

Scenarios – Gen Ai + RAG Set 1

Scenario 1: Customer Support Chatbot gives old offers

Question:

How can you fix this issue?

Answer (Steps):

1. Connect the chatbot to a live database or API
 2. Fetch latest offers before responding
 3. Use Retrieval-Augmented Generation (RAG)
 4. Avoid relying only on model memory
 5. Add timestamp validation to responses
 6. Regularly update backend data sources
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Scenario 2: Chatbot recommends random products

Question:

How will you improve the chatbot's recommendations?

Answer (Steps):

1. Collect user preferences clearly
 2. Store user data in profile memory
 3. Use filtered retrieval based on preferences
 4. Improve prompts with clear constraints
 5. Rank products using similarity scoring
 6. Ask follow-up questions when needed
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Scenario 3: Finance chatbot gives inconsistent answers

Question:

What can you do to make the chatbot more consistent?

Answer (Steps):

1. Set temperature to a low value
2. Use fixed system instructions
3. Reduce randomness in responses

4. Use deterministic prompts
 5. Apply rule-based validation
 6. Cache frequent questions
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Scenario 4: Legal chatbot struggles with case-specific queries

Question:

How can you make it give more accurate answers?

Answer (Steps):

1. Use case-specific document retrieval
 2. Restrict answers to retrieved legal documents
 3. Provide citations in responses
 4. Split documents into smaller chunks
 5. Improve query clarity
 6. Add human review for critical cases
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Scenario 5: Healthcare chatbot gives incorrect advice

Question:

How will you ensure safe and accurate responses?

Answer (Steps):

1. Use verified medical knowledge sources
 2. Apply strict safety rules
 3. Add medical disclaimers
 4. Block diagnosis and prescriptions
 5. Use human-in-the-loop review
 6. Monitor and log responses
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