**Overview of LLMs:** Large Language Models (LLMs) such as GPT-3 and BERT have revolutionized natural language processing (NLP) with their impressive capabilities. Built on the Transformer architecture, these models can perform a wide range of tasks, including language translation, summarization, text completion, and question answering. Their ability to understand and generate human-like text has made them invaluable in various applications, from virtual assistants to automated content creation. Despite their success, LLMs face significant limitations, particularly in handling domain-specific or knowledge-intensive queries. One major issue is their tendency to produce "hallucinations," where the model generates information that is not factually accurate or relevant. This problem arises because LLMs rely on patterns learned from their training data, which may not cover all possible scenarios or contain up-to-date information. Additionally, LLMs often operate with a static knowledge base, meaning they cannot incorporate new information that emerged after their last training cycle, leading to the dissemination of obsolete or incorrect information.

**Introduction to RAG:** Retrieval-Augmented Generation (RAG) emerges as a powerful solution to address these inherent limitations of LLMs. By integrating external knowledge databases into the generative process, RAG significantly enhances the accuracy and relevance of the generated content. This approach involves retrieving relevant document chunks from up-to-date and extensive external sources based on the input query, which are then used to guide the generation process. By referencing current and precise external knowledge, RAG effectively reduces the occurrence of hallucinations, ensuring that the generated content is both accurate and contextually appropriate. Furthermore, RAG allows for continuous updates, enabling the model to incorporate new information as it becomes available. This dynamic integration makes RAG particularly valuable for tasks that require detailed and specialized information, such as answering complex questions, providing real-time updates, and generating content in rapidly evolving fields. RAG synergistically merges the intrinsic knowledge of LLMs with the vast, dynamic repositories of external databases, creating a more robust and reliable system for generating high-quality text.

**Evolution and Importance of RAG:** The evolution of RAG has seen significant advancements since its inception, coinciding with the rise of the Transformer architecture. Initially, RAG focused on enhancing pre-training models by incorporating additional knowledge. With the advent of sophisticated models like ChatGPT, research shifted towards providing better information for LLMs to handle more complex and knowledge-intensive tasks during the inference stage. This shift led to the rapid development of various RAG paradigms, each addressing specific challenges and limitations of earlier models. As RAG technology continues to evolve, it has established itself as a critical component in advancing the capabilities of LLMs, making them more suitable for real-world applications that demand high accuracy, credibility, and up-to-date information. The ability of RAG to continuously integrate domain-specific knowledge ensures that LLMs can stay relevant and useful across different contexts and industries.

**Development and Evolution of RAG Paradigms**  
**Naive RAG:** The Naive RAG paradigm represents the earliest and most straightforward approach to Retrieval-Augmented Generation. This methodology gained prominence shortly after the widespread adoption of ChatGPT and is characterized by its traditional "Retrieve-Read" framework. In this process, the system first indexes documents by cleaning and extracting raw data from diverse formats such as PDF, HTML, Word, and Markdown. These documents are then converted into a uniform plain text format and segmented into smaller, manageable chunks to accommodate the context limitations of language models. These chunks are encoded into vector representations using an embedding model and stored in a vector database.

Upon receiving a user query, the system employs the same encoding model used during the indexing phase to transform the query into a vector representation. The similarity scores between the query vector and the document chunks in the indexed corpus are computed, and the top K chunks with the greatest similarity to the query are retrieved. These retrieved chunks are combined with the user query to form a comprehensive prompt for the language model, which then generates a response based on the combined context.

While effective, Naive RAG has notable drawbacks. The retrieval phase often struggles with precision and recall, leading to the selection of misaligned or irrelevant chunks and missing crucial information. During generation, the model may produce hallucinations, generating content not supported by the retrieved context, and suffer from issues of irrelevance, toxicity, or bias. Integrating the retrieved information into a coherent and relevant response can be challenging, sometimes resulting in disjointed or repetitive outputs.

**Advanced RAG:** Advanced RAG builds upon the foundations of Naive RAG by introducing specific improvements to address its limitations. This paradigm focuses on enhancing retrieval quality through pre-retrieval and post-retrieval strategies. To tackle indexing issues, Advanced RAG employs techniques such as the sliding window approach, fine-grained segmentation, and the incorporation of metadata. These strategies aim to improve the quality of the content being indexed and make the user’s original question clearer and more suitable for the retrieval task through methods like query rewriting, query transformation, and query expansion.

Once relevant context is retrieved, it is crucial to integrate it effectively with the query. Advanced RAG employs methods such as re-ranking the retrieved information to prioritize the most relevant content and compressing the context to mitigate information overload. Frameworks like LlamaIndex, LangChain, and HayStack have implemented these strategies to enhance the retrieval and generation process.

**Modular RAG:** The Modular RAG paradigm represents the most advanced stage in the evolution of RAG systems, offering enhanced adaptability and versatility. It incorporates diverse strategies for improving its components, such as adding specialized modules for specific tasks and refining the retriever through fine-tuning. This approach supports both sequential processing and integrated end-to-end training across its components.

Modular RAG introduces additional specialized components, such as the Search module, which adapts to specific scenarios by enabling direct searches across various data sources like search engines, databases, and knowledge graphs. The Memory module leverages the LLM’s memory to guide retrieval, creating an unbounded memory pool that aligns the text more closely with data distribution through iterative self-enhancement. The Predict module generates context directly through the LLM to ensure relevance and accuracy, while the Task Adapter module tailors RAG to various downstream tasks by automating prompt retrieval for zero-shot inputs and creating task-specific retrievers through few-shot query generation.

Modular RAG also offers flexibility in module substitution or reconfiguration to address specific challenges, going beyond the fixed structures of Naive and Advanced RAG. This paradigm integrates new modules or adjusts interaction flow among existing ones, enhancing its applicability across different tasks. Innovations such as the Rewrite-Retrieve-Read model, Generate-Read, Recite-Read, and hybrid retrieval strategies showcase the dynamic use of module outputs to bolster another module’s functionality.

**Comparison with Alternatives**

**RAG vs. Fine-Tuning:** Fine-Tuning (FT) is another method used to optimize the performance of LLMs by retraining them on specific datasets to internalize new knowledge or adapt to particular tasks. While RAG dynamically incorporates external knowledge, FT involves embedding new information directly into the model's parameters through additional training cycles.

RAG excels in dynamic environments by offering real-time knowledge updates and effective utilization of external knowledge sources with high interpretability. However, it comes with higher latency and ethical considerations regarding data retrieval. FT, on the other hand, enables deep customization of the model’s behavior and style, reducing hallucinations but requiring significant computational resources for dataset preparation and training. It is more static, requiring retraining for updates and potentially struggling with unfamiliar data.

In evaluations, RAG consistently outperforms unsupervised fine-tuning for knowledge-intensive tasks across different topics, particularly for both existing and entirely new knowledge encountered during training. The choice between RAG and FT depends on the specific needs for data dynamics, customization, and computational capabilities in the application context. Often, combining RAG and FT can enhance a model’s capabilities at different levels, potentially leading to optimal performance through multiple iterations of optimization.

**RAG vs. Few-Shot Prompt Engineering:** Prompt engineering involves crafting specific prompts to leverage a model’s inherent capabilities with minimal modifications and no external knowledge. It focuses on using the LLM’s abilities to generate accurate and relevant responses based on the input prompt and requires less

While prompt engineering requires low modifications to the model and external knowledge, RAG involves retrieving tailored information from external sources, making it ideal for precise information retrieval tasks. RAG provides real-time updates and integrates domain-specific information, offering high interpretability and relevance. In contrast, prompt engineering relies on the model's pre-existing knowledge and may struggle with complex or knowledge-intensive queries.

**4.2.1 Assessment of Data Pre-processing and Feature Engineering**

**Presence of Extreme Values:** The initial 271 prompts used in the offline phase were derived from carefully selected call recordings that passed the manual BAU compliance review processes and fit the in-scope procedures. These prompts were vetted by experienced Resource Officers (ROs) and Call Monitoring Business Analysts. As a result, there were no extreme values present in the dataset since the data collection process inherently controlled for quality and relevance.

**Procedures Applied to Account for Missing Data:** There were no instances of missing data in the offline phase, as each prompt was generated through a thorough review of call recordings, ensuring completeness. However, if the model encountered a situation where it couldn't provide a relevant response, it generated a response indicating insufficient information. Such responses were categorized as "Unable to respond" and were not considered acceptable by the business.

**Variable Transformations:** The main variable transformations involved converting HTML files of reference documents into markdown format. This step was crucial to eliminate unnecessary HTML-related characters that could confuse the model. Markdown files are simpler and more readable, enhancing the model's ability to accurately interpret and process the content.

**Feature Engineering:** Feature engineering primarily involved the segmentation of reference documents into smaller, manageable chunks. This chunking process was vital to ensure the model could efficiently retrieve and process relevant information without exceeding the context window limits of the embedding models. The chunk size and overlap were optimized to balance semantic completeness and model performance. Key features engineered included the text prompts, reference documents, and their associated metadata, ensuring they were well-aligned with business requirements and intuitive understanding.

**Descriptive Statistics for Features:**

* **Number of Prompts:** 271 (Offline Phase), 1328 (Live Testing Phase)
* **Time Period for Offline Prompts:** June 30, 2023 - October 2, 2023
* **Distribution of Prompts Requiring Reference Documents:**
  + 1 Document: 259 prompts
  + 2 Documents: 12 prompts

**Summary:** The data pre-processing and feature engineering steps were designed to maintain data quality and relevance, ensuring the model was trained and validated on accurate and representative data. The conversion of reference documents to markdown format and the careful segmentation into chunks were crucial steps that improved the model's performance by ensuring clarity and contextual integrity of the input data.

**4.2.2 Instances and Sampling**

**Data Representativeness and Potential Limitations Identified by MD:** The dataset comprised prompts generated from call recordings that matched the in-scope procedures, ensuring relevance and representativeness of the data for the intended business use. However, there was a limitation in that the prompts generated offline by NACO listeners might be more effective than those generated during live calls due to the availability of full call context. This potential difference in prompt quality was noted as a limitation.

**Data Exclusions and Supporting Rationale:** No specific exclusions were noted in the provided Model Development Report (MDR). The focus was on ensuring that all relevant prompts fitting the in-scope procedures were included, making the dataset comprehensive for model development and validation purposes.

**Class Imbalance and Procedures Applied to Fix the Imbalance:** The prompts were categorized based on the number of reference documents required, with a significant majority requiring only one document. The model's primary focus was on ensuring accuracy and relevance of responses rather than addressing class imbalance, as the primary business requirement was the validity of citations rather than the balance of prompt categories.

**Data Sampling Methodology:** For the offline phase, the 271 prompts were split into validation (75 prompts) and test (196 prompts) datasets using the sklearn function train\_test\_split with a fixed random state and default shuffle parameter. This random sampling ensured a representative and unbiased distribution of prompts across the validation and test datasets.

**Any Proxy Data Used and Supporting Rationale:** No proxy data was used during the model development phase. The prompts and reference documents were directly derived from actual call recordings and the in-scope knowledge base, ensuring authenticity and relevance.

**Time Period/Range That the Data Covers:**

* **Offline Phase Prompts:** June 30, 2023 - October 2, 2023
* **Live Testing Phase Prompts:** November 1, 2023 - June 12, 2024

**Summary:** The data sampling process was methodical and ensured a representative distribution of prompts for validation and testing. While there were some potential limitations regarding the difference in prompt quality between offline-generated and live-generated prompts, the data was generally considered representative of the intended business use. The lack of significant exclusions or proxy data further underscored the reliability and relevance of the dataset used for model development and validation.