

Lab 13 Part B

1. Customer Support Automation

Use Case: An enterprise CRM system integrates with an LLM to provide instant, intelligent responses to customer queries via chatbots or support portals.

- **Example:** A customer asks about return policies. The LLM reads from internal documents or knowledge bases and responds in natural language.
- **Benefit:** Reduces support load and improves response quality.

2. Contract and Document Analysis

Use Case: An enterprise legal or procurement system uses an LLM to summarize, extract clauses, or identify risks from uploaded contracts and legal documents.

- **Example:** "Show me all termination clauses in this vendor contract."
- **Benefit:** Saves hours of manual reading and reduces legal oversight risk.

3. Code Generation and IT Helpdesk

Use Case: Internal development tools or IT ticketing systems use LLMs to generate code snippets, SQL queries, or configuration scripts based on user requests.

- **Example:** A user asks, "Create a Java method to parse a CSV file." The LLM generates the code.
- **Benefit:** Accelerates internal development and IT support.

4. Business Intelligence (BI) Natural Language Queries

Use Case: A dashboard application integrates LLMs so users can ask business-related questions in plain English instead of writing SQL.

- **Example:** "What were the top 5 products by sales in Q2?"
- **Benefit:** Enables non-technical users to access insights without needing data query skills.

5. Personalized Training and Onboarding

Use Case: HR or Learning Management Systems (LMS) call LLMs to create customized onboarding plans, training quizzes, or explain policies to new employees.

- **Example:** "Generate a 3 day training plan for a new marketing analyst."
- **Benefit:** Speeds up onboarding and tailors training based on job roles.