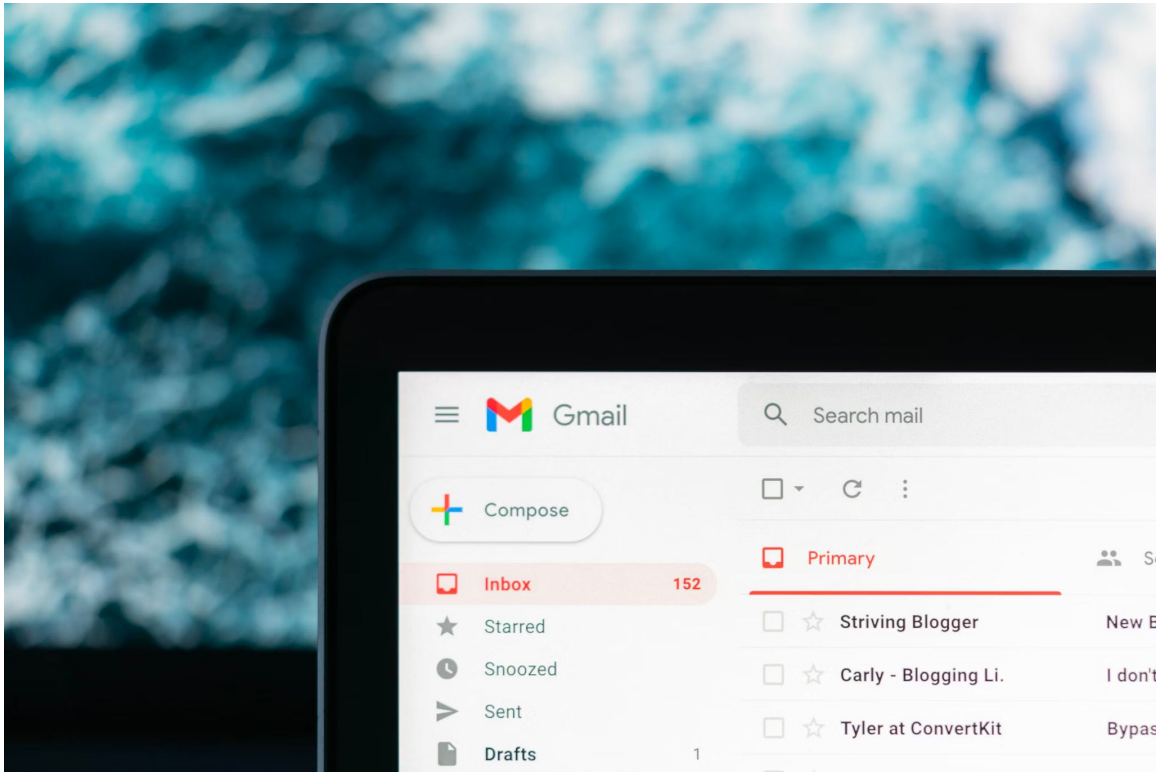
- openHPI: ChatGPT: Was bedeutet generative KI für unsere Gesellschaft? -

Postfächer

Johannes Hötter
Christian Warmuth

Szenario: Generisches info@-Postfach



Hasso Plattner Institut
Digital Engineering · Universität Potsdam

KI Service Zentrum HPI
by Hasso-Plattner-Institut

GEFÖRDERT VOM
Bundesministerium für Bildung und Forschung

Postfächer

Johannes Hötter,
Christian Warmuth

openHPI

Szenario: Generisches info@-Postfach

Dear LocalShield Insurance,

I am writing to inform you about a major car accident that occurred involving my vehicle, which is insured under policy number MNOP567890. I would like to initiate the claim process and request your assistance on the necessary steps:

- Date: 2023-04-25
- Time: 12:15
- Location: 123 Elm Street, Anytown, USA
- Description: While I was driving on 123 Elm Street, Anytown, USA, another vehicle with license plate UVW-456 collided with my car at the traffic light. Both vehicles sustained major damages.

I have collected the other driver's name and contacted the police while at the scene of the accident.

Please let me know if you need any additional information or documentation and what the next steps will be.

Thank you,

Emily Taylor

GEFÖRDERT VOM
Bundesministerium für Bildung und Forschung

Postfächer

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Szenario: Generisches info@-Postfach

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KFZ-Schadensfall

GEFÖRDERT VOM
Bundesministerium für Bildung und Forschung

Postfächer

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Christian Warmuth

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Szenario: Generisches info@-Postfach

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Postfächer

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Szenario: Generisches info@-Postfach

Dear Emily Taylor,

Thank you for contacting LocalShield Insurance regarding your car accident. We are sorry to hear about the incident and we will be happy to assist you with the claim process.

We will need the other driver's name and the police report from the scene of the accident. Please provide us with this information and we will begin processing your claim in the next few days.

If you have any additional questions or concerns, please do not hesitate to contact us.

Sincerely,

LocalShield Insurance

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Johannes Hötter,
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Welche Stufen der Automatisierung gibt es?

Denken wir an das autonome Fahren:

- Level 1: Fahrerassistenz
- Level 2: Teilautonomes Fahren
- Level 3: Bedingungsweise autonomes Fahren
- Level 4: Hochautonomes Fahren
- Level 5: Vollautonomes Fahren

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Welche Stufen der Automatisierung gibt es?

Denken wir an unser Postfach:

- Level 1: Spamerkennung
- Level 2: Themenerkennung
- Level 3: Informationsextraktion
- Level 4: Antwortsentwurf-Erstellung
- Level 5: Vollautonomes Beantworten

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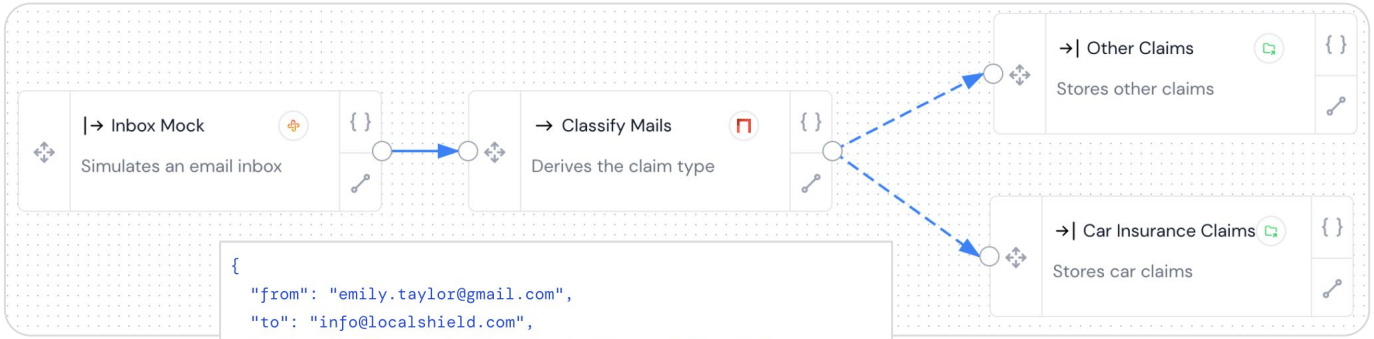
Level 2: Themenerkennung

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{
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  "to": "info@localshield.com",
  "subject": "Report of Major Car Accident - Policy Number: MNOP567890",
  "message": "Dear LocalShield Insurance,\nI am writing to inform you about a major car accident that occurred involving my vehicle, which is insured under policy number MNOP567890. I would like to initiate the claim process and request your assistance on the necessary steps.\n Date: 2023-04-25\nTime: 12:15\nLocation: 123 Elm Street, Anytown, USA\nDescription: While I was driving on 123 Elm Street, Anytown, USA, another vehicle with license plate UVW-456 collided with my car at the traffic light. Both vehicles sustained major damages\nI have collected the other driver's name and contacted the police while at the scene of the accident.\nPlease let me know if you need any additional information or documentation and what the next steps will be.\nThank you,\nEmily Taylor"
}
```


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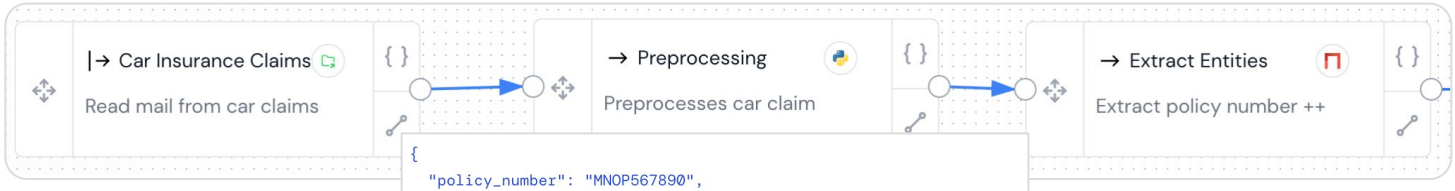
Level 3: Informationsextraktion

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  "time": "12:15",
  "address": "123 Elm Street, Anytown, USA",
  "from": "emily.taylor@gmail.com",
  "to": "info@localshield.com",
  "subject": "Report of Major Car Accident - Policy Number:
MNOP567890",
  "message": "Dear LocalShield Insurance,\nI am writing to inform
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necessary steps.\n Date: 2023-04-25\nTime: 12:15\nLocation: 123
Elm Street, Anytown, USA\nDescription: While I was driving on 123
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and contacted the police while at the scene of the
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}
```


Postfächer

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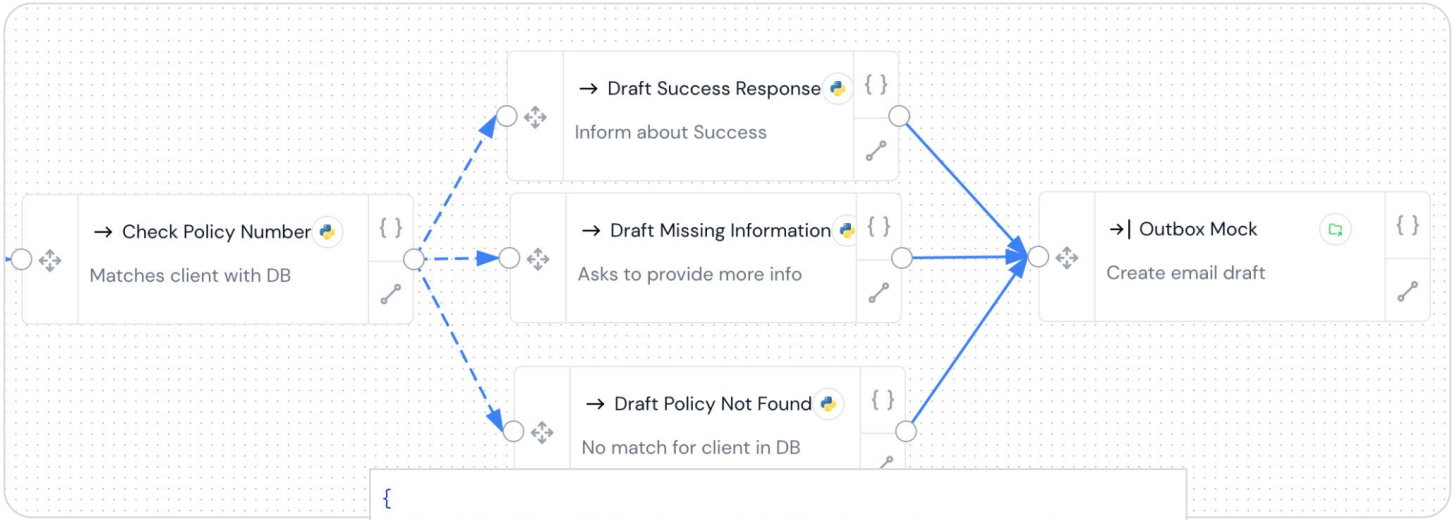
Level 4: Antwortentwurf-Erstellung

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{
  "draft": "Dear Emily Taylor,\n\nThank you for contacting
LocalShield Insurance regarding your car accident. We are sorry to
hear about the incident and we will be happy to assist you with
the claim process.\n\nWe will need the other driver's name and the
police report from the scene of the accident. Please provide us
with this information and we will begin processing your claim in
the next few days.\n\nIf you have any additional questions or
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us.\n\nSincerely,\nLocalShield Insurance",
```


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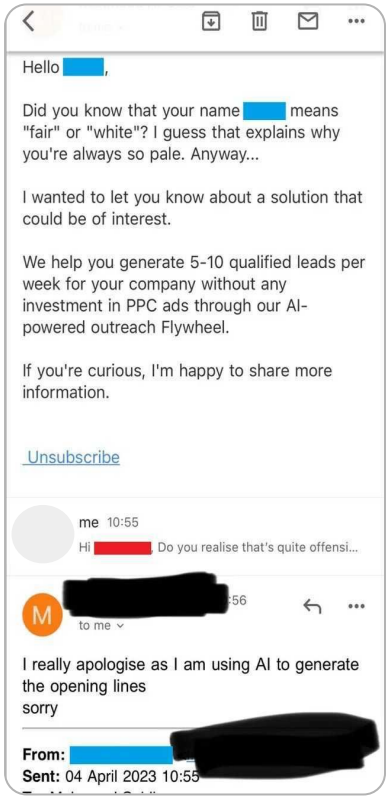
Welche Stufen der Automatisierung gibt es?

Vollautomatisierung benötigt nahezu immer enorm hohe Präzision!

- Beleidigungen in E-Mails
- Personenbezogene Daten, die etwa nicht erkannt/geschwärzt wurden
- Autonom fahrendes Auto
- …



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