

IT matters

Giving new shape to concierge services

Concierge services built on artificial intelligence have the potential to improve how hotels and other service businesses interact with customers, a new paper suggests.

In the first work to introduce the concept, researchers have outlined the role an AI concierge, a technologically advanced assistant, may play in various areas of the service sector as well as the different forms such a helper might embody.

Their paper envisions a virtual caretaker that, by combining natural language processing, behavioral data and predictive analytics, would anticipate a customer's needs, suggest certain actions, and automate routine tasks without having to be explicitly commanded to do so.

Though such a skilled assistant is still years away, Stephanie Liu, lead author of the paper and an associate



professor of hospitality management at The Ohio State University, and her colleagues drew insight from several contemporary fields, including service management, psychology, human-computer interaction and ethics research, to detail what opportunities and challenges might arise from having an AI concierge manage human encounters.

"The traditional service industry uses concierges for high-end clients, meaning that only a few people have access to them," Liu said.

"Now with the assistance of AI technology, everybody can have access to a concierge providing superior experiences."

On that premise, the benefits of incorporating



AI into customer service are twofold: It would allow companies to offer around-the-clock availability and

consistency in their operations as well as improve how individuals engage with professional service organizations,

she said. Moreover, as the younger workforce gravitates to more tech-oriented jobs and global travel becomes more common, generative AI could be an apt solution to deal with the escalating demands of evolving hospitality trends, said Liu.

"The development of AI technology for hotels, restaurants, health care, retail and tourism has a lot of potential," she said.

Despite the social and economic benefits associated with implementing such machines, how effective AI concierges may be at completing a task is dependent on both the specific situation and the type of interface consumers use, said Liu.

Motorola edge 50 Fusion disrupts 25K market

Motorola, India's fastest-growing Android brand recently launched the Motorola edge 50 Fusion, disrupting the sub 25K smartphone segment with its numerous segment best features. The Motorola edge 50 Fusion comes with the segments most advanced Sony-LYTIA 700C sensor in its primary camera, the segments only IP68 underwater protection with Smart Water touch technology, and segments brightest 144Hz 10-bit pOLED 3D curved display with Corning Gorilla Glass 5 protection. It goes on sale today at 12 PM onwards on Flipkart, Motorola.in and leading retail stores across India at an incredible limited period offer price starting just at Rs. 20,999 including all offers.

The Motorola edge 50 Fusion is equipped with a 50MP 2.0µm Ultra Pixel Main OIS Camera with segments most advanced Sony LYTIA LYT-700C sensor. Delivering outstanding nighttime photos owing to its 2.0µm Ultra Pixel technology which captures more light and gives 4x better light sensitivity owing to its 1.5x large pixels. The secondary camera is a 13MP ultra wide-angle camera that has 120°POV for wider ultrawide shots and fits 4x more of the scene in the frame.

The secondary camera also features Macro Vision which is integrated to bring the user 4X closer to the subject than a standard lens. Both



rear cameras support 4K video recording as well. Additionally, the Motorola edge 50 Fusion features a 32MP selfie camera with Quad Pixel technology which supports 4K video recording, the segments only selfie camera to do so.

The Motorola edge 50 Fusion flaunts a premium endless edge design with perfectly integrated camera housing and the segments only IP68 underwater protection with Smart Water Touch technology. Being one of the lightest smartphones in the segment, this ultra-thin Motorola edge 50 Fusion weighs a mere 175g and is just 7.9mm thick.

The device comes in 3 trending Pantone Curated Colours with 3 different finishes, which are as follows: Marshmallow Blue vegan leather finish for a soft and tactile feel, Hot Pink vegan suede finish with an added touch of luxury and Forest Blue color in a sophisticated PMMA (Acrylic Glass) finish.

The edge 50 Fusion boasts the segments brightest 6.67" 144Hz 10-bit pOLED curved

screen display with infinite contrast and Corning Gorilla Glass 5 Protection along with a peak brightness of 1600 NITS for clearer outdoor visibility. Powering a stunning display and other features is the Snapdragon 7s Gen 2 processor, a 4nm chipset reaching AnTuTu score up to 630K. This processor provides accelerated performance, faster GPU/CPU speed, and faster 5G with support of higher resolution videos with unbelievable battery efficiency.

The edge 50 Fusion comes with up to 12GB RAM + 256GB storage, and it also supports up to 15 5G bands and WiFi 6.

The Motorola edge 50 Fusion equips a massive 5000mAh battery and a 68W TurboPower charger which gives users ample power for a days usage in just 15 minutes of charge. It also keeps the device running for up to 30 hours. Staying at par with the display, the stereo speakers on the Motorola edge 50 Fusion come with Dolby Atmos with Hi-res audio.

BlinkX, Google unveil financial innovation

In a move to reshape the landscape of the financial technology industry, Google Cloud and the new digital broker brand BlinkX, introduced by JM Financial, are excited to announce a strategic collaboration that heralds the dawn of the ClientTech era, a ground-breaking approach that puts the client at the centre of financial innovation, through unprecedented levels of personalisation and customer understanding.

The partnership represents a melding

of Google Clouds data analytics capabilities and cloud operations with BlinkXs forward-thinking approach to financial services blended with their in-house technological prowess. This collaboration aims to introduce a new paradigm in the fintech sector by leveraging the power of sophisticated algorithms, integration of LLMs (Large Language Models) and personalized data analytics to tailor financial services directly to the unique needs and preferences of Indian



customers who often exhibit complex patterns of consumption.

Gagan Singla, managing director at BlinkX, highlighted the significance of the initiative, "By leveraging the power of Googles cutting-edge technology, we aim to dismantle traditional financial barriers and create a more inclusive, personalized, and empowering financial ecosystem for our clients. This falls in line with our aspiration of being the countrys first no-glitch trading app with 24/7 availability and an adaptive Nudge Engine, creating a complex array of nudges to help customers strategize their next move based on their transactional behaviour. We will be looking for avenues of innovation with Google Cloud to make these technologies as robust and resources across all

these areas to get the best for our customers and with Google Clouds partnership at all possible junctures, we are piqued to further elevate our rigour." Singla continued, "Empowering our customers and being relevant to their needs are the only two inspirations that drive us. To have such an enabling ecosystem, at the epicenter, we have positioned a Named Entity Recognition (NER) model - leveraging the latest progressions in Natural Language Processing and a Hyper-Personalized Nudge Engine, creating a complex array of nudges to help customers strategize their next move based on their transactional behaviour. We will be looking for avenues of innovation with Google Cloud to make these technologies as robust and resources across all

VASTU HOUSING FINANCE CORPORATION LTD. Unit 203 & 204, 2nd Floor, "A" Wing, Navahar Estate, Zakaria Bunder Road, Sewli (West), Mumbai 400015, Maharashtra. CIN No.: U65922MH2005PLC272501

POSSESSION NOTICE (For Immovable Property) Whereas, The undersigned being the Authorised Officer of Vastu Housing Finance Corporation Limited under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 and in exercise of powers conferred to him under section 13 (12) read with Rule 9 of the Security Interest (Enforcement) Rules 2002, issued a Demand Notice dated 19-Jul-23 calling upon the borrower Mr/Mrs. Veerabathiran G (Applicant), Mr/Mrs. Sugunesh V (Co-ApPLICANT) to repay the amount mentioned in the demand notice bearing account number LP0000000105165 being loan of Rs.670988/- (Rupees Six Lacs Seventy Thousand Nine Hundred Eighty Eight Only) as on 19-Jul-23 within 60 days from the date of receipt of the said notices.

Description of Immovable Property Padavettam Kovil Street, Meiyur Village, Tirukalukundram, Chengalpattu, Tamil Nadu 603102

Kotak Mahindra Bank Limited Online E - Auction Sale of Asset

Registered Office: 27, Block C-27, 5-Block, Bandra Kurla Complex, Bandra (E), Mumbai - 400051

SALE NOTICE FOR SALE OF IMMovable PROPERTIES The undersigned being the Authorised Officer of Vastu Housing Finance Corporation Limited under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 and in exercise of powers conferred to him under section 13 (12) read with Rule 9 of the Security Interest (Enforcement) Rules 2002, issued a Demand Notice dated 19-Jul-23 calling upon the borrower Mr/Mrs. Veerabathiran G (Applicant), Mr/Mrs. Sugunesh V (Co-ApPLICANT) to repay the amount mentioned in the demand notice bearing account number LP0000000105165 being loan of Rs.670988/- (Rupees Six Lacs Seventy Thousand Nine Hundred Eighty Eight Only) as on 19-Jul-23 within 60 days from the date of receipt of the said notices.

Table with 2 columns: Particular and Detail. Contains details of the auction, including date of auction, reserve price, and description of the secured asset.

The Borrowers Attention is invited to the Provisions of Sub Section 8 of Section 13, Of the Act, in Respect Of The Time Available, To Redeem The Secured Asset, Borrowers in Particular And Public in General May Please Take Notice That If in Case Auction Scheduled Herein Fails For Any Reason

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ANNAMALAI UNIVERSITY

(A State University Accredited with 'A+' Grade by NAAC) Annamalai Nagar - 608 002, Chidambaram, Tamil Nadu.

ADMISSION NOTIFICATION 2024-25

Applications are invited for Admission to the following On-Campus Post Graduate / Under Graduate Degree / Diploma / Certificate Programmes for the Academic Year 2024-25 through online / download

Table listing various academic programs such as M.A. English, M.B.A., B.Pharm., etc., along with their respective fees and application details.

Unleash your full potential with our holistic development programmes

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Table with columns for Registration Fee for Application and other important details, listing fees for various programs like B.Pharm., M.B.A., etc.

Faculty of Agriculture B.Sc. (Hons.) Agri. & Hort. (Counseling will be conducted by TNAU) For Details: https://tnau.ac.in

Online Application Registration commencement : 17.05.2024 Last Date for submission of online Application : 15.06.2024