# **What is the name of your project?**

Software Support Chatbot

# **Provide a description of your project.**

This goal of this project is to create an automated software support chatbot application using OpenAI’s GPT-3 language model fine-tuned on a records management software vendor’s (iManage) documentation to give short but accurate responses to questions about the software. The user’s initial question will be entered in a field on a webpage, and initially preprocessed to include or replace acronyms and records management industry terms to ensure consistency, then either a text search for certain keywords or a another model will classify whether the problem should be answered by the chatbot.

# **How does your project go beyond the usual "train a model to do well on a static benchmark" typical in ML class projects?**

This project encompasses the “full stack” of deep learning as it will include development, dataset generation, label annotation, testing, deployment to production, and post deployment monitoring on an internet facing webpage. I also plan to include functionality to ensure OpenAI’s GPT-3 is not used for inappropriate or harmful purposes both to ensure my continued access and avoid unexpected charges. There is also ongoing maintenance planned in the future to import the data of user guides and admin manuals when new versions are released. In order to empower users to report any bad results they receive; I will include a “thumbs up” and “thumbs down” button so users can flag bad responses for me to review.

For example, you might be deploying a model in a web app, constructing and documenting a novel dataset, or contributing to an ML-powered application codebase.

Your answer



Provide the Discord handles for everyone in your project group, including their ID number. These handles look like @USERNAME#1234.\*



Your answer