## LLM / ChatGPT chatbots

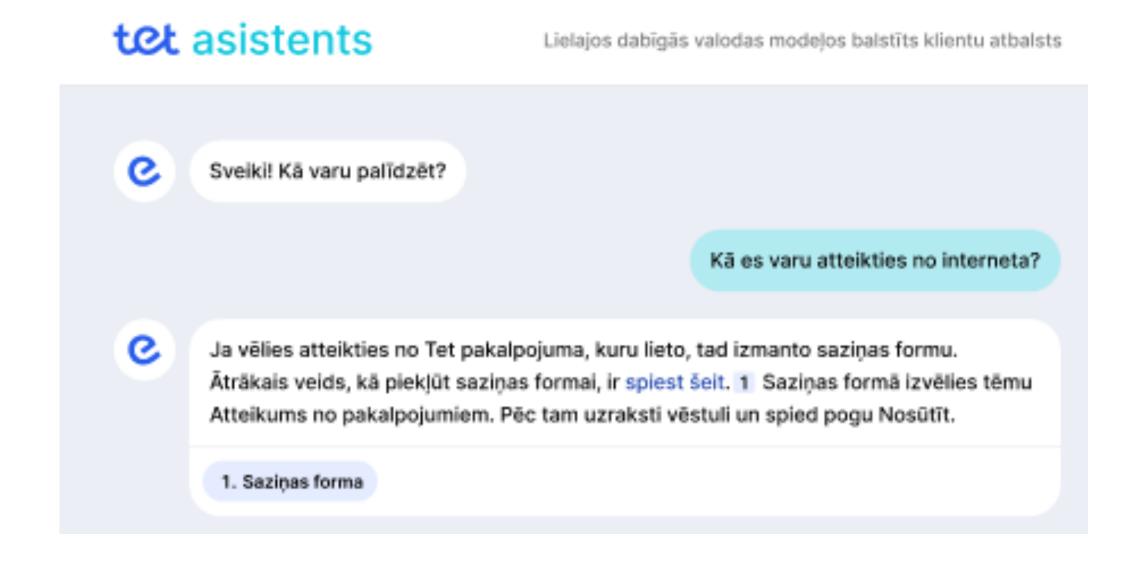


## **Old Chatbots**

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

