

# Intercom Events AI Search

Intercom Events



Try our new AI Transcript Search

Team Intercom: Alvin Dai, Christian Florea

## Abstract

This project gives users the ability to perform semantic search over intercom transcripts and makes it easier to find the events they are looking for. Currently, we provide exact keyword search over transcripts which has a limited understanding of the transcript context. We used OpenAI GPT-4o to filter events based on the user input and to generate a reason for why the event matches the query.



## Pain Points

- ✧ Ensuring LLM input and output are appropriate to prevent abuse of system
- ✧ Evaluating LLM performance robustly to allow quick iterations of prompt tuning
- ✧ Implementing a user opt-in flow that is intuitive while covering legal bases
- ✧ Designing a new events card to display the AI-generated reason

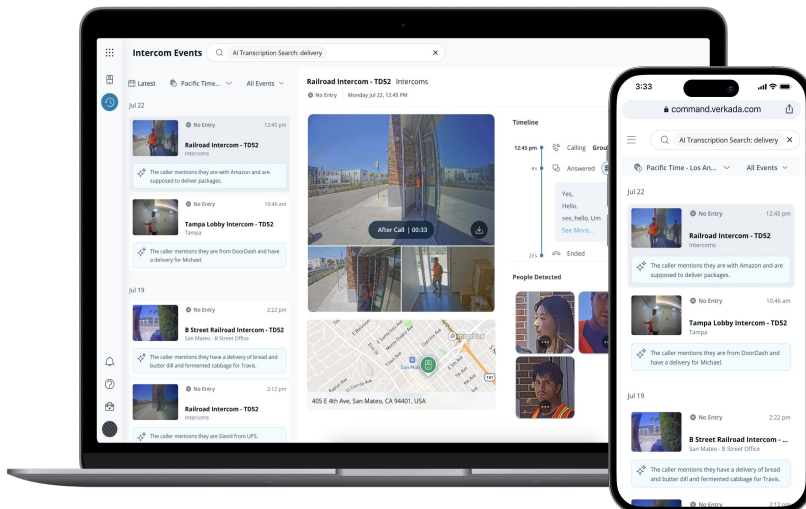
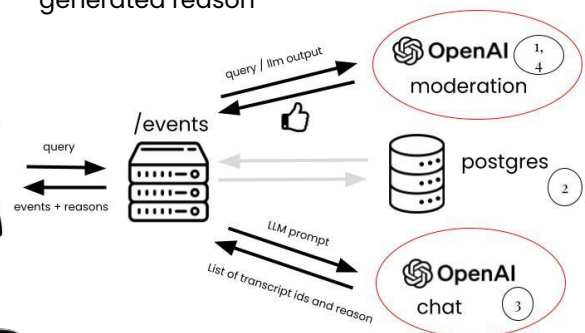


## Solution

- ✧ Used OpenAI's free moderation endpoint to ensure the query passed to the LLM is moderated
- ✧ Manually created a test suite and an evaluation script to check the precision, recall and latency of a LLM system
- ✧ Introduced new user opt-in flow with a pop-up modal and a redirect to feature manager
- ✧ Expanded events cards design to show AI generated reason

## Biggest Challenge

Creating a system and a prototyping flow to rapidly test various LLM models and set ups to evaluate their performance.



Jul 22

