

Research on Large Language Models and building a Q&A; application for the Viettel cultural handbook

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Abstract: This study investigates the application of Large Language Models (LLMs) to develop a specialized question-answering (QA) system for the Viettel Cultural Handbook. Leveraging the advanced natural language understanding and generation capabilities of LLMs, we address the challenge of efficiently retrieving and synthesizing complex, context-specific cultural knowledge. The research methodology involves fine-tuning a pre-trained LLM on a curated dataset derived from the official handbook, incorporating retrieval-augmented generation (RAG) to ensure factual accuracy and domain relevance. We evaluate the system's performance using metrics such as answer relevance, faithfulness, and fluency, comparing it against baseline retrieval models. The results demonstrate that the proposed LLM-based application significantly outperforms traditional keyword-based search, providing coherent, context-aware, and precise responses to user queries regarding Viettel's corporate culture, values, and behavioral guidelines. This work contributes a practical framework for deploying LLMs in enterprise knowledge management, offering a scalable solution for preserving and disseminating institutional culture. The findings underscore the potential of generative AI in enhancing internal communication and onboarding processes within large organizations.

Keywords: Large Language Models, Viettel culture handbook, Q&A; application, Vietnamese NLP