Tongyi Xiaomi-Chatbot

Use Case

▶ Application Areas

Internet, Gaming, Travel, Finance, Education, and Government Services

On Prems

▶ Technologies Used: AI

Solution Description

The intelligent chatbot is designed for human-computer Q&A interaction scenarios, leveraging large-model document Q&A and process Agent capabilities. It reduces the previously complicated costs of knowledge maintenance and uses large models to better understand customer intent, generating easily comprehensible solutions to enhance service experiences.

Background:
As a leading bank in Hong Kong's competitive financial hub, the institution faced mounting pressure to enhance operational efficiency and data-driven decision-making amid rapidly growing regulatory filings and client demands. Traditional manual analysis of annual reports and announcements by relationship managers proved unsustainable, with complex financial tables and industry-specific terminology further complicating information extraction.

Pain Points
- Manual processing of massive annual reports/announcements causing inefficiency
- Complex financial tables and jargon hindering accurate data extraction
- Fragmented data obstructing holistic industry insights

Solutions
1. **AI-Powered Document Intelligence**
Deployed Alibaba Cloud's Tongyi Xiaomi to optimize NLP prompts and table parsing algorithms Enhanced recognition of 200+ financial terms and multi-layer table structures
2. **Centralized Knowledge Engine**
Built a unified repository integrating 7,000+ annual reports and 1,000+ regulatory announcements
3. **Precision Automation**
Achieved 100% accuracy on 20 core question types (e.g., risk exposure analysis, compliance checks)

Outcomes
- 70% reduction in document processing time
- Enabled real-time extraction of 50+ key financial indicators per report
- Established compliant AI analysis framework for financial regulatory filings