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https://github.com/redrodeo03/hack-moveworks

LLM Powered Moveworks ChatBot

1 October 2023

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Agenda

01	Background
02	Technologies
03	Working
04	Demo
05	Features
06	Use-cases

01 Background

Background

Identical

In 2023, Nature Biomedical Engineering wrote that "it is no longer possible to accurately distinguish" human-written text from text created by large language models, and that "It is all but certain that general-purpose large language models will rapidly proliferate... It is a rather safe bet that they will change many industries over time."

Cost Effective

AI chatbots are significantly cheaper and more readily available.
A lot of companies have very heavily cut down on human support staff in favour of AI chatbots.

Knowledge

AI accelerators, which are able to process vast amounts of text data, mostly scraped from the Internet. LLMs are artificial neural networks which can contain a billion to a trillion weights, and are (pre-)trained using self-supervised learning and semi-supervised learning.

02 Technologies

Technologies

01

Google Bard

Bard is a conversational generative artificial intelligence chatbot developed by Google, based initially on the LaMDA family of large language models (LLMs) and later the PaLM LLM.

02

Cohere Embedding

Cohere is a Canadian startup that provides natural language processing models that help companies improve human-machine interactions.
We have used their embedding API in order to sort through a web-scraped database.

03

Langchain

LangChain is a framework designed to simplify the creation of applications using large language models (LLMs). As a language model integration framework, LangChain's use-cases largely overlap with those of language models in general, including document analysis and summarization, chatbots, and code analysis.
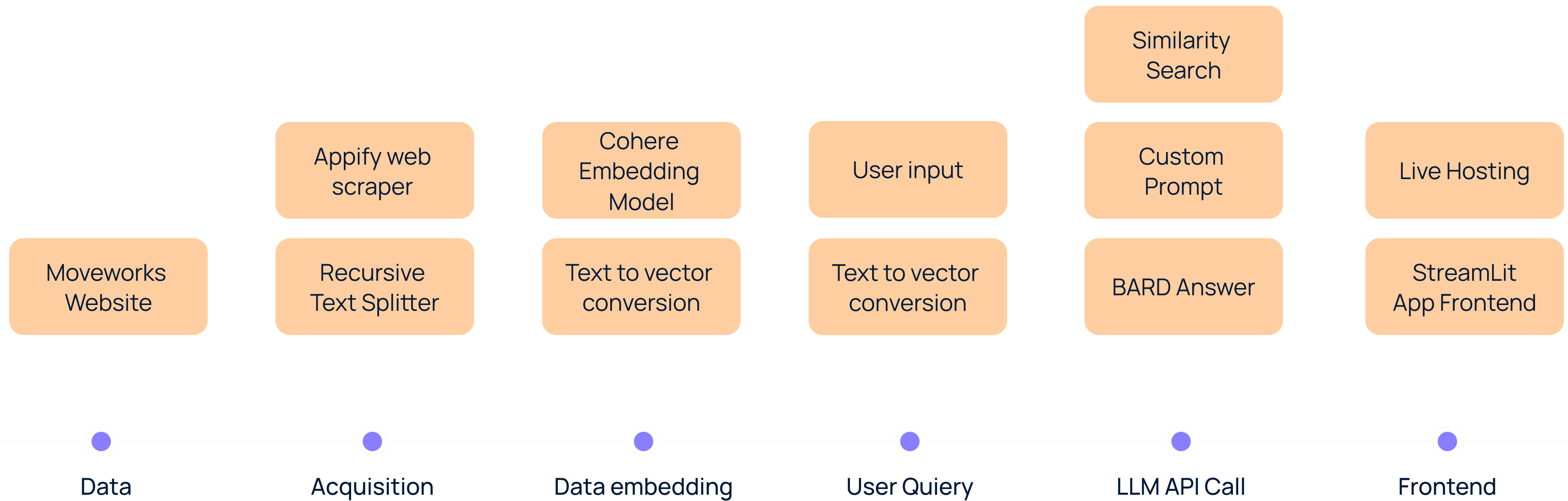
03

StreamLit

Streamlit is an open source app framework in Python language. It helps us create web apps for data science and machine learning in a short time. It is compatible with major Python libraries such as scikit-learn, Keras, PyTorch, SymPy (latex), NumPy, pandas, Matplotlib etc.
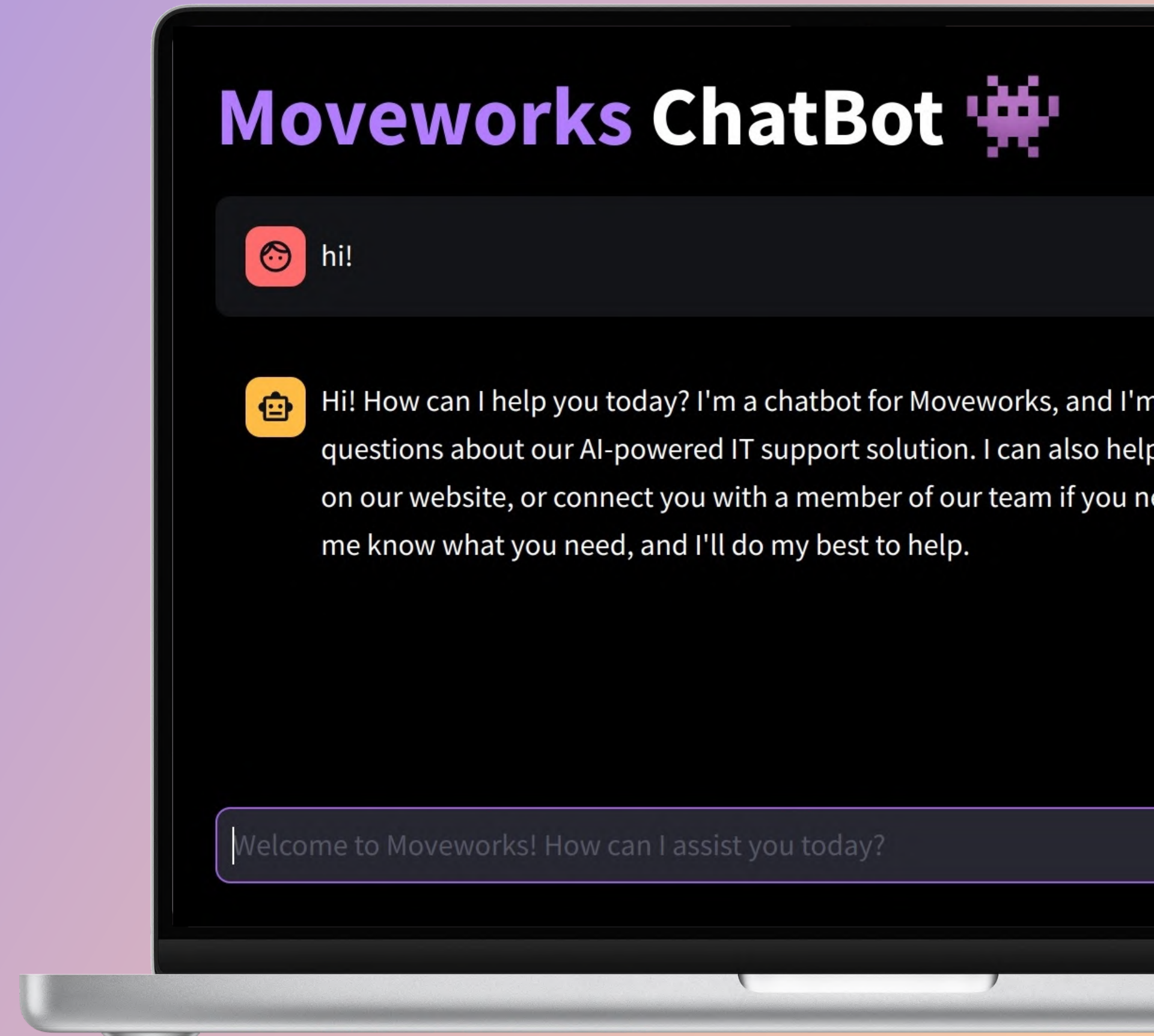
03 Working

Working

Similarity
Search

| Appify web scraper | Cohere Embedding Model | User input | Custom Prompt | Live Hosting |

| Moveworks Website | Recursive Text Splitter | Text to vector conversion | Text to vector conversion | BARD Answer | StreamLit App Frontend |

Data   Acquisition   Data embedding   User Quiery   LLM API Call   Frontend

04 Demo

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Demo Video

Kindly find the video attached in the drive

Moveworks ChatBot

> hi!

Hi! How can I help you today? I'm a chatbot for Moveworks, and I'm
questions about our AI-powered IT support solution. I can also help
on our website, or connect you with a member of our team if you ne
me know what you need, and I'll do my best to help.

Welcome to Moveworks! How can I assist you today?

05 Features

Feature

Customisable to any role or context or website

Can be used in multiple languages

Can be hosted remotely and accessable over the internet

06 Use-cases

Use-Cases

01 **Collecting and responding to customer feedback**
From complaints about signal quality to concerns about data security, a chatbot can record what the customer is saying and offer solutions.

02 **Chatbots answer repetitive and common questions**
For example, if your support agents are always getting asked about your pricing plans, it'd be cost-effective to give customers the option to talk to a chatbot instead.

03 **Chatbots help visitors navigate your site**
Chatbots can help with navigation including helping visitors find specific pages, discover information, and receive instructions about tasks (e.g. registration).

04 **Chatbots can make personalized recommendations**
AI assistants can analyze a user's behavior on the site and ping them with personalized recommendations or useful marketing content.

05 **Chatbots can serve as HR assistants**
For example, chatbots can help employees register time off, retrieve company policies, and find answers to repetitive employment questions.

06 **Conduct consumer research**
Your bot can be programmed to collect information on repetitive queries, common trends and what customers prefer regarding products, and more.

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Thank You

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Rishikesh Panda
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Vagarth Dwivedi

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