

# Lab 13 – Part B

## 1. Customer Support Automation

- **Description:** Use LLMs to power chatbots and virtual assistants that handle customer inquiries 24/7.
  - **Benefit:** Reduces response time, improves consistency, and lowers operational costs.
  - **Example:** A banking app integrates GPT to answer queries like "How do I reset my PIN?" or "Explain this transaction."
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## 2. Document Summarization & Search

- **Description:** LLMs summarize long documents (legal, technical, or HR) and answer questions about them.
  - **Benefit:** Employees can retrieve information faster without reading full documents.
  - **Example:** A legal team uses LLMs to summarize contracts and extract key clauses.
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## 3. Code Generation & Review for Developers

- **Description:** Integrate LLMs like GitHub Copilot to help enterprise devs write boilerplate code, refactor logic, and review PRs.
  - **Benefit:** Improves productivity, ensures consistency, and assists junior developers.
  - **Example:** An internal dev platform suggests REST API code based on an endpoint description.
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## 4. Sales Intelligence & Email Drafting

- **Description:** LLMs generate personalized sales emails, summarize CRM notes, and recommend next steps.
  - **Benefit:** Enhances sales outreach with tailored communication at scale.
  - **Example:** A CRM app uses LLMs to suggest the next email based on call transcripts.
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## 5. Employee Onboarding & Training

- **Description:** LLMs act as an intelligent assistant for new hires to ask questions and explore company processes.

- **Benefit:** Reduces HR workload and speeds up onboarding.
- **Example:** An HR portal integrates LLM to answer “How do I request vacation?” or “Where is the travel reimbursement form?”