

Developing an AI Chatbot system to support Hidemium customers using RAG architecture and AI Agent.

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Abstract: In the context of customer service increasingly demanding efficiency and accuracy, this topic focuses on developing an AI Chatbot system to support customers of Hidemium company. The project aims to build a system capable of handling diverse information requests from customers through the combination of Retrieval-Augmented Generation (RAG) architecture and Agent-based Intelligent System. Through theoretical research combined with experimentation, this project seeks to create an effective solution for meeting the need for fast and accurate service support. The system is expected to make a significant contribution to improving the quality of customer service at Hidemium.

Keywords: AI Chatbot, Retrieval-Augmented Generation (RAG), Agent-based Intelligent System