**ShibAInu**

**Background:**

Middle Office needs to research and reply to countless email queries throughout the day. When a new query email arrives, GenAI will draft a response based on

1. historical emails with similar content and reply
2. pull internal policy information and compliance/entity rules and
3. external regulation information to draft an optimized response that is based on logic from the sources 1~3 above.

This will save time researching queries and drafting the response, but it will also increase controls by creating a reply that is based on internal/external sources. Furthermore, this bot will display the percentage of correlation between the reply draft and the documents that served as its basis, highlighting the relevant sections.

The AI solution should also be able to understand non-English query sent by clients and reply in the query accordingly.

**Benefits:**

We believe we can save over 500,000 working hours annually in Global Middle Office (1,000 workers x 1 hour per day x 240 days) as Middle Office can spend up to 25% or more of their working day researching and answering queries. This will also significantly increase controls by basing the response on relevant Internal Policies, Compliance/Entity Rules, External Regulation, and on historical email responses.

**Data**

Sample Data Provided:

1. More than 30 Sample Client Queries and Responses, which can also be the historical content and reply dataset.
2. Sample Booking Rules as internal policies information
3. Regulation and ISDA definitions
4. Sample Counterparty, Entities and Trader information as data for the AI to refer to reply to clients/counterparties queries

Additional Data Ideas:

1. Additional policies and regulations other than those provided can be used.
2. Form your own questions and expected answers for the AI systems