Subject: Swift Enterprise: Chat function error - Reason, explain and solution

Dear David Guillory,

Thank you for your feedback. As LLM is an AI technology that bases on the data it's being trained on which means this has a limit and will not cover all possible questions and situations. Related to the problem you encountered, this is a common error and will not affect the reliability of the chat box as our chat box is being used, it will continuously receive more data, which will result in better outcomes of answers over time.

Moreover, we will add a function for customers to send a message or contact directly to the customer service team whenever they feel that they are not given an accurate answer. My team is also working hard to improve every feature, including the data training process, which will help to leverage the satisfaction of customers when using the chat box.

Our team will send you another version of the chat box as soon as possible with all the features being updated. Please let me know if you have any questions or concerns. I will be more than happy if you want to meet in person and discuss deeper into detail about the problem.

Best regards,

Benjamin To

Benjamin To

Software developer

Swift Enterprises

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