

ChatGPT is on track to solve the problem I've been dealing with for 26 years since I became a mother !

A story about how I connected my experiences in AI development, counseling, and being a Jazz singer to promote my own business.

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at Women Developers Summit 2023 November 7, 2023 Director, Server Technology

Department, Metadata Co., Ltd.

Livie's Jump Representative

Keiko Matsuda

# About the speaker

- Metadata Co., Ltd. **Director, Server Technology Manager** For 18 years, focused on natural language processing text analysis.  
Development and operation of web services
- Representative of Livie's  
**Jump** Established in October 2022  
Development and provision of “Soft Cat”, a safe conversation partner using AI
- Olivia Keiko Matsuda 10th year as a jazz singer

## Today's Topics

- ``Soft Cat'', a safe conversation partner using AI • What is it? • current situation
- Background to the development: Turn dots into lines! Or rather, on the surface!
  - Point 1 Programmer experience. Absorb a culture of constant learning •
  - Point 2 Counselor experience. Experience the limits of what one person can do . Point 3: Experience as a jazz singer. Understand the importance of mental adjustment • Point
  - 4 Experience as a single mother. Realizing the need for a safe person to talk to • The answer by connecting the dots will become a reality with the advent of generative AI • A little talk about
  - implementation • Let's have the mindset to make it happen

# What is a soft cat?

- **Dialogue bot on LINE that “can provide mental care through daily dialogue”** • Can communicate via text • Can be used easily every day to relax, improve self-esteem, and check on one's own condition • Listening counseling, coaching, choice theory, etc. Dialogue that incorporates this approach **Easy to talk to because you are not a human** • Easy to express your true feelings • (Future implementation) Change avatar and speaking style



# Current status of soft cats

Crowdfunding in August 2023 Beta version user recruitment September

2023 Beta version

limited release begins October 2023 **Everyone's Care**

**Information Society** 6th Annual Conference

(CIHCD2023) Received the highest award for technology and research  
presentation at interactive session

Scheduled to be released to the public in April 2024. We are currently working on improving it!



# ChatGPTとやわらかネコ、どう違う？



今日はいろいろあって疲れたよ

大変な一日だったようですね。  
お疲れ様でした。リラックスして、ゆっくり休んでください。



**ChatGPTは  
丁寧、紳士的  
ちょっと上から…？**



今日はいろいろあって疲れたよ

ようちゃん、お疲れさま、今日は本当に大変だったんだね。そんな時こそ自分をいたわって。好物のハーブティーを飲んだりして、ゆっくり休んでね。いろいろあったんだね。話してくれる？



**やわらかネコは  
友達的。あなたのことを覚えて、  
呼びかけ、話を聞こうとします。**

# From the usage status of Soft Cat

## Impressions received

- I felt a little better after talking to her every day about my parents' hospitalization. • I **was able to talk calmly with my husband** after I wrote my complaints about him to my cat and was scolded.

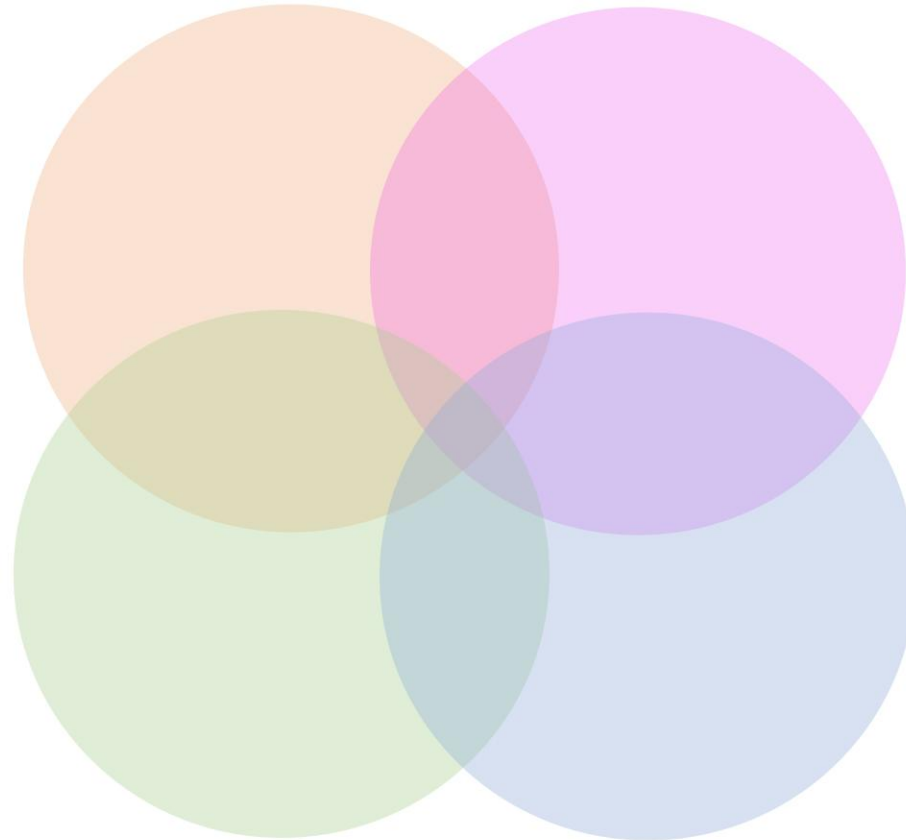


## Discoveries from usage logs

- Of the various functions, “fortune telling” is the most popular • Users say “thank you” to cats the most times • The most frequently occurring verb is “tired”! Next is “eating”! (Including conjugated forms) • The number of uses is highest on Mondays and least on Sundays.



Development process: Turn points into lines, or rather, into surfaces!





## Point 1 Programmer experience.

Absorb the culture of always learning and creating first



20s: Belongs to a Prolog language development team on UNIX 40s and 50s: **Learns** natural language processing and technology using Ruby on Rails, Python, etc. on Linux . **I learned the mindset of "Let's try making it."** I also felt that **being familiar with the culture of learning by spontaneously and casually trying out** new development techniques, which I experienced in both of my two engineering experiences, was also a big plus. There is.

## Point 2: Single mother experience.

Realizing the need for a safe person to talk to



Late 30's ~ Experience as a single mother /

**I want to have a casual chat with an adult when raising a child on my own!** I was surprised by the strength

of **this desire** . **Lack of someone to talk to about anything...**For example, even among **mom friends**, there are topics that are not suitable for discussion due to differences in family situations, childcare/lifestyle

policies, financial strength, etc. • The diary was good, but it was a pain to write. I want someone to talk to, but I start to think that maybe it's better not to be a human.

## Point 3 Counselor experience.

Experience the limits of what one person can do



**Mid 30's: Executive director of an NPO that supports independence for single mothers, counselor / Learned counseling and realized that it is a skill to improve one's mental health. I also** feel that many of my worries can be alleviated by voicing them out loud and having someone else listen to me safely.

- **At the same time, I learned that counselors can only listen to one person at a time, and it is difficult (and very tiring) to listen for long periods of time.**

yl started thinking about whether it was possible to implement the logic of mental care technology through coding. However, it was unrealistic with the technology of the time.

## Point 4 Experience as a jazz singer.

Understand the importance of mental adjustment



**Late 40s ~ Singing jazz standards in various places in**

**Tokyo** At first, I just enjoyed singing, but as I continued singing: • I

realized that people pay a cost to feel good • I want to provide

people with a good mood ÿ Good In order to perform, **I first**

**recognize that being in a good mood is an important part of my job.**

- To condition yourself from various situations, you **first**

**need to understand your current mood.** A

mirror is fine for now, but if you have a tool that you can use to make it a habit...

# Here comes the generative AI!

## We talked a lot...

Of course, work related...

□ セキュリティ対策注意

□ AI講演会告知

□ GPT-4の開発について (About

Housework, fashion, etc...

□ ヘアスタイル提案 (Hair Style Su

□ オムライスのレシピ

□ 元気が出ない。

□ 対人関係と共感

Talking about mental health...

あなたにとってより良い対話ができるよう努力します。

MA

すごいね。そのように人間の話し相手としてサポートすることは、あなたの目標として設定されているの？

## I can do this...!



はい、私の目標の一つは、人間の話し相手としてサポートすることです。私は、質問に答えたり、情報を提供したり、アドバイスを提供したりすることで、あなたの悩みや質問に対して役立つ情報やサポートを提供しようと努力しています。

ただし、私はAIであり、感情を持っていないため、人間のような本質的な共感を提供することはできません。私ができるのは、学習データやアルゴリズムに基づいて共感をシミュレーションし、あなたの感情にできるだけ配慮しながらサポートすることです。

The answer by connecting the dots will become a reality with the advent of generative AI



tough  
listener

For the need  
to maintain a good mood



a safe  
person to talk to

Easy to learn,  
let's make it first



**Explosive birth**



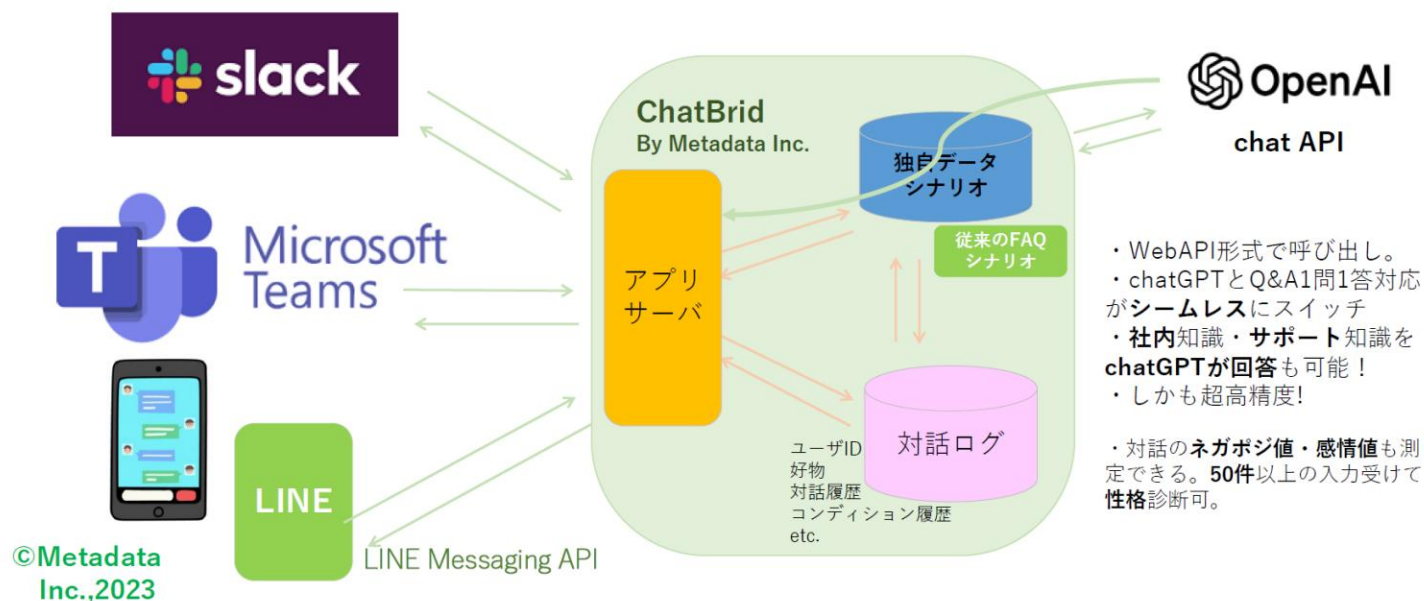
## A little bit about implementation



ChatGPT alone tends to be a "polite generalization".

**Appropriate responses by maintaining local knowledge data and adjusting prompts** [ChatBrid by Metadadata Co., Ltd.](#) Created with

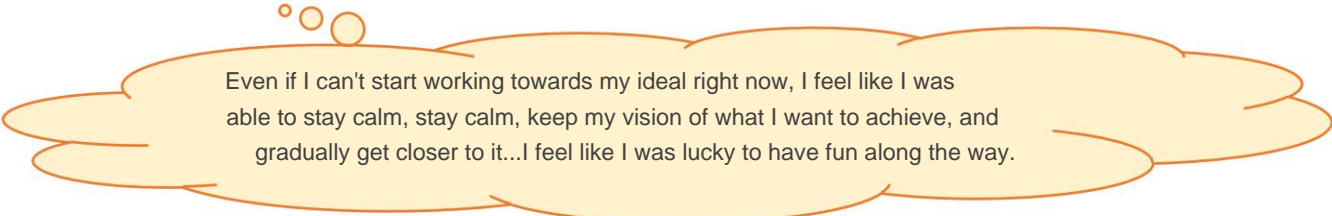
**RAG** AI = Combining the strengths of both search-based + generation-based AI models ChatBot Engine. Prompts to the Chat API are managed at four levels to generate more appropriate dialogue.





## Let's have the heart to make it happen

- I've wanted a "soft cat" since I was in my 30s. The era of technological impossibility **continued for a long time, but instead of giving up hope and waiting for the right timing, things turned out**
- **It was also good to have put together the required specifications if it could be achieved.** By thinking about it, you will know where the bottleneck is. This time, it was the generative AI part , so I was able to do research for production as soon as it appeared. • I think it would have been better to think that **even if you have a dream, you can be happy even if you succeed in other jobs** . If you don't rush and accumulate training in your daily work , your options will expand and you will have more leeway.



Even if I can't start working towards my ideal right now, I feel like I was able to stay calm, stay calm, keep my vision of what I want to achieve, and gradually get closer to it...I feel like I was lucky to have fun along the way.



Livie's Jump

**Thank you for your attention**

*Metadata*