AI Copilot Services

The Artificial Intelligence (AI) and Cybersecurity measures that Dosanjh USA (DUSA) applies to AI Copilots ensures a secure and efficient digital communication environment for businesses and users. DUSA assists enterprise organizations with their AI Copilot initiatives by providing consultative, development, implementation, training and support services.

Consulting & Engagement

Strategy and Planning
Identify the specific use cases where AI Copilots can add value. Assess the enterprise's technical infrastructure, data availability and existing Chatbot implementations.

AI Copilot Domain Selection
The business unit selection, i.e., Customer Success, Human Resources, Marketing, Sales, Partnerships, etc., will determine the level of sophistication and customization required for a successful implementation. The selection process will also dictate which version of AI Copilot functionality is required as well as branding considerations.

Data Preparation
A review of the relevant data for training the AI Copilot is required. This ensures that any data normalization, enrichment or deduplication tasks are completed prior to training activities on the selected dataset.

Model Training and Testing
Large Language Model (LLM) selection, model training and testing on a prescribed dataset is a critical part of the engagement service. This ensures the LLM model's accuracy, precision, recall and inclusion of key metrics.

Integration
API integration to both REST endpoints and enterprise applications. This provides the ability to introduce Retrieval Augmented Generation (RAG) techniques to combine generative based AI models with retrieval-based actions to improve the output of LLMs.

Deployment
Adherence to enterprise User Acceptance Testing (UAT), Sandbox environments and Pre-Production DevSec/AIOps processes. This includes meeting functional, security as well as load and performance test criteria before deployment into a production environment.

Monitoring and Maintenace
Incorporate the logging, alerting and general event monitoring enterprise requirements into the AI Copilot workflow process. Identify change management and upgrade maintenance schedules to align with patch management and software release cycles.

Training and Support
DUSA provides documentation to support an organizations runbook or playbook operational model. We customize our AI Copilot training curriculum on the implemented solution. In addition, our Customer Success team provides on-going technical support throughout the engagement service and subsequent operations.

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