Harnessing Greek Textual Resources with Large Language Models and Conversational AI

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Friday 3/11/2023

Presentation link: https://t.ly/4s8Xf

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About me

About me

Education:

- Ptichion @Informatics, Athens University of Economics and Business, Greece
- Master MVA @École Normale Superieure Paris-Saclay, Paris, France
- Ph.D. @École Polytechnique, Paris, France

Professional experience:

- Co-founder @BLUAI, PrimeHost
- Researcher @NKUA
- Adjunct Professor @AUEB
- Worked on multiple european projects

Highlights

- Best paper award at TextGraphs@NAACL 2018: "Fusing Document, Collection and Label Graph-based Representations with Word Embeddings for Text Classification"
- Nature Scientific Reports 2023 journal paper: "Predicting COVID-19 positivity and hospitalization with multi-scale graph neural networks"
- Both startups are members of well-known accelerators

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Greek document repositories

Have you tried searching information in diavgeia.gov.gr?



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Motivation

Project

Build a pipeline which combines Large Language Models (LLMs) with conversational AI for Greek textual resources

Why?

- limited applications of cutting-edge NLP approaches in Greek resources
- most of them almost inacessible with old search capabilities

Goal

Facilitate extracting knowledge from Greek textual corpora:

- enabling asking questions
- assisting in creating/enhancing existing resources (knowledge graphs, ontologies etc.)
- models and methods can be used in multiple scenarios

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Background

NLP has been greatly empowered by:

- Neural probabilistic language model (Bengio et al., 2000)
- Word embeddings (Mikolov et al., 2013)
- Transformers (Vaswani et al., 2017)
 - encoder-decoder architecture
 - encoder: multi-head self-attention layers to encode input for creating its latent representations
 - decoder: cross-attention on latent representations and autoregressively generates target
 - BERT: Pre-training of deep bidirectional transformers for language understanding (3TB data, 300M params) (Devlin et al., 2018)
- Large Language Model (LLM)
 - OpenAI GPT: Improving language understanding by generative pre-training (GPT3: 45TB data, 175B params) (Radford et al., 2018)

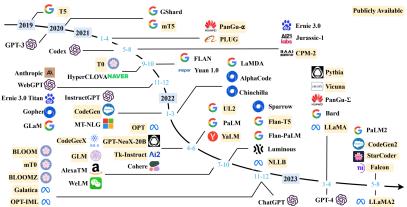
Foundational models

- Play a crucial role in forming the basis for more intricate AI and ML models and applications
- LLMs (e.g. GPT4) are prime examples of foundational models, that acquire knowledge from datasets, allowing them to capture fundamental patterns and relationships
- Initially pre-trained on extensive, general-purpose data and later adapted to specific tasks or domains
- Most commonly used objective to pre-train decoder-only LLMs, e.g. GPT3 and PaLM (Chowdhery et al., 2022): the language modeling task (LM)
- Given a sequence of tokens $x = \{x_1, \dots, x_n\}$, the LM task autoregressively predicts the target tokens x_i based on the preceding tokens $x_{< i}$ in a sequence, maximize:

$$\mathcal{L}_{LM}(x) = \sum_{i=1}^{n} \log P(x_i | x_{< i})$$
 (1)

Fine-tuning and scale

- Causal decoder architecture (GPT3) can achieve a superior zero-shot and few-shot generalization capacity
- Full fine-tuning → retraining all model parameters is less feasible (e.g. deploying fine-tuned GPT-3 with 175B params is prohibitively expensive)



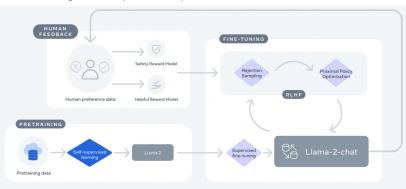
Timeline of existing LLMs (having a size larger than 10B) (Zhao et al., 2023)

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LLaMA 2

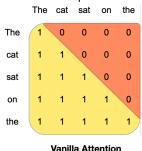
- Developed by META, open-source (Touvron et al., 2023)
- 70B parameters, 2T tokens, 2000 80G A100
- Grouped-query attention, Ghost Attention, In-Context Temperature re-scaling and Temporal Perception



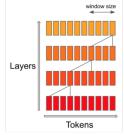
LLaMA 2-CHAT via supervised fine-tuning, Reinforcement Learning with Human Feedback (RLHF)

Mistral 7B

- Transformer-based, 7B params (Jiang et al., 2023)
- Outperforms Llama 2 13B on all benchmarks, Llama 1 34B on many, approaches CodeLlama 7B performance on code
- Grouped-query attention for faster inference, Sliding Window Attention (SWA) to handle longer sequences at smaller cost
- SWA exploits the stacked layers of a transformer to attend in the past beyond the window size
- Higher layers have access to information further in the past than what the attention patterns seems to entail







Sliding Window Attention

Effective Context Length

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Large Greek textual resources

- Greek part of Wikipedia, <1GB
- Greek part of OSCAR, a clean version of Common Crawl, 27GB, 2.92B tokens (Ortiz Suárez et al., 2019)
- A Greek Parliament Proceedings Dataset for Computational Linguistics and Political Analysis (Dritsa et al., 2022)
 - 1989 up to 2020
 - >1M speeches with extensive meta-data
 - extracted from 5,355 parliamentary sitting record files
- Corpus of EU legislation (Greek translation), as published in Eur-Lex
- Corpus of Greek legislation, accessed via Diavgeia (diavgeia.gov.gr):
 - 58M documents
 - 5260 active organizations/entities
 - 137K users
 - hard to access in a meaningful way

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Related work

Models

- Greek-BERT (Koutsikakis et al., 2020)
- 340M params, 29GB, 3.04B tokens
- Greek-BART: denoising auto-encoder (Evdaimon et al., 2023)
 - 181M params, 77GB

Systems

- A linked data platform for Greek legislation (Angelidis et al., 2018)
- Al-guided chatbots for citizens-government communication (Androutsopoulou et al., 2019)
- Chatbots to provide public service information (Stamatis et al., 2020)
- Chatbot for passport info (Antoniadis and Tambouris, 2021)
- Extracting Structured Information From Diavgeia (Tsironidou, 2021)

No models created by document repos and limited chatbot capabilities

Proposed work

Goal

Incorporate LLMs and conversational AI to exploit Greek textual resources

Case study

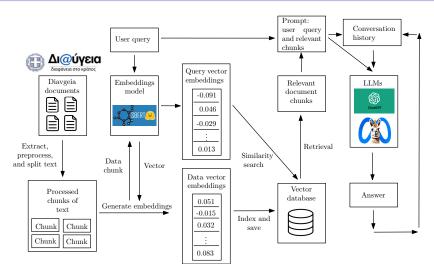
Ask questions to Diavgeia in natural language and extract knowledge

Proposed pipeline:

- (1) download, preprocess and store documents,
- (2) build a Retrieval-Augmented Generation (RAG) system, incorporating external knowledge into LLMs (Lewis et al., 2020)
- (3) use LLM (e.g. ChatGPT API) and get answers
- (4) generate ground-truth and evaluate

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Pipeline



A full schematic illustration, based on: https://ubuntu.com/blog/llms-explained

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Retrieval-Augmented Generation

Benefits

- Consistency: more likely to get the same answer from the same question
- Increased factual accuracy: LLM's responses are based on the provided information → model is less likely to hallucinate or mislead
- Decreased cost: building a RAG pipeline is less expensive than fine-tuning. Update only the database instead of training a new model
- Currency: ensure the LLM's responses are based on up-to-date data
- Easily verifiable source: access to the source for cross-checking
- Strong scalability: millions of documents

Cons

- Complexity: chunking, quality of search, low-quality data
- Context length limitation: ChatGPT (gpt-3.5-turbo) has a maximum context length of 4096 tokens
- Limited creativity: losing the point of generative AI

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Implementation

Setup:

- 100 documents (1/1/2023 to 2/1/2023)
- BM25 retriever

Created a docker image with 4 services:

- Redis: open-source, key-value in-memory database to hold history
- Elasticsearch: search engine to look into documents
- Kibana: visualization, data analytics
- Flask API: RESTful API to expose endpoints
 - Response uses OpenAl API (gpt-3.5-turbo)







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Example

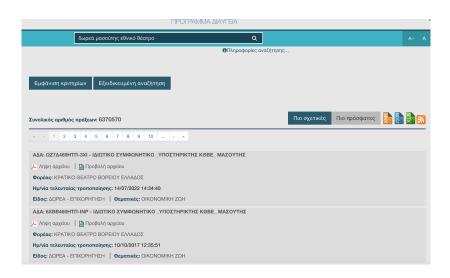
Url: $https://diavgeia.gov.gr/decision/view/93AB469H\Gamma\Upsilon-7IZ$



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Search in diavgeia.gov.gr



Frontend

DiaygeiaBot

καλησπέρα, τι είσαι;

Καλησπέρα! Είμαι ο Diaygeia Assistant, ένας χρήσιμος bot που απαντά σε ερωτήσεις σχετικά με έγγραφα που ανέβηκαν στο diavgeia.gov.gr. Πώς μπορώ να σας βοηθήσω σήμερα;

Type your message here...

Send

Extracting info via the chatbot

DiaygeiaBot θα ήθελα να μου πεις τι χορηνία ένινε από την εταιρεία Μασούτης προς το Εθνικό Θέατρο Η εταιρεία Μασούτης παρείχε προϊόντικη χορηγία προς το Εθνικό Θέατρο με το ποσό των 60.000.00 ευρώ. μπορείς να μου δώσεις τον ΑΔΑ για την παραπάνω χορηγία; Ο αριθμός ΑΔΑ νια την παραπάνω χορηνία είναι 93ΑΒ469ΗΓΥ-7ΙΖ. μπορείς να μου δώσεις και το url για την παραπάνω χορηγία; Το URL νια την παραπάνω χορηνία είναι: https://diavgeia.gov.gr/doc/93AB469HFY-7IZ

Send

Type your message here...

More

DiaygeiaBot

θα ήθελα να μου πεις τι χορηγία έγινε από την εταιρεία Μασούτης προς το Εθνικό Θέατρο

Η εταιρεία Μασούτης πραγματοποίησε μια προϊοντική δωρεά προς το Εθνικό Θέατρο, όπως αναφέρεται στην πράξη με αριθμό ΑΝΚ1374. Η αξία της δωρεάς ήταν 60.000,00 EUR. Για περισσότερες πληροφορίες, μπορείτε να επισκεφθείτε τον ακόλουθο σύνδεσμο: [Πράξη με αριθμό ΑΝΚ1374] (https://diavqeia.gov.gr/doc/93AB469HΓY-7I2)

θέλω πληροφορίες για την προμήθεια αντριδραστηρίων στο νοσοκομείο Ιωαννίνων Χατζηκώστα

Μπορείτε να βρείτε πληροφορίες σχετικά με την προμήθεια αντριδραστηρίων στο νοσοκομείο Ιωαννίνων Χατζηκώστα στην πράξη με αριθμό ΠΡΚΦΗ4ΣΟΡ7-6ΖΦ. Μπορείτε να βρείτε περισσότερες πληροφορίες στον ακόλουθο σύνδεσμο: [Πράξη με αριθμό ΠΡΚΦΗ4ΣΟΡ7-6ΖΦ[(https://diavgeia.gov.gr/doc/ΠΡΚΦΗ4ΣΟΡ7-6ΖΦ)

Hallucination→

Using history→

Type your message here...

Send

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Evaluation

Reference-free (unsupervised):

- G-Eval: NLG Evaluation using GPT-4 with Better Human Alignment (Liu et al., 2023)
- Judging LLM-as-a-judge with MT-Bench and Chatbot Arena (Zheng et al., 2023)

But:

• Large Language Models are not Fair Evaluators (Wang et al., 2023)

Ragas library (uses LLMs to evaluate ground truth):

- Generation: faithfulness (factual accuracy), answer relevancy to question
- Retrieval: context precision (signal to noise ratio), context recall

Ragas

- Question: θα ήθελα να μου πεις τι χορηγία έγινε από την εταιρεία Μασούτης προς το Εθνικό Θέατρο
- Answer: Η εταιρεία Μασούτης προσέφερε προϊοντική χορηγία ποσού 60.000,00 ευρώ προς το Εθνικό Θέατρο
- Ground truth: Η εταιρεία Μασούτης πραγματοποίησε μια προϊοντική δωρεά προς το Εθνικό Θέατρο, όπως αναφέρεται στην πράξη με αριθμό ΑΝΚ1374. Η αξία της δωρεάς ήταν 60.000,00 EUR. Για περισσότερες πληροφορίες, μπορείτε να επισκεφθείτε τον ακόλουθο σύνδεσμο: Πράξη με αριθμό ANK1374](https://diavgeia.gov.gr/doc/93AB469HΓΥ-7IZ).

Score	Value
Faithfulness	0.66
Answer relevancy	0.84
Context relevancy	0.2
Context recall	1.0

Table: Results based on Ragas metrics.

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Key takeaways

Diavgeia:

- search returns thousands of docs
- not the most relative results

LLM-based conversational AI with RAG:

- Prompt engineering can be crucial
- Hallucination (e.g. showing doc with ADA that does not exist)
- Context size affects performance and cost
- Conversation history plays important role
- GPT4 more powerful, but expensive

To-do:

- More testing, embeddings, improve UI
- Add confidence or similarity threshold not to answer when unavailable
- Create large evaluation dataset not only from single documents, can be done via creating automated QA from structured info

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Summary

Contribution:

- first approach to use an end-to-end NLP approach, combining LLMs, conversational AI and Greek document repos
- real use-case with Diavgeia, access it better
- created reference and evaluate

Why is it important?

- more resources can be added or used for fine-tuning
- no training required (e.g. with OpenAl API)
- free open-source alternative (e.g. LLaMa 2, Mistral 7B)
- the pipeline can be easily adopted for other documents repos
- highly adjustable for other tasks (e.g. enhance corpora, create new legal documents from scratch fast)

Summary

Summary OOOO

Next improvements: fine-tuning

Reminder

Full fine-tuning LLMs remains expensive and slow

Parameter-efficient fine-tuning (PEFT), cost-efficient, faster, adapting pre-trained models to downstream applications, by fine-tuning a small number of extra model parameters:

- Parameter-efficient prompt tuning (Lester et al., 2021)
- LoRA: Low-rank adaptation of large language models (Hu et al., 2022);(Dettmers et al., 2023)
- P-tuning v2: Prompt tuning comparable to fine-tuning across scales and tasks (Liu et al., 2022)
- GPT understands, too (Liu et al., 2023)

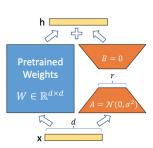


Figure: LoRA reparametrization.
Only A and B are trained.

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Future directions?

- Regularization
 - Opt-iml: Scaling language model instruction meta learning through the lens of generalization (lyer et al., 2022)
- Knowledge graphs
 - Knowledge graph RAG
 - Temporal Question Answering over KGs (Chen et al., 2023)
 - Graph-Aware Language Model Pre-Training (Xie et al., 2023)
- Graph Neural Networks
 - Graph Neural Prompting with LLMs (Tian et al., 2023)
- Multimodality
 - Palm-e: An embodied multimodal LLM (Driess et al., 2023)
 - Adapted Multimodal Bert with Layer-Wise Fusion for Sentiment Analysis (Chlapanis et al., 2023)

Thank you! Questions?

Summary



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