



CPN Junior GenAI Knowledge Sharing



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AWS GenAI public event in Oslo, Nov 2023





# Agenda

- Motivation ←
- Basic concepts
- Use case and patterns
- Tools and resources





Innovation can  
**transform industries**



GENERATIVE AI





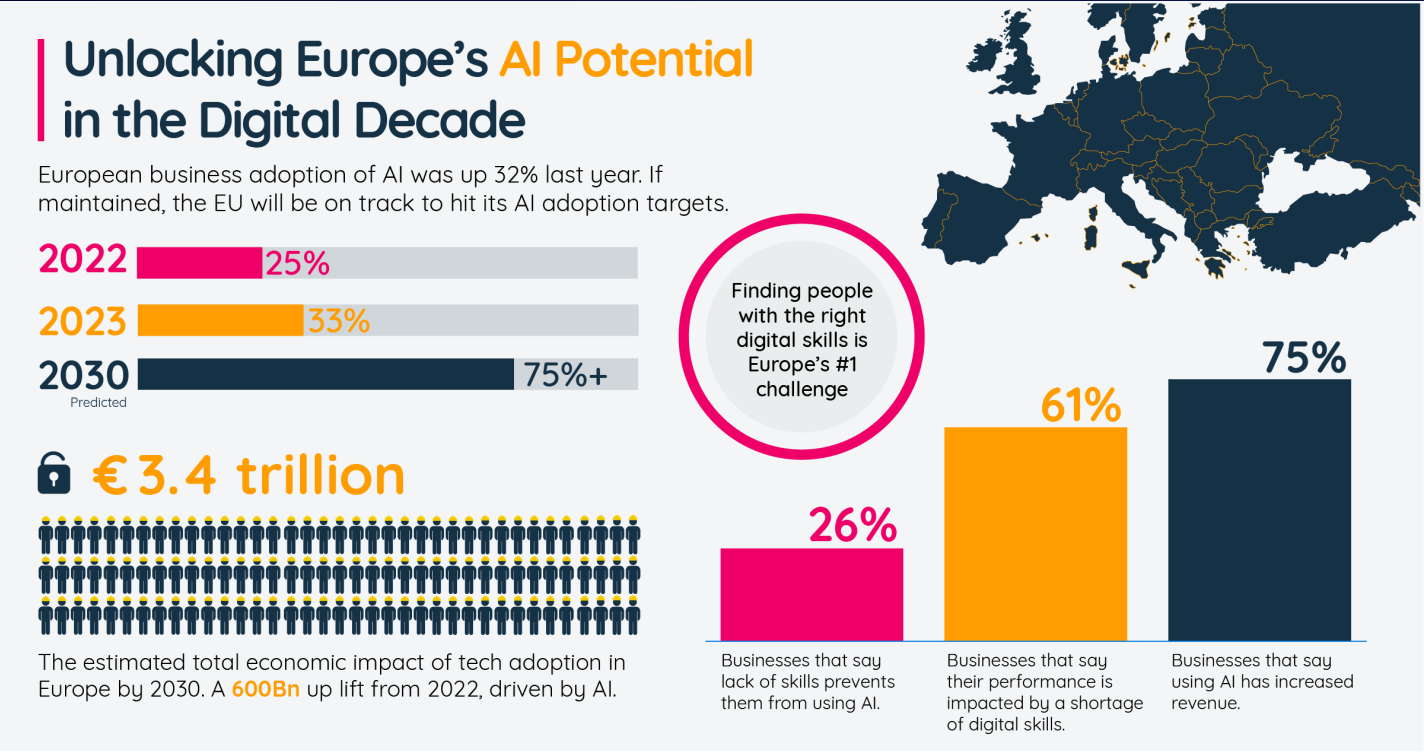
**Enhance Customer  
Experiences**

**Boost employee  
productivity & creativity**

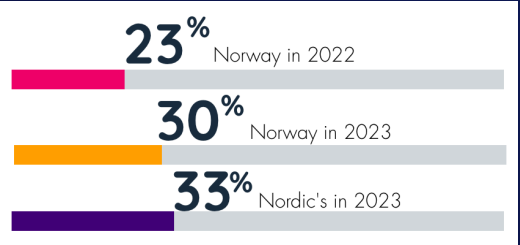
**Optimize business  
processes**

**\$7T Opportunity**

# Motivation: Unlocking Europe's AI Potential in the Digital Decade - report



Unlock 748 billion NOK for the Norwegian economy by 2030.

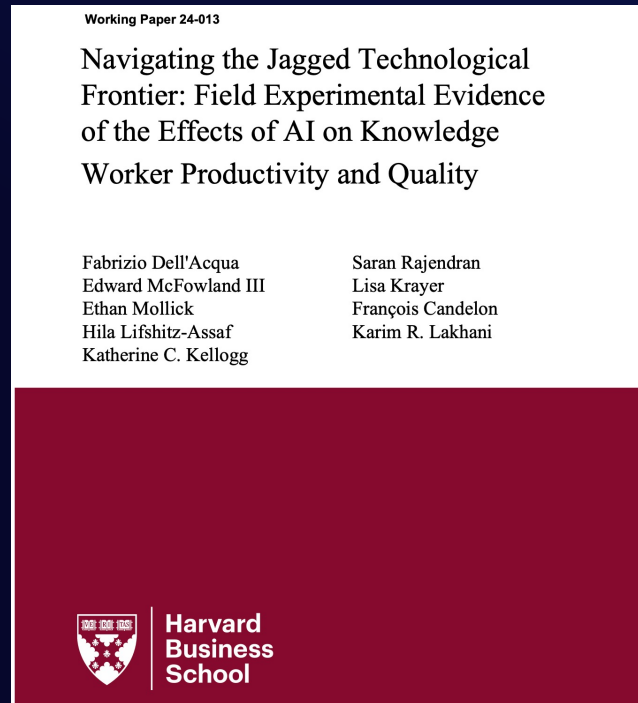


30% of Norwegian businesses were using at least one AI in 2023

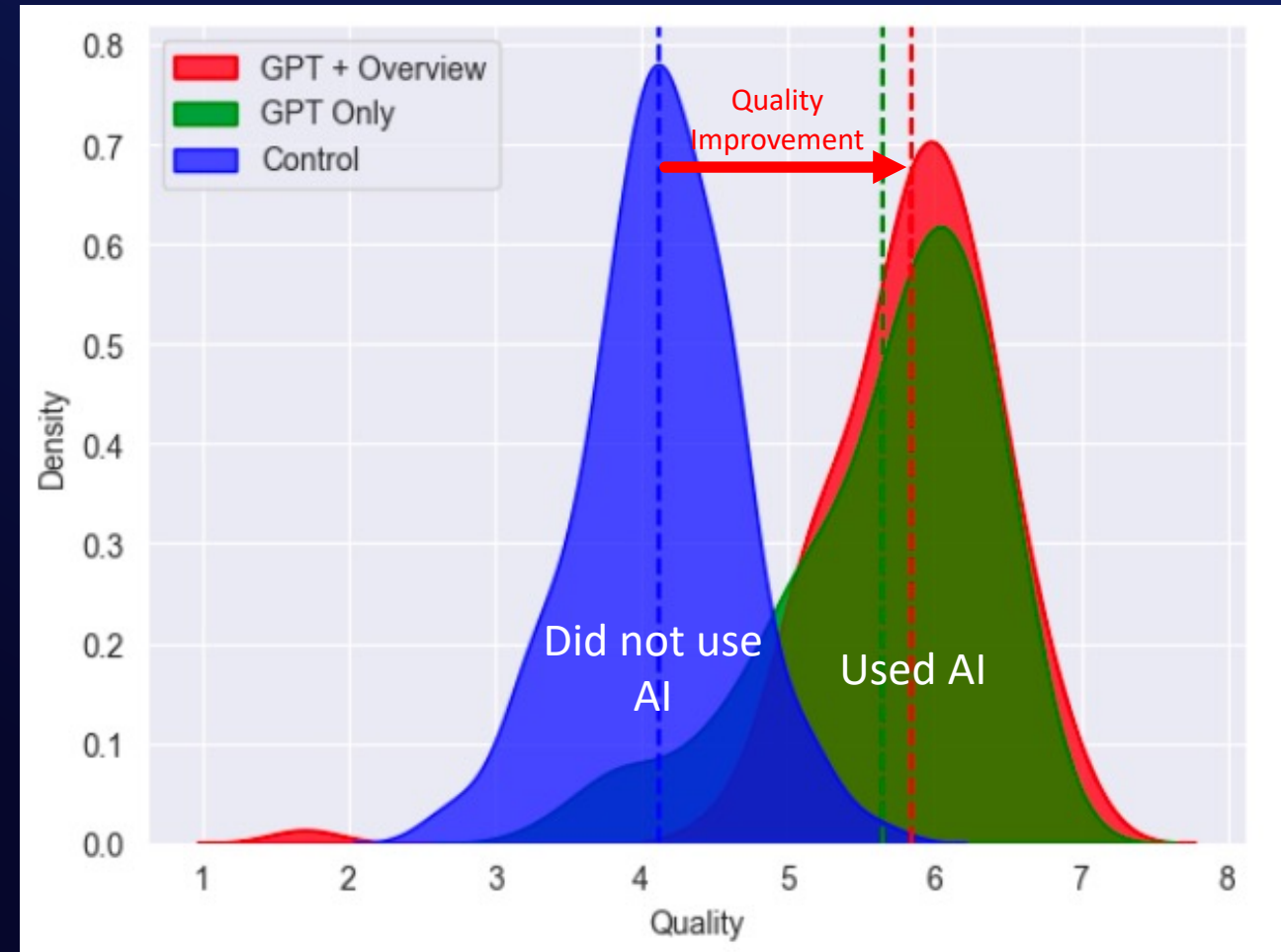




# Opportunity: Effects of AI on Knowledge Worker Productivity and Quality



Quality improvement from using AI across 18 tasks:  
12,5% more work, 26% faster, 40% higher quality



Source: Dell'Acqua - [Navigating the Jagged Technological Frontier](#)

## Enhance Customer Experiences

CHATBOTS

VIRTUAL ASSISTANTS

CONVERSATION ANALYTICS

PERSONALIZATION

## Boost employee productivity & creativity

CONVERSATIONAL SEARCH

SUMMARIZATION

CONTENT CREATION

CODE GENERATION

DATA TO INSIGHTS

## Optimize business processes

DOCUMENT PROCESSING

DATA AUGMENTATION

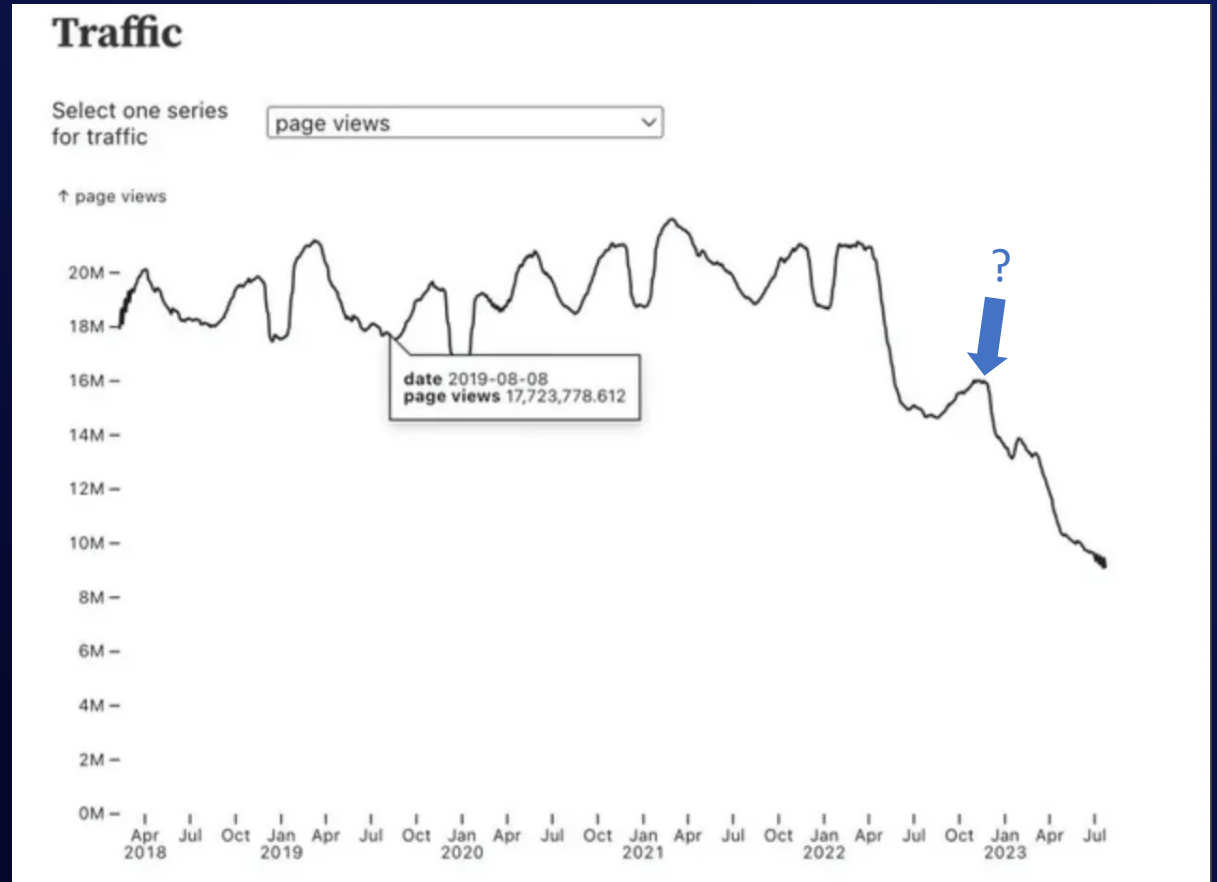
CYBERSECURITY

PROCESS OPTIMIZATION

# Developers: new way of working

*The way we **interact** with systems, software, search engines and tools are changing*

- Developers relied on StackOverflow since 2008.
- Spend time finding code snippet to do a task or solve a bug
- If no solution – you post a question and wait for the community to answer.

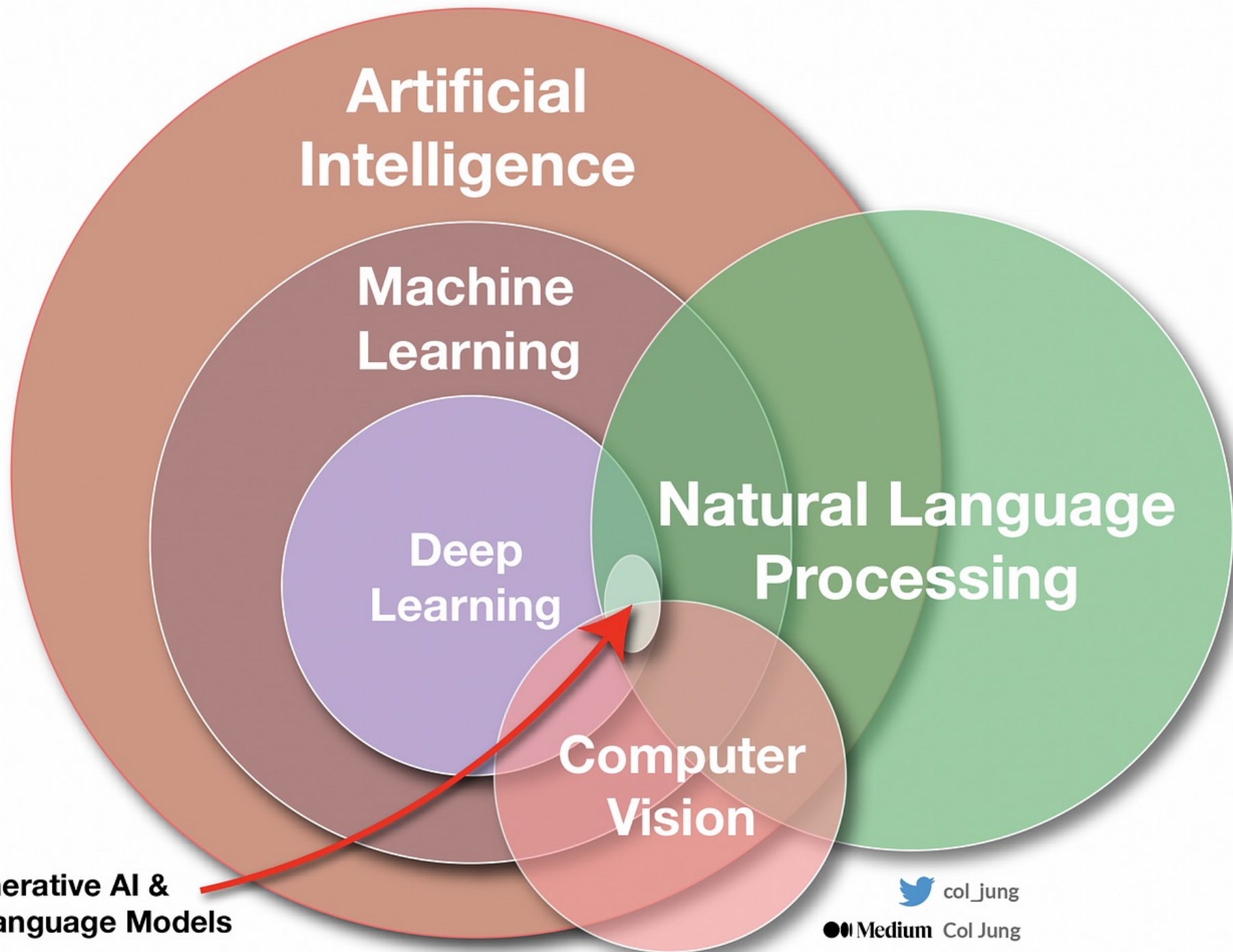





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- Basic concepts ←
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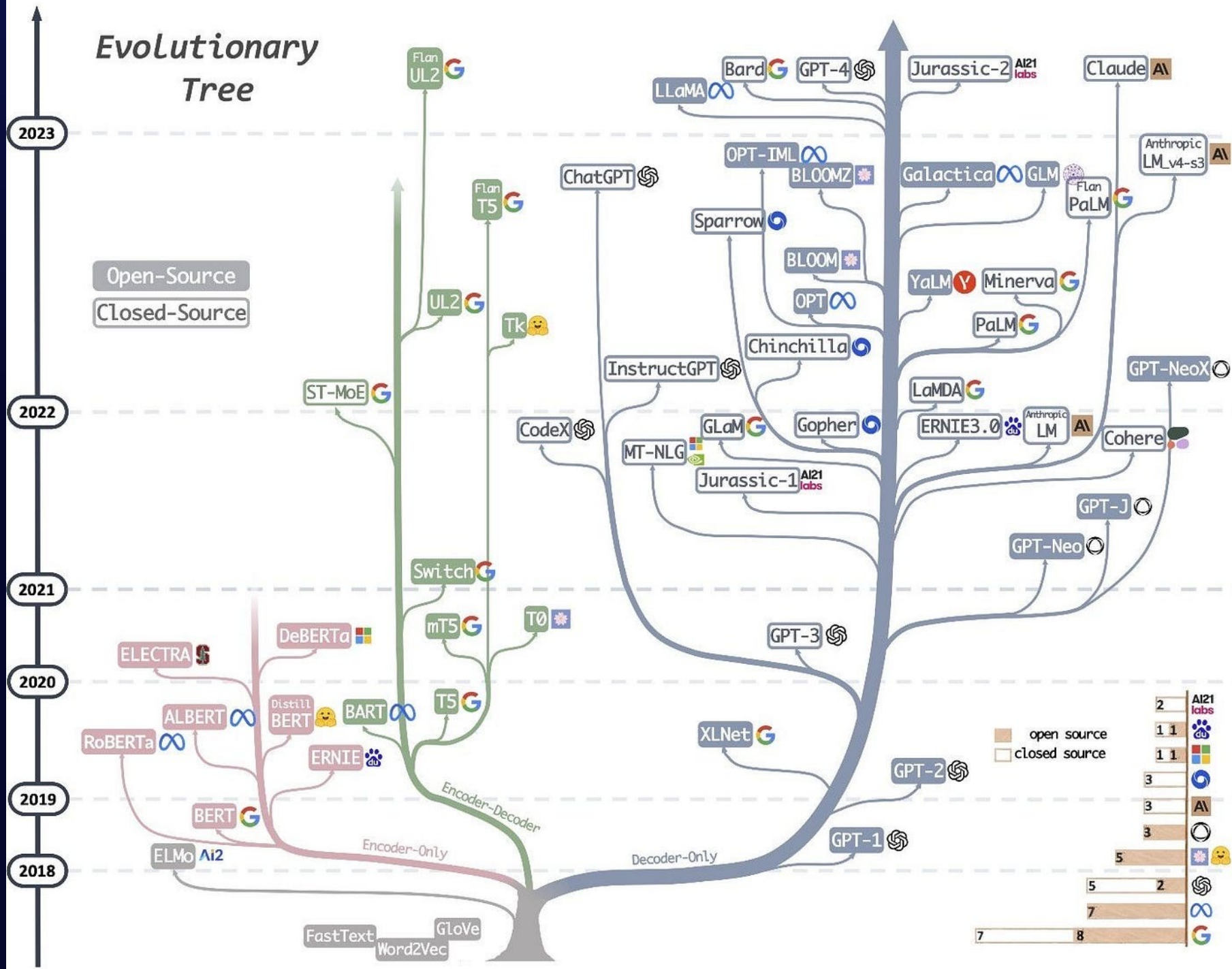


**Generative AI &  
Large Language Models**

 col\_jung

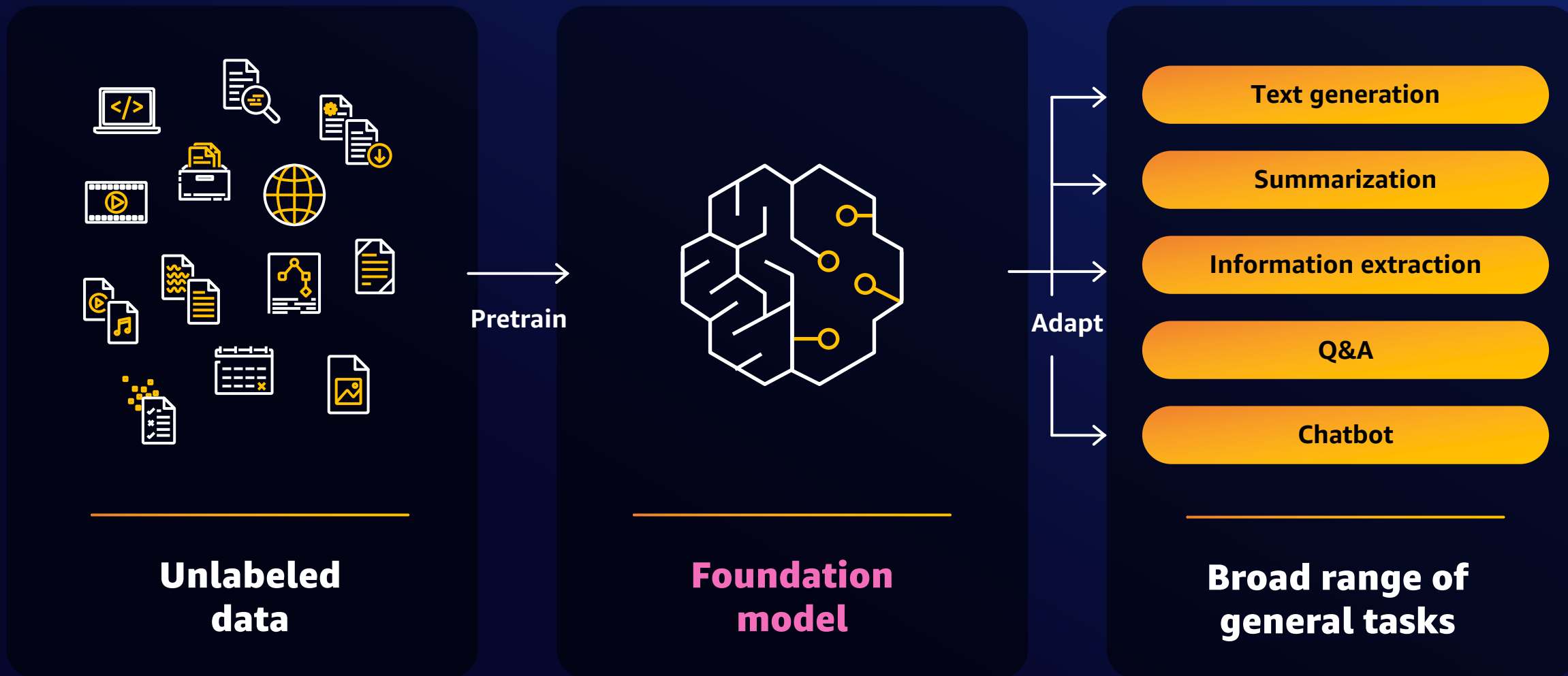
 Medium Col Jung

# Evolutionary Tree





# How does Generative AI work?



# Transformers

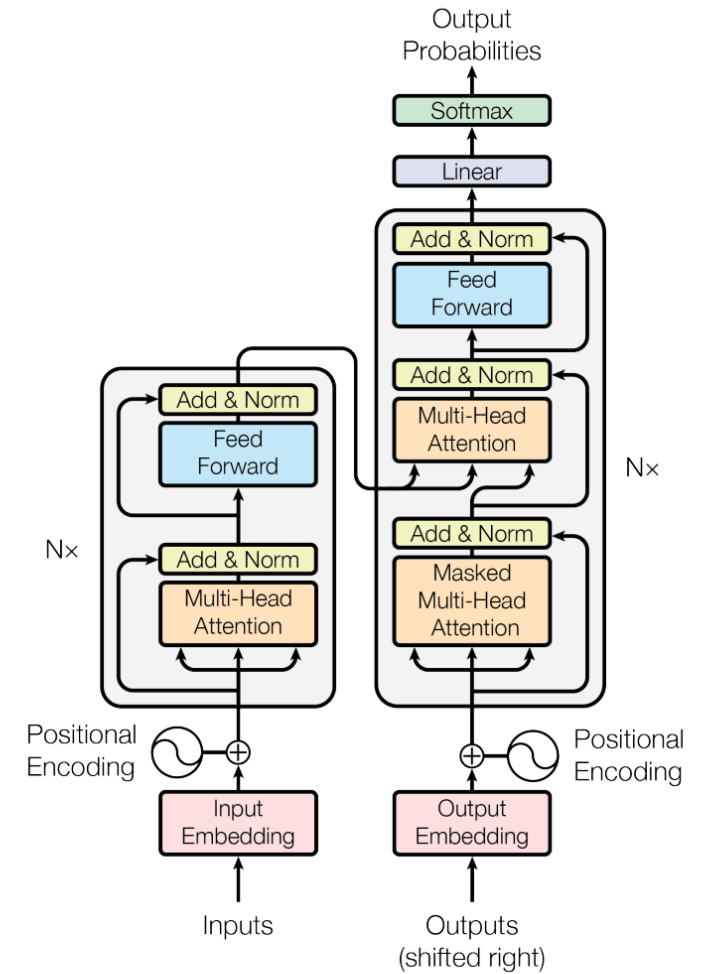
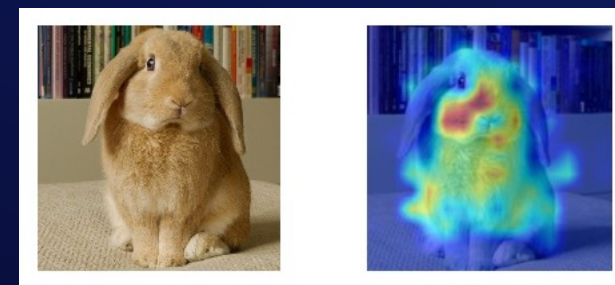
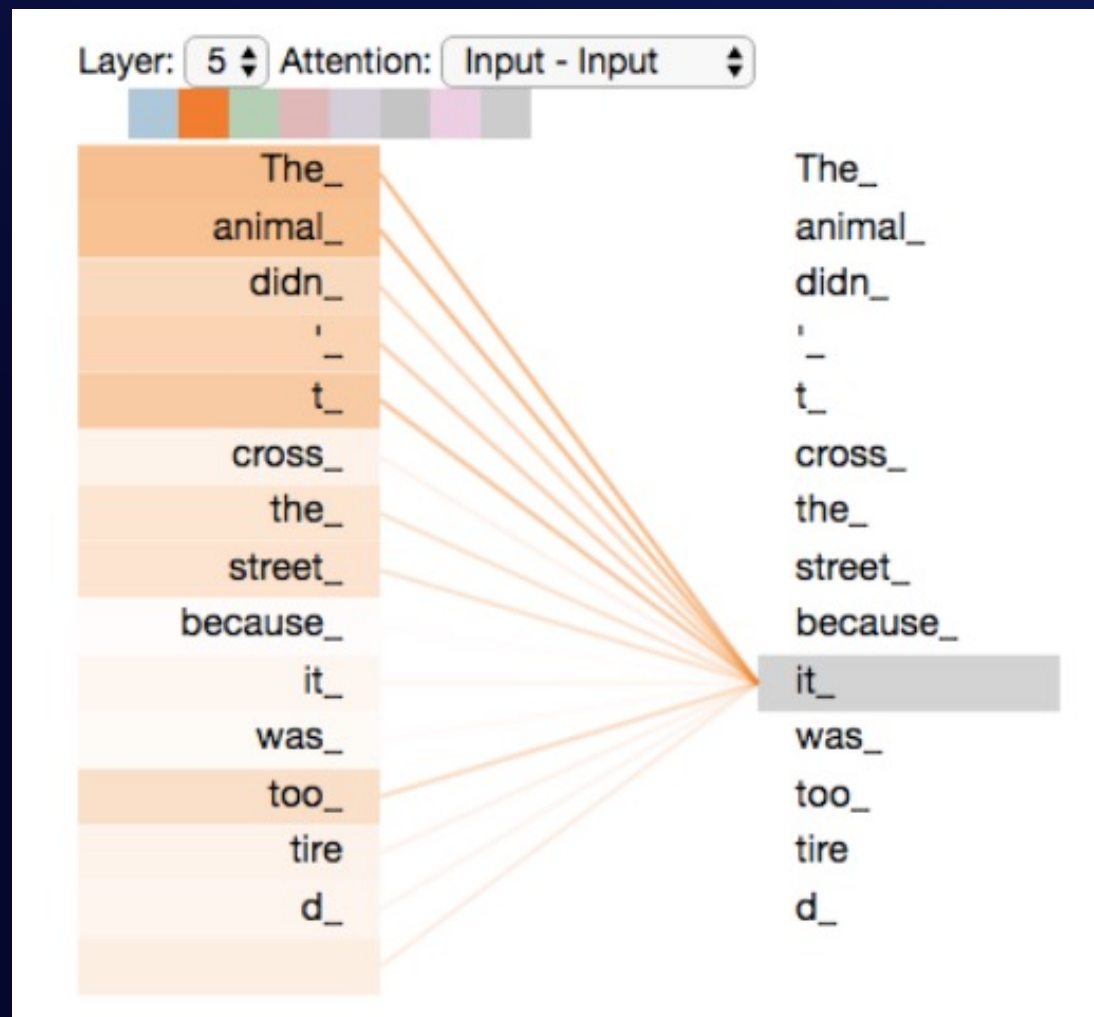


Figure 1: The Transformer - model architecture.

Source: Vaswani et al (2017): Attention Is All You Need

## Attention Mechanism

*“The animal didn’t cross the street because **it** was too tired”*



Visual Transformer Attention Map



# Tokenization

## Tokenization

Transform all text into one very long list of integers.

### Typical numbers:

~10-100K possible tokens

1 token  $\approx$  0.75 of word

### Typical algorithm:

Byte Pair Encoding

### Raw text

The GPT family of models process text using tokens, which are common sequences of characters found in text. The models understand the statistical relationships between these tokens, and excel at producing the next token in a sequence of tokens.

You can use the tool below to understand how a piece of text would be tokenized by the API, and the total count of tokens in that piece of text.

### Tokens

The GPT family of models process text using tokens, which are common sequences of characters found in text. The models understand the statistical relationships between these tokens, and excel at producing the next token in a sequence of tokens.

You can use the tool below to understand how a piece of text would be tokenized by the API, and the total count of tokens in that piece of text.

### Integers

[464, 402, 11571, 1641, 286, 4981, 1429, 2420, 1262, 16326, 11, 543, 389, 2219, 16311, 286, 3435, 1043, 287, 2420, 13, 383, 4981, 1833, 262, 13905, 6958, 1022, 777, 16326, 11, 290, 27336, 379, 9194, 262, 1306, 11241, 287, 257, 8379, 286, 16326, 13, 198, 198, 1639, 460, 779, 262, 2891, 2174, 284, 1833, 703, 257, 3704, 286, 2420, 561, 307, 11241, 1143, 416, 262, 7824, 11, 290, 262, 2472, 954, 286, 16326, 287, 326, 3704, 286, 2420, 13]

# Tokenization / Embedding

- Input text is split into 'tokens'.

```
"The detective investigated" ->
[The_, [detective_], [invest],
[igat], [ed]]
```

- The tokens are indices into the 'vocabulary':

```
[The_] [detective_] [invest] [redacted]  
[igat] [ed ] -> [3 721 68 1337 42]
```

- Each vocab entry corresponds to a learned dense vector:

```
[3 721 68 1337 42] -> [ [0.123, -5.234, ...], [...], [...], [...], [...]]
```

Enter text to tokenize it:

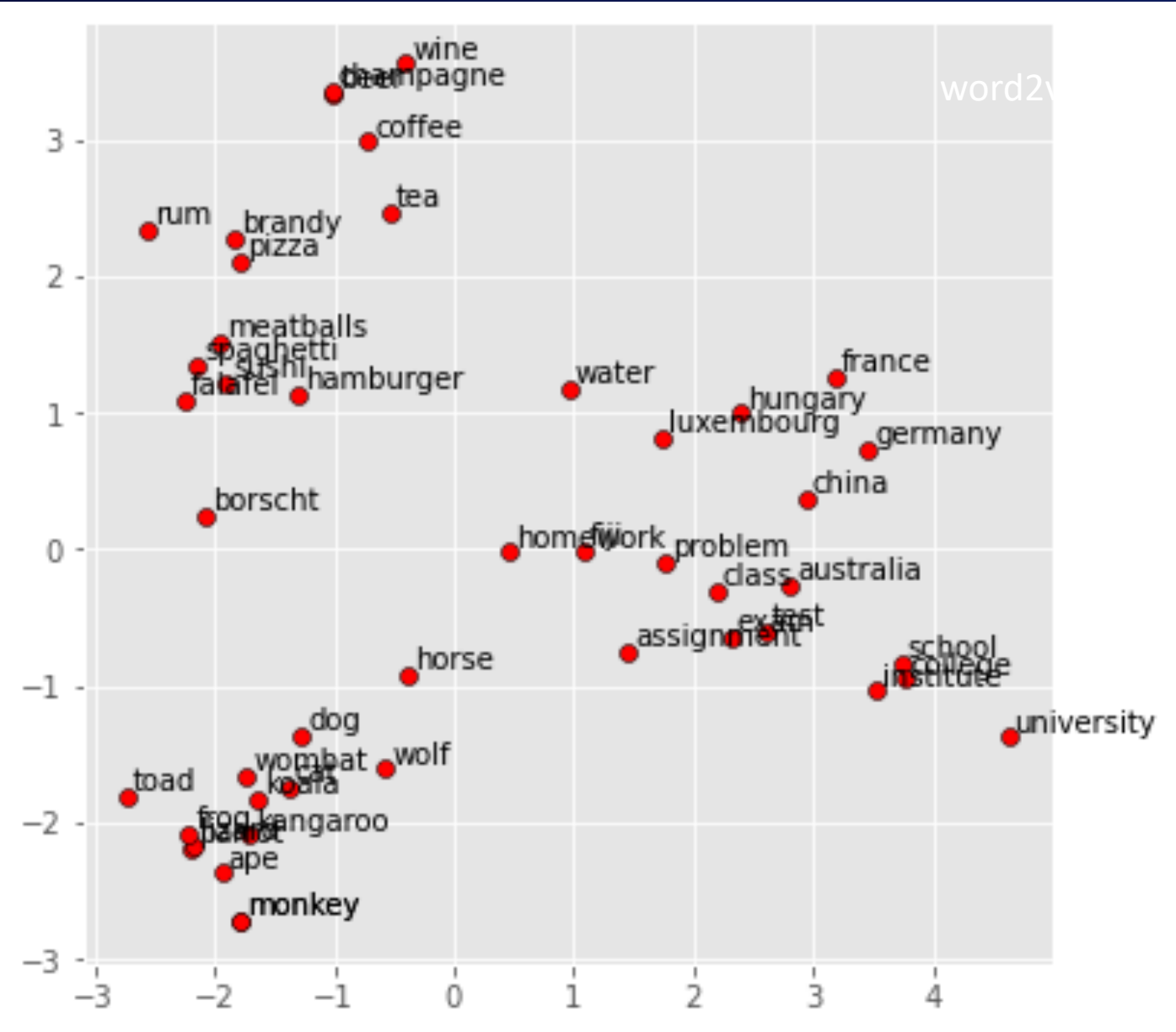
床前明月光，疑是地上霜。  
举头望明月，低头思故乡。

41753 232 30298 235 23626 236 17312 230 46268 171 120 234 163 244 239  
42468 28839 108 41468 165 250 250 16764 198 10310 122 13783 112 17312 249  
23626 236 17312 230 171 120 234 19526 236 13783 112 45250 251 46763 227  
20046 94 16764

48 tokens



# Embedding Concept



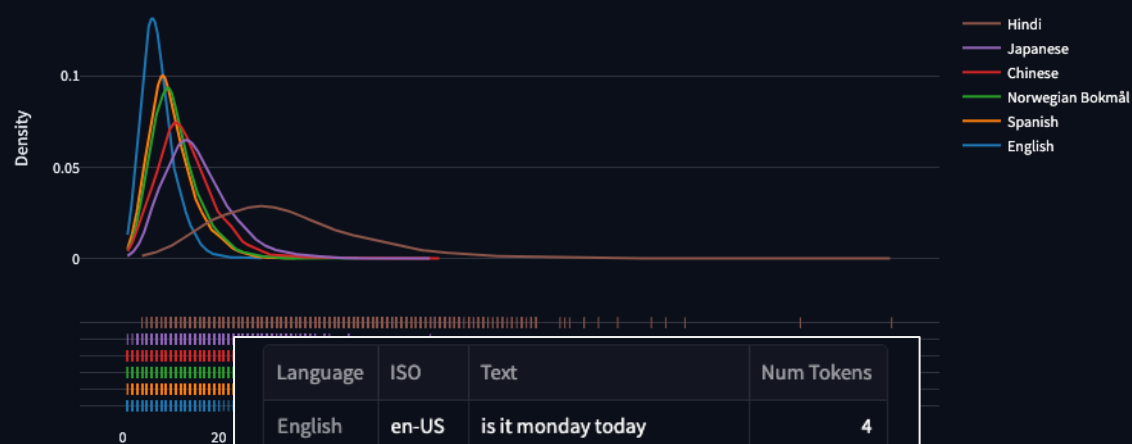


# Amount of tokens needed are different across languages and models

## Median Token Length for `openai/gpt4`

English 7 Spanish 9 Norwegian Bokmål 10 Chinese 12 Japanese 15 Hindi 32

### Token Distribution



Language	ISO	Text	Num Tokens
English	en-US	is it monday today	4
Spanish	es-ES	es hoy lunes	4
Hindi	hi-IN	क्या आज सोमवार है	18
Japanese	ja-JP	今日は月曜日ですか	9
Norwegian	nb-NO	er det mandag i dag	6
Chinese	zh-CN	今天周一吧	6
Chinese	zh-TW	今天禮拜一嗎	10

## Median Token Length for `google/flan-t5-base`

English 9 Spanish 17 Norwegian Bokmål 18 Chinese 3 Japanese 3 Hindi 15

### Token Distribution



Language	ISO	Text	Num Tokens
English	en-US	will it be nice at the beach on friday	11
Spanish	es-ES	hará bueno en la playa el viernes	17
Hindi	hi-IN	क्या यह शुक्रवार को समुद्र तट पर अच्छा रहेगा	19
Japanese	ja-JP	金曜日のビーチはいいお天気になるか	3
Norwegian	nb-NO	blir det fint på stranda på fredag	22
Chinese	zh-CN	礼拜五去沙滩是个好天气吗	3
Chinese	zh-TW	禮拜五去海邊好嗎	3



Pricing Calculations

The following pricing calculations are based on the input tokens, output tokens, and API calls you have entered above.

Provider	Model	Context	Input/1k Tokens	Output/1k Tokens	Per Call	Total
Chat/Completion Models						
OpenAI / Azure	GPT-3.5 Turbo	16K	\$0.0005	\$0.0015	\$0.0008	\$0.08
OpenAI / Azure	GPT-4 Turbo	128K	\$0.01	\$0.03	\$0.0160	\$1.60
OpenAI / Azure	GPT-4	8K	\$0.03	\$0.06	\$0.0330	\$3.30
Anthropic	Claude Instant	100K	\$0.0008	\$0.0024	\$0.0013	\$0.13
Anthropic	Claude 2.1	200K	\$0.008	\$0.024	\$0.0128	\$1.28
Meta (via Anyscale)	Llama 2 70b	4K	\$0.001	\$0.001	\$0.0006	\$0.06
Google	Gemini Pro	32K	\$0.001	\$0.002	\$0.0011	\$0.11
Google	PaLM 2	8K	\$0.002	\$0.002	\$0.0012	\$0.12
Cohere	Command	4K	\$0.01	\$0.02	\$0.0110	\$1.10
Mistral AI (via Anyscale)	Mistral-Small (Mixtral)	32K	\$0.0005	\$0.0005	\$0.0003	\$0.03



The chart illustrates the rapid growth of LLMs in terms of parameter count over time. Ownership is categorized as follows:

- Amazon-owned
- Chinese
- Google
- Meta / Facebook
- Microsoft
- OpenAI
- Other

Key models shown include: BERT, GPT-2, T5, Megatron-11B, GPT-3, Wu Dao 2.0, BlenderBot1, PLATO-XL, GLaM, Minerva, PaLM, Gopher, Ernie Bot, Titan, PanGu-Sigma, GPT-4\*, ChatGPT, BingChat, and Ernie Bot 3.5.

source: news reports, [LifeArchitect.ai](http://LifeArchitect.ai)

\* = parameters undisclosed // see the data



**Evolutionary Tree**

**Legend:**

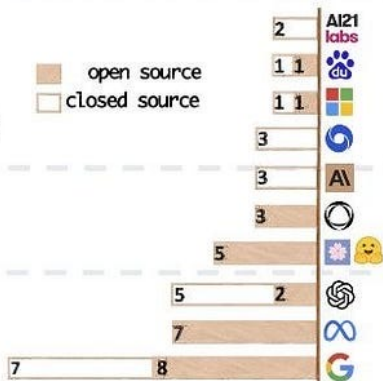
- Open-Source (Green)
- Closed-Source (Blue)

**Timeline (2018-2023):**

- 2018:** FastText, Word2Vec, GloVe
- 2019:** ELMo, BERT, RoBERTa, ALBERT, ELECTRA, DeBERTa, Distill BERT, BART, ERNIE
- 2020:** mT5, T5, T0, Switch, ST-MoE, UL2, Flan T5, Flan UL2
- 2021:** ChatGPT, InstructGPT, CodeX, MT-NLG, GLaM, Gopher, Chinchilla, OPT, BLOOM, Sparrow, OPT-IML, BLOOMZ
- 2022:** Jurassic-1, Jurassic-2, LLaMA, Bard, GPT-4, Jurassic-2, Claude, Anthropic LM\_v4-s3, Galactica, GLM, Flan PaLM, YaLM, Minerva, PaLM, LaMDA, ERNIE3.0, Anthropic LM, Cohere, GPT-NeoX, GPT-J, GPT-Neo
- 2023:** GPT-1, GPT-2, GPT-3, XLNet, GPT-4, Jurassic-2, Claude, Anthropic LM\_v4-s3, Galactica, GLM, Flan PaLM, YaLM, Minerva, PaLM, LaMDA, ERNIE3.0, Anthropic LM, Cohere, GPT-NeoX, GPT-J, GPT-Neo

**Model Lineage Summary:**

- Encoder-Only:** 7 models (2018-2020)
- Encoder-Decoder:** 5 models (2020-2021)
- Decoder-Only:** 8 models (2019-2023)



## 1. This is a cloud war.

Let's take Anthropic, for example. They're committing to use AWS as its primary cloud provider. That could translate into billions in revenue for AWS as Anthropic scales up.

By investing in Anthropic and its large language model Claude, Amazon is positioning itself to reap the benefits of the growing AI market.

As Claude gains popularity and drives more businesses to adopt AI solutions, it funnels money back to Amazon through increased usage of AWS services.

This strategic investment not only strengthens Amazon's position in the AI space but also creates a virtuous cycle of growth for its cloud business.

Guys - everyone is doing this. Investing huge amounts and getting it back in cloud services. That should command our attention.

The war between MS Azure, Google Cloud and AWS is worth billions and it's only going to get bigger.

## 2. This is a chip war.

Chips are everything - they're the engines. And up till now Nvidia has ruled the world.

But let's just look at the last few weeks:

Nvidia:

The company announced the H200 GPU on November 13. This new chip is designed for AI work and upgrades the H100 with 1.4x more memory bandwidth and 1.8x more memory capacity. The first H200 chips are expected to be released in the 2nd quarter of 2024.

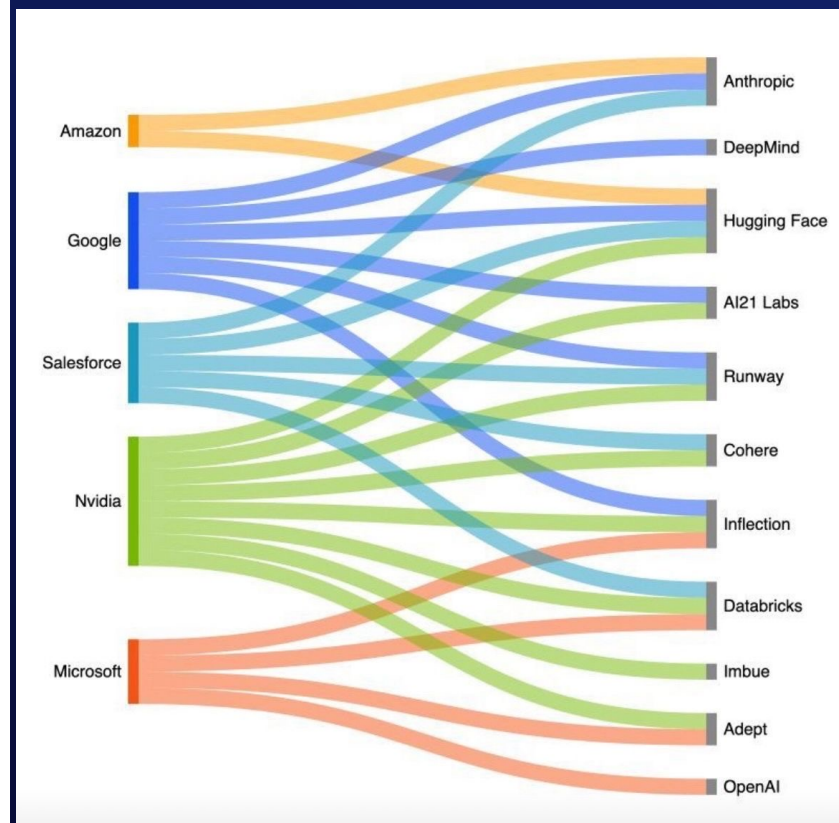
Microsoft:

Microsoft unveiled the Maia 100 artificial intelligence chip on November 15. The chip is designed for AI tasks and generative AI. The company hasn't provided a specific timeline for the release of the Maia 100, but it is expected to arrive in early 2024

Amazon:

Amazon Web Services (AWS) announced the next generation of two AWS-designed chip families—AWS Graviton4 and AWS Trainium2—on November 28. These chips are designed for a broad range of customer workloads, including ML and AI applications - that was at their big show in Vegas.

And Google has jumped in to this race as well.



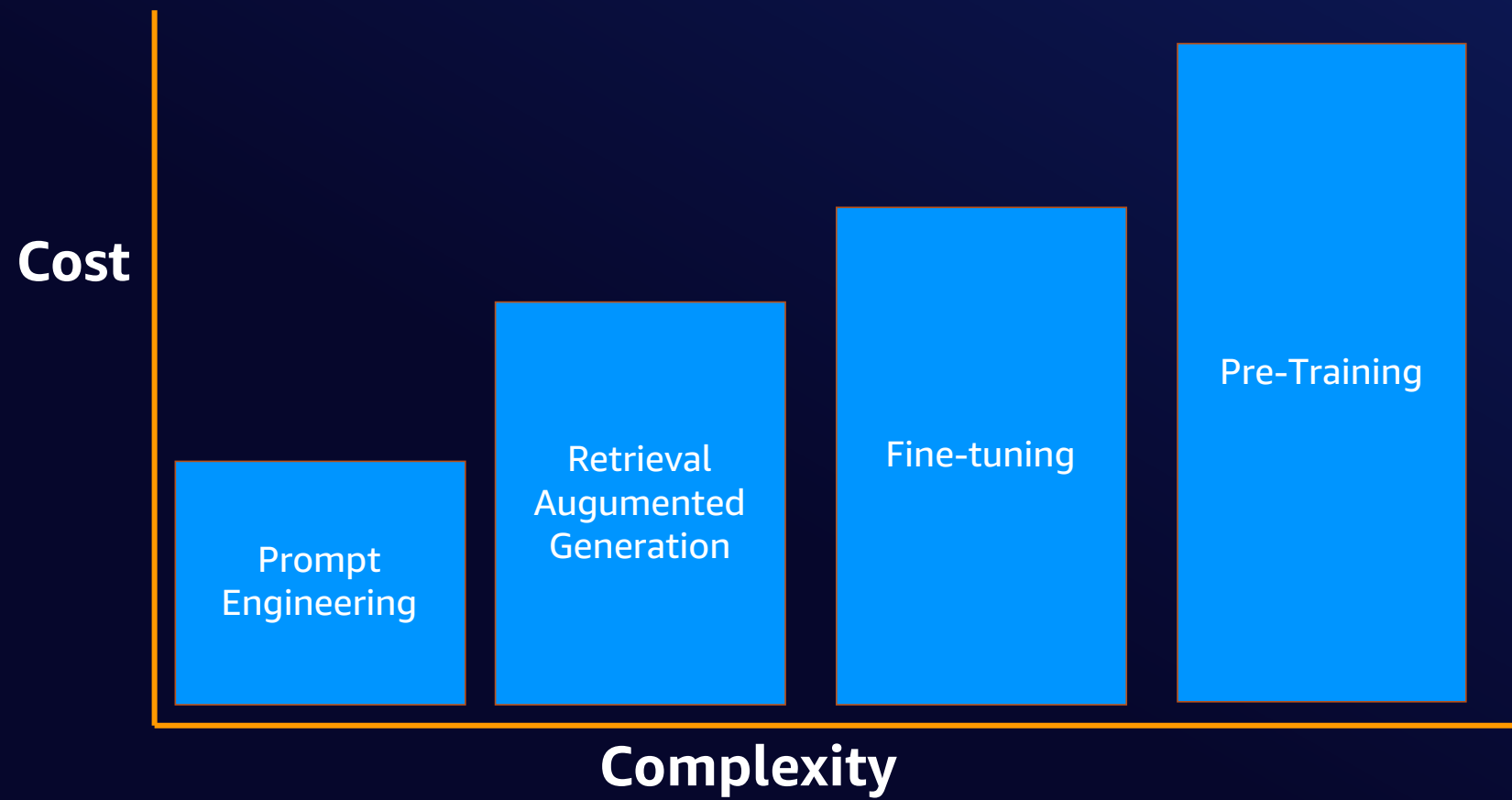
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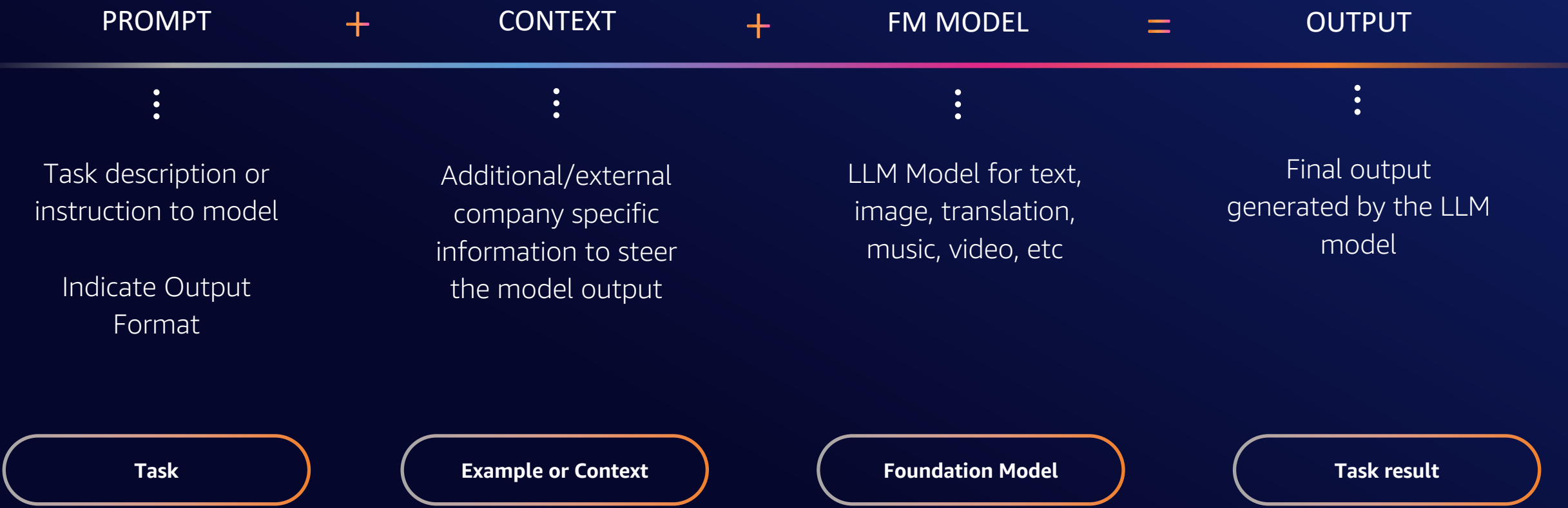




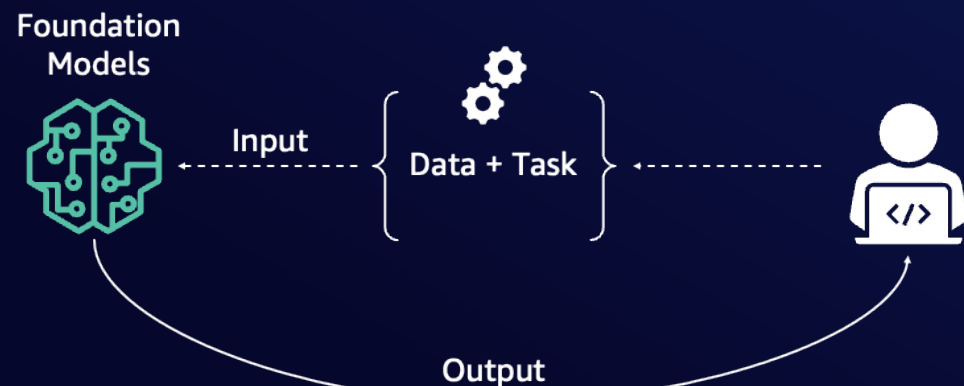
# The Era of LLMs



# Prompt Engineering 101



# 1. Instruction Prompting



## API request

```
1 {  
2   "modelId": "anthropic.claude-v2",  
3   "contentType": "application/json",  
4   "accept": "*/*",  
5   "body": "{\"prompt\": \"Human: \\n\\nHuman: \\n<text>\\n Joe  
6 }
```

Amazon Bedrock > Text playground

### Text playground [Info](#)

☒ Streaming

**AI** Anthropic Claude V2 v2

Using on-demand provisioned throughput. [Switch provisioned throughput](#)

Human:  
<directory>  
Phone directory:  
John Latrabe, 800-232-1995, john909709@geemail.com  
Josie Lana, 800-759-2905, josie@josielananier.com  
Keven Stevens, 800-980-7000, drkevin22@geemail.com  
Phone directory will be kept up to date by the HR manager."  
<directory>

Please output the email addresses within the directory, one per line, in the order in which they appear within the text. If there are no email addresses in the text, output "N/A".

Assistant:

#### Inference configuration [Reset](#)

▼ Randomness and diversity [Info](#)

Temperature 0.5

Top P 1

Top K 250

▼ Length [Info](#)

Maximum length 2048

Stop sequences

[Add](#)

[Run](#) [View API request](#) [Save](#)



## 2. Few Shot Prompting

### Zero Shot

#### *Input*

Tell me sentiment of this statement:  
I loved the pizza at that Italian pizzeria

#### *Output*

The statement expresses a positive sentiment towards a pizza restaurant.

### Few Shot

#### *Input*

Best Pakistani restaurant in Zurich: Positive  
New York stinks, don't go there: Negative  
The talk was on Generative AI: Neutral  
This is a rip-off, store not recommended:

#### *Output*

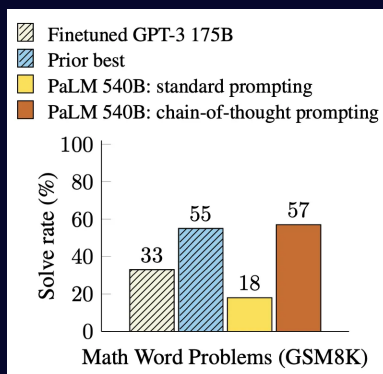
Negative

### 3. Chain-of-Thought (CoT) Prompting

Effective with:

- Arithmetic
- Common Sense
- Symbolic reasoning

Works best with ~100B parameter model(s)



#### Standard Prompting

Input

Q: Roger has 5 tennis balls. He buys 2 more cans of tennis balls. Each can has 3 tennis balls. How many tennis balls does he have now?

A: The answer is 11.

Q: The cafeteria had 23 apples. If they used 20 to make lunch and bought 6 more, how many apples do they have?

Model Output

A: The answer is 27. ❌

#### Chain of Thought Prompting

Input

Q: Roger has 5 tennis balls. He buys 2 more cans of tennis balls. Each can has 3 tennis balls. How many tennis balls does he have now?

A: Roger started with 5 balls. 2 cans of 3 tennis balls each is 6 tennis balls.  $5 + 6 = 11$ . The answer is 11.

Q: The cafeteria had 23 apples. If they used 20 to make lunch and bought 6 more, how many apples do they have?

Model Output

A: The cafeteria had 23 apples originally. They used 20 to make lunch. So they had  $23 - 20 = 3$ . They bought 6 more apples, so they have  $3 + 6 = 9$ . The answer is 9. ✅

## 4. ReAct (Reasoning + Action) Prompting

- Combines reasoning and acting with LLMs.
- Prompts LLMs to generate verbal reasoning traces and actions for a task.

(1d) ReAct (Reason + Act)

**Thought 1:** I need to search Apple Remote and find the program it was originally designed to interact with.  
**Act 1:** `Search[Apple Remote]`  
**Obs 1:** The Apple Remote is a remote control introduced in October 2005 by Apple ... originally designed to control the `Front Row media center` program ...

**Thought 2:** Apple Remote was originally designed to control the `Front Row` media center program. I need to search `Front Row` next and find what other device can control it.  
**Act 2:** `Search[Front Row]`  
**Obs 2:** Could not find [Front Row]. Similar: ['Front Row Seat to Earth', 'Front Row Motorsports', ' `Front Row (software)` ', ...]

**Thought 3:** `Front Row` is not found. I need to search `Front Row (software)` .  
**Act 3:** `Search[Front Row (software)]`  
**Obs 3:** `Front Row` is a discontinued media center software ...

**Thought 4:** `Front Row (software)` is controlled by an Apple Remote or the keyboard function keys. So the answer is keyboard function keys.  
**Act 4:** `Finish[keyboard function keys]`


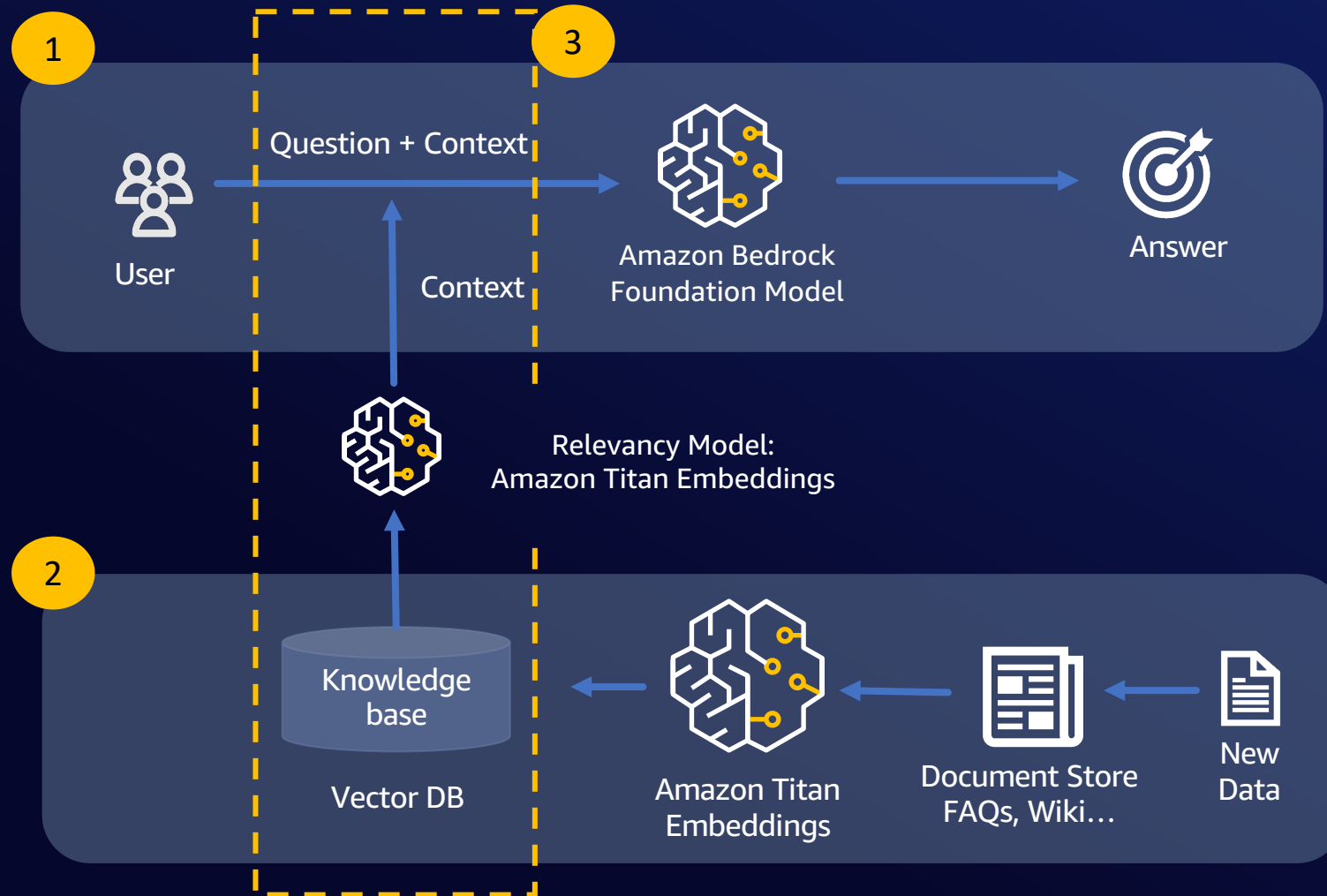


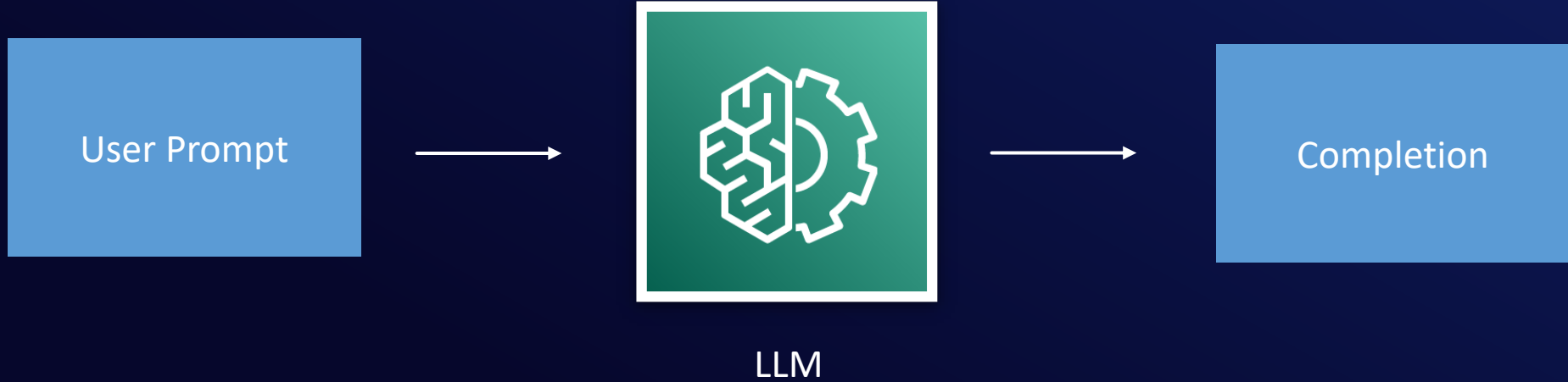
Image Source: [Yao et al., 2022](#)





## 5. Retrieval Augmented Generation (RAG)





## Knowledge cut-offs in LLMs

Who is the  
current Prime  
Minister of the  
United Kingdom?



LLM



Who is the  
current Prime  
Minister of the  
United Kingdom?

Boris Johnson



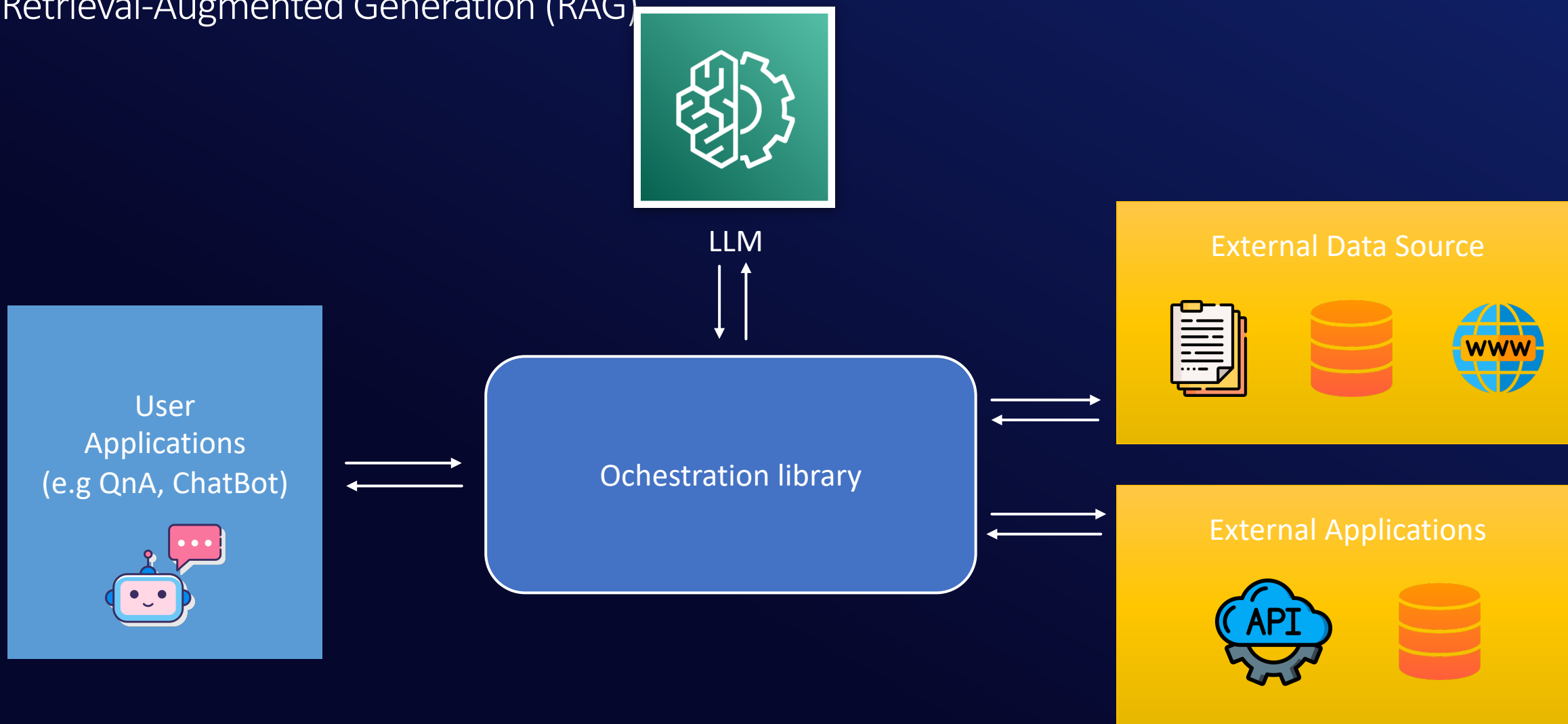
# Retrieval-Augmented Generation (RAG) – High-level

## Benefits

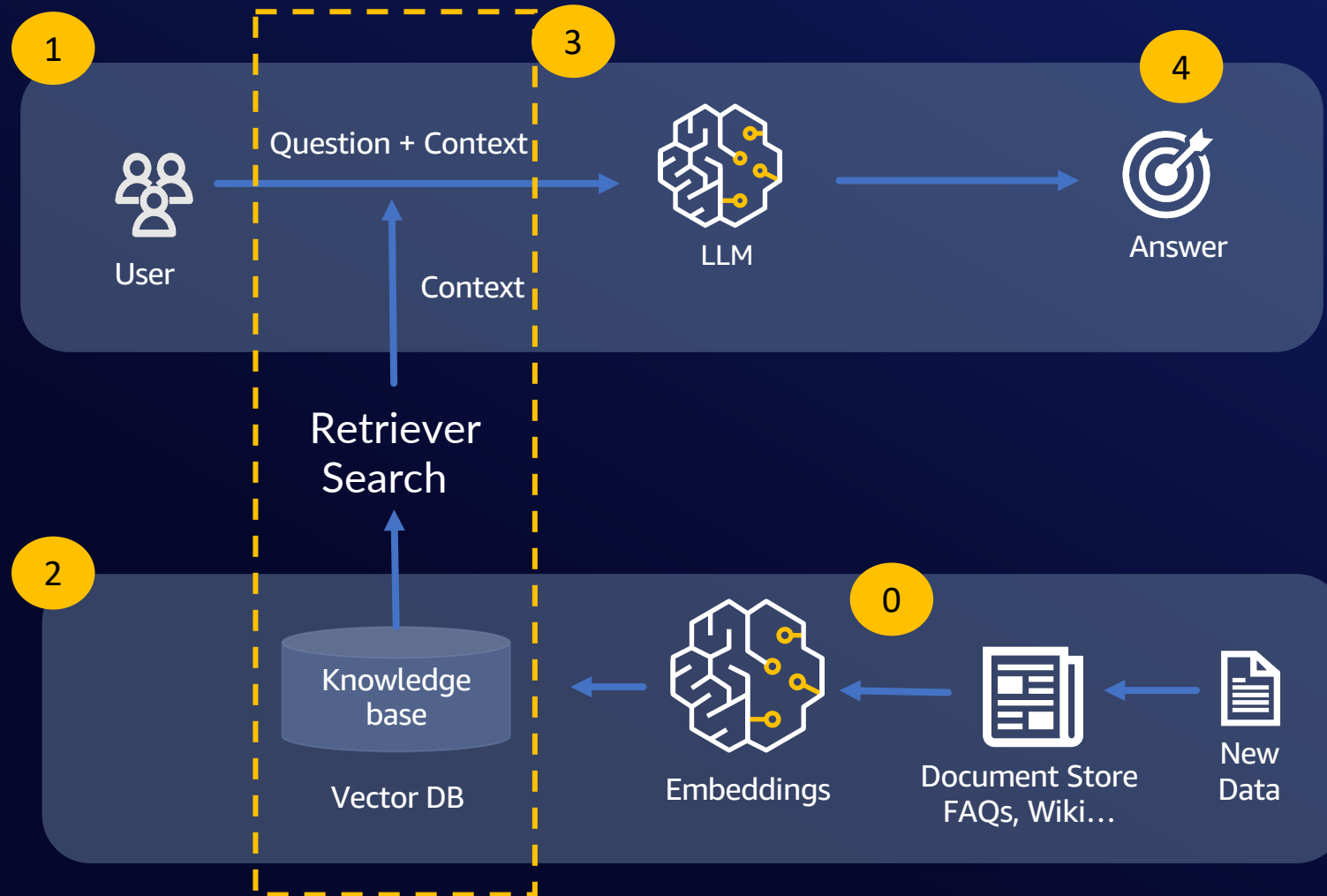
- Overcome knowledge cut-off
- Enhanced Contextual Understanding
- Improved Factuality (Less Hallucinations)
- Domain Adaptability



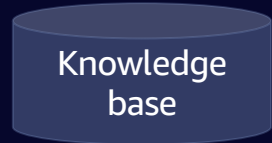
# LLM-powered applications with Retrieval-Augmented Generation (RAG)



## 5. Retrieval Augmented Generation (RAG)



# Step 0: Ingest data to knowledge base



Catherine J. Randall - Director since 2015. Dr. Randall, 69, is Chairman of the Board of Pettus Randall Holdings, Inc. (a real estate company), in Tuscaloosa, Alabama, a position she has held since 2002. She is the former Chairman of the Board of Randall Publishing Company and a former Director of the University Honors Program at the University of Alabama. Dr. Randall serves on the Board of Advisors of privately-held Mercedes-Benz U.S. International, Inc. She has served as National President of Mortar Board, Inc., President of the Board of Directors of the Alabama Women's Hall of Fame, Director of Alabama Girls State, and Chair of the American Village Board of Directors.

Phillip M. Webb - Director since 2018. Mr. Webb, 62, is President

Robert D. Powers - Director since 1992. Mr. Powers, 69, is President and owner of The Eufaula Agency, Inc. (an insurance

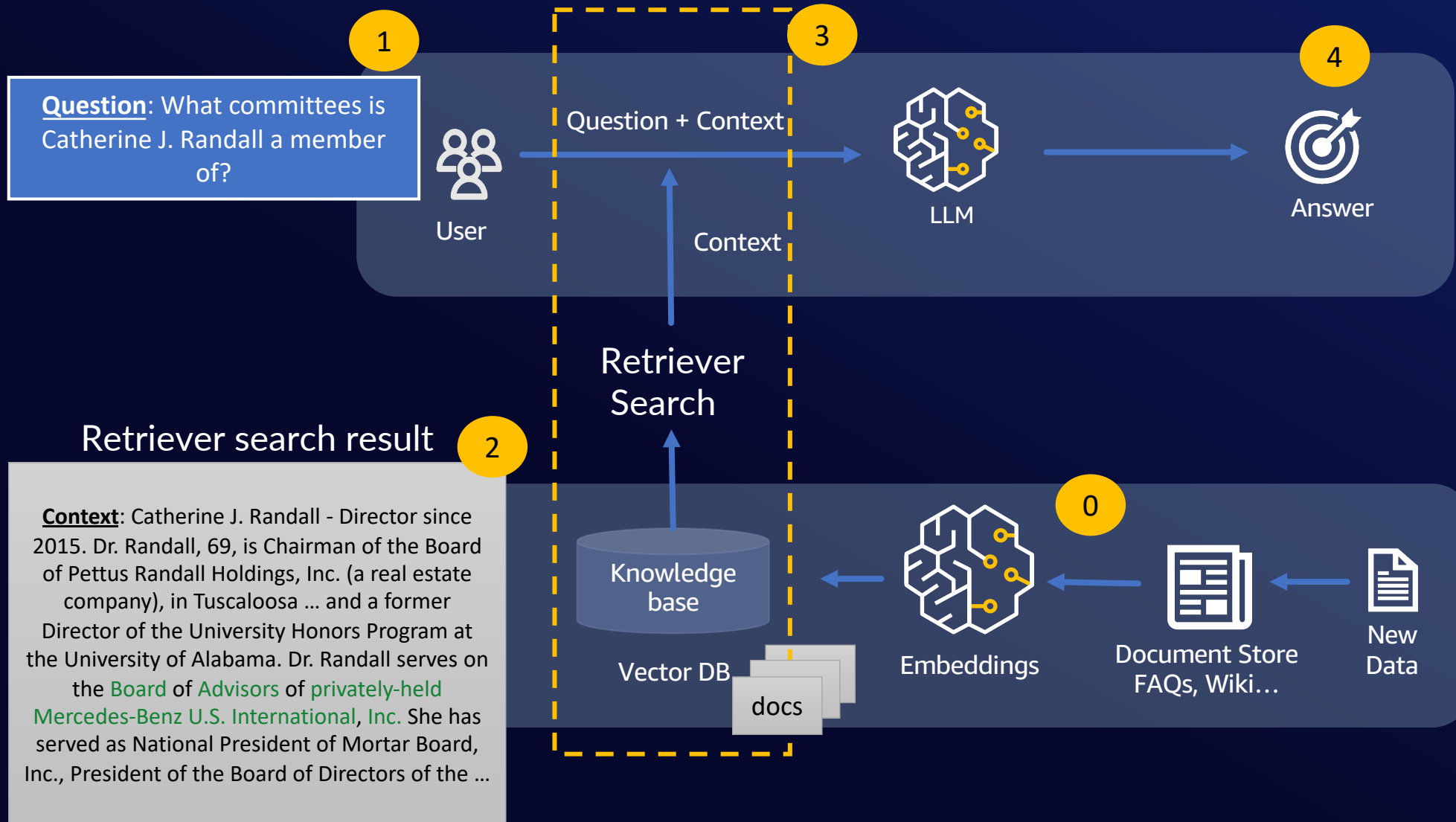
Angus R. Cooper, III - Director since 2018. Mr. Cooper, 47, is President of Cooper/T. Smith Corporation in Mobile, Alabama,



New Data



# Retrieval Augmented Generation (RAG) - Flow



## Step 3 and 4: LLM Prompt and Completion

3

LLM Prompt =

System prompt: "Use the following..."

+

Context: "Catherine J. Randall - Director since 2015..."

+

Question: "What committees is Catherine J. Randall a member of?"

4

LLM Completion =

"Board of Advisors of privately-held Mercedes-Benz U.S. International, Inc."

```
> Entering new LLMChain chain...
```

```
Prompt after formatting:
```

```
Use the following pieces of context to answer the question at the end. If you don't know the answer, just say that you don't know, don't try to make up an answer.
```

```
Catherine J. Randall – Director since 2015. Dr. Randall, 69, is Chairman of the Board of Pettus Randall Holdings, Inc. (a real estate company), in Tuscaloosa, Alabama, a position she has held since 2002. She is the former Chairman of the Board of Randall Publishing Company and a former Director of the University Honors Program at the University of Alabama. Dr. Randall serves on the Board of Advisors of privately-held Mercedes-Benz U.S. International, Inc. She has served as National President of Mortar Board, Inc., President of the Board of Directors of the Alabama Women's Hall of Fame, Director of Alabama Girls State, and Chair of the American Village Board of Directors. Dr. Randall's dedication to the State of Alabama and experience in the business and academic communities make her a valuable member of the Company's Board.
```

```
Question: What committees is Catherine J. Randall a member of?
```

```
Helpful Answer:
```

```
> Finished chain.
```

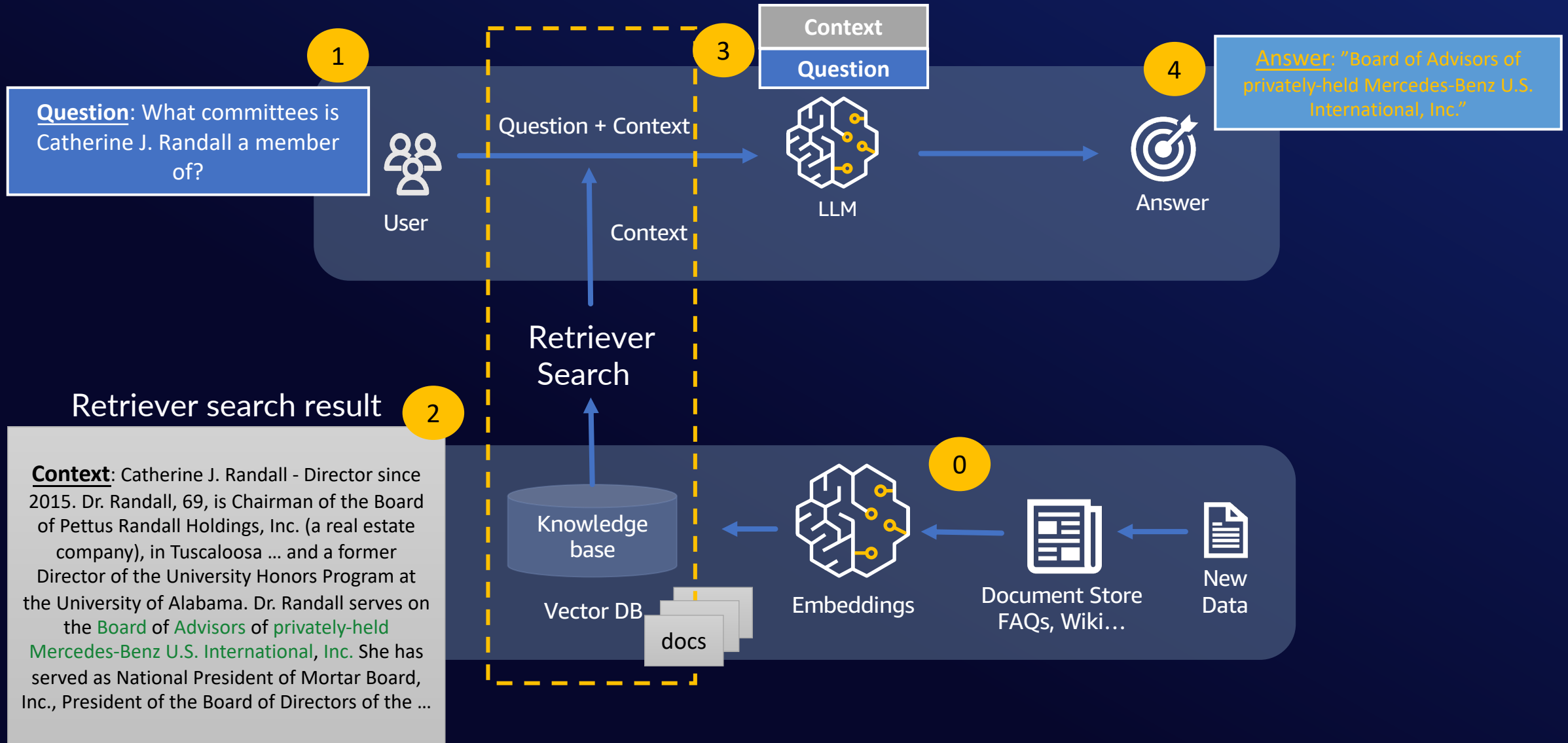
```
> Finished chain.
```

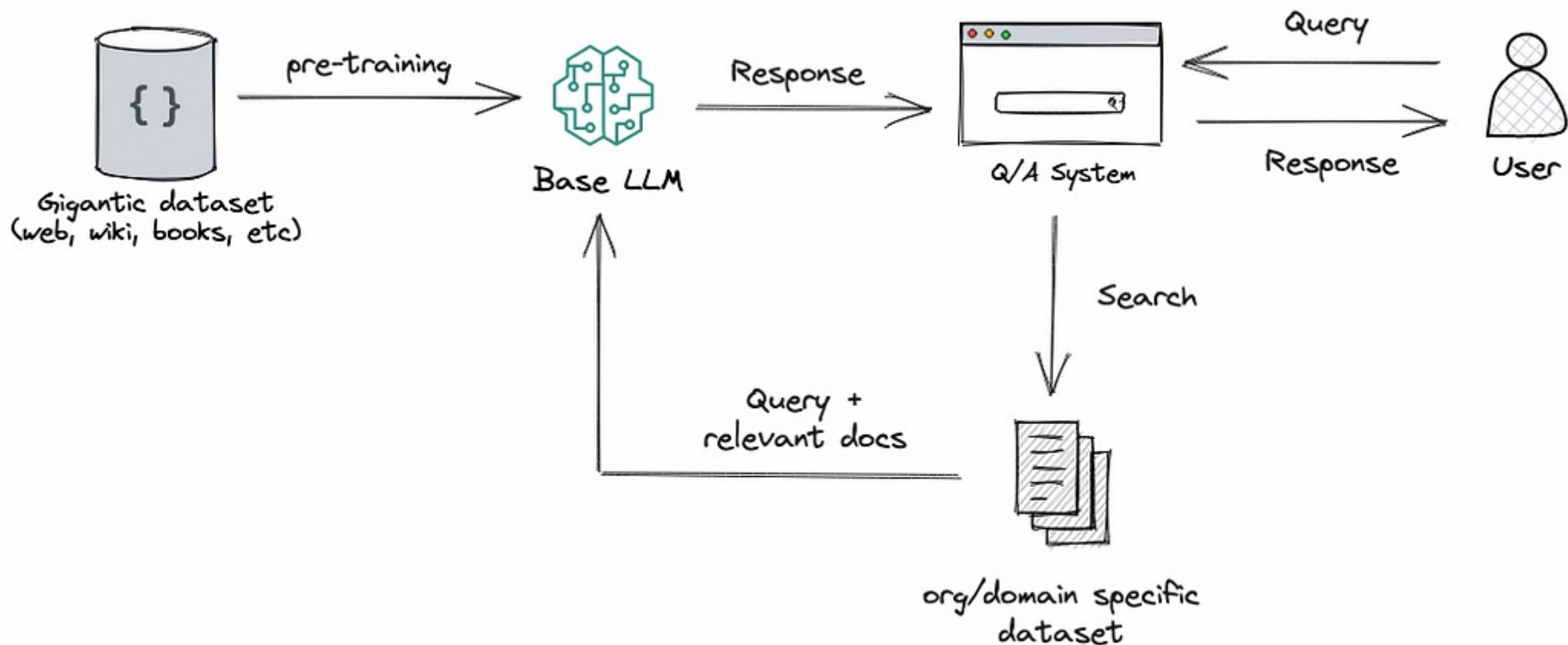
```
A: Board of Advisors of privately-held Mercedes-Benz U.S. International, Inc.
```

```
highlight ['Board', 'Advisors', 'privately-held Mercedes-Benz U.S. International', 'Inc.']
```

```
sagemaker-user@studio$
```

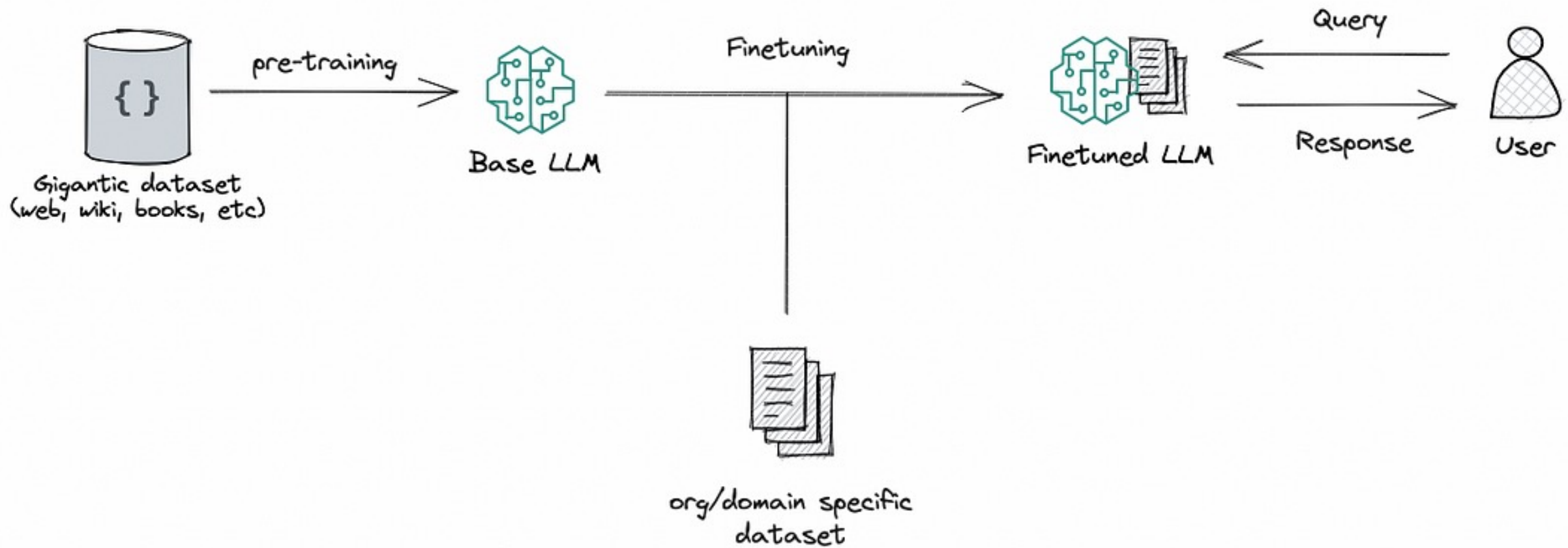
# Retrieval Augmented Generation (RAG) - Flow





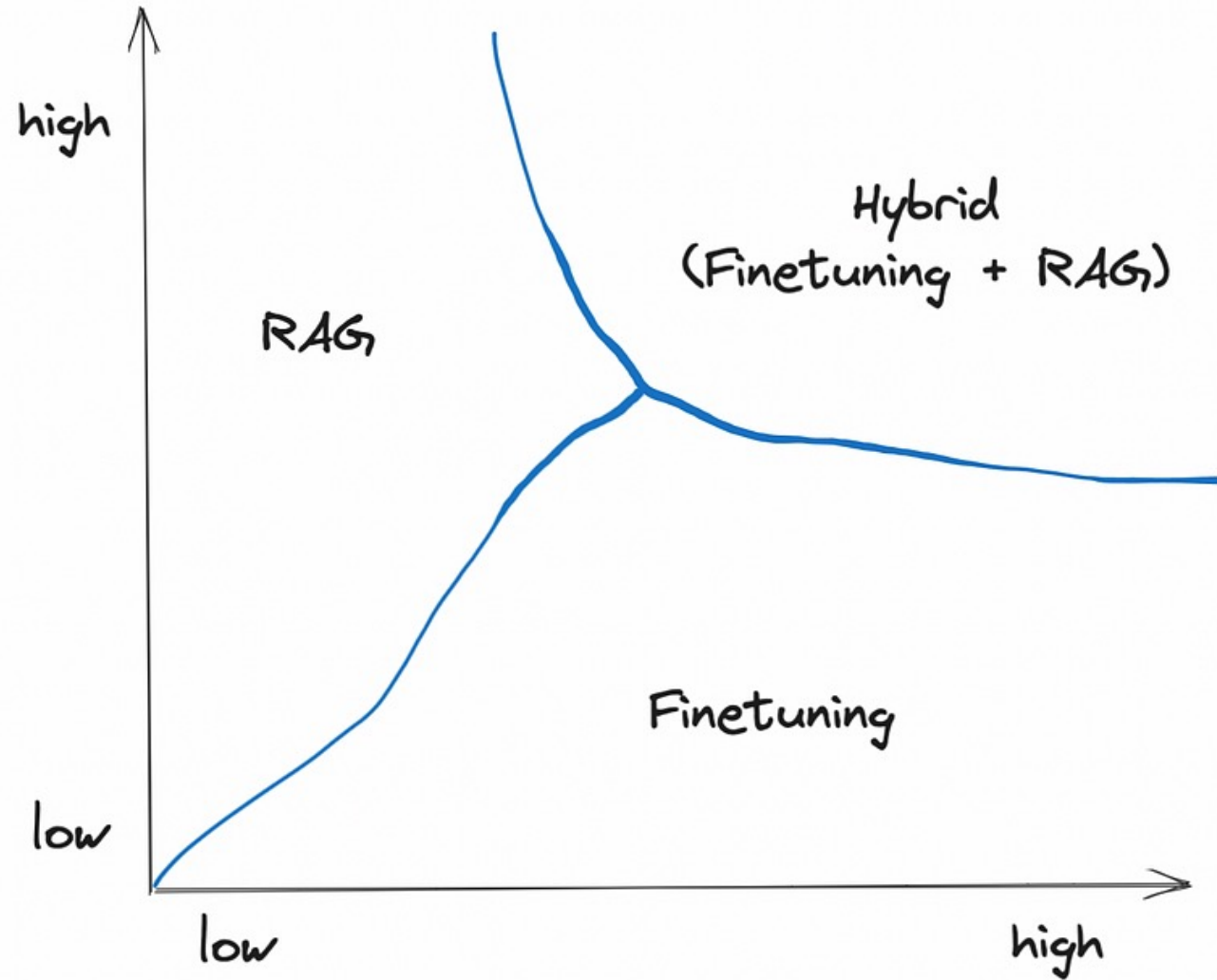
RAG helps the model to “look up” external information to improve its responses.





Finetuning adjusting the model's weights based on our data, making it more tailored to our unique needs

external knowledge  
required



model adaptation required  
(e.g. behaviour/  
writing style/  
vocabulary)

# Fine-tuning vs RAG

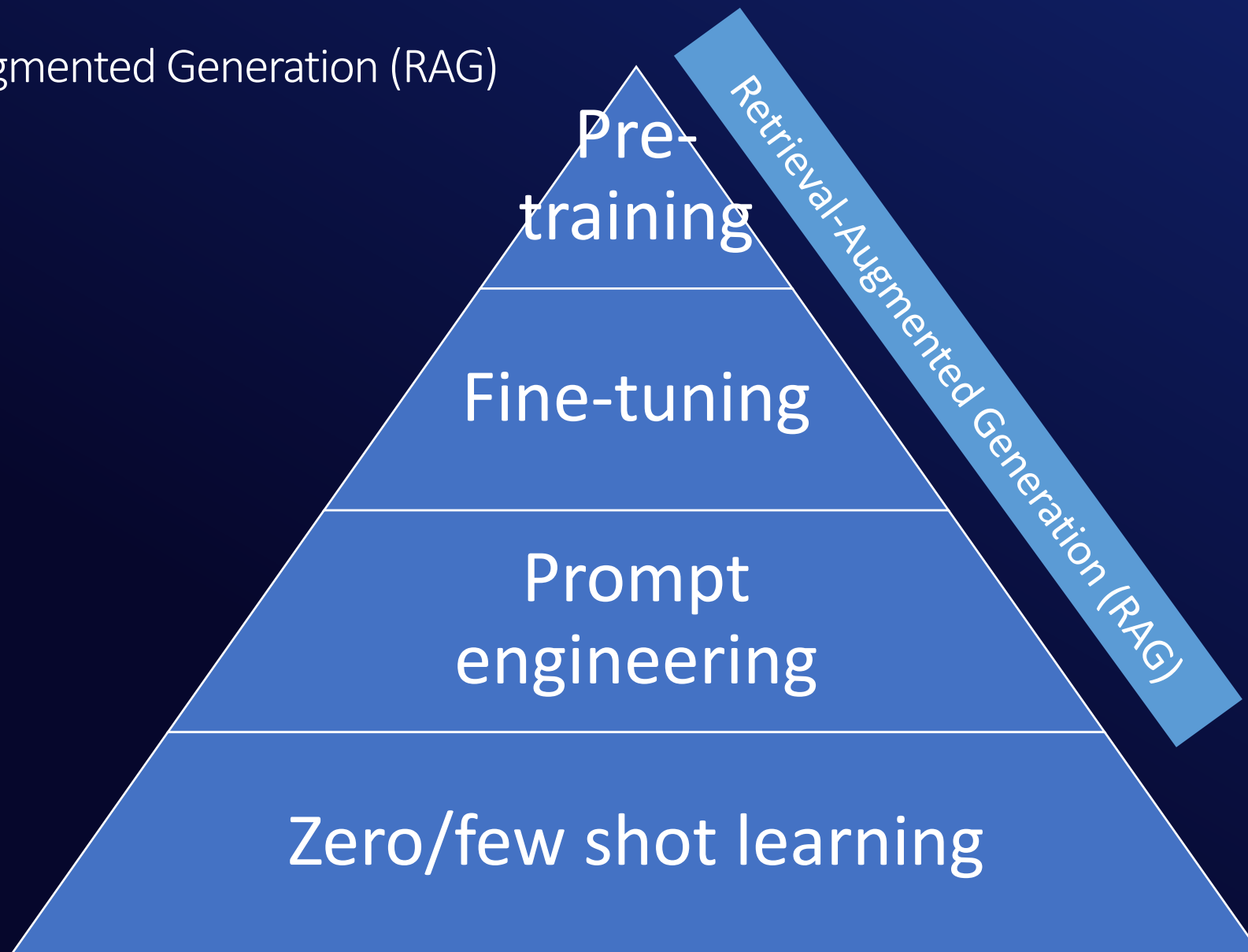
## Fine-Tuning (or Retraining)

- Need to train the LLM to perform a different task e.g., generate code
- Expensive to collect training data and train the model
- Pro data science skills to optimize the objective function

## Retrieval Augmented Generation (RAG)

- Adapt the model to a new domain
- Constrain the model to existing knowledge base
- Cost-efficient as compared to fine-tuning
- Low-code / no-code skills

# Retrieval-Augmented Generation (RAG)





## 6. Fine-tuning




**Take a pre-trained LLM and further training it on a smaller, specific dataset to adapt it for a particular task or to improve its performance.**


- A lot more accessible through:
  - Parameter Efficient Fine Tuning (PEFT)
  - Low-precision inference.
  - Reinforcement Learning Human Feedback (RLHF)
- Keep in mind:
  - More technical expertise
  - Data pipelines and more interactions
  - catastrophic forgetting



# GenAI Agent – More than a chat bot



Send reminder to all policy holders with open claims and pending paper work



There are currently two open insurance claims with the claim IDs "claim-123" and "claim-06". The policy holders for these claims have IDs "A134085" and "A645987" respectively. For both these open claims, reminders have been sent regarding the pending documents - Accident Report, Driver's License and Vehicle Registration. The status of sending these reminders is "In Progress".

**Question:**

Who is Leo DiCaprio's girlfriend?

What is her current age raised to the 0.43 power?

**Thought:**

**> Finished chain.**

I need to find out who Leo DiCaprio's girlfriend is first. Then I can calculate her current age raised to the 0.43 power.

**Action: Search**

**Action Input: "Leo DiCaprio girlfriend"**

**Observation:** Blake Lively and DiCaprio are believed to have enjoyed a whirlwind five-month romance in 2011. The pair were seen on a yacht together in Cannes, ...

**Thought:**

# GenAI Agents – More than a chat bot

Message

Delete

Archive

Reply

Reply to All

Forward

Attachment

Move

Junk

Rules

Read/Unread

Categorise

Follow Up

View

[EXTERNAL] [AI Assistant] Attend team building event

t@gmail.com

Required: t@gmail.com

Today at 13:20

Saturday, 20 January 2024 at 09:00 – 12:00.

Xintiandi

✓ Accept

? Tentative

✗ Decline

⌚ Propose New Time

Please respond.

This meeting conflicts with another event on your calendar.

This message is high priority.

[AI Assistant found an event and here is the summary]:

This is an invitation for a team building activity on January 20th at 9am in Xintiandi. Planned activities include board games and escape room. Attendees are asked to confirm participation before Wednesday.

[Original message is]:

<raw\_body>

亲爱的团队成员,

我们诚挚地邀请您参加本次团建活动。时间定于1月20日上午9点,在新天地。我们计划进行一些有趣的活动,包括桌游和密室逃脱。

请确保您在指定时间到达,准备好一些团队合作和欢笑!

期待与您一起度过愉快的时光。请与周三前回复是否能够参加。

谢谢,

红领巾

</raw\_body>

[EXTERNAL] [AI Assistant] Attend team building event

genai.assistant@g

[EXTERNAL] [AI Assistant] Attend the winter fun and team building event - Inbox

Message

Delete

Archive

Reply

Reply to All

Forward

Attachment

Meeting

Move

Junk

Rules

Read/Unread

Categorise

Follow Up

View

[EXTERNAL] [AI Assistant] Attend the winter fun and team building event

@gmail.com

Required: @gmail.com

Today at 11:52

Saturday, 3 February 2024 at 10:00 – 23:00.

Holmenkollbakken, Oslo

✓ Accept

? Tentative

✗ Decline

⌚ Propose New Time

Please respond.

This meeting conflicts with another event on your calendar.

This message is high priority.

[AI Assistant found an event and here is the summary]:

The raw content is an invitation to employees for a winter fun and team building day at Holmenkollbakken in Oslo on February 3rd (Saturday). The day starts with sledding at 10am, followed by team activities like board games and escape room. The event ends with dinner and drinks around 11pm. Employees are asked to RSVP and inform of any food allergies by January 20th.

[Original message is]:

Kjære ansatte,

Vi inviterer deg til en dag med vintermor og teambygging ved Holmenkollbakken i Oslo. Den 3. februar (lørdag) starter vi dagen med skiglede kl. 10:00. Etterfulgt av en dag med spennende teamaktiviteter som bordspill og 'escape room', avslutter vi arrangementet med en deilig middag og drikke. Arrangementet forventes å vare til rundt kl. 23:00. Vennligst bekreft deltakelse og informer om eventuelle matallergier innen 20. januar.

Ser frem til å skape minner sammen!

Med vennlig hilsen,

Jeff

[EXTERNAL] [AI Assistant] Attend the winter fun and team building event

t@gmail.com

# Agenda

- Motivation
- Basic concepts
- Opportunities & Challenges
- Use case and patterns
- Tools and resources ←





# PartyRock

<https://partyrock.aws/>



Your everyday AI companion

Edge Browser



豆包



<https://www.doubao.com/>



<https://chat.openai.com/>



# Story teller

Edit

Remix

Snapshot

Share

Your app is public.

## Introduction

I am a story writer and artist. Please provide the beginning of a new story, and I will continue the narrative and create a corresponding illustration. Feel free to share the start of your story, and I'd be happy to help you continue it!

### User Input

a troll is having breakfast, and suddenly he heard someone is knocking the door.

### What happens next LLM

Here is the continuation of the story:

The troll wiped his mouth and walked over to the large wooden door of his cave home. "Who is it?" he grumbled in his deep voice.

"It's me, Billy the elf!" replied a squeaky voice from outside. "I've come to borrow a cup of sugar for my cookie recipe."

The troll sighed. Billy was always stopping by to borrow things despite the fact that trolls and elves weren't usually friends. But he had to admit, Billy's cookies were pretty good.

He swung open the door and peered down at the small elf standing on his doorstep, holding a wicker basket. "You'd better not track mud in here again," the troll warned.

Billy stamped his boots clean. "I learned my lesson last time. Can I please have the sugar?" He gave the troll his best pleading look.

The troll huffed. "Alright, come on in. The sugar's in the cupboard." He led Billy into the kitchen. As Billy retrieved the sugar, the troll's mouth started to water thinking about those cookies.

### Picture

LLM

PROMPT





# Generative AI with Large Language Models

🌐 Taught in English | [22 languages available](#) | Some content may not be translated

**Enroll for Free**  
**Starts Feb 15**

Financial aid available

<https://www.coursera.org/learn/generative-ai-with-llms>





You

使用AI服务的时候，普通人要怎么注意保护自己的隐私。请注意我主要关注的是使用AI比如ChatGPT这类聊天工具，什么样的问题能问，什么样的问题不能问



ChatGPT

在使用AI服务（如ChatGPT等聊天工具）时，保护个人隐私是至关重要的。以下是一些注意事项，特别是在向AI提问时应该考虑的：

1. **避免透露敏感信息：** 不要向AI提供敏感个人信息，如身份证号码、银行账户信息、信用卡号码等。这些信息可能被记录并存储在服务器上，存在泄露风险。
2. **不要分享私人照片或视频：** 避免向AI发送包含您或其他人的私人照片或视频。虽然AI可能无法保存这些内容，但这仍然存在泄露风险。
3. **避免涉及个人健康问题的讨论：** 避免向AI询问涉及个人健康、心理健康或其他敏感话题的问题。这些信息可能会被记录下来，引发隐私问题。
4. **不要透露地理位置信息：** 避免向AI提供您的准确地理位置信息，例如您的家庭地址或当前所在位置。这些信息可能会被记录下来，并可能被用于不良目的。
5. **注意与AI的交互方式：** 尽量保持与AI的交互简洁，避免过度依赖AI处理涉及个人隐私的问题。确保您的对话不会透露过多个人信息。
6. **不要与AI分享敏感观点或信仰：** 避免向AI分享您的政治立场、宗教信仰或其他敏感观点。尽管AI可能不会记录这些信息，但仍然应保持谨慎。
7. **审慎对待个人情感问题：** 避免向AI透露您的个人情感问题，例如恋爱关系、家庭问题等。这些问题可能会被记录下来，引发隐私风险。
8. **审查聊天记录：** 定期审查与AI的聊天记录，确保您未意外透露个人信息。如果发现意外泄露，应立即采取措施限制损害并删除相关信息。

总的来说，要保护个人隐私，在与AI交互时应谨慎选择问题，并避免提供敏感个人信息。确保保持警惕，并注意您与AI的对话内容。



# Thank you!

