

LLM / ChatGPT chatbots

versus

Old Chatbots

Pilots: Tet, Tele2

Principles:

1. Not rules based
2. Knowledge based using semantic search
3. Understands context
4. Gives references
5. Adapts to unpredicted situations
6. Adaptable to multi-languages

Principles:

1. Intent classifier
2. Rules based
3. Does not adapt to unpredicted situations

