BFSI Call Center AI Assistant

- Project Objective: Design a lightweight, compliant AI assistant for BFSI call center queries.
- Architecture: Dataset-first similarity matching, followed by fine-tuned SLM and RAG retrieval.
- Dataset: 150+ Alpaca formatted BFSI conversational samples.
- Model: TinyLlama local SLM for cost-efficient deployment.
- RAG Layer: Policy documents indexed using FAISS.
- Guardrails: Prevent unsafe queries and financial hallucination.
- Deployment: Streamlit-based local application.

Component	Purpose
Similarity Engine	Returns curated safe responses
SLM	Generates fallback conversational response
RAG	Retrieves grounded financial policy information
Guardrails	Ensures compliance and safety