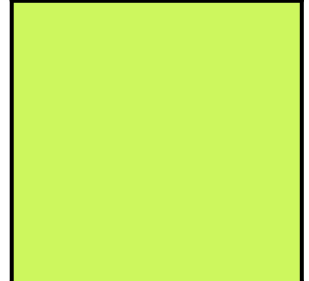
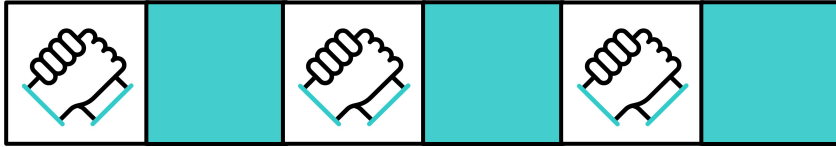


Vectara's RAG-Enhanced Customer Service Bot Platform

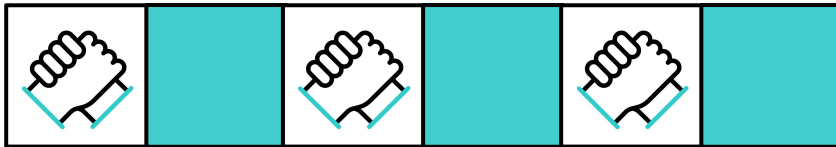


Presentation By Louis JZ





Eliminates need for constant retraining on updated QnA pairs.
Automatically refreshes its knowledge base.



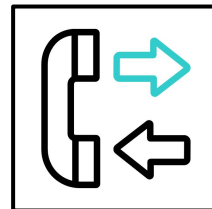
Introducing RAG to CS Bots

Ingest/Retrieve Endpoints



Update VectaraDB

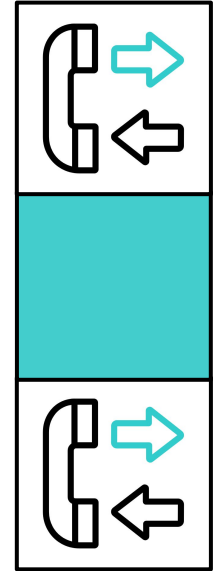
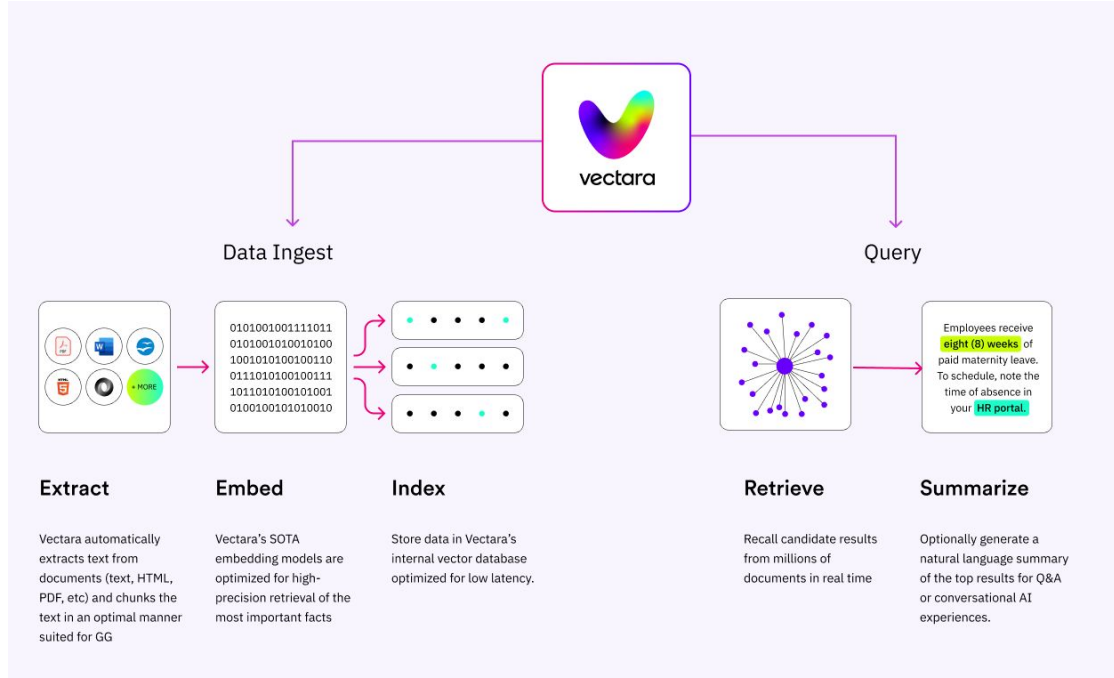
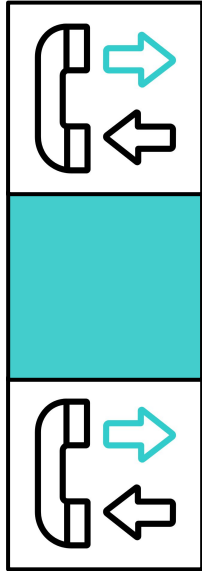
Upload diverse multimedia content:
Documents
YouTube videos
Webpages



Customer Support

Conversational Interface with memory
for friendly user interactions

Vectara's Grounded Generation



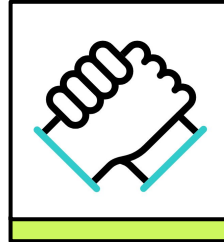
External Technologies integrated in Langchain

Web Page Loader



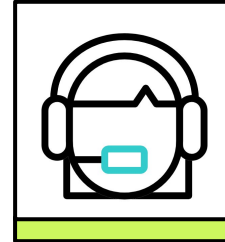
Request Webpage from URL
then parse into text

YT Video Loader



Download YT Video, Extract
Audio

OpenAI Models

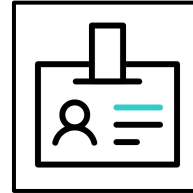


Whisper for Audio Transcription,
GPT-3.5 as LLM

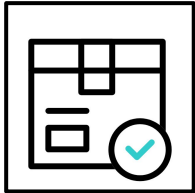
Future Prospects and Applications



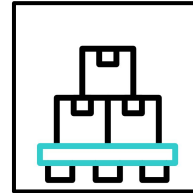
Separate Company Ingest
Endpoint and Client
Customer Support App



Integration with
Messaging Platforms:
Whatsapp, Discord, Slack



Website Crawling:
Automatically retrieves
information from multiple
pages of a website



Feedback and analytic
system with bot usage
metrics



THANKS!

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