Motivation – why do I want to build a RAG-Chatbot?

I have been working for a company named Medicall AG for the past 4 years. Medicall is Switzerland's unique provider of round-the-clock assistance for people around the world. We bundle a wide range of services under one roof - from medical assistance and professional support in the event of breakdowns and accidents to emergency calls for senior citizens and international billing. Our end customers make up over 80% of the Swiss population.

The first two years I worked at the department responsible for organizing help in case of breakdowns or accidents involving automobiles in Switzerland and abroad. The processes involved in helping people are very exhausting, not only because of talking to customers, but also because they are knowledge-intensive processes. At the beginning, I would find myself waiting for an employee with enough experience to help me out in case I did not know what to do or what was covered by the specific insurance the customer had. As already pointed out, 80% of all assistance insurance customers involved in any case of assistance end up at our company's phone line. There are a series of insurance companies with whom we work, all of them with different coverage. The problem with employees not knowing what coverage an insurance has or not knowing how to proceed at all is not only limited to that, but also implies that experienced workers must provide support to employees lacking the experience or the needed knowledge. This is an obstacle to the operations of the department because experienced employees are needed to deal with multiple tasks.

In the past 2 years, I have been working as an IT service manager for the same company. I am now in the position of analyzing what the different departments do and how I can support them with digital solutions or anything IT-related. This project allowed me to get the chance to present the prototype I will build for this module to our CEO and build a RAG-Chatbot that will help employees out with at least the coverage of the multiple insurances that are involved in our services.

For this project and the one at the company the main obstacle to overcome will be the knowledge base. Even though this will cost me points in this project, I will download the policies from the websites of the insurance companies we work with if they make them available. I may end up with a limited amount of data. I ask for understanding.