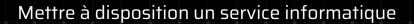


# Mise en place d'un Chatbot integré à Google Chat







## Contexte

Problème : le pôle RH recevait beaucoup de questions déjà présentes sur l'intranet

Objectif : réduire le temps perdu et rendre la recherche d'informations plus agréable

Solution : créer un chatbot intégré à Google Chat, relié à une base de données (Google Drive)





### Rôle

Développement et déploiement du chatbot sur Google Cloud Platform

Création et configuration d'un Data Store

Intégration avec Google Chat via API + Cloud Functions

Auto-formation continue sur Vertex Al Builder et l'IA générative



### Compétences acquises



Cloud computing: GCP, Vertex AI, IAM, Cloud Storage

IA conversationnelle : RAG, LLM, Data connectors

DevOps cloud: déploiement, logs, debug, quotas

Renforcement de l'autonomie et de l'auto-apprentissage

Please select one of the following options for creating an agent:



#### Use a prebuilt agent

Select from a collection of rule-based or generative AI agents tailored for common tasks and scenarios.



#### Build your own

Take total control over the experience and leverage powerful AI tools through a simple UI.



#### Create a Q&A agent

Provide a URL and we'll create a bot that answers questions based on their content.





Grou	
Groun	iding gauges the confidence that all information in the response is supported by information in the data stores.
V	Enable grounding  Each represe generated from the content of your connected data stores is given a score of how likely it is to be grounded and, as a correlation, accounts. You can understain which types of access to allow if a response scores back with a score you have not allowed, it will not be alread.  Lowest score allowed.
	Low: We have low confidence that the response is grounded
	Apply grounding heuristics filter  We've creded this after filter to atth and suppress responses containing content that is likely inaccurate based on common hallucinations (e.g. made up numbers).

# Difficultés

- 1. Permissions IAM → erreurs "Access denied"
- 2. Formats non supportés (ex. .mp4) → nettoyage du corpus
- Problèmes de grounding → réglage du seuil de confiance
- Apprentissage en autonomie





### Rendu final

