# FME AI FOR INDUSTRY JAAREVENT



Toepassing ChatGPT en andere Large Language Models

7 december 2023



# AGENDA

- 1. Introductie & use cases Large Language Models Ralf Zoetekouw & Job Oosterkamp – Datacation
- 2. When 'the model works' is not enough Joost Vos IBM
- 3. Microsoft GenAl and Copilots Arash Nezami - Microsoft



# Outline



# DATA DEDICATED TO DATA



Job Oosterkamp Data Science Consultant



Ralf Zoetekouw Founder

# Datacation: Who are we?



### 12-12-2023

# Large Language Models: What are they?

Language Models (LMs) are AI models that use text as input and/or output:

- They have existed for decades: the spam filter was one of the first large-scale applications
- They couldn't handle more complex text very well
- Think, for example, of the old Google Translate (<2016)

# Large Language Models: What are they?

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- Think, for example, of the old Google Translate (<2016)

Nowadays (approximately since 2017), modern Large Language Models (LLMs):

- Large models: deep neural networks with tens of millions to billions of parameters
- Good at understanding the meaning of text, not just the words present.
- Trained on massive amounts of text, often without a specific task (foundation model).
- Can be fine-tuned for a specific task with relatively little data (or fine-tuning may not be necessary at all).
- (Chat)GPT is the most well-known, but there are thousands of other LLMs.

# LLMs: Where are they good at?

### **Analytical tasks:**

- Classification (categorization)
- Finding similarities (e.g., for searching)
- Searching for specific information in text

### **Combination:**

- General or specific chatbot
- Quickly getting an overview of a topic

• Generating content



### Generative tasks:

- Generating text
- Summarizing
- Rewriting
- Translating

# LLMs: Where do you get them?

### **Commercial providers:**

- Microsoft / OpenAl
- IBM
- Google
- Amazon

### Public domain (open-source):

- Models from large organizations, researchers, and hobbyists
- Often trained on specific domains







Google Cloud



## DATACATION ...

# LLMs: Where do you get them?



Fig. 1. A timeline of existing large language models (having a size larger than 10B) in recent years. We mark the open-source LLMs in yellow color.



# LLMs: Where do you get them?

### **Commercial providers**

### Advantages

- Many possibilities
- Good performance •
- Everything is taken care of for you •

### Disadvantages

- Costs
- Calls can be (relatively) slow •
- Mostly for generic purposes •

### Public domain (open-source):

### Advantages

- Many domain-specific models
- Free (also for commercial purposes)
- Can be hosted locally

### Disadvantages

- Sometimes lower performance
- More configuration required
- Not available for every specific purpose Seek advice from a

# 

professional.

# Email handling

# <u>3 different use-cases</u>

3 different solutions

# Use case 1

- The **Sales department** of a distributer of spare parts, handles many emails a day
- The AI-tool sorts all incoming emails to create focus, overview and priority
- The AI-tool reads all emails and attachments (PDF and Excel) and determines:
  - Main category: order (1), tender-offer (2-6), other (7) of replies (7R)
  - Type of customer (2 and 5)
  - The brand that is requested (A-D)

∨ Postvak IN
1. Orders
∨2. Rederijen
2A. Rederijen (Wartsila)
2B. Rederijen (MAK)
2C. Rederijen (MAN)
2D. Rederijen (Himsen)
3. Powerplants
4. Reparatie
∨ 5. Handelaren
5A. Handelaren (Wartsila)
5B. Handelaren (MAK)
5C. Handelaren (MAN)
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6. Aanvragen (Ongecategoriseerd)
7. Overig
7R. Antwoorden

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# **Solution 1**

- The emails get sorted real-time
- Created our own model, based on a traditional Language Model, hosted on client's server
- Integration with **Outlook**
- Pro:
  - When running, no costs per email
- Con:
  - Higher initial investment (development costs)

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- 6. Aanvragen (Ongecategoriseerd)
- 7. Overig
- 7R. Antwoorden

# Use case 2

- Company in the shipping industry: a middleman between Shipping companies and Cargo companies
- Cargo companies send email requests for their cargo, looking for a ship
- Many abbreviations and domain language
- Our client needs to schedule the shipping routes
- The AI-tool subtracts 5 fields required for efficient planning:
  - Product
  - Point of Loading
  - Date (Laycan)

Quantity Point of Discharge



Using NLP to create structure in unstructured documents

# DATACATION ...







### D/\T/\C/\TION...

# **Solution 2**

- Self trained Large Language Model, hosted in the Cloud (AWS)
- Integration with **Planning software**
- Pros:
  - When running, no costs per email, only hosting costs
  - Model trained specifically for these emails
- Con:
  - Higher initial investment (development costs)



Using NLP to create structure in unstructured documents

# Use case 3

- The **customer support departement** of a supplier of personalized gifts, handles many emails a day
- They want to decrease their average responding time and optimize their workflow
- Three use-cases:
  - Email classification
  - Email summary
  - **Personal follow-up** on tender offers



Classify, Summarize and respond with unique answers on standard questions

# **Solution 3**

- Using OpenAI model in Azure
  - GPT3.5
- Integration with **Outlook** and **internal software**
- Pros:
  - Low initial investment (development costs)
  - Easy to upgrade to better models (GPT4)
- Con:
  - Costs per email



Classify, Summarize and respond with unique answers on standard questions

# DATACATION...

# Standard work

# Your virtual colleague





# Use case 4

### Challenge

- Company has **standard work** instructions for various processes and clients
- Current storage in an online file system causes time and energy inefficiencies for team members
- New colleagues struggle to find the right information

### **Solution**

Large Language Models can use their excellent understanding of language to:

- 1. Quickly find the right section of the correct instruction;
- 2. Provide immediate answers to questions and engage in conversation about them;
- 3. Accelerate the standardization of standard work.

→ Your virtual colleague

# **Datacation Bot & Bananas**

Deze bot is een experimentele versie die gebruik maakt van OpenAI's GPT- modellen. De correctheid van de reactie kan niet gegarandeerd worden.

Hoi! Ik ben de chatbot van Monkeys and Bananas, wat zou je willen weten?

W > Ι

# Conclusion

- In addition to ChatGPT, LLMs offer many possibilities
- LLMs are highly versatile, but not the solution for everything
- Three similar use cases, but three different solutions
- The solution is situation-specific, so seek advice

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# DEDICATED TO DATA

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12-12-2023

# When *'the model works'* is not enough

Joost B. Vos, Ph.D., *Technical Specialist NLP & Data Science* 

watsonx.governance

# IBM and AI $\curvearrowright$



# 1997 Deep Blue Chess

# 2012 Jeopardy

# 2019 Project Debater



# Large Language Models in IBM products since 2018 $\curvearrowright$

# IBM Watson Discovery

Accelerate business decisions and processes with an AI-powered intelligent document understanding and content analysis platform

 $\rightarrow$ 

Start your free trial

Book a meeting



# watsonx Assistant

Deliver consistent and intelligent customer care with conversational AI

Try watsonx Assistant  $\rightarrow$ 

Book a live demo

 $\rightarrow$ 

# Watson Discovery

# Watsonx Assistant



# Typical Use Case →



# The **Black Box** problem →



# How to move to a trustworthy enterprise-grade solution? $\curvearrowright$

# Regulations & EU AI Act 🌔

# Governance regulations $\curvearrowright$



# How do you keep overview on your AI $\curvearrowright$



### BEREIDINGSWIJZE:

Zak goed schudden voor openen. Maak het zoals de Italianen het doen: kook de pasta en voeg toe aan je pastasaus (niet andersom) en warm nog even goed samen door.

Opgelet: de verpakking niet in de magnetron plaatsen!

### **RECEPTTIPS:**

Kook pasta. Reken 75 tot 100 g pasta per persoon.

### PASTA BOLOGNESE MET UI EN CHAMPIGNONS:

- Fruit een gesnipperde ui en voeg hier 250 g champignons (in partjes gesneden) aan toe.
  Voeg de pastasaus toe en verwarm 10 min. op laag vuur.
- Voeg de pasta aan de pan met pastasaus toe en roer goed door voor je het serveert.

### PASTA BOLOGNESE MET SPINAZIE EN Champignons:

- Fruit een gesnipperde ui, ontdooi 250 g diepvriesblad spinazie en halveer 250 g champignons.
- Fruit de gesneden ui kort in een pan en voeg de spinazie en champignons toe.
- Voeg de pastasaus toe en verwarm 10 min.
   op laag vuur.
- Voeg de pasta aan de pan met pastasaus toe en roer goed door voor je het serveert.

VOEDINGSWAARDE	per 100 g
Energie	332 kJ / 79 kcal
Vetter	3,0 g
vetten	0.9 g
waarvan verzadigde vetzuren	8.6 9
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waarvan suikers	190
Vezels	250
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How do you keep overview on your AI  $\curvearrowright$ 

### watsonx.governance

1. Automate	AI processes w/ GRC
2. Monitor	AI models $\rightarrow$ take action
3. Translate	Regulations into policies

#### 4. Visibility

For reports/dashboards

#### BEREIDINGSWIJZE:

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Vezels	350
Eiwitten	110
Zout	1,1 9



### This is how we do it $\curvearrowright$



Why? EU AI Act! Anticipate on regulations ahead →

EU has defined four categories of Risk – based on Use case

- 1. Unacceptable Risk
- 2. High Risk
- 3. Limited Risk
- 4. Minimal Risk





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Importance of Governance → Explained by way of the 1890 Heinz Glass Bottle

IBM's Recipe for Trustworthy AI





Tamper proof cap -Robustness

#### Clear Glass Bottle -Transparency

Pure Food and Drug Act

-Explainability -MRG (Regulatory Compliance)



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## watsonx.governance



### The first end-to-end enterprise governance available



### The AI Alliance ${\bf \mathbb{Q}}$

# Advance safe and responsible AI rooted in open innovation



Ana Paula De Jesus Assis • Following Chair and General Manager EMEA at IBM 16h • (\$)

We need a bold bet on open innovation, collaboration and responsible #AI adoption to safely usher in this transformational technology into business and society.

That is why today's introduction of the AI Alliance is so meaningful: IBM and Meta are co-launching this community of 50+ global leaders across academia, research, science and industry determined to deploy an AI that is safer, more inclusive, and addresses specific risks. Very proud to see so many Europe, Middle East and Africa universities, developers and AI players among its founding members.

https://thealliance.ai/

### The AI Alliance

A community of technology creators, developers and adopters collaborating to advance safe, responsible AI rooted in open innovation.



IBN



### Microsoft GenAl and Copilots

#### Presenter: Arash Nezami

Cloud Solution Architect Data & Analytics Arash.Nezami@microsoft.com



# The AI technology is here

Forbes COMPUTERV			VORLD				
What ChatGPT And Generative AI Mean For Your Business?	Microsoft's new Teams Premium tier integrates with OpenAI's GPT-3.5						
MarketWatch The Wa			shington Post				
Microsoft's Nadella: AI is taking the computer age from 'the bicycle to the steam engine'	crosoft's Nadella: Al is taking e computer age from 'the cycle to the steam engine'						
techradar pro			TechCrunch				
Microsoft Fabric looks to offer the next generation of Al analytics for your business			Microsoft's Azure Al Studio lets developers build their own Al 'copilots'				
VentureBeat							

Microsoft announces generative Al-powered Copilot 365 to 'change work as we know it'

#### **CNN** BUSINESS.

#### **1HE VERGE**

Real estate agents say they can't imagine working without ChatGPT now Microsoft's AI-powered Copilot is getting plug-ins

# Every Al workload benefits from silicon optimization





#### M365 Copilots



### Microsoft copilot/Bing chat:

#### describe this image, what is hapening there?



- The type of objects involved are a **train** and a **police car**. The train is blue and white and appears to be a passenger train. The police car is white and blue with a checkered pattern on the side.
- The type of incident is a **collision** between the train and the police car. It is not clear what caused the collision, but it seems like a serious accident.
- The level of damage is **high** for the police car and **low** for the train. The police car appears to have been pushed off the tracks and is damaged. There is a piece of the car's bumper lying on the ground in the foreground. The train does not seem to have any visible damage, but it may have some internal damage.
- The time of the day is **daytime**. The image is bright and clear, and there are no shadows or lights indicating a different time of the day.
- Any additional descriptions are that there are several **police officers** standing around the car. They
  are wearing uniforms and hats, and some of them are holding radios or clipboards. The background
  consists of **power lines** and a **fence**. The power lines are running parallel to the train tracks, and the
  fence is separating the tracks from a grassy area.

п

I can generate a JSON document based on the image description. Here is the JSON document:

#### JSON

Al-generated code. Review and use carefully. More info on FAQ.

"type\_of\_objects\_involved": ["train", "police car"],
"type\_of\_incident": "collision",
"level\_of\_damage": {
 "train": "low",
 "police car": "high"
},
"time\_of\_day": "daytime",
"additional\_descriptions": {
 "police officers": "several",

### Anatomy of a Copilot



# Microsoft



Developers



### GitHub Copilot

Generally available Copilot Chat

New Pull requests New

Copilot in GitHub Mobile New

Copilot Enterprise

### Copilot as a assistant to generate code and explain existing code

#f simple hybrid search(querytext, filter expression=""): search client = SearchClient(acs service endpoint, acs index name, AzureKeyCredent vector query = RawVectorQuery(vector=generate embeddings(querytext), k=3, fields=' return search client.search( search text=querytext, vector queries=[vector query], filter=filter expression, include tota Go to Definition F12 query type=Q Go to Declaration semantic con query langua Go to Type Definition query spelle Go to References Shift+F12 query captio query captio > Peek search mode= Find All Deference shift+Alt+F12 Show Call Hierarchy Shift+Alt+H def simple vector se search client = Copilot Start Inline Chat Ctil+ vector query = R **Explain This** Rename Symbol F2 return search cl Change All Occurrences Ctrl+F2 Fix This search text= vector gueri Refactor... Ctrl+Shift+R Generate Docs filter=filte Source Action... Generate Tests include tota query type=Q Notebook Cell > query langua search mode= Decompile into Bicep Decompile into Bicepparams

- search\_client = SearchClient(acs\_service\_endpoint, acs\_index\_name, AzureKeyCredential(acs\_query\_key)): This line creates an instance of SearchClient using the Azure Cognitive Search service endpoint, index name, and query key. This client will be used to perform the search.
- vector\_query = RawVectorQuery(vector=generate\_embeddings(querytext), k=3, fields="texts\_vectorized"): This line creates a RawVectorQuery object. The generate\_embeddings function is called with the query text to generate a vector representation of the query. The k parameter is set to 3, which means the search will return the top 3 results. The fields parameter is set to "texts\_vectorized", which means the search will be performed on the "texts\_vectorized" field in the index.
- The search client.search() method is then called with several parameters to perform the hybrid search. The search text parameter is the query text for the full-text search. The vector queries parameter is a list of vector gueries, which in this case contains the vector\_guery we created earlier. The filter parameter is a filter expression to apply to the search query. The include total count parameter is set to True, which means the total count of results will be included in the response. The guery\_type parameter is set to QueryType.SEMANTIC, which means the search will use semantic ranking. The semantic\_configuration\_name parameter is set to "semantic\_config", which is the name of the semantic configuration to use for the search. The guery language parameter is set to QueryLanguage .EN\_US , which means the query language is English (United States). The guery\_speller parameter is set to "lexicon", which means a lexicon-based speller will be used to correct individual search query terms. The guery\_caption\_highlight parameter is set to "true", which means highlighting will be enabled for the captions extracted from key passages in the highest ranked documents. The guery\_caption parameter is set to "extractive", which means the captions will be extracted from key passages in the highest ranked documents. The search mode parameter is set to "all", which means all search terms must be matched in order to count the document as a match

# Microsoft



OpenAl

aka.ms/OpenAl



### ChatGPT

Runs on Azure Cosmos DB & Al Search Runs on Azure Kubernetes Service Developed using GitHub

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Fastest

growing consumer product in history



#### "ChatGPT" (GPT-3.5 / GPT-4)

#### Text to Text

#### Prompt:

Write a tagline for an ice cream shop.

Response:

We serve up smiles with every scoop!

DALL·E 2 / 3

Text to Image

Prompt: A white Siamese cat

#### Response:



#### GPT-3.5V / GPT-4V

#### Multimodal

#### Prompt: Explain this meme

Sometimes I just look at pictures of the earth from space and I marvel at how beautiful it all is.



Response: This meme is a joke that combines two unrelated things: pictures of the earth from space shown as chicken nuggets



# Latest Azure OpenAl models

Preview GPT-4 Turbo Preview DALL·E-3 Preview GPT-4 Turbo with Vision

aka.ms/AzureOpenAlService

### Azure OpenAl Service GPT-4 Turbo with Vision

Enable multimodal GenAl with video, image and text Unlock new scenarios with integrated Azure Al Vision support Augment RAG pattern with images and Azure AI Search

aka.ms/AzureOpenAlService



# Fine-tune your Azure OpenAl models

Fine-tuning for GPT-3.5 Turbo

Fine-tuning for GPT-4



# Vector Search in Azure Al Search

Revolutionary information retrieval for GenAI applications

### Retrieval Augmented Generation (RAG) Anatomy of the workflow



# Microsoft



# Open source



### **Azure Al Studio**

Unified platform

Hybrid and semantic search

Full development lifecycle

PromptFlow

Safe and responsible AI

Al.Azure.com



# Model catalog

Stable Diffusion

Code Llama

Mistral 7B

NVIDIA Nemotron-3 8B

aka.ms/OpenModels



### Model as a Service with Azure Al

Meta's Llama 2 Mistral's premium models

G42's Jais

Cohere's Command

Ready to use APIs

Hosted finetuning

Integrated with leading LLM tools

aka.ms/ModelsAsAService



### **Copilot in Microsoft Fabric** The unified data platform for the era of AI



### Copilot in Microsoft Fabric at Ignite 2023 The unified data platform for the era of AI

# Copilot in Microsoft FabricImage: Power BlImage: Data ScienceImage: Data Science

Quickly create report pages, natural language summaries, and generate synonyms. Quickly generate code in Notebooks to help work with Lakehouse data and get insights.

Quickly clean and move data using Dataflows and Data Pipelines.



### Demo

Get started creating report pages with Copilot for Power Bl

- 1. Understand your dataset quickly
- 2. Get suggested topics for report pages
- 3. Create pages for highlevel topics
- 4. Use our editing tools to customize your report

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### Resources

Azure OpenAI - aka.ms/AzureOpenAlService

Microsoft Copilots - Copilot for Development (GitHub Copilot) - aka.ms/GitHubCopilot,

Power Platform Copilot aka.ms/PowerPlatformCopilot

Microsoft Fabric Copilot aka.ms/FabricCopilot

Azure Al Studio - Al.Azure.com





### Thank you.
#### CHATGPT EN ANDERE LLMS

### **BEDANKT VOOR JE AANDACHT!**

Volg van het FME Platform AI for Industry ook een AI Deep Dive sessie over de toepassing van ChatGPT en andere Large Language Models

#### **Meer informatie:**

- Datacation Ralf Zoetekouw <u>r.zoetekouw@datacation.nl</u> & Job Oosterkamp <u>j.oosterkamp@datacation.nl</u>
- IBM Joost Vos <u>Joost.Vos@ibm.com</u>
- Microsoft Arash Nezami <u>Arash.Nezami@microsoft.com</u>



## FME AI FOR INDUSTRY JAAREVENT



# Bedankt voor je aandacht!

