

# ARCEE AI's Small Language Models (SLMs)

## The GenAI that's a *genuine* solution for Customer Support/Success/Service

We all know that Generative AI is *supposed* to revolutionize the customer experience.

We also know the brutal reality: today, being a customer generally seems worse than ever.

In our day-to-day lives, we *hope* that GenAI-powered agents and chatbots will quickly lead us to customized answers – but instead, they often deliver useless, false, or outdated information.

All this to say that, here at Arcee AI, we're keenly aware of the disappointing results of GenAI customer experience tools. Or what we sometimes call "Chatbot hell."

But we're *also* saying that the heralded customer experience revolution is *already happening*.

How can we make such a bold statement – one that seems to contradict our assessment of the poor state of GenAI when it comes to helping customers?

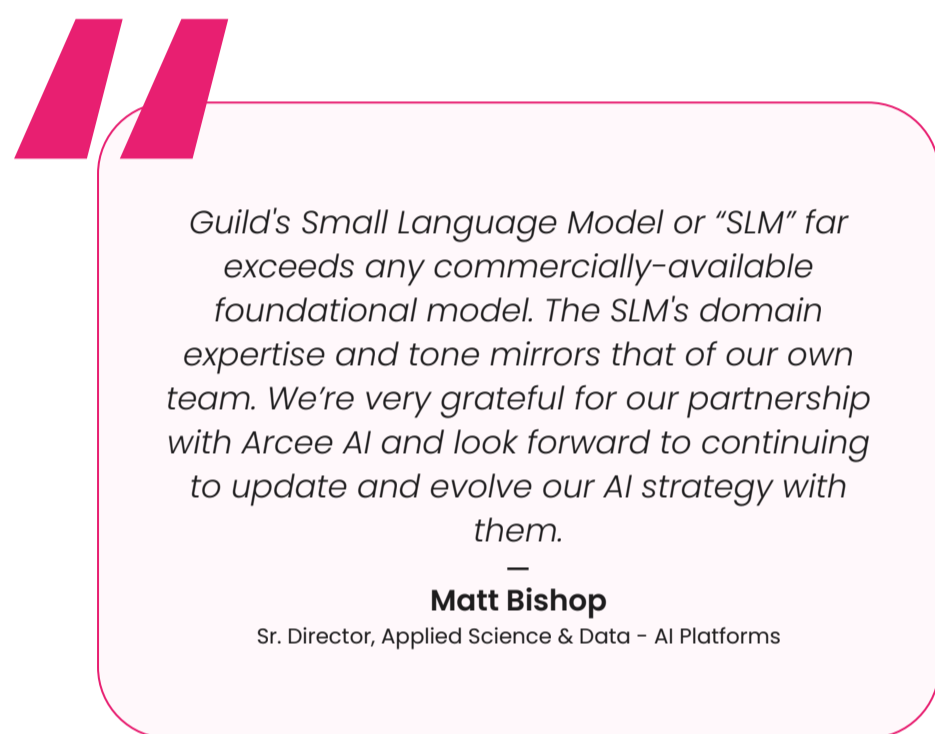
Because we've seen dramatic results with the companies that have adopted *our* Small Language Model (SLM) GenAI solution to enhance their Customer Support.

Read here about the success of just one of our customers, Guild Education. We trained a domain-specific SLM for their customer experience team – tailoring it not just to their data but also to their specific tasks and tone of voice.

### Customer Story: Guild Education

Guild Education is a leading provider of education and career advancement programs. Every year, they help millions of individuals make well-informed decisions about their educational pursuits and career paths – while also making them feel valued and supported.

One of Guild's recent goals was to improve their user onboarding experience, and they turned to us at Arcee AI to train a domain-adapted Small Language Model (SLM) for them. The results have been dramatic: they succeeded in boosting user satisfaction and engagement, with an elevated experience that includes personalized recommendations and continuous support.



*Guild's Small Language Model or "SLM" far exceeds any commercially-available foundational model. The SLM's domain expertise and tone mirrors that of our own team. We're very grateful for our partnership with Arcee AI and look forward to continuing to update and evolve our AI strategy with them.*

—  
**Matt Bishop**  
Sr. Director, Applied Science & Data - AI Platforms

## Why Arcee AI's SLMs are the right solution to elevate Customer Experience

To provide an an extremely accurate and efficient customer experience, you need GenAI that's extremely accurate and efficient. At Arcee AI, the techniques we use to train our SLMs are so good that our models outperform traditional closed-source LLMs like Claude and ChatGPT. What sets us apart: the state-of-the-art model training techniques that we have pioneered and productized (Model Merging and Spectrum) enable our customers to easily train models tailored to their data and tasks. Arcee AI gives you a GenAI solution that immediately and dramatically elevates your Customer Experience, at a fraction of the cost of other GenAI providers.

### Arcee AI's Open Source Models are Customer Experience Experts – Check Them Out!

To get a feel for just how well Arcee AI's model training works for Customer Experience purposes, we encourage you to try out some of our open source models:

- Arcee-Nova can be used to implement sophisticated chatbots and virtual assistants.
- Arcee-Scribe specializes in customer communication; use it to craft responses to customer inquiries or complaints.
- Arcee-Spark excels in real-time applications; deploy it for chatbots, customer service automation, and interactive systems where low latency is crucial.
- Arcee-Agent is great at customer support automation; use it to implement AI-driven chatbots that handle complex customer inquiries and support tickets, and to automate routine support tasks such as password resets, order tracking, and FAQ responses.

Trusted by

