WALERT

Putting Conversational Search Knowledge into Action by Building and Evaluating a Large Language Model-Powered Chatbot

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Motivation

Existing tools

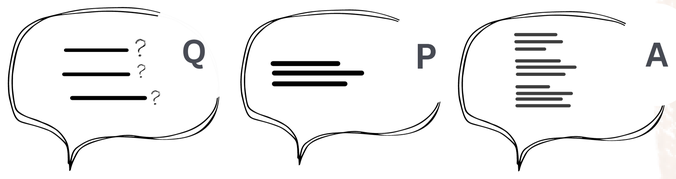
Existing knowledge

Stakeholder needs

Bridge the gap between academic expertise and industrial needs by translating insights from scholarly papers into practical solutions for stakeholders.

Test Design

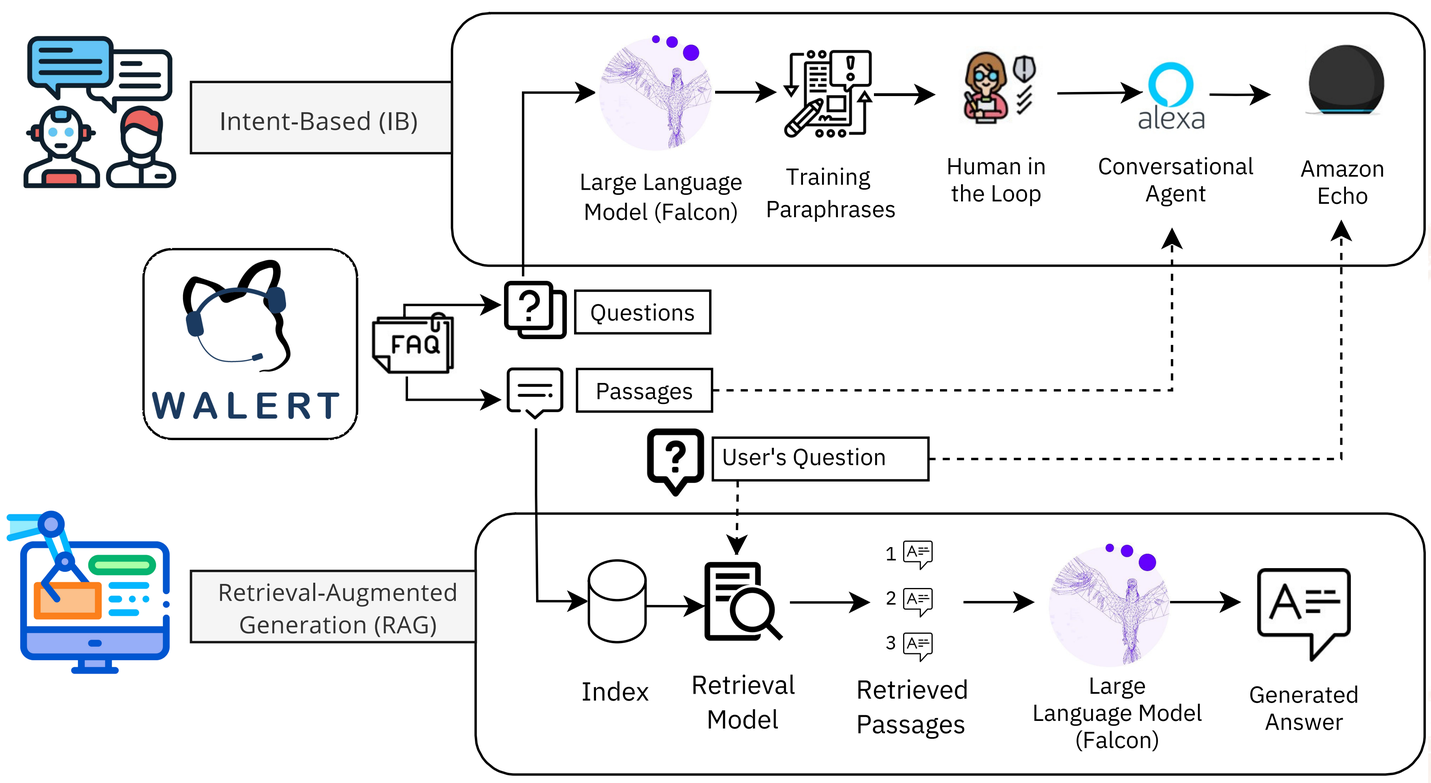
RMIT University - School of Computing Technologies (SCT)



Scenarios:

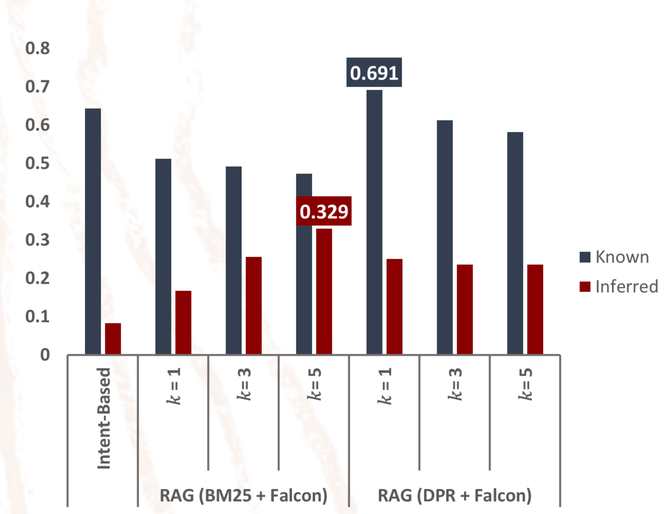
- Questions with Known Answers → Have a Direct Answer in FAQ
- Questions with Inferred Answers → Can be Inferred from multiple passages
- Out-of-Knowledge Base Questions → Can not be answered from FAQ

Walert: Framework

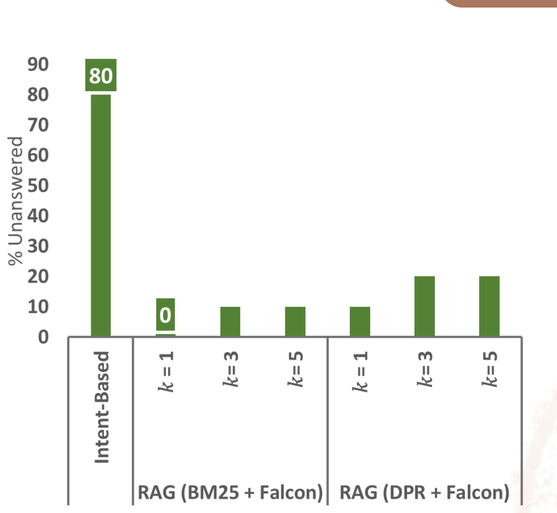


Evaluation

Retrieval Eeffectiveness

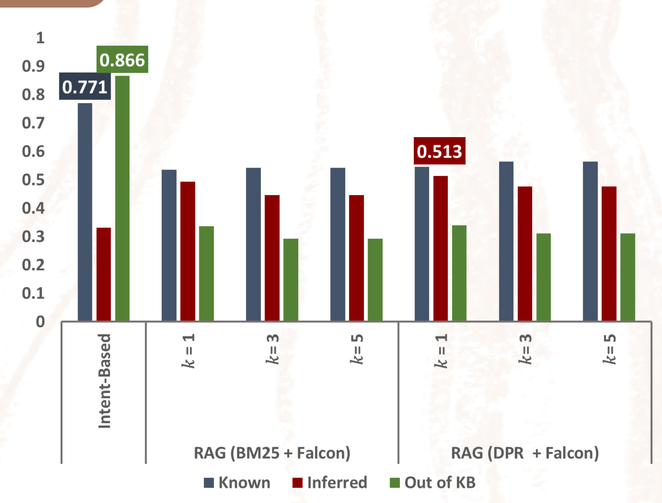


NDCG for Known and Inferred Questions

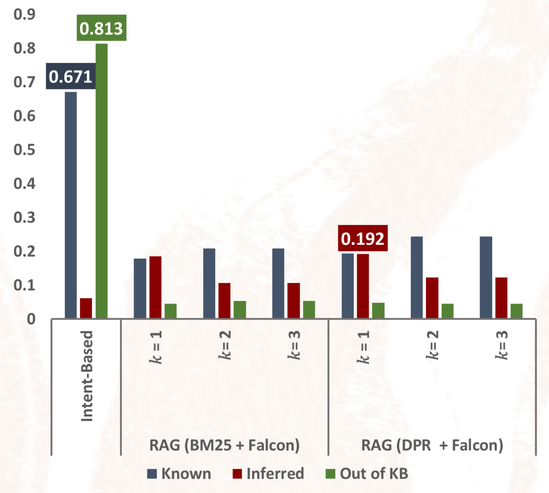


% of Unanswered for Out of KB Questions

Answers Quality



BERTScore



ROUGE-1

Walert (Possum)

"Walert" means "possum" in Woi Wurrung and Boon Wurrung languages. Possum skin cloaks hold stories of individuals, mobs, and Country, They are essential to the Traditional Owners and Custodians of the land where the authors live and work. Our chatbot, Walert, is named as a tribute to this cultural heritage.

github.com/rmit-ir/walert

Walert was designed and developed in the unceded lands of the Wurundjeri and Boon Wurrung peoples of the eastern Kulin Nation. We pay our respects to their Ancestors and Elders, past, present, and emerging.
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