Agenda of the Session

1. Understand the role of AI in enhancing e-commerce customer support.
2. Explore SmolAgents framework for building modular, secure AI agents.
3. Design a chatbot capable of autonomous query handling.
4. Implement Input Validation for prompt safety, PII filtering, and data integrity.
5. Apply Output Validation for factual accuracy, tone consistency, and privacy protection.
6. Integrate responsible AI practices across all interaction layers.
7. Hands-on: Build an end-to-end customer support chatbot with SmolAgents.

Structure of the Session

Duration (mins)	Topic	Details
5	Welcome and Introduction	• This section is to be clear on the expectations from the session.
90	Notebook Responsible E-Commerce Chat Agent	• Defined the LLM for the chatbot agent. • Set up input and output validation layers. • Created tools and data modules for e-commerce operations. • Designed prompt templates for agent interaction. • Defined the agent with model, prompts, and tools. • Performed demo runs across different scenarios.

5	Session Summary	• Pick up a pen and paper - spend the last 5 minutes of the session of drawing up a mind-map as the mentor summarizes the learnings from the session

Important points to note:

- Join the session 5 minutes early to ensure a timely start.
- Come well-prepared by watching all videos of " **Ethics, Safety, Alignment and Responsible AI** " from "**Week 8 : Ethics, Safety, Alignment and Responsible AI - Video Content**"
- Revisit and attempt the practice quizzes. If you face challenges with the quizzes, review and re-attempt them post-session to reinforce your understanding.