



A chatbot for employees



Eurocontrol is the European organization responsible for air traffic management in Europe. In 2023, 43 countries will be members of the organization.

Eurocontrol is regarded as a **creator of knowledge**. This knowledge of aviation is specific, unique and valuable. Consequently, this data must remain confidential.

However, **two problems** arise:

Firstly, it's difficult to ensure the confidentiality of this information once we agree to use the services of the **Tech Giants** (GAFAM).

Secondly, this knowledge is likely to **disappear** over the next few years as more and more employees retire.

Therefor, we believe that the creation of an **internal chatbot** at Eurocontrol could be a solution to these problems. Indeed, it would limit the use of certain external services and would be able to integrate all Eurocontrol's knowledge into its database.

How the chatbot works?

RAG (Retrieval Augmented Generation) Architecture

Note : Finetune the LLM (Large Language Model) with internal data is an equivalent solution to the RAG architecture. Moreover, these two solutions can be combined.

