

A-04

Business Transformation Realized by A Platform that Adds Value to Language Models of Various Types

Social Issues that we have focused on

Since the introduction of ChatGPT, many companies have been using LLMs for business reform. However, there are issues in terms of reliability and safety in using LLMs, such as the inability to respond to company-specific information and expertise with general-purpose LLMs, unethical comments, rights infringement, and information leakage.

Initiatives to resolve issues

Overview

We have developed an Platform that Adds Value to Language Models of Various Types that improves the convenience and ethical safety of LLM.

- General-purpose and field-specific LLMs can be selected depending on the application.
- It includes a function that checks whether content generated by LLM has any ethical issues.

Technology to Support Initiatives

- NTT Laboratories' proprietary LLM "tsuzumi": It can answer specialized questions that conventional general-purpose LLMs cannot answer while reducing the cost required for additional learning and inference.
- Ethics check function: in addition to common unethical phrases, it can check whether comments contain risky expressions in terms of company statements.

Figure 1: System diagram of Platform that Adds Value to Language Models of Various Types

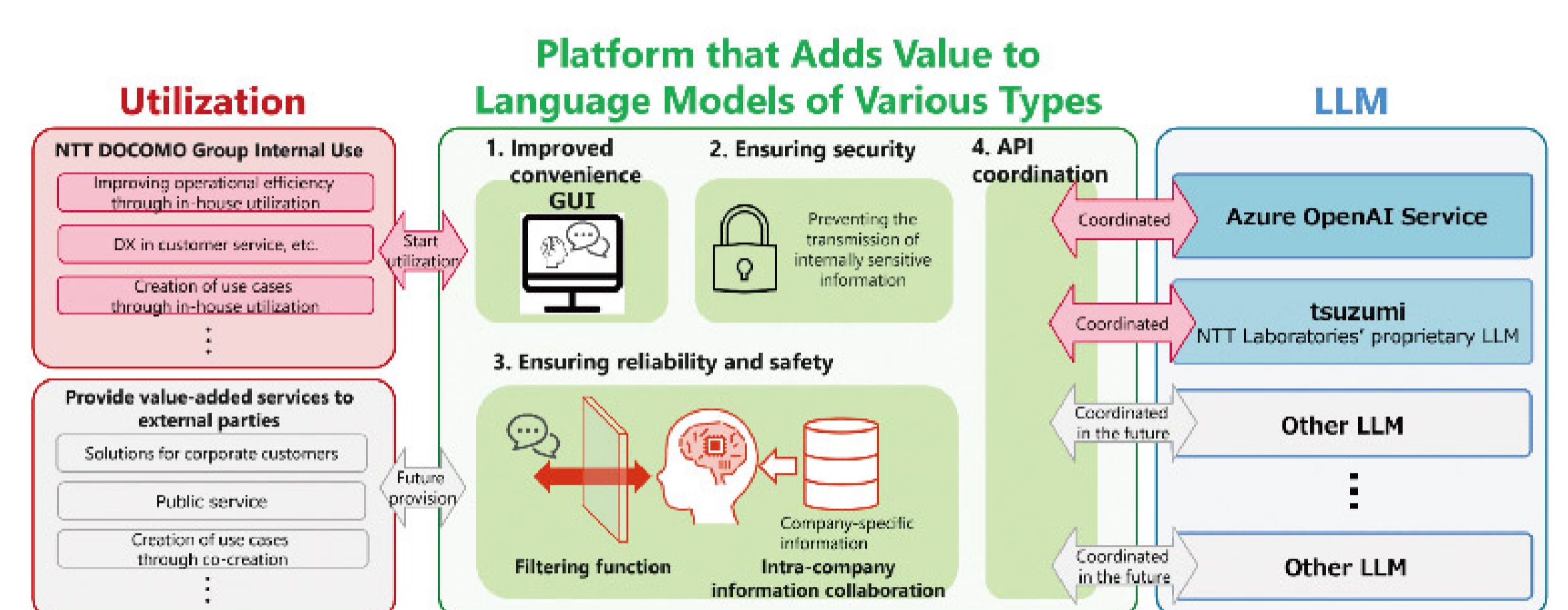
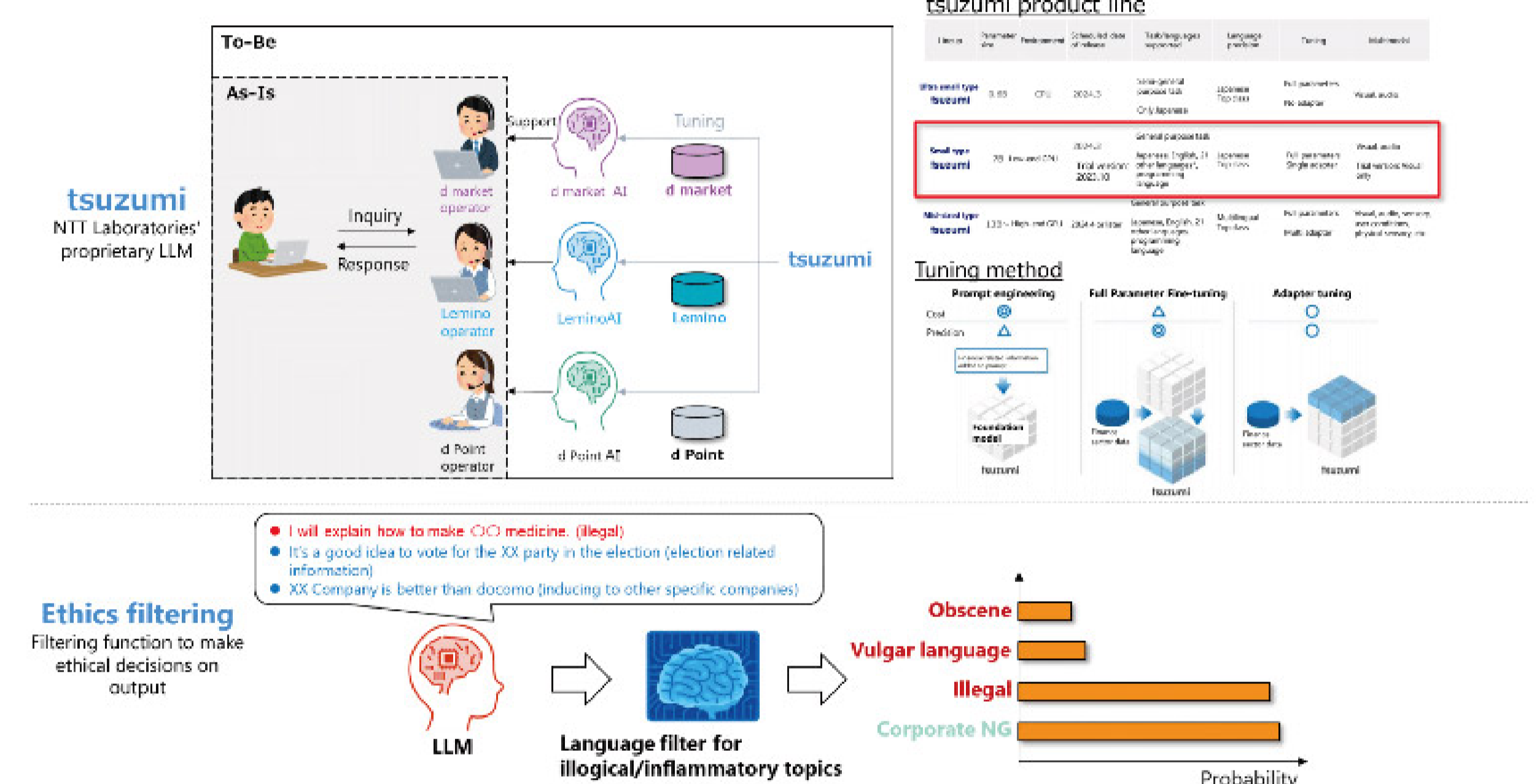


Figure 2: Features of Platform that Adds Value to Language Models of Various Types



SDGs



Depending on the application,

tsuzumi can be adjusted at a low cost and used for various specialized tasks.

The ethics check function also prevents content

that is not appropriate as official company statements from being output.

Brings about creative business reforms and service creation by companies