


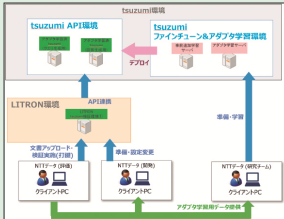
Information reference-type chat response system using tsuzumi

Implementation of a question-and-answer system referring to confidential business information in a closed environment

#Business Efficiency Improvement # Enhancement of Customer Experience Value

研究所×マーケティング部門 連携案件

Laboratory × Marketing Collaboration Project

研究内容/Contents

- 1.tsuzumiに対してRAGに特化したアダプタ学習手法を検討
回答文章の正答率が向上しました。
We investigated an adapter learning method specialized for RAG on tsuzumi, which improved the accuracy of response sentences.
- 2.会社内の機密情報などの閉域環境データに対しても、
生成AI活用することが可能となります。
It will become possible to utilize generative AI for closed-environment data, including company confidential information.
- 3.生成AI活用のユースケース拡大、顧客業務効率化、
利用者の体験価値向上が期待されます。
This will expand the use cases for generative AI and is expected to improve business efficiency for customers and enhance the user experience value.

研究所 × マーケティング
laboratory × marketing

///Technical Issue

Due to confidentiality concerns, we were unable to address use cases that required the utilization of internal information.

///Research Goal

Establishing a system that answers user questions in a chat format using highly confidential internal documents within a closed infrastructure architecture.

---Technology

Method for Improving Search Accuracy of RAG System by Adapter Tuning.

---Novelty

Improving the Answer Generation Accuracy for tsuzumi by Cleaning the Training Data and Improving the Adapter Tuning Method.

---Applicable Business

Government offices, local governments, financial sectors
Generating response sentences for customer inquiries, internal document search
Scheduled to be deployed in cooperation with LITRON Generative Assistant (after April 2025)