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LAB L11

For this lab I decided to go with building a chatbot for a screen printing and clothing brand company using a pre trained LLM like OpenAI GPT. The first step that I would take is to gather an extensive list of frequently asked questions specific to the the screen printing and clothing brand business. For example topics like services offered, customization options, turnaround times, pricing, design guidelines, bulk ordering, payment options, delivery/return policies, and sizing to name a few. For the second step choosing the right pre trained LLM is important for the success of the project, for me personally I’d like to use OpenAI’s GPT for its ability to understand and generate human like responses. Its very reliable and trustworthy to say the least in my opinion compared to other LLM’s. Using this pre trained model will save time instead of building an AI model from scratch and will offer a strong foundation for the specific needs of my business.

For the third step to ensure the chatbot delivers accurate, specific, and detailed responses. Fine tuning the LLM may be necessary. I would need to train the model on a dataset that includes relevant FAQs, customer queries, and specific terms relating to screen printing ,clothing brand, and the e-commerce business. My goal is to adjust the LLM to understand and respond to questions that are unique to my company/brand. Also Prompt engineering can be used to alter the chatbot without extensive fine tuning. The fourth step will focus on on designing a user friendly interface that matches my brand/company aesthetics. Possibly a simple yet visually appealing text box where customers can enter their questions.

Once the the LLM is fine tuned and the interface is ready, the next step will be deployment. This involves integrating the chatbot to platforms like the business website, and social media channels. Once the chatbot has been deployed it’ll be essential to test and refine to make sure that every thing is running correctly. Making sure it works correctly on desktops the same as mobile devices is very important. Offering incentives for actual customers to use the chatbot and give feedback on any possible improvements that can be made. For the final step I will address limitations and note future improvements that can be made in the future to ensure the success of the bot. In conclusion this is the general outline I would use for creating a bot for my company. Making sure the final product represents my company correctly, while providing a helpful and engaging customer experience.