

# Project Introduction and Architecture: Build a Customer Support Router Agentic RAG System

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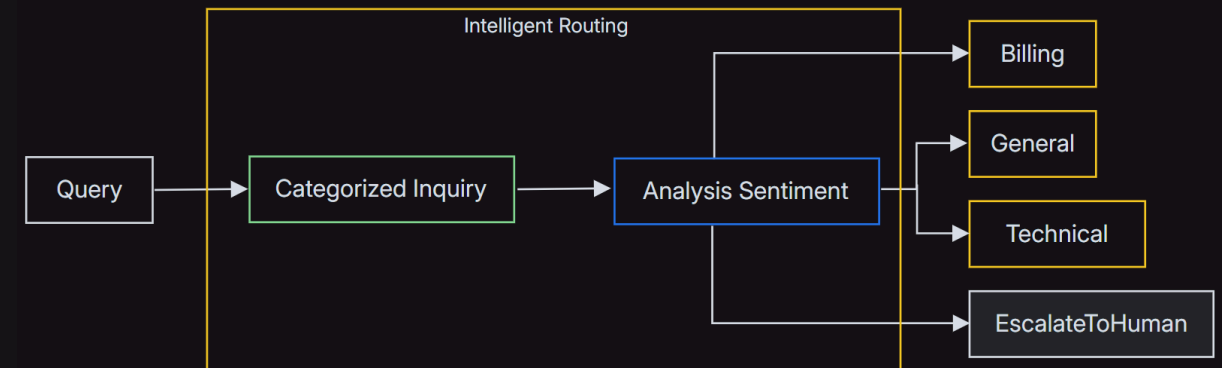
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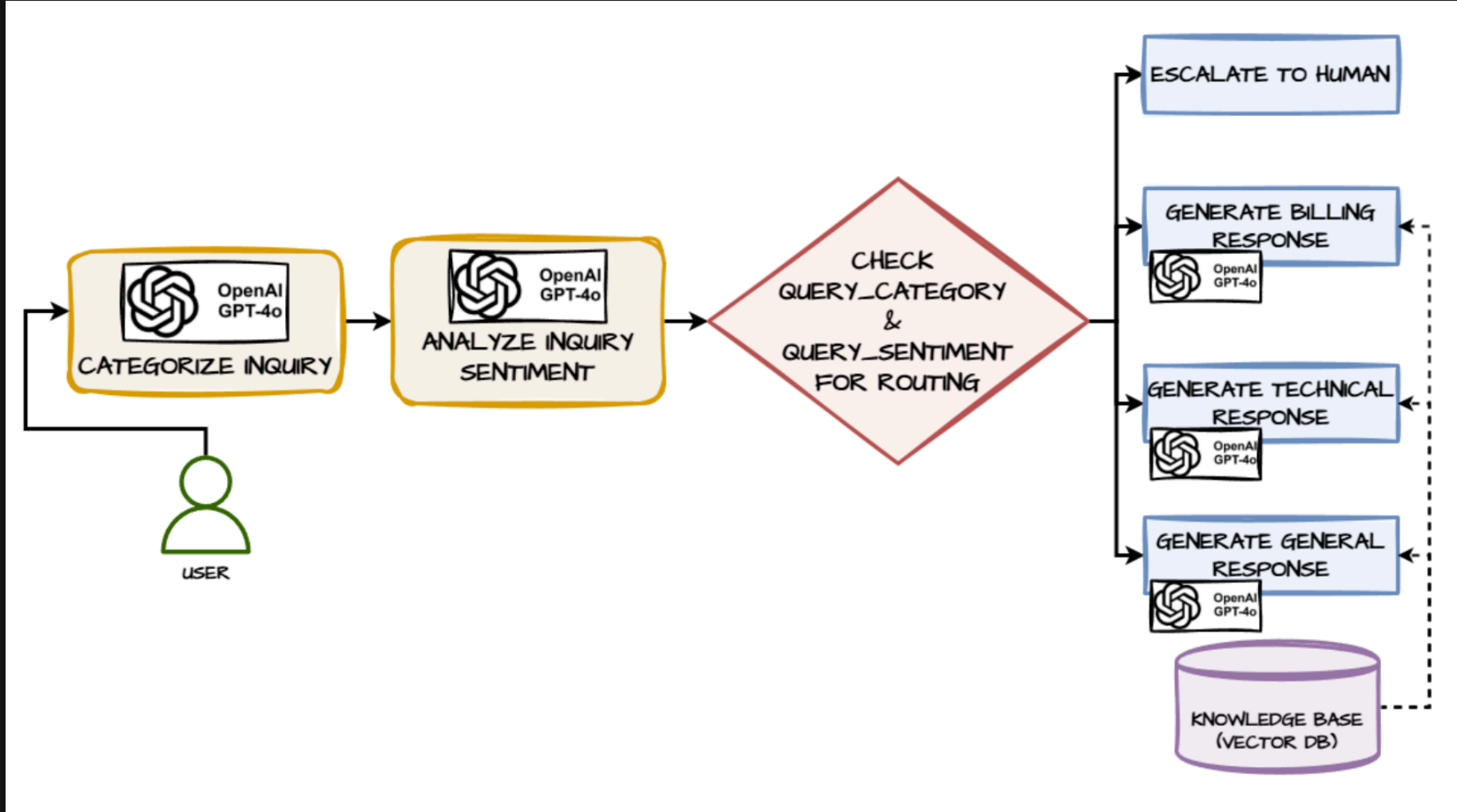


# Project Objectives

- Understand the essentials of Router RAG Agents
- Build an intelligent Router Agentic RAG System that can:
  - Analyze user query to figure out the problem category
  - Analyze user query to figure out the user sentiment
  - Use intelligent routing to route the flow to a specific node based on the problem
  - Use RAG to handle query response
  - Escalate to a human in case of negative sentiment



# Customer Support Router RAG Agent Architecture



**Thanks**