

Research and development of a chatbot to support consultation and ticket booking for Vu Han bus company based on large language model (LLM) and function calling

Hoang Anh Tu

Abstract: Topic Background: The rapid development of information technology has opened up many opportunities in optimizing transportation services. The objective of this study is to design and develop a chatbot based on a large language model (LLM) to provide consultation and ticket booking support for Vu Han bus company, meeting the diverse information needs of customers. The applied methodology includes a combination of theoretical research on NLP with experimental implementation of the chatbot application. The expected result is an efficient system that can enhance the service experience for customers and improve the operational management of the bus company.

Keywords: chatbot, large language model (LLM), support consultation, ticket booking, house X Wuhan