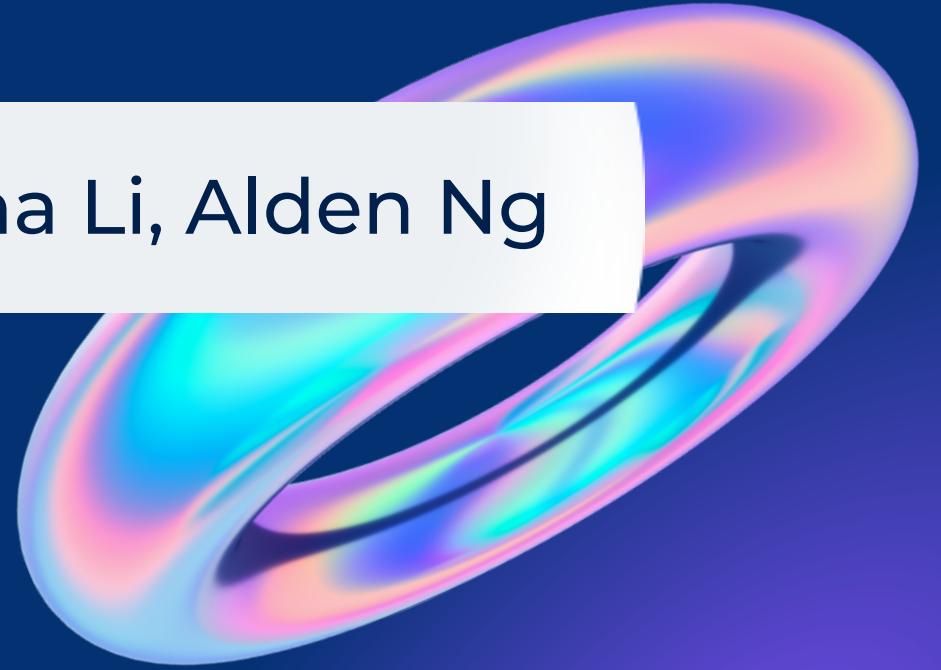




Citi Hack Overflow

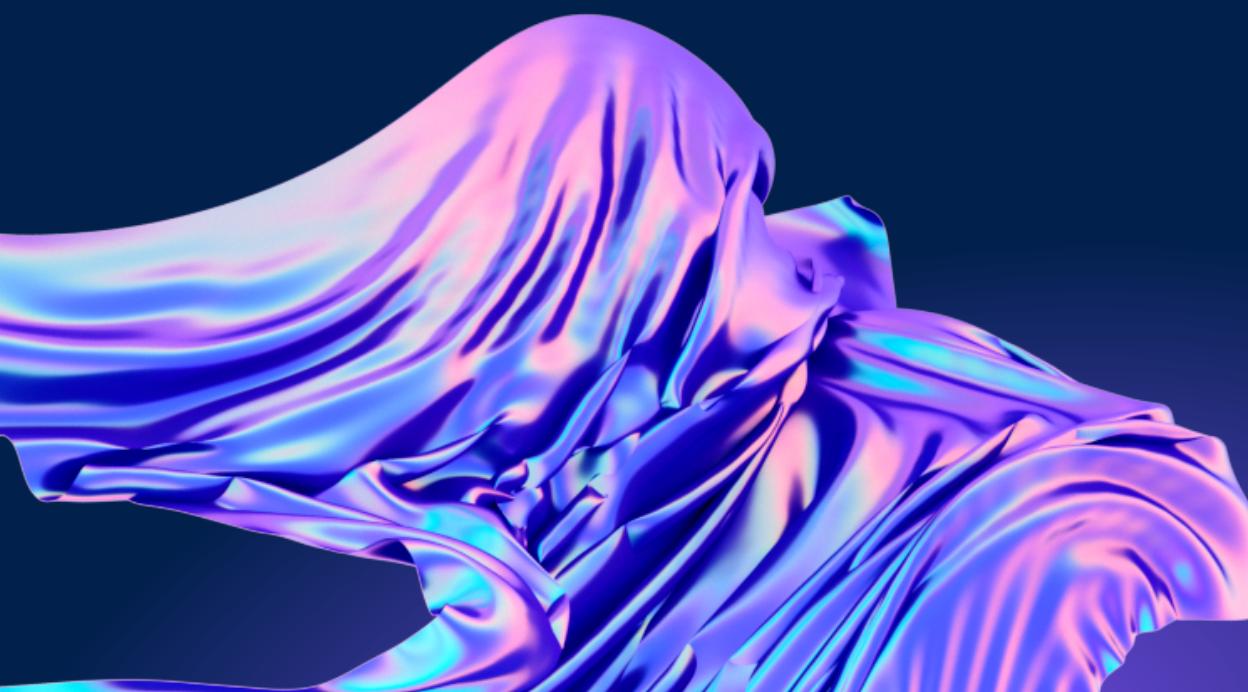
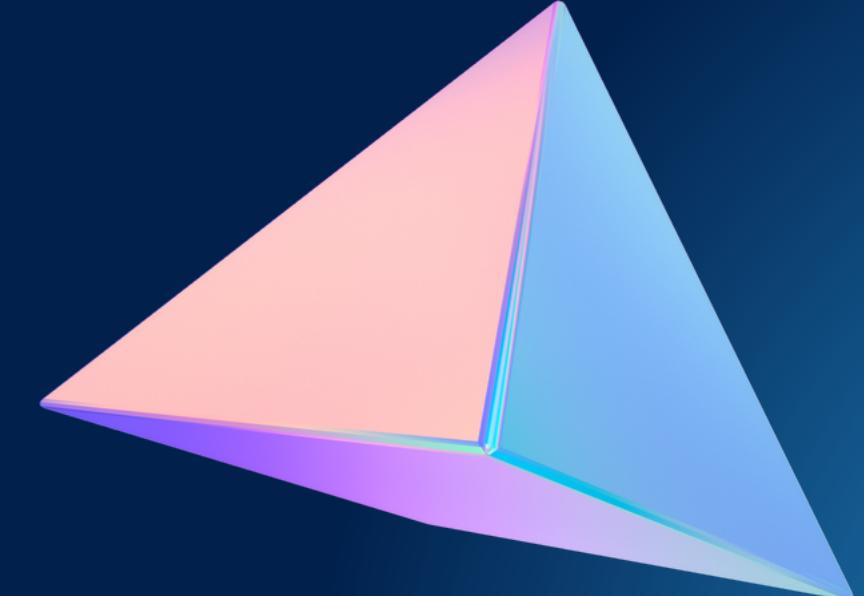


Finbros: Julian Ooi, Justina Chua, Lionel Goh, Fiona Li, Alden Ng

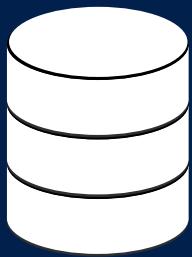
Objective

Problem Statement 2

Develop a PoC to **centralize application knowledge**, provide **instant responses** to users, and **improve the efficiency of information retrieval**.



Current Issues



Data Silos

Different departments may use separate systems for storing and managing data, leading to difficulty in sharing and accessing data



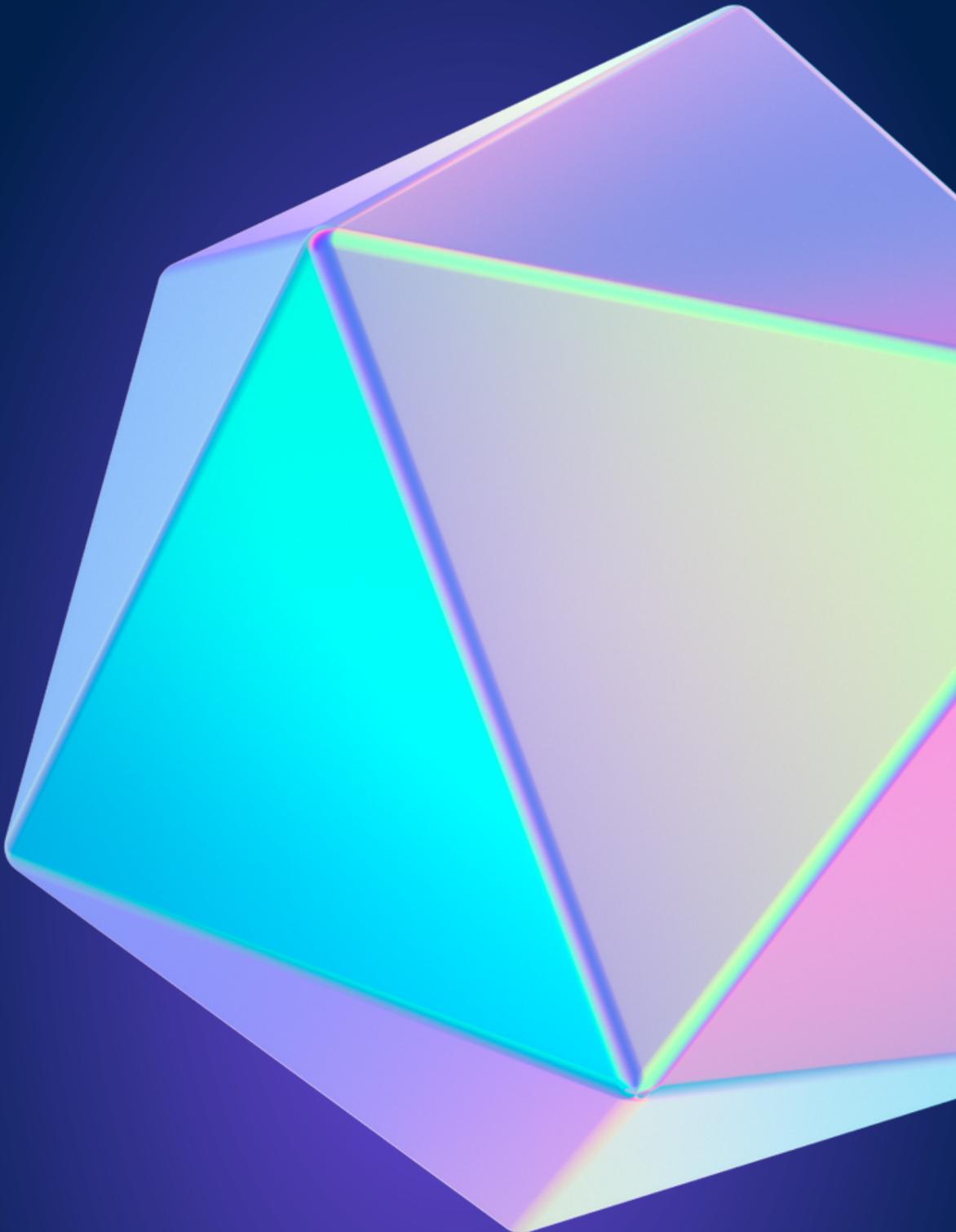
Inefficient Retrieval

Vast volume of data in banks can hinder employees from retrieving the correct data in the shortest possible time.

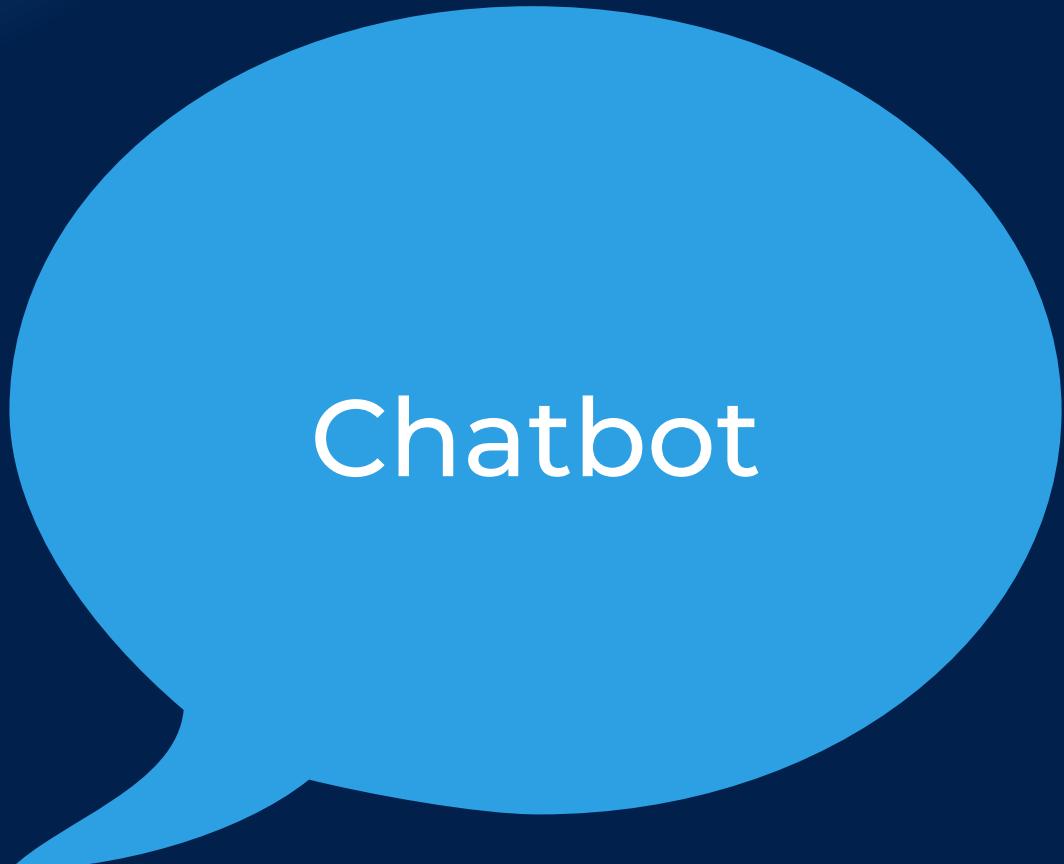


Citi Oracle

Centralized knowledge repository
integrated with an AI-powered chatbot



Introducing Citi Oracle

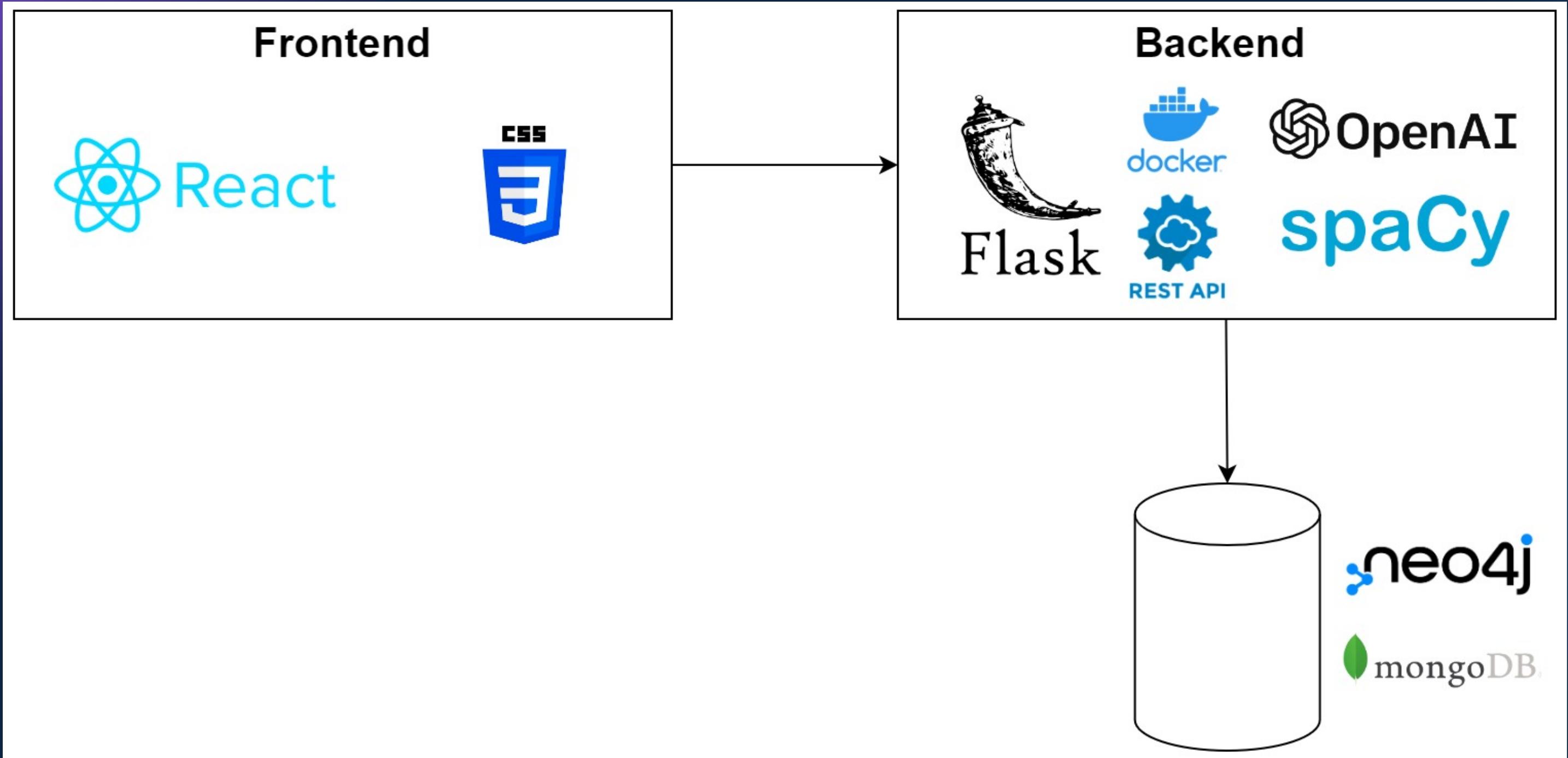


Chatbot



Document
Upload

Architecture



Document Upload

- Documents can be uploaded locally, from Google Drive or Microsoft OneDrive
- Entities and relationships are extracted and added into the Knowledge Graph
- Allows for easy **consolidation** of data

Chatbot

- Data stored in a **Knowledge Graph** on Neo4j
- NLP and Generative AI used to format text for **Cypher Queries** & Narration
- Chatbot responses derived from node relationships
- **Simplifies** the information gathering process

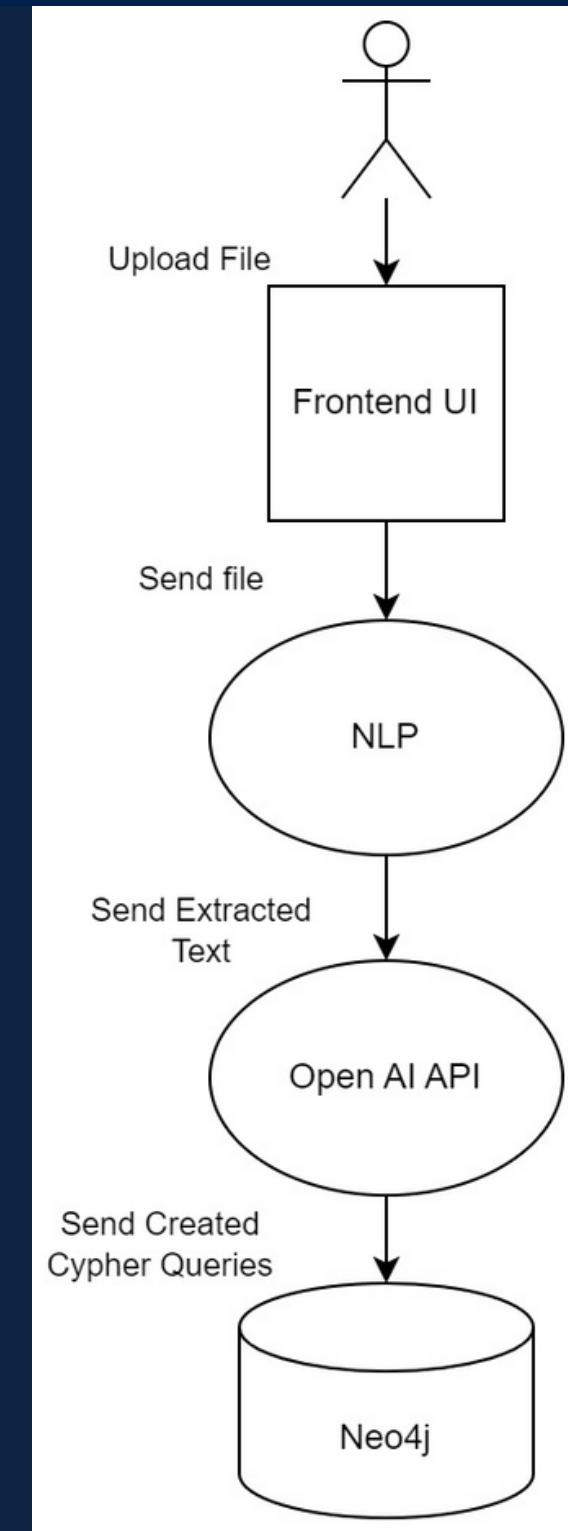


Figure 1. Process flow

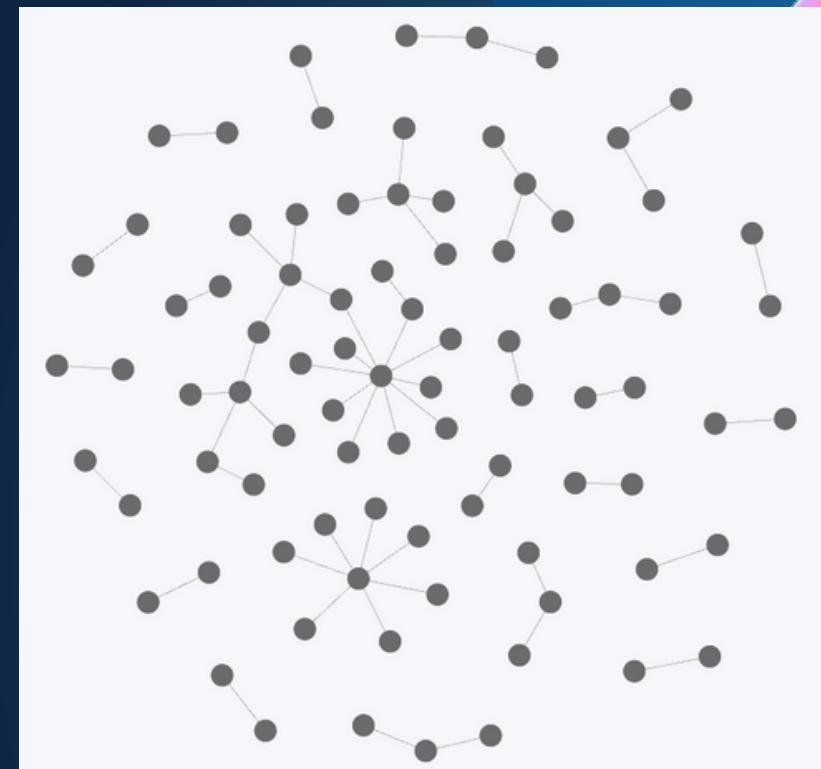


Figure 2. Knowledge Graph

Live Demo