PROJECT SUMMARY

Ref No.: MRIC/IBG3-FI-2501	**Title:** AI-Powered Digital Customer Onboarding Agent (AIDO)
Local Institution: ALGODYNAMIX LTD	
Project Leader	
Mr Ashraf Esmael	ALGODYNAMIX LTD
Research Collaborator(s)	
Name	**Organisation**
Mr Seif Ali Esmael	ALGODYNAMIX LTD

TECHNICAL ABSTRACT

AlgoDynamix proposes to develop an advanced AI-powered digital customer onboarding solution that will revolutionize how financial institutions in Mauritius acquire and integrate new customers. The AIDO solution will utilize an intelligent agent architecture built on n8n workflow automation, ElevenLabs voice synthesis, Telegram messaging interface, and Monday.com (or any other CRM solution) for process management. This project directly addresses the "Digital Customer Onboarding" sub-theme under the Financial Innovation thematic area identified by MRIC.

The solution will reduce customer onboarding time by up to 70%, decrease operational costs for financial institutions by 40%, and significantly improve customer satisfaction while ensuring compliance with regulatory requirements. The 12-month project requires MUR 984,708 in funding to deliver a market-ready solution that will strengthen Mauritius' position as a financial technology hub.

Key Words: AI, Agentic, Digital, automation