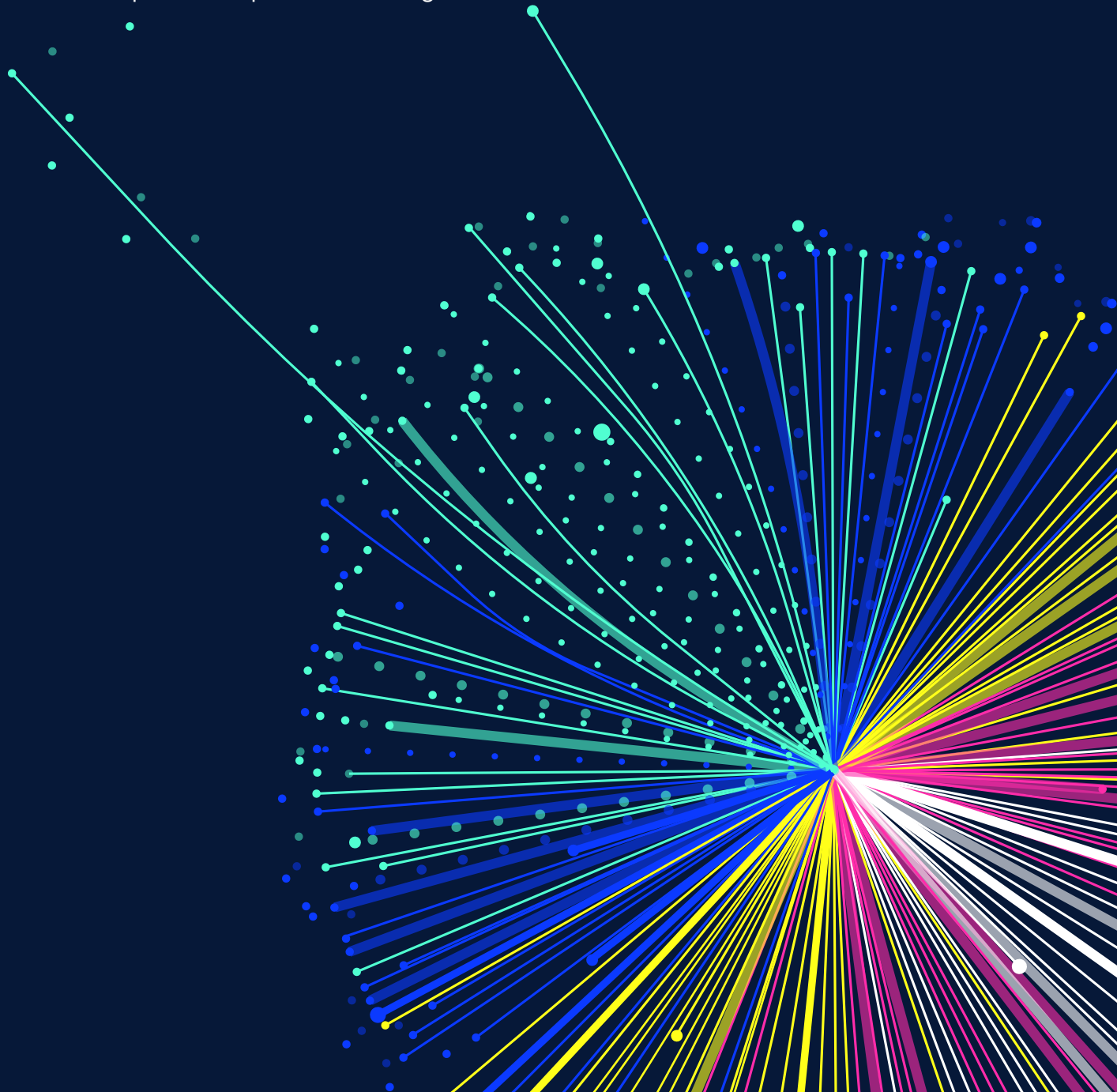


Case Study

GenAI – Data Lake Knowledge Chatbot using Amazon SageMaker Jumpstart Model

Customer has a service for which they want to develop an NLQ-based generative AI using the Amazon Bedrock algorithm. The customer wanted to have a chat interface that can understand their end-user query and provide them with the respective response consisting of the data from their database



Business Challenges

- Increase in user queries
- Manual intervention to answer user queries
- Responding with user queries in real-time
- Analytics on what customers are querying mostly for

Our Solution

- Amazon SageMaker Jumpstart foundation 'Falcon 40B' model trained on knowledge base using Athena tables
- The user will interact with the chatbot, which is developed using Amazon Bedrock and Athena
- The Bot Service will send the user queries to the Athena table, which will, in return, provide the SQL query
- The SQL Query will be executed on the Athena table, and the resulting output will be presented to the user as a response based on the SQL query

Benefits

- Improved user satisfaction leading to an increment user interaction
- Help in reducing manual intervention from support of human
- Increment in annual profit
- Lower Latency - faster response times, keeping application agile and efficient

Motherson Technology Services is a global technology company that offers a consulting-led approach with an integrated portfolio of industry leading solutions that encompass the entire enterprise value chain. Our technology-driven products and services are built on two decades of innovation, with a future focused management philosophy, a strong culture of invention and co-innovation, and a relentless focus on customer-centricity. A CMMI Level 5 company, we have delivered best-in-class services to 430+ clients in 41+ global locations across all continents. We are a business division of Motherson Group, one of the largest manufacturers of components for the automotive and transport industries worldwide with 190,000 employees across the globe.

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