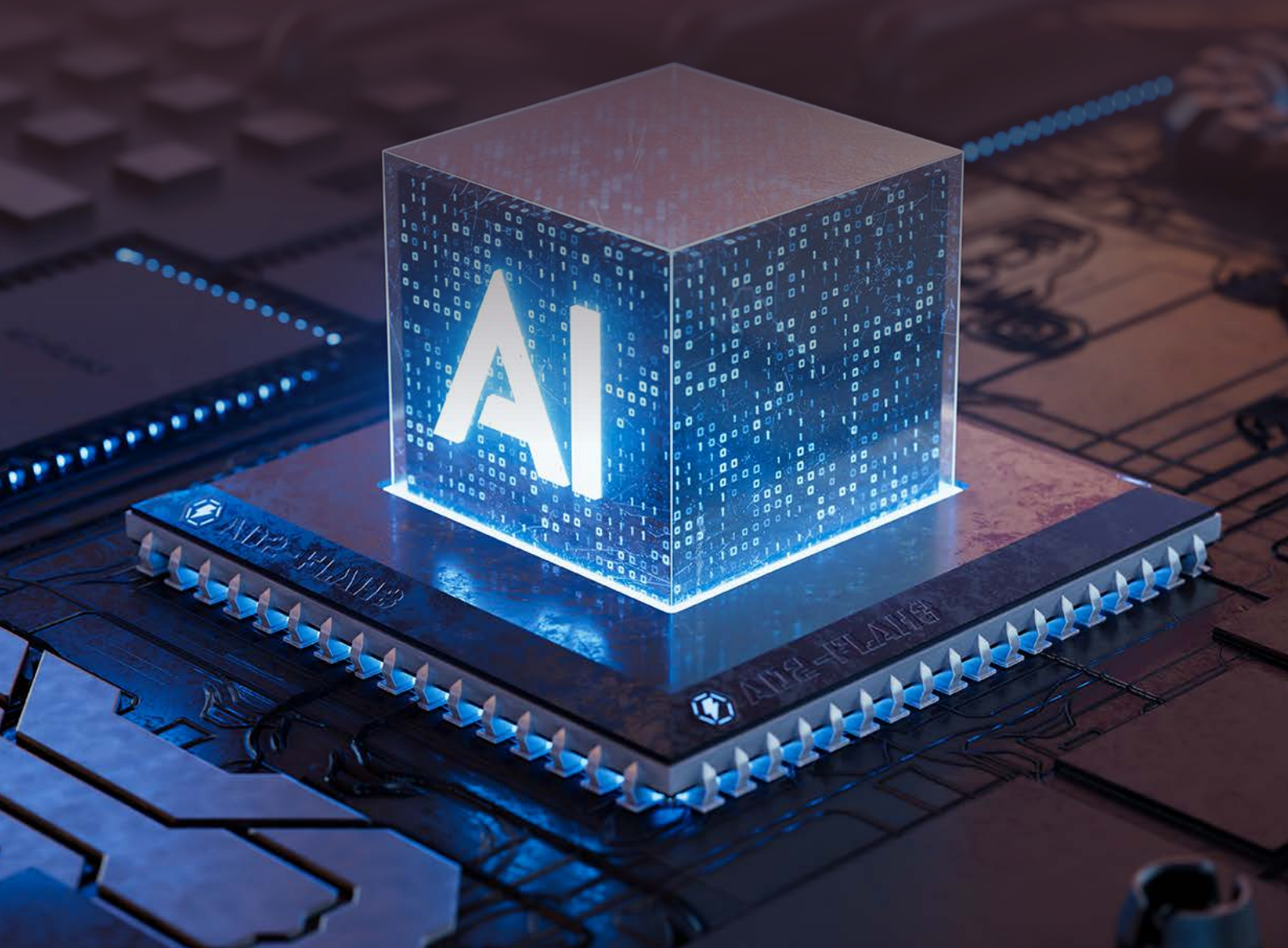![motherson](motherson logo)

Case Study

GenAI – Documents Knowledge Chatbot using Amazon Bedrock

Customer has a service for which they want to develop an NLQ-based generative AI using Amazon Bedrock and Kendra. 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
- Extract user response from multiple document
- Manual intervention to answer user queries
- Responding with user queries in real-time
- Analytics on what customers are querying mostly for

Our Solution

- Create Kendra Index for multiple documents stored in S3
- Utilise the Amazon Bedrock 'Claude 2' model to query the Amazon Kendra index based on the user's request
- The Kendra index returns search results with excerpts of the relevant document from the ingested data
- Amazon Lex sends the user request along with the data retrieved from Kendra indexes as context to the Bedrock prompts
- Bedrock provides a succinct response to the user request based on the retrieved data

Benefits

- Improved user satisfaction leading to an increment user interaction
- Overall reduction in deployment cost, resulting in annual profit
- Lower Latency - faster response times, keeping application agile and efficient
- Trustworthy answers from documents/knowledge base

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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