

HKT

HKT Enterprise GPT

2025

Hong Kong

a **PCCW** Group member

Agenda

1. Marketing bots
2. GenAI for Outlook Email Agent Assistant
3. Smart Insights (Voice of Customer)
4. Documents Summarization Bot
5. Documents Comparison Bot
6. T&C Checker Bot



1. Marketing bots: creating social content, grammar check, translation assist



Grammar Checker

Office Automation

Proofread user content for grammar and clarity, provide up to 10 tones for selection and state detail refinements.

☆ 2 | 🔥 212

[Learn More](#)



Translation Assist

Office Automation

Provide instant Chinese↔English translator. Auto-detects input, outputs: English or Simplified/Traditional Chinese (HK terms). Just...

☆ 1 | 🔥 49

[Learn More](#)



Social Media Post Creator

Content Generation

Crafts SEO-driven, platform-specific posts (LinkedIn, Facebook, Instagram, WeChat) tailored to your brand. Delivers concise,...

☆ 1 | 🔥 86

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Email Reply

Office Automation

Instantly craft professional email replies tailored to your preferred tone and goals—just share the message, specify keywords, and le...

☆ 1 | 🔥 43

[Learn More](#)

Demo

ChatGPT 4o mini
Social Media Post Creator

POST

Welcom to Social Media Post Creation Bot. Please share your request or topics with a brand tone for social media content.

Can you create a social media post for new iphone launch + new mobile plan

May 29 11:49:02

POST

Sure! Could you please specify the tone you'd like for the post (e.g., casual, professional, informative) and the platform you want it for (LinkedIn, Facebook, Instagram, or WeChat)?

May 29 11:49:10

Embedding: 15 | Prompt: 1011 | Completion: 43

causal in instagram

May 29 11:49:23

Instagram Post:

🔥👉 Exciting News Alert! 👉🔥

The wait is over! The new iPhone has officially launched, and it's packed with amazing features that will elevate your mobile experience! From stunning camera upgrades to lightning-fast performance. But that's not all! 🌟 We're thrilled to introduce our new mobile plan that perfectly complements your new device. Enjoy unlimited data, super-fast speeds, and exclusive perks that keep you connected. Ready to upgrade? Let's make your mobile experience extraordinary!

👉 Tap the link in our bio to learn more!

#iPhoneLaunch #NewMobilePlan #TechSavvy #UpgradeYourLife #Smartphone #MobilePlan #Innovation #StayConnected


Embedding: 4 | Prompt: 1065 | Completion: 156

Images 3 (200k)
Imagen 3 (Image Generation)

Hi, I'm your AI assistant Imagen 3. What can I help?

Hi, can you generate a professional image for a team building event?

May 29 11:50:03



2. GenAI for Outlook Email Agent Assistant

To introduce GenAI to CG's Account Service Team

- Account Service Manager (Mobile & Fixed) to serve premium commercial customers
- Using Outlook to communicate with customer
- For productivity gain and better service quality

Build bot and develop Outlook Add-in

- Build Bots using Bot Builder based on knowledgebase and templates of professional email response
- Sentiment detection
- Draft professional email response, including
 - Email opening
 - Answer to enquiry
 - Email closing



The screenshot displays a web application titled "GenAI Agent Assi...". It features two tabs: "Message Info" and "Answer". The "Message Info" tab is active, showing a "Sentiment:" analysis of a user's message. The sentiment is identified as "Minor Concern" because the user is having trouble with mobile data abroad and is seeking advice. Below the sentiment analysis, the "Answer:" section provides a drafted email response. The response starts with a polite greeting and an apology, followed by a list of troubleshooting steps, specifically recommending that the user check their mobile device settings for data roaming. At the bottom of the interface, there are two buttons: "Reload" with a circular arrow icon and a blue "Submit" button with a right-pointing arrow.

GenAI Agent Assi... ✖

Message Info Answer

Sentiment:
Minor Concern: The user is experiencing issues with their mobile data while abroad and is seeking assistance. They are requesting advice, which indicates a need for support and suggests a minor concern.

Answer:
Dear Kenneth, I'm sorry to hear that your user is unable to use data in Japan. Here are a few steps you can take to troubleshoot the issue: 1. Check the user's mobile device settings: Ensure that the user has enabled data roaming on their device. They can usually find this option in the settings menu

Reload ↻ Submit ▶

4. Smart Insights (Voice of Customer)

AI-Powered Text Analysis Application

- Utilizes generative AI to extract insights from chat transcripts
- Free angle from text conversions to enable better understanding of customer needs, dissatisfaction reason and pain points



5. Documents Summarization Bot

Objective:

- To condense lengthy texts into concise summaries,
- To enhance information accessibility,
- To saving time,
- To improve comprehension for users seeking quick insights from extensive documents.



Time Efficiency:

- Quickly condense lengthy documents into key points
- Saving users significant time on reading and extracting important information.



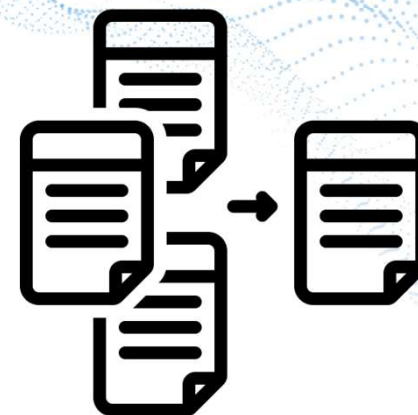
Improved Comprehension:

- Grasp the main ideas and essential details of a document more easily, enhancing overall understanding.



Enhanced Productivity:

- Quickly summarize multiple documents



Accessibility of Information:

- make complex or dense information more accessible

6. Documents Comparison Bot

Use Case:

- Compare different version of agreements, contract, guideline, rule
- Compare different quotation from different vendors

Objective:

- To efficiently identify differences and similarities between documents,
- To streamline the review process and enhancing accuracy in content analysis for users and organizations.



Template of Bot Instruction:

Create New Chat

Select Project
Select Project

Chat Name
Michelle Hu's chatbot

Select LLM
Select LLM

Bot Instruction ⓘ
Document Comparison

Compare the 2 selected document and list out the difference in table format, on 1st column is the feature, including "Date", "Term", "Rent", "Deposit", "Rent-free period", "Sharing Right", "Air conditioning and management charges", "Insurance", "Termination", and "Redevelopment". On 2nd column is the information from "Name of your selected file A". On 3rd column is the information from "Name of your selected file B".

Please extract the reference numbers from the provided PDF source data. Ensure that you include the context in which each reference number appears, such as the section or topic it relates to, to provide clarity on its relevance. If possible, also indicate the page number where each reference number can be found within the PDF.

Remarks:
This is the prompt template. You may please amend it according to your need.

Type Definition ⓘ
Type Definition

Welcome Message ⓘ
Welcome to the Gen AI Platform! How can I assist you today?

Reference ⓘ ☒

Go Back Create Chat

Create New Chat

Select Project
Select Project

Chat Name
Michelle Hu's chatbot

Select LLM
Select LLM

Bot Instruction ⓘ
Document Comparison

-

Type Definition ⓘ
Type Definition

Welcome Message ⓘ
Welcome to the Gen AI Platform! How can I assist you today?

Reference ⓘ ☒

Go Back Create Chat

7. T&C Checker Bot

Use Case:

- Control parties review hundreds of T&C and agreements manually.
- Manual review is time-consuming and prone to oversight.
- T&C Checker Bot automates document review for compliance, consistency, and potential issues.
- Enables quicker feedback and streamlines the review workflow.
- Enhances efficiency and reduces manual workload.
- Ensures thorough oversight of T&C documents.

Objective:

- Evaluates terms and conditions for clarity, compliance, and potential risks.
- Helps users understand legal implications.
- Ensures informed consent before agreeing to agreements or policies.

