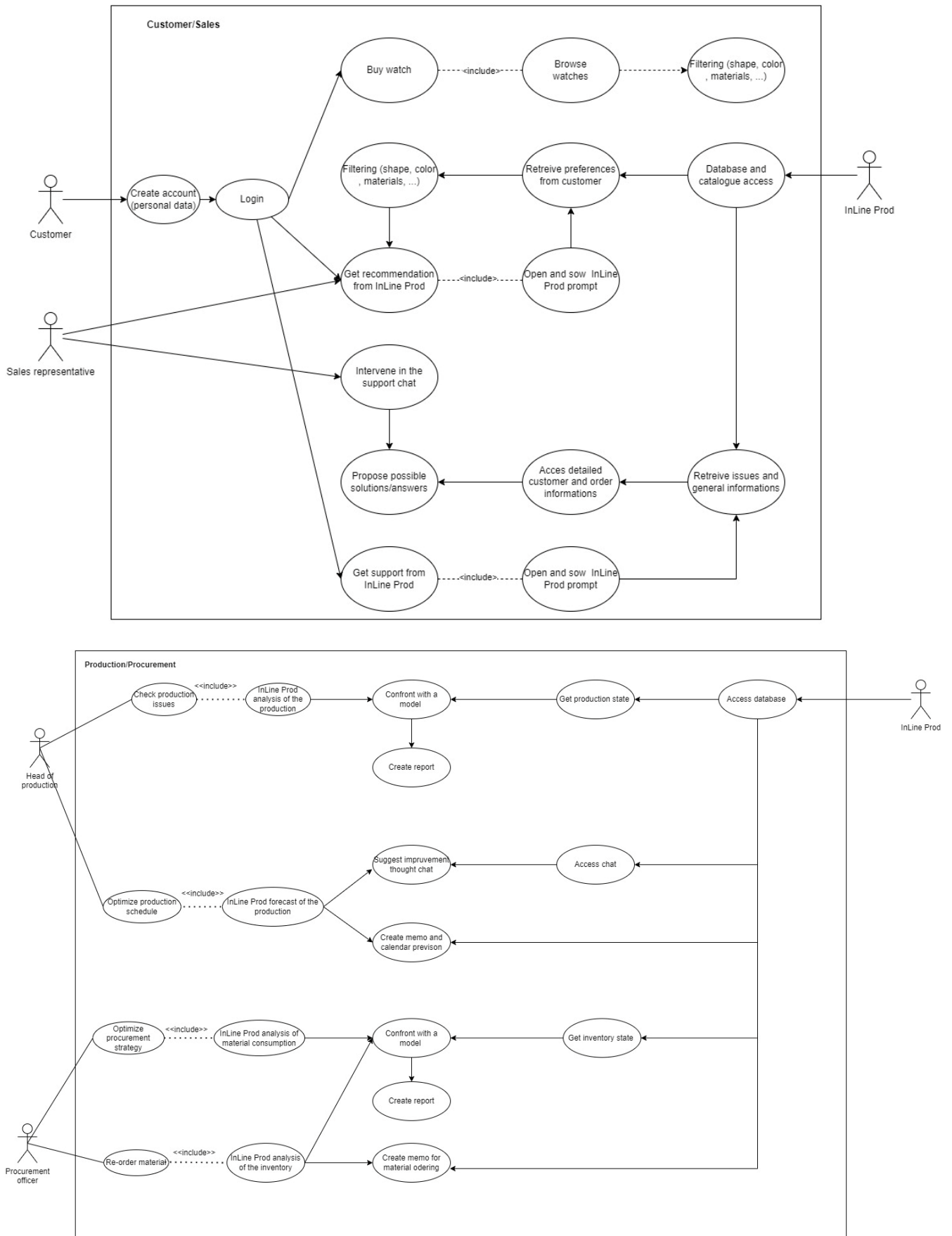
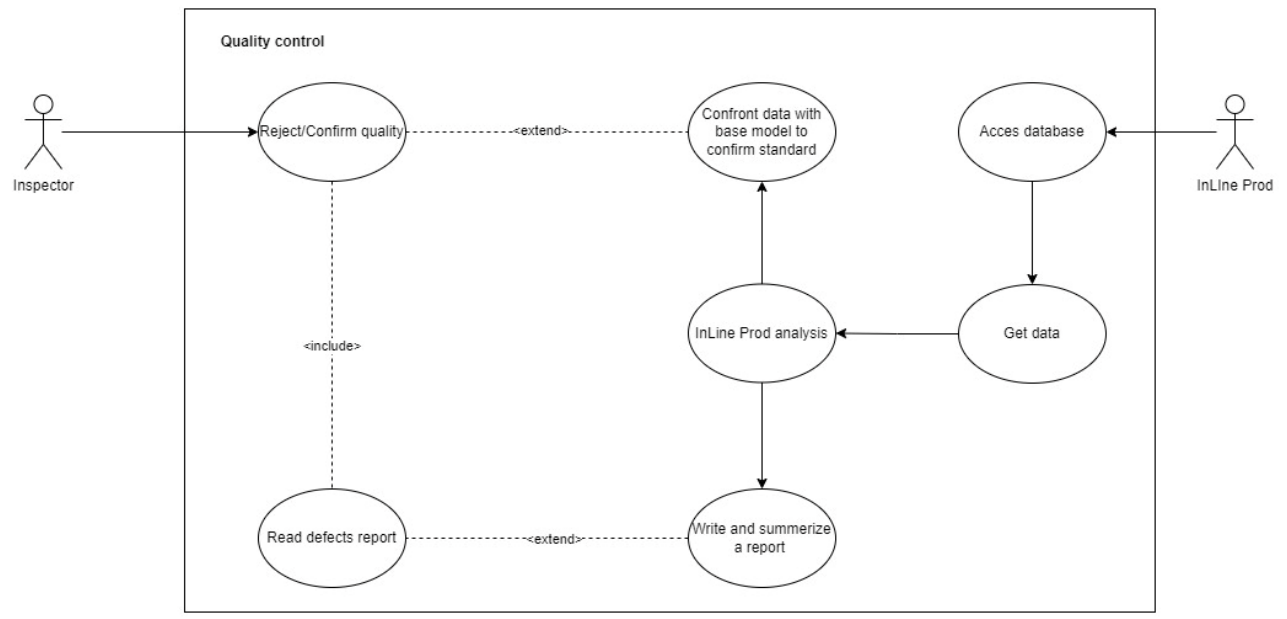


Ex. 1)

USE CASES:





Ex. 2)

A)

We used ChatGPT as our LLM for these examples.

Example 1:

Customer: Hello, I purchased a watch from your company, but it stopped working after a few days. Can you help me with the warranty process?

LLM: I'm here to guide you through the warranty process. Please provide me with the following details: the watch's serial number, the date of purchase and any relevant information from the purchase receipt. With this information, I'll be able to assist you further in initiating the warranty process for your watch.

Evaluation: This answer is correct even if it's just a first step towards the solution. The answer is reasonable and relevant and makes sure that the customer provides the information about his watch in order for the AI to find the right solution.

Example 2:

Customer: Can you suggest me a watch available in your store that costs 200\$ at maximum and is water resistant?

LLM: Certainly! In our store, we have a range of water-resistant watches within the \$200 price range. Our [Model A] and [Model B] are popular choices known for their water resistance and durability. They are designed to withstand water exposure up to 50 meters and come with various features suitable for daily wear.

Evaluation: This answer is a simulated response because of course we don't have a real watch company with products, and also because this LLM wouldn't be able to access the information and database of an external company. But basing my judgement on the simulated response, the answer is pretty good. It certainly suggests the right thing and even gives some details even if it lacks some more specific detailing like the price of each watch suggested for example. It would be also great if it would show to the customer more than just 2 options.

B)

In order to run the LLM with a software like Llama index we would need the following IT infrastructure:

- LLM Server
 - High-performance CPU
 - GPU for faster computation
 - Fast storage like SSD or NVMe
 - High-performance network in order to access external resources (like Llama index)
 - Substantial amount of RAM for handling data with efficiency
 - LLM framework, libraries, drivers, ...
- Document Database Server
 - Adequate CPU and RAM to manage and access the database efficiently
 - SSD for high-speed storage
 - DBMS for document storage and document retrieval
 - High-performance network to serve the documents to the LLM server

c)

