



T1 - Time spent by user to research online materials before resorting to contacting support in Slack

T2 - Time spent by user to discuss with an agent in Slack

T3 - Time spent by agent for the work on her/his core tasks not being distracted

T4 - Time spent by an agent answering user's questions, researching and editing materials, chatting and negotiating

Goal 1: minimize T2 / T1 ratio: $1 \geq T2/T1 \geq 0$

Goal 2: minimize T4 / T3 ratio: $1 \geq T4/T3 \geq 0$

Goal 3: Improve efficiency of AI/NLP data processing, allow complex questions and media