Generative AI Virtual Agent

Virtual agents powered by ChatGPT or similar Large Language Models (LLMs) are becoming increasingly popular. These Generative AI (GenAI) Virtual Agents are capable of generating long, sophisticated, and smart responses, making them an attractive option for companies and organizations. While LLMs can produce impressive-sounding answers, they often lack a deep understanding of the specific question posed. Besides, some significant challenges hinder their effectiveness in business use.

Problems of Using ChatGPT or Similar LLMs

1. LLM Hallucinations

One significant problem with LLMs is what we refer to as "hallucinations." These occur when the model generates responses that are factually incorrect, nonsensical, or disconnected from the input prompt.

2. Unreliable and Inconsistent Answers

Users may receive information that appears accurate but is, in fact, unreliable. Moreover, the same virtual agent might provide different answers to the same question on separate occasions. This inconsistency undermines the virtual agent's reliability, especially when critical decisions are at stake.

3. Non-Domain Specific Responses

LLMs are versatile, but they are not domain-specific experts. When users seek specialized knowledge or context-specific answers, these virtual agents often fall short. Their lack of depth and precision becomes evident when dealing with intricate or industry-specific inquiries.

4. Lack of Attribution and Opacity

Transparency is crucial for any AI system, including virtual agents. Many GenAI virtual agent responses lack transparency regarding their origin and decision-making process. Users interact with these virtual agents without knowing whether the information comes from a reliable source or an automated model.

5. Slow Response Time

GenAI Virtual Agent can suffer from slow response times due to the complex computations involved in generating text. This can cause delays and frustrate users who expect quick interact.

imimr GenAI Virtual Agent

We address the challenges of GenAI and provide our customers with solutions having the benefits below:

1. A GenAI Virtual Agent using dedicated self-hosted State of the Art (SOTA) LLM with domain specific fine tuning.
2. A GenAI Virtual Agent that gives accurate and consistent responses based on domain specific information.
3. LLM Hallucination issue is well addressed.
4. Attribution is clear – can identify where in the knowledgebase the chatbot get the answer from.
5. Very fast response (Just take one or two seconds).

Want to know more?