

## **1. Customer Support Automation (Helpdesk AI Assistant)**

**Use Case:** An enterprise helpdesk system uses an LLM to auto-answer customer queries, resolve common issues, and suggest knowledge base articles.

**Why It Makes Sense:**

- LLMs can understand natural language questions and provide relevant responses.
  - Reduces support costs and response time.
  - Can handle complex, multi-turn interactions better than simple rule-based bots.
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## **2. Document Summarization & Search (Knowledge Management)**

**Use Case:** An internal knowledge platform calls an LLM to summarize lengthy policy documents or contracts and answer questions based on them.

**Why It Makes Sense:**

- LLMs excel at summarizing large text and providing semantic search.
  - Employees save time trying to understand or locate specific content in large documents.
  - Enhances decision-making by quickly surfacing relevant info.
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## **3. Code Generation & Dev Assistance (Developer Tools)**

**Use Case:** An enterprise IDE or CI/CD platform integrates an LLM to auto-generate boilerplate code, create unit tests, or refactor code.

**Why It Makes Sense:**

- Developers get faster turnaround for routine coding tasks.
  - LLMs can explain code, detect bugs, or translate between programming languages.
  - Boosts productivity and reduces manual errors.
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## **4. HR & Recruiting Automation**

**Use Case:** A recruiting platform calls an LLM to screen resumes, extract candidate insights, or generate personalized interview questions.

**Why It Makes Sense:**

- LLMs can parse and understand unstructured resume data.
  - Helps HR teams quickly shortlist candidates and ensure fairness.
  - Can tailor communication based on candidate profiles.
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## **5. Compliance & Risk Analysis**

**Use Case:** A risk management dashboard uses LLMs to scan emails, contracts, and other documents for potential compliance issues or legal risks.

**Why It Makes Sense:**

- LLMs can spot risky language, flag anomalies, or identify clauses of concern.
- Reduces human oversight required for large volumes of content.
- Supports legal and compliance teams in staying proactive.