



smart people
smart solutions

GenAI BOT Management Framework

Complete risk management, administration, consistency and efficiency for your GenAI BOT across all digital channels

Gen AI BOT Framework

Gen AI BOT deployments require far more than simply standing up a LLM based BOT to represent your company on digital channels. You need the ability to personalise, rapidly update, adjust style, test and deploy in order for your BOT to correctly and consistently act as your digital channel agent.

DVT provides you with the Gen AI BOT Framework. A licensable SAAS solution that provides everything you need to rapidly deploy, safely enable and manage AI conversational functionality across multiple digital channels.

Built to speed up deployment, provide content ingestion, RAG (retrieval augmented generation), CAG (cache augmented generation), policy enforcement, content administration, automated testing, monitoring and response style, the BOT framework saves you time and cost while also ensuring protection of your brand and reputation online.

Optimize your BOT management life-cycle today and ensure that your Gen AI BOT is robust, easily maintained, risk managed and secure.

What's Included

The Gen AI BOT Management Framework:

- Is a secure Microsoft Azure deployed and hosted application
- Includes up to 10m input tokens and 5m output tokens per month on the connected LLM model (OpenAI as the standard)
- Up to 1Gb of content storage
- A full day of customised onboarding support to get you up and running in a day
- Ongoing monthly user and technical support
- Access to all functional updates and versions released
- Access to all training material + a 4 hour workshop to ensure your users are ready to get the most out of the framework functionality

Everything you need to get your GenAI presence up and running fast and risk mitigated, connected and consistent across all your key digital channels.



■ Features and Benefits



The GenAI BOT Framework gives you:

1. Content ingestion, automated vectorisation and classification:

Ingest your web and static document content simply by providing the URL or drag and drop documents for inclusion in your vector content.

2. UI administration of BOT responses, cached responses and BOT temperature:

Enable your business users to manage BOT conversation content easily through an intuitive UI. Save your technical teams time from simple administration tasks that the business user team can own.

3. Automated Testing:

Built in automated testing enables you to rapidly and comprehensively review the results of any changes you make to the BOT's configuration, context settings and content. Save time while ensuring quality and control.

4. Optimised Performance and User Experience enhancement:

With refinement in the use of CAG and policy checking, optimise response times to give users the most relevant responses in the shortest possible time.

5. Observability:

With every dialog available through audit trails, your users can monitor how and why your BOT responds to requests and feedback this insight into the BOTs training. The more engagement and feedback that takes place the better your BOT gets.

6. Multi-channel consistency:

Your bot is able to be connected across multiple digital channels (e.g. Web, WhatsApp) and since it is managed from a single place, responses are consistent across all channels.

7. Personalise to your company's style:

Your bot is contextualised to the communication style and voice of your company based on your web site content style. This ensures your BOT's persona and communication are in line with your corporate identity and protects your brand.



Contact Us Today

Using the DVT GenAI BOT Administration Framework takes you beyond simply having a GenAI BOT. You get access to the complete set of functionality you need to successfully manage your GenAI across all digital channels. A single interface that governs your BOT and all interactions. With all the necessary tools to ingest your content, fine-tune, test and monitor your BOT. You will see immediate value and have the assurance that all needed controls are in place and that your business users can be engaged in managing the BOT's content and interactions.

Fast track your way to a managed GenAI BOT that represents your company the way you expect: like YOU would.



Thank you.

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