

LLM-Based Decision Support System for Abnormal Customer Complaints



Key Problems

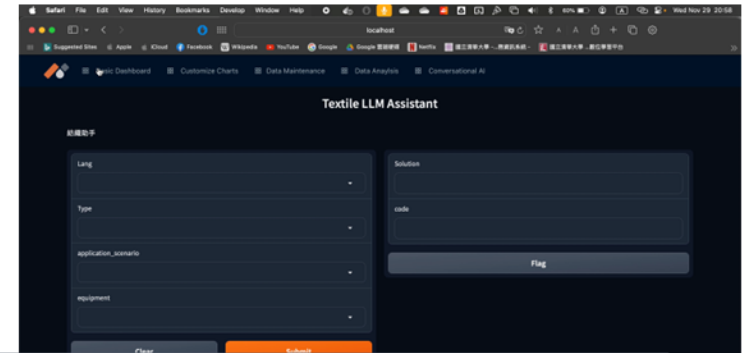
Inaccurate case recommendations

Processing requires extensive experience

Large volumes of unstructured data

Unclear processing efficiency

Examples of Quality-Related Abnormal Complaints in Semiconductor Manufacturing



Application Scope

Manufacturing industry quality-related abnormal complaints (8D Report)

AE/FAE customer services (abnormalities, warranties, verifications)

Internal factory meeting abnormality handling



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