

Artificial Intelligence

Chat Bot developed using Langchain

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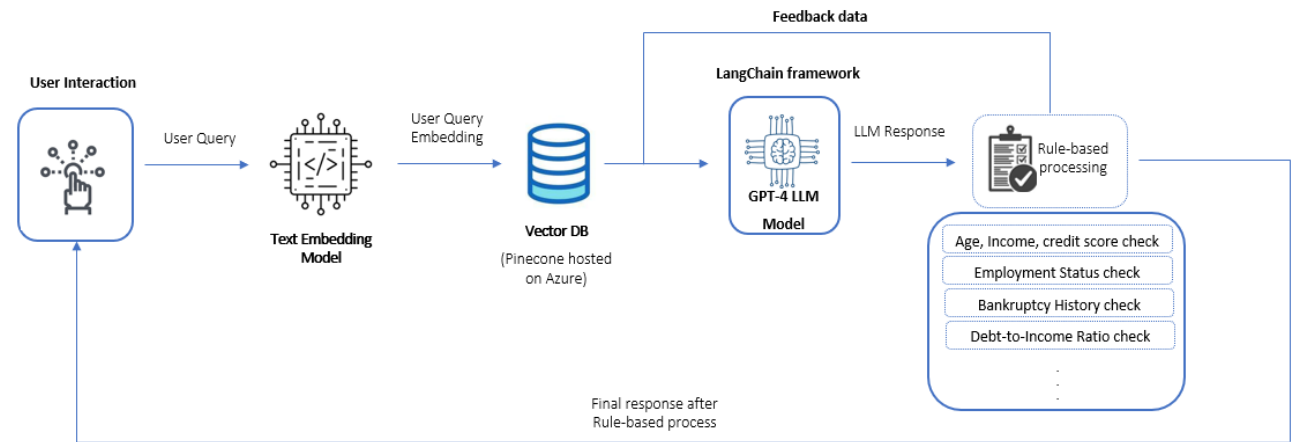
Request and Guidelines Provided

- Client: Commercial Bank
- To expedite the process of loan application eligibility check, which involves multi-stage human involvement
- A chatbot is introduced to enhance the customer experience by providing real-time status updates, loan eligibility validation, and accurate and timely responses following predefined rules and guidelines consistently

Methodology and Final Deliverable

- Chatbot UI is provided in the Web application which allows the users to submit queries with little relevant information which is used for validation
 - The user-submitted queries are embedded using the Text embedding model for retrieving the relevant response
 - The user query embeddings are then submitted to Vector Database(Pinecone) which is hosted on Azure
 - Further it is processed to GPT-4 LLM model to generate the response according to the prompts submitted
 - The output is then validated against the Rule-based check mechanism based on different companies and the result is passed to the User
 - Once the response is sent to the end-user we have the Feedback mechanism from the user which helps us to fine-tune the LLMs and result in the most accurate information

Output Snapshot



Tools/Technology used: Azure, Python, Langchain framework, LLM (GPT-4)



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