

Customer Experience Automation – Output Report **User Input:**

"I am cold and standing outside. My phone is +91-98765-43210 and my email is vishal.mehta@gmail.com"

Masked Input:

"I am cold and standing outside. My phone is <PHONE_1> and my email is <EMAIL_1>"

Customer Profile:

ID: cust_001

Name: Vishal Mehta

Preferences: Hot Chocolate, Ginger Hot Chocolate

RAG Retrieved Documents:

1. cust_cust_001_policy.pdf (chunk 0)
2. cust_cust_001_invoice.pdf (chunk 1)

Final LLM Response:

"You're just 50 meters from StarBrew Main Street. Since you're feeling cold and love Hot Chocolate, I can prepare one for you right away. You're eligible for the HOT10 discount today. Would you like me to apply it to your order?"

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