katie
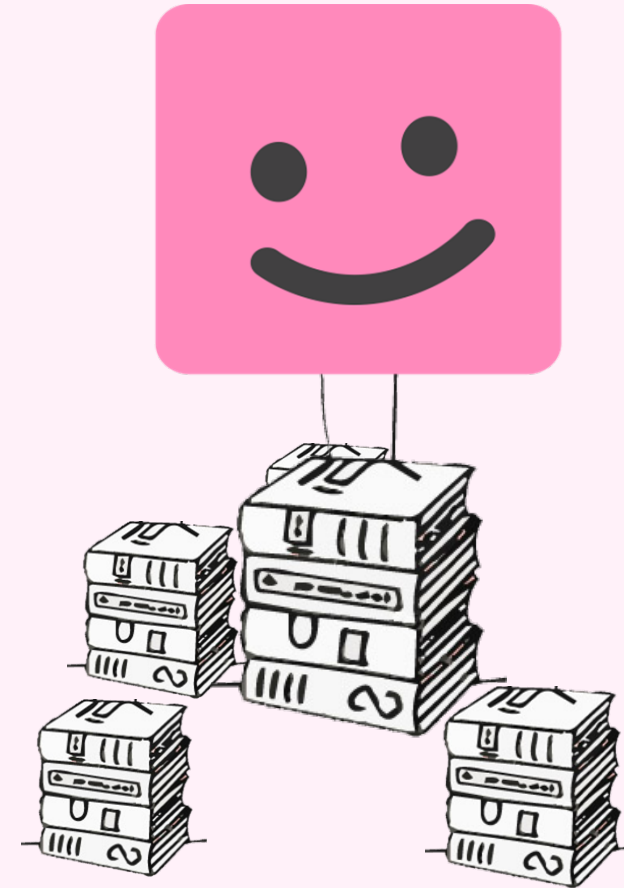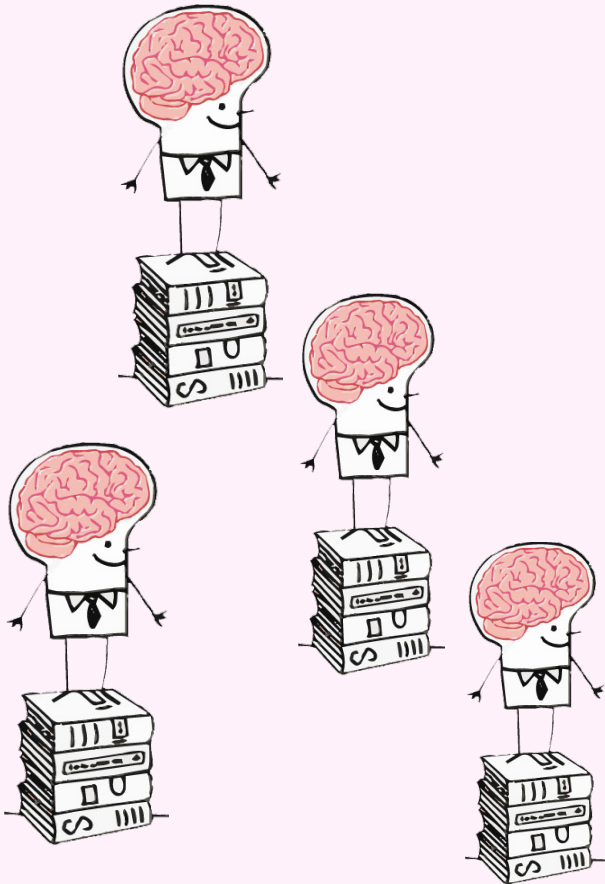
Your companion for reliable answers

Michael Wechner, Founder & CEO

November 2, 2023, Lunch@Metagon

Katie helps companies to make their private domain knowledge accessible and useful to their employees and customers

katie

Before the hype of Generative AI …
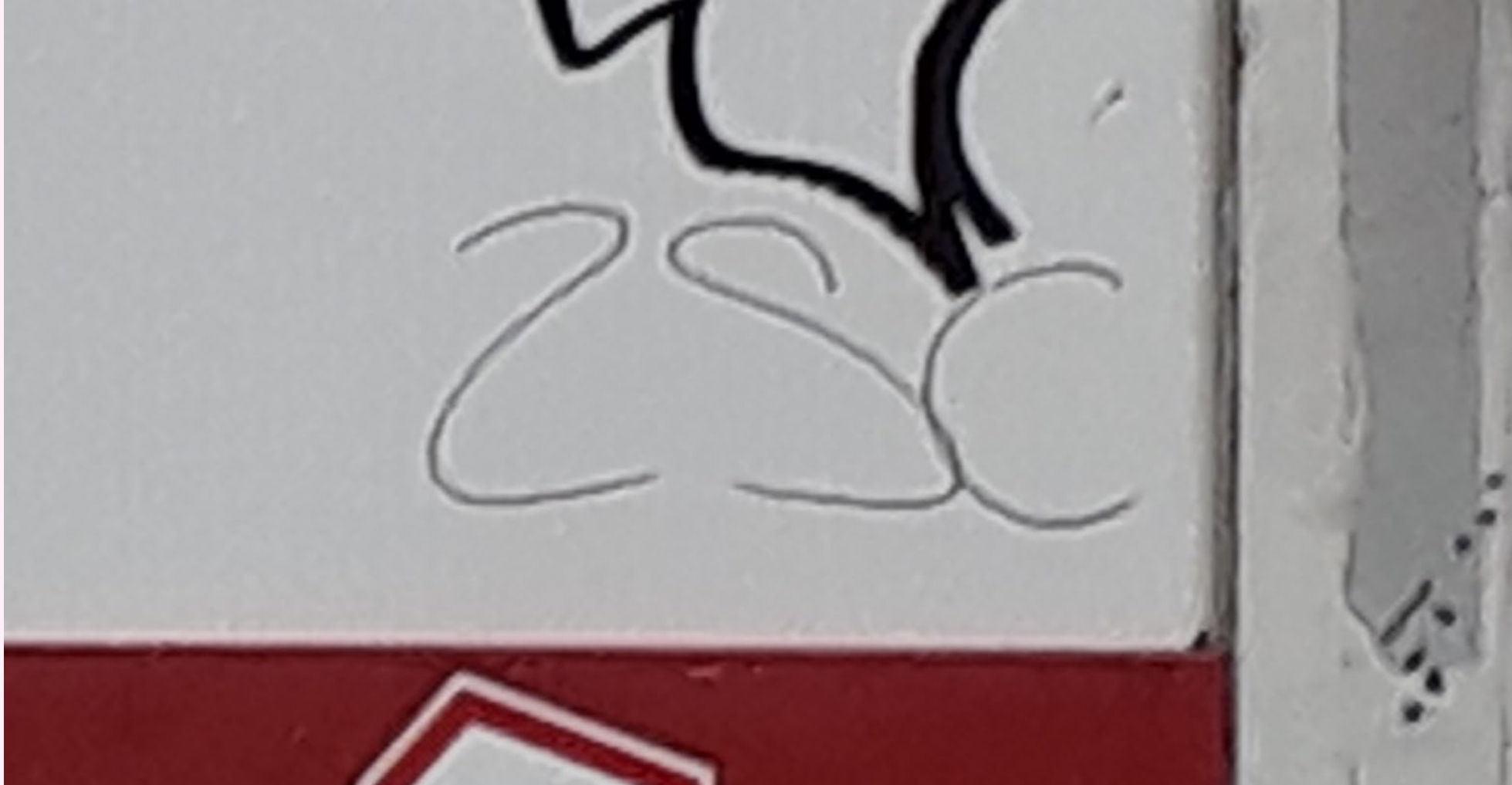
- Enterprise Search Engine

Today / 2023 …

- AI based Knowledge Assistant for Enterprises
- Copilot
- …

katie

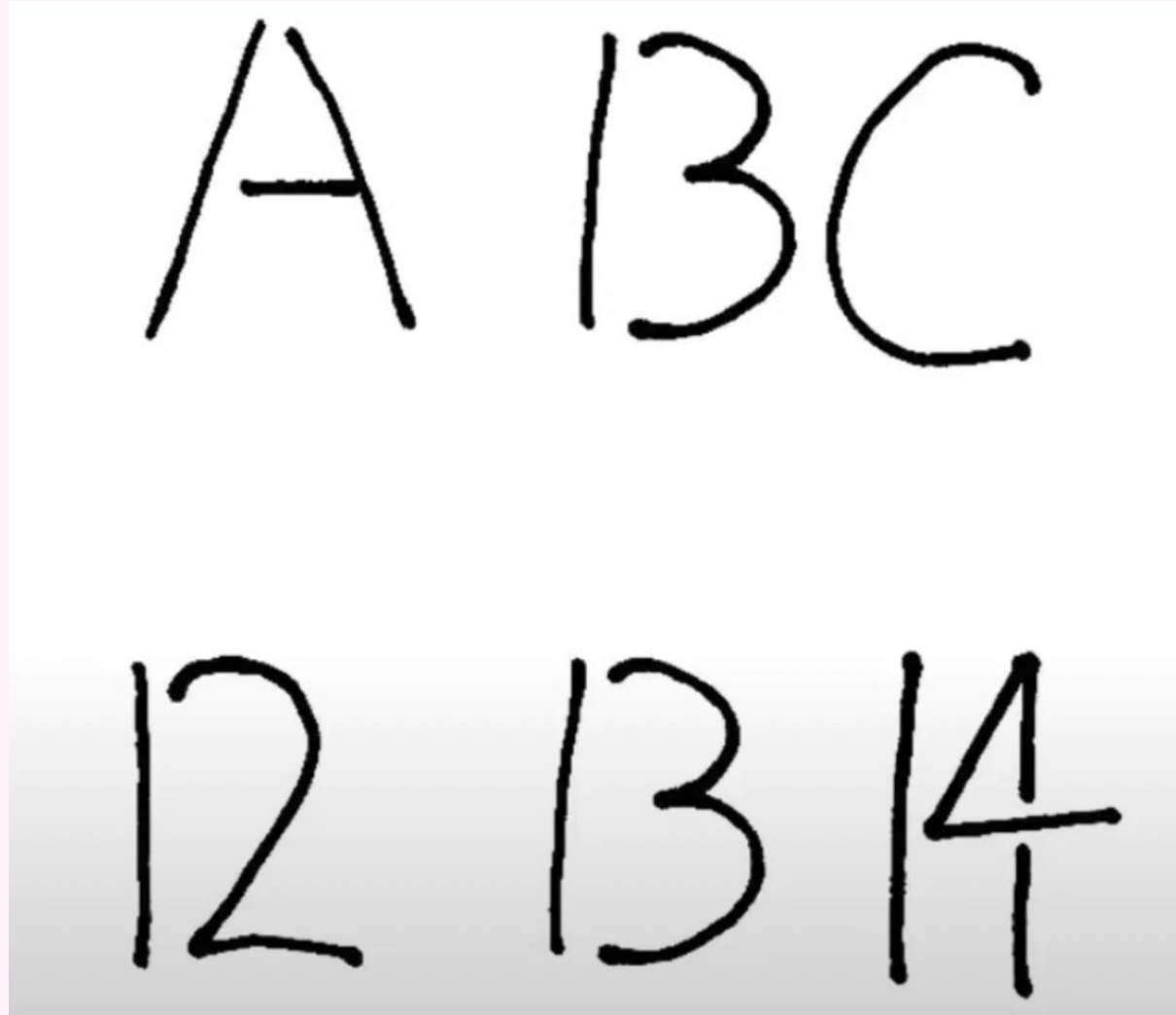# Why does the real Katie work so well?

- Provides accurate answers
- Knows, what she does not know
- Learns continuously from conversations
- Easy to communicate with
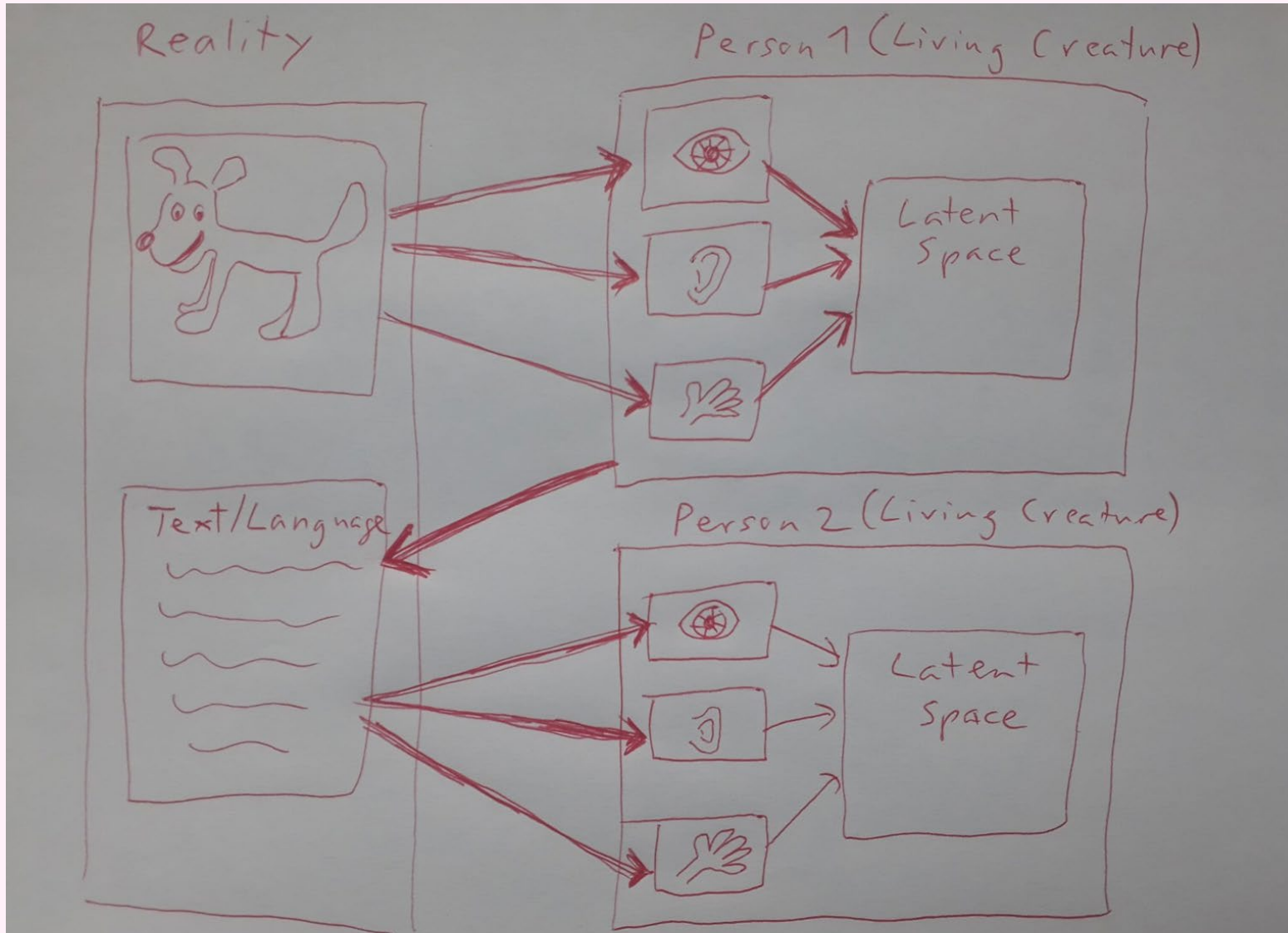
katie

Experiment: What does this mean?

Daniel Kahneman: Thinking Fast and Slow

katie

Reality   -> Senses/Encoders   -> Mind/Latent Space

Multimodality

- Map our inputs into some common language (model)
  - Technical: Encoding everything into the same latent space
- Example: When you hear a dog bark, you can imagine a picture of a dog, after all
- Prediction by Evolution
  - Example: Lift a glass of water
- Text Language is a representation of our thoughts
- https://medium.com/aleph-alpha-blog/multimodality-attention-is-all-you-need-is-all-we-needed-526c45abdf0

katie

Meme on the internet September 2003

- Aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttaer in waht oredr the ltteers in a wrod are, the olny iprmoetnt tihng is taht the frist and lsat ltteer be at the rghit pclae. The rset can be a toatl mses and you can sitll raed it wouthit porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.
- According to a researcher (sic) at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess and you can still read it without problem. This is because the human mind does not read every letter by itself but the word as a whole.
- https://www.mrc   -cbu.cam.ac.uk/people/matt   -davis/cmabridge/

Try this … (first four lines of the poem "To Autumn" by John Keats)

- Soaesn of mtiss and mloelw ftisnflurues, Csloe boosm   -
  feinrd of the mrtuniag sun; Cnponsiirg wtih him how to
  laod and besls Wtih friut the viens taht runod the tahtch   -
  eevs run
- Season of mists and mellow fruitfulness, Close bosom   -
  friend of the maturing sun; Conspiring with him how to
  load and bless With fruit the vines that round the thatch   -
  eves run
- https://www.mrc   -cbu.cam.ac.uk/people/matt   -
  davis/cmabridge/

Business Cases of NLP / ChatGPT

- NLP: Natural Language Processing
- GPT: Generative Pre -Trained Transformer
- Prompt -> Prediction

- Das leere Blatt …
- Customer Care
- RAG (Retrieval Augmented Generation)
  - Analysts Reports -> Kundenberater
- Missing Documentation (alles im Kopf, aber Konversationen)
- Knowledge Retention (wenn Mitarbeiter kündigen)
- AXA, Generali, Vontobel: Private ChatGPT Instanz bei Microsoft Schweiz

katie

Limitationen und Auswege aus den Limitationen

- Accuracy / Genauigkeit
- Halluzinationen
- Context
- Example (Stable Diffusion / DALL   -E): "Donat Grimm sitting at the table"
- Kopernikus
  - Vor: Erde im Zentrum
  - Nach: Sonne im Zentrum

katie

Ausblick / Zukunft / Nächste Schritte

- Wired Magazine, March 1997: "Smooch your cranky old browser one last time, because it's going bye   -bye."
- Gartner Hypecycle oder auch nicht
- Flugzeug / Auto / Internet / Mobile Phone
- DEFINITIV: Multimodal / Multilingual
- Menschen bleiben (vorerst) relevant, denn "Mensch und Maschine" und nicht "Mensch versus Maschine", aber Adaptionsfähigkeit ist gefordet
- Movie "Paul" (2011): Evolution, baby!

katie

Join 🙂 katie

https://katie.qa