

**WSO2CON2025**

# Build GenAI Apps Using Micro Integrator



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# Agenda

- Overview: Building GenAI Apps
- High-Level Introduction to WSO2 Micro Integrator
- Building a GenAI Integration App with LLM Chat
- Quick Recap: RAG Pattern
- Building and Retrieving from a Knowledge Base
- Developing a RAG-based Chat App
- Creating AI Agents with Micro Integrator

# Building GenAI Apps

The background is a rich, multi-colored space scene. It features a gradient from a bright orange-red on the left to a deep purple and blue on the right. Scattered throughout are numerous stars of varying sizes and colors, some with prominent four-pointed diffraction patterns. In the lower-left quadrant, there is a large, glowing teal planet with a thin, dark ring. In the lower-right quadrant, there is a smaller, glowing purple planet with a thin, dark ring. The overall effect is a sense of vastness and futuristic technology.

# What are GenAI Apps?

- Applications powered by Generative AI (GenAI) technologies such as Large Language Models (LLMs).
- Capable of generating human-like text, responses, and content based on prompts.
  - Examples include:
    - Chatbots (Customer support, virtual assistance)
    - Retrieval-Augmented Generation (RAG) (Context-aware responses from enterprise knowledge bases)
    - Intelligent Agents (Autonomous task execution, decision-making)

# How can enterprises identify GenAI use cases?

## Analyze repetitive workflows:

- Automate customer support FAQs, internal queries, document summarization.

## Identify content-heavy areas:

- Policy document management, knowledge base Q&A, product information retrieval.

## Evaluate pain points in user interaction:

- Improve user engagement through personalized chatbots and intelligent assistance.

# How can enterprises identify GenAI use cases?

## Pinpoint areas needing quick, accurate decision-making:

- Intelligent agents for automation and decision-support in procurement, inventory management, or IT operations.

## Tip for Identifying GenAI Use Cases:

**“Think beyond your current integrations.”**

Focus on areas not yet integrated or automated within your enterprise. GenAI thrives in transforming previously untouched or challenging scenarios into opportunities for innovation and efficiency.

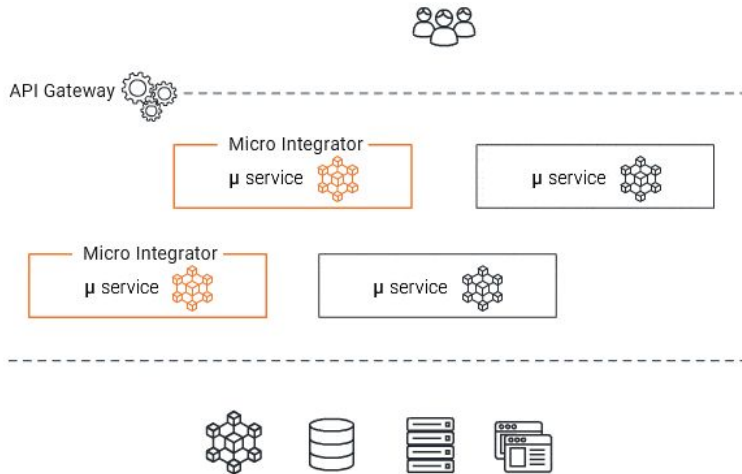
# Introduction WSO2 Micro Integrator

The background is a vibrant space-themed gradient transitioning from orange-red on the left to dark blue and purple on the right. It is filled with numerous small white stars and several larger, stylized planets. One large planet with a ring system is visible in the lower-left quadrant, and a smaller ringed planet is in the lower-right quadrant. The overall aesthetic is futuristic and cosmic.

# WSO2 Micro Integrator Introduction

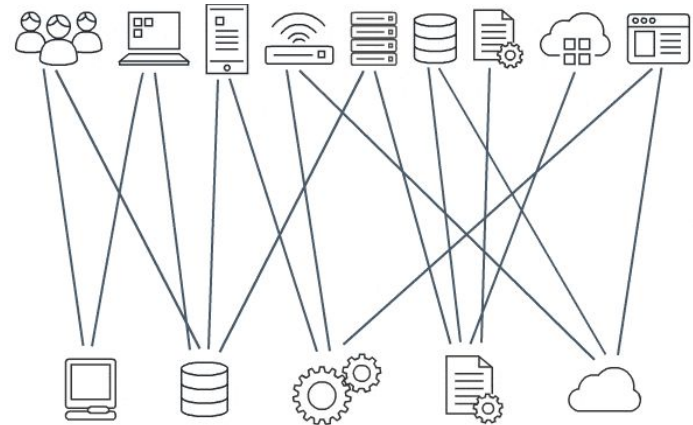
## Microservices Integration

Deploy the WSO2 Micro Integrator to integrate and orchestrate microservices that can harness the power of a low-code integration approach while reaping the benefits of MSA.



## Enterprise Service Bus

A leaner, state of the art Integration runtime for your enterprise. When deployed as an ESB, Micro Integrator supports message routing, transformation, message mediation, service orchestration, service and API hosting needs as well as any enterprise integration pattern.



**Demo**



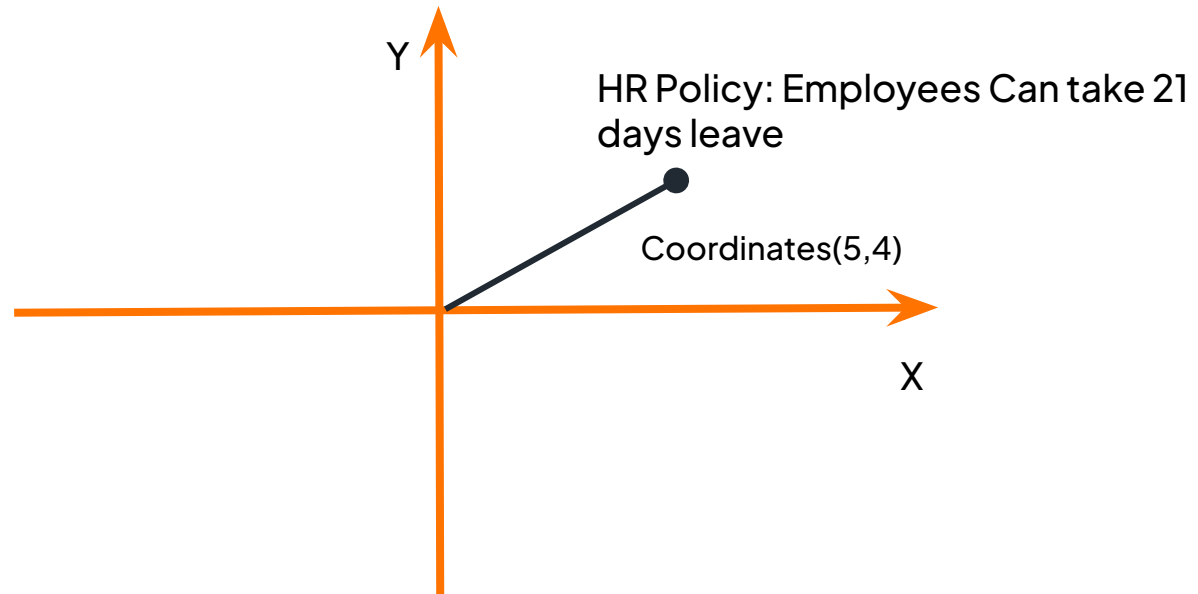
# Quick Recap: RAG Pattern

The background is a vibrant space scene with a color gradient from orange-red on the left to dark blue and purple on the right. It is filled with numerous stars of varying sizes and colors, some with prominent four-pointed diffraction patterns. In the lower-left quadrant, there is a large, semi-transparent teal planet with a thin ring system. In the lower-right quadrant, there is a smaller, semi-transparent purple planet with a thin ring system. The overall aesthetic is clean and futuristic.

# Introduction to the RAG Pattern

## What is RAG?

- Retrieval-Augmented Generation (RAG) combines AI language models with external knowledge retrieval to generate precise answers.



# Introduction to the RAG Pattern

## Why RAG?

- Accuracy: Uses reliable external sources.
- Reduced Hallucinations: Minimizes incorrect AI-generated responses.
- Transparency: Responses traceable to source materials.

## How RAG Works:

- User inputs a query.
- Relevant information retrieved from documents.
- AI combines retrieved data with the query.
- AI generates an accurate response.

## Example Use Case:

- Customer support chatbot referencing FAQs or manuals for accurate responses.

# Recap & Key Takeaways

- Introduction to GenAI Apps
- Defined what GenAI apps are and their significance.
- Identifying Enterprise GenAI Use Cases
- Tips for recognizing opportunities beyond existing integrations.
- Understanding Retrieval-Augmented Generation (RAG)
- Explained the RAG approach clearly and demonstrated its benefits.
- Demo: RAG Chatbot using FAQ
- Showcased practical implementation and effectiveness.

## Next Steps:

Explore and identify GenAI opportunities within your enterprise to enhance efficiency, accuracy, and user experiences.

# Question Time!



The background features a dark, space-like environment with a nebula in shades of red and orange. Scattered throughout are various 3D geometric shapes, including cubes and rectangular prisms, rendered in a blue-to-purple gradient. Some shapes have a red-to-orange gradient on their sides. A large, semi-transparent blue sphere is visible on the left side. The overall aesthetic is futuristic and digital.

**Thank you!**

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