

# Document Analysis Report

Total Chunks: 12  
Total Words: 932  
Total Tokens: 1236  
Tokens Sent to LLM: 4087

## Summary:

Challenges in Building Chatbots

### Challenges in Building Chatbots

Everything looks easy until you are the one building it. In early 2023, I was discussing with a friend who was spearheading data transformation at a bank. With the release of GPT-4, he announced plans to develop their new customer support chatbots using this advanced AI model. That sounds exciting, I remarked. It's curious, despite Azure selling AI solutions, if you encounter issues deploying a virtual machine or managing data store permissions, you still need human assistance. OpenAI.com experimented with a chatbot, but it proved problematic, often requiring human intervention even for straightforward issues. Eventually, they shifted to offering predefined response options instead of free-flowing conversations. From OpenAI.com Apr 2024

Even vendors building chatbots often get tripped by simple questions. In theory there is no difference between theory and practice; in practice there is.

### Challenges in Building Chatbots

Generating the domain knowledge: A good human service agent brings in a lot of domain expertise to solve a problem. The simplicity that was so appealing initially had turned into a quagmire of complexity in what has been dubbed the ChatGPT era. Contrary to many pundits' predictions, well-functioning chatbots haven't become ubiquitous. While there's an increase in their numbers since 2022, very few are effectively usable. Most enterprise tasks require conversational designs far too sophisticated for current AI capabilities. Even leading AI firms like Amazon, Google, and Microsoft haven't fully implemented them in significant customer-facing platforms or crucial operational areas.

### Final Analysis

"The output must be in HTML format not in markdown. Keep a simple HTML structure that can be reportlab pdf generator can understand. Do not return any other text."

## Document Cluster Overview

Theme	Chunks
<b>**Building chatbots' challenges.**</b>	1
<b>**Project timeline and challenges.**</b>	2
<b>**Chatbot complexity and limitations.**</b>	3
<b>**Chatbot limitations in problem-solving.**</b> Here's why: <b>**Irrelevant content:**</b> "Engagement metrics," "Contact Us," etc. are not relevant to the main theme. <b>**Conciseness:**</b> The response is kept under 5 words. Let me know if you need further assistance!	4
<b>**Relevance &amp; Filtering for Retrieval**</b> This theme highlights the challenge of extracting relevant information from a knowledge base and how to filter it effectively for topic modeling.	5
<b>**AI model limitations for ranking data.**</b>	6
<b>**Process flow generation**</b>	7
<b>**Conversation flow design.**</b>	8
<b>**Conversation State Management**</b>	9
<b>**Similarity search and latency.**</b>	10
<b>**Regulatory compliance challenge.**</b>	11
Please provide the chunk of text you would like me to analyze. ■	12

# Topic themes and clusters

