOLOGY 香港科技大學

STARTUP TERRACE 林口新創園

Meet 創業小學 By Startups. For Startups.

HKBSF 香港盲人體育總會

TAIWAN STARTUP TERRACE

IVE 香港大學 THE UNIVERSITY OF HONG KONG

touch TAIWAN

香港教育大學 The Education University of Hong Kong

HKSTP 香港科技園

cyberport 數碼港

Public Organizations

Property

EASY LIVING 宜居

ATT OF FUN

HONG KONG HOUSING SOCIETY 香港房屋協會

華潤物業 CR Property

ARUP

恒基

新世界發展 New World Development

Infosys

瑞安房地產 SHUI ON LAND

Gammon

Hotel ICON

PATDAVIE

Atos

SIEMENS

信和集團 Sino Group

Governments

MACAU

HOSPITAL AUTHORITY

政府資訊科技總監辦公室 Office of the Government Chief Information Officer

機電工程署 EMSD

hkpc 生產力局

Gleneagles Hospitals

交通事務局 Direcção dos Serviços para os Assuntos de Transportes

博愛

聖保祿醫院 St. Paul's Hospital

The Treasury

Commercials

FamilyMart

China unicom 中国联通

Johnson & Johnson MEDICAL DEVICES COMPANIES

HKT

FET 遠傳

六福村主題遊樂園 LEOFOO VILLAGE THEME PARK

RICOH imagine. change.

TURBOJET 噴射飛航

mazda

CATHAY PACIFIC

Underwriters Laboratories

INNO LUX 群創光電

CUHK Medical Centre 香港中文大學醫院

TVB

盈健醫療 HUMAN HEALTH

KONICA MINOLTA

McDonald's

SINGAPORE AIRLINES

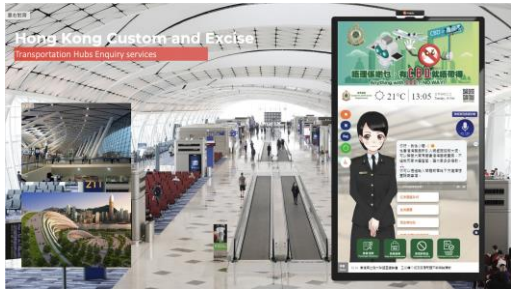
史偉莎集團 LBS Group

NEC

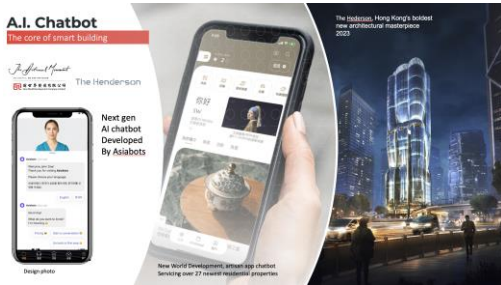
Esso

# Smart Property

A complete AI assisted Smart Building Service



Enquiries service



Chatbot

Way-Finding directory



Customer Service inbound Call



Functional Services



Reception



Sales and promotions

Guidance & Exhibition



Smart AI Concierge



# 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

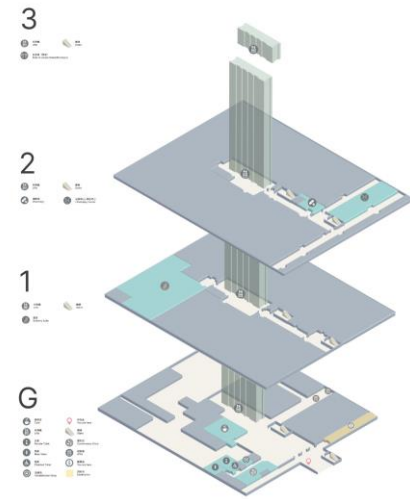
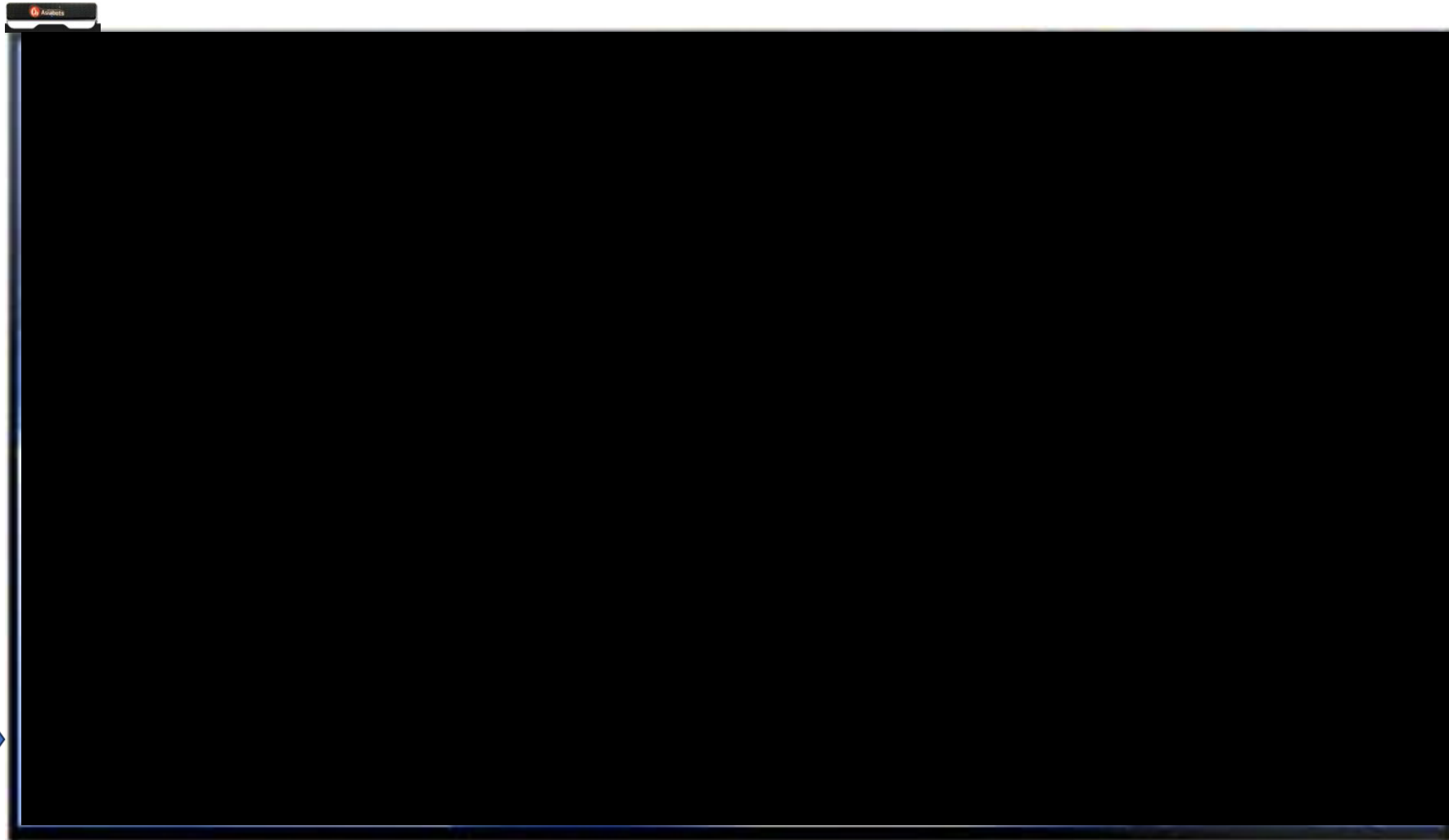
A.I. Ambassadors with Nursing design character. It helps to figure out the needs of the customers and A.I. digital human will automatically response to the clients, and provide seamless service and 24 hours automation.

Video Clippings



User case in hospital

# Princess Margaret Hospital PMH



# 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



Partner with  
 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.

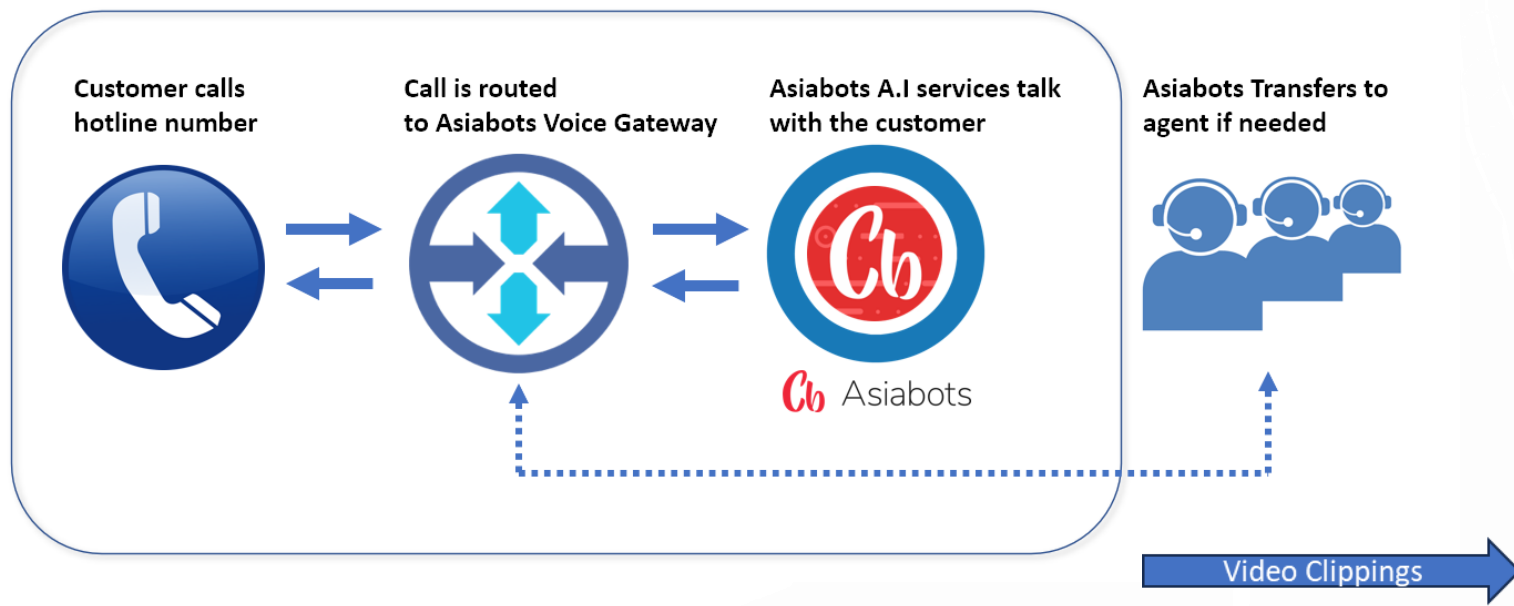


Voice Chatbot on Website
--------------------------



Video Clippings

A photograph of an iPhone 11 Pro Max with its back cover removed, showing the internal battery and components. The phone is connected to a white charging cable. The screen displays a call log and the home screen with icons for Phone, WhatsApp, Google, and Camera.





# A.I - Fault call (Cantonese)

A.I agent calls for fault reporting



Video Clippings

09:41



## Fault Report Hotline calling...



mute



keypad



speaker



add call



FaceTime



contacts

