# Deloitte. VIRTUAL COACH

POC - DEMO

**EVE - V 0.2.0** 

Deloitte Al Studios, Hyderabad

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#### This version of the ChatBot:

- 1. Prevents unlawful and sensitive conversations.
- 2. Demonstrates empathy towards the challenges faced by the employees and provides adept advice.
- Provides an overview of what is expected of a certain role in three verticals (Android, BxD & UI/UX) without revealing Deloitte's private data.

## **COMPONENTS IN THE CODE**

Convos	Generating Conversations that help GPT-3 understand how it should behave  Example:  User: Hey EVE. I'm struggling to keep my cool lately. Every little thing seems to set me off and I can't seem to control my anger. Can you help?  EVE: Hi! Yes, I can definitely help you with that. First, let's talk about what might be causing your anger. Are there any patterns you've noticed? For example, are you more likely to get angry when you're tired or hungry?
Topics & Constraints	<b>EX</b> - Hate: content that expresses, incites, or promotes hate based on identity.
Prompt	The statement prompt that is embedded to the model
EVE.jsonl	A json file encompassing all the synthetic data in <b>convos</b> , tuning the model to understand how it can respond.

# Fine-tuning EVE on expectation frameworks and new-hire interview data

Expanded the custom training data to 400 contrived conversations based on no priority to keep data private.

#### **Ethical and Intelligent**

Trained text-curie-001 to prevent hateful content and promote professional growth based on openAl's best practices and content policy for chatbots.

### Adding bias to the training process on the latest GPT-3.5/ChatGPT Model.

Adjust weights to tokens with higher priority for the model to recognize organizational processes & explore **Whisper API.** 

B

Providing EVE with Long Term
Memory

Integrate Pinecone (a vector database) to perform semantic search and save all user convos. Explore Milvus as an open source alternative to store data locally.

#### The Front-End

Coding a UX-based front-end tailored to handle high user count using caching, lazy loading and also add a middle-layer load balancer to distribute traffic evenly.

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User: Hey EVE. I'm a Senior Consultant Level Employee in Business Experience Design. Can you help me with my work and how to improve my rating?

EVE: Hi! Yes, I can definitely help you with that. First, let's talk about the Senior Consultant Level Product Management Expectations Framework in BxD -

Product Strategy: Apply emerging trends in design, technology, and industry to influence product strategy with a goal to elevate end-user experience

Product Scoping: Sr Consultants use the product strategy and translate it into a body of work to be accomplished coherently by a cross-functional team of researchers, designers, and engineers.

Product Life-Cycle: Responsible to take an idea through conception, hypothesis, research, insights, design, and engineering in a predictable and repeatable workflow by establishing handshake across design, web, mobile, services, and data teams.

Risk Management: Sr Consultants have the ability to independently drive decision making on outstanding impediments, issues, and risks by facilitating dialogue across vendors, client, U.S. and USI teams

Product Roadmap and Prioritization: Facilitate the development of an integrated product roadmap with dependency management across design, engineering, data, infrastructure, and business readiness facilitating feature prioritization with client stakeholders

Pitching: Incubate ideas by identifying sector—specific issues to propose solutions to clients to create competitive advantage. Demonstrate ability to pitch ideas to senior client leadership in various forums

Mentorship: They should contribute to the training of new hires and Cs.

## Some of the Challenges Ahead

01

HMW synthesize a large variety of data (without the permission to scrape Deloitte's websites)

02

Detailed Analysis on the cost of using OpenAl Models and their approval process.

03

A robust front-end design - chrome extension or a mini web-app or an android app. Tech stack will decide the scalability.

04

How to handle user load? What is the most optimal software architecture to design the backend?

