1. Summarize the dialogue. All issues that the customer support has delt with
2. Pytorch, transformers (hugging face), datasets (to include many labraries)
3. Prompt engineering
4. Summarize with flan T5 base model. Choose flan- t5 because of it’s ability to perform for a wide range of tasks
5. Comparing the human summary(labeled) with the model predicted summary.
6. Focus on flan t5 model’s ability to summarize.
7. Checking the tokenizer and decoding the embeddings
8. Performance poor with the pretrained
9. Prompt engineering is implemented to improve.
10. Zero Shot inference with an instruction prompt is done (take a dialogue and convert it into an instruction prompt)
11. Exploring different instructions prompts to find improvements.
12. One shot and few shots. One shot means giving one complete example, including the dialogue and the summary.
13. Sampling, temperature(0.1 to 2 – for hugging face).