An atypical girl named Clare

Kevin was startled when he stumbled upon a forum discussion while surfing social media one day. Netizens were discussing the confirmed COVID-19 cases in the building where he lives in! His heart sank, and right on cue, he heard the siren of an approaching ambulance. He looked out the window towards the street. Several ambulance officers in full protective gear were seen near the building with a wheeled stretcher. Kevin tried to call the building's management office, but in vain.

In desperation, Kevin initiated a WhatsApp message. Meanwhile, Kevin's wife, Christina, who was preparing dinner walked out of the kitchen to find her husband exchanging messages with a woman named Clare. Just before Christina's was ready interrogate her husband, Kevin gestured Christina to take a look at his phone — making it clear that the "woman" he was communicating with was in fact an AI-enabled Chatbot on the WhatsApp platform, de-escalating an unnecessary disaster. The tool developed, by Clare.AI, provides users the very latest information concerning quarantined buildings and a host of other related information.

Developed by Cyberport Community Member Clare.AI, the COVID-19 quarantine building search engine allows users to obtaining the latest information at their fingertips. There are two easy ways to reach Clare, either by entering a phone number via the WhatsApp messaging tool, or via a QR code. After that, all a user needs to do is to simply enter "Hi Clare" to start a conversation. To get the latest localised information on COVID-19, a user can input the building name or share his/her real-time location, and the system will show the nearest residential building with infected or suspected cases.

Weeks later, again using the WhatsApp infrastructure, Clare.AI unveiled a new, district-based take-away ordering feature, offering added convenience to people looking for available eateries nearby.

"Hong Kong people wish to keep close track on the latest development of the coronavirus, only to get frustrated by poor user experiences from the available information-sharing platforms. In light of this, within two days, we enhance our smart digital assistant programme to launch the WhatsApp bot, allowing users to check the latest pandemic-related information anytime and anywhere with ease," said Ken Yeung, Co-founder and Chief Executive Officer of Clare.AI.

Artificial intelligence (AI) and big data are the backbone technologies fuel Clare.AI, who has developed business solutions across a spectrum of businesses. As an official partner of WhatsApp, the tech start-up has spent years making the best of WhatsApp's application programming interface to develop virtual assistance for businesses to improve their customer services.

The recently launched WATI application is another solution designed to allow multiple users of a business to use and share the same WhatsApp number to enhance customer services. This includes automated reply, the broadcast of personalised messages, chatbot implementation, and more. It is especially attractive for businesses that receive a huge number of enquiries every day, such as travelling and service industries.

Quick facts

- WhatsApp-based digital assistant developed by Clare.AI updates the data of the latest confirmed cases and quarantine-related information every 20-30 minutes.
- Over 100 enterprises, locally and abroad, have adopted the Hong Kong-developed WATI application since its launch.

Company Profile

Established in 2016, Clare.AI is committed to developing AI powered Chatbots for Hong Kong businesses. A smart assistant that is equipped with a unique natural language processing (NLP) tool to process not only Cantonese, but also the distinct lexicon of language which combines English and Cantonese commonly used in Hong Kong. The Chatbot can deal with over 80 percent of general enquiries on its own greatly reducing the workload of front-line customer service professionals, and contributes to an eightfold increase in customer engagement. Clare.AI was selected by WhatsApp to be among its 30 global solution business partners in 2018.

Braving the Epidemic
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Learn more about Clare.AI

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Your Springboard to Success

非一般女生 「Clare」

天晚上阿強在社交網頁的討論區赫然發現有網友正在討論自己居住的大廈有人確診，說時遲那時快，樓下突然傳來救護車聲，阿強探頭一看，有幾位身穿保護衣物的人員在大廈附近徘徊。阿強即時致電管理處查詢卻沒有人接聽。情急之下，阿強用手機發了一個WhatsApp短訊。阿強的太太阿靜原本在廚房準備晚飯，她走出廳，竟然看見阿強正在跟一個叫Clare的女生傳短訊！正當阿靜準備向阿強大興問罪之師，阿強將手機遞向太太，指這個「Clare」是由Clare.AI開發、以Whatsapp操作的AI Chatbot檢疫資料搜尋器，才免去一場「無妄之災」。

數碼港社群成員Clare.AI開發的檢疫資料搜尋器，用家只需在WhatsApp透過輸入電話號碼或掃描二維碼連接Clare.AI，輸入「Hi Clare」展開對話，就可按需要查看各種有關新冠病毒疫情的資訊，甚至輸入要查詢的大廈名稱或分享實時位置，系統會顯示「最近確診或疑似住宅大廈」名單。Clare.AI亦最新開發了WhatsApp 外賣搜尋器「區區外賣易」，方便居家抗疫的市民用WhatsApp一次過盡覽附近食肆的外賣資訊。

讓企業內多名員工共同使用及支援一個WhatApp帳號，無間斷使用自動回答、廣播訊息、聊天機械人等功能，提升客戶服務質素，面世只短短數月便已獲零售商、電子商戶以至旅遊及服務業等企業採用以改善客戶服務。

人工智能公司Clare.AI聯合創辦人兼行政總裁楊志光Ken表示：「香港人想時刻緊貼新冠病毒疫情消息，然而大部分資訊平台的用家體驗強差人意。有見及此，我們運用智慧型個人助理系統，用了短短兩天時間，推出WhatsApp bot，以方便市民隨時隨地查閱疫情相關資訊。」

Clare.AI利用人工智能及大數據為各種企業發展出高科技商業方案，更是WhatsApp官方合作夥伴，公司利用WhatsApp的應用程式介面(API)開發的智慧型個人助理，能改善企業的顧客服務。Clare.AI另一產品是為企業客戶開發的WATI，新方案可

速覽

· Clare.AI的WhatsApp檢疫資料搜尋器，其人工智能系統會每20 – 30分鐘整合最新的官方疫情數據。
· WATI方案自推出以來，數個月內就獲得逾百香港和外地企業支持和採用。

公司簡介

Clare.AI於2016年成立，是針對香港人用語習慣而設的智能聊天助理，獨有的自然語言處理引擎可處理廣東話及中英夾雜等香港獨特語言文化，讓企業機構能以 Chatbot 自動處理八成以上的一般客戶查詢，減輕前線客服工作量之餘，亦能提升客戶參與度達8倍之多。Clare.AI於2018年被選為WhatsApp的30家全球合作伙伴之一。

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