

AGC Builds and Launches “ChatAGC,” an In-House Conversational AI Tool

- Established a project to explore the use of generative AI aiming to foster creative work environments -

Tokyo, June 19, 2023 – AGC (Headquarters: Tokyo; President: Yoshinori Hirai), a world-leading manufacturer of glass, chemicals, and high-tech materials, has announced that it has built a conversational AI tool called “ChatAGC” and launched its full-scale operation for employees in June 2023. Developed using Microsoft’s Azure OpenAI Service*, “ChatAGC” is an in-house conversational AI built to enable employees to use chat AI safely and securely in their work.

By proactively utilizing generative AI, AGC aims to drive innovation in materials, improve the work efficiency of its employees, and create an environment in which they can focus more on creative activities, thereby providing better products and services to customers and society.

A feature of “ChatAGC” is that it has the same conversational functions as ChatGPT, but can be used without sending the information input to external parties. Thus, unlike ChatGPT, data cannot be used for secondary purposes, but is stored only in the AGC network (environment) for use only by AGC employees.

Comparison of ChatGPT and ChatAGC

Item	ChatGPT	ChatAGC
Secondary use of data	In principle used secondarily	Not used secondarily
Storage of data	Stored externally (in the US)	Not stored externally
Inspection and monitoring of data	Implemented	Not implemented
Access restrictions	Unrestricted. Available to anyone.	Can be used only by authorized AGC employees

Furthermore, AGC has launched the “Generative AI Exploration Project” In conjunction with the start of ChatAGC. The project team consists of selected members from each department. And as a company-wide initiative, it searches for ways to utilize generative AI in AGC, develop a safe environment for its use, and provide know-how on its utilization internally.

The AGC Group has set “Competitiveness enhancement through accelerated digital transformation” as one of the three strategic pillars of its medium-term management plan **AGC plus-2023**. By utilizing digital technology, the Group seeks not only to improve operational efficiency and reduce costs, but also to strengthen its competitive foundation as a materials manufacturer and to create economic and social value through innovation.

*A corporate service provided by Microsoft with technology from OpenAI, an organization that develops AI.

<Media inquiries>

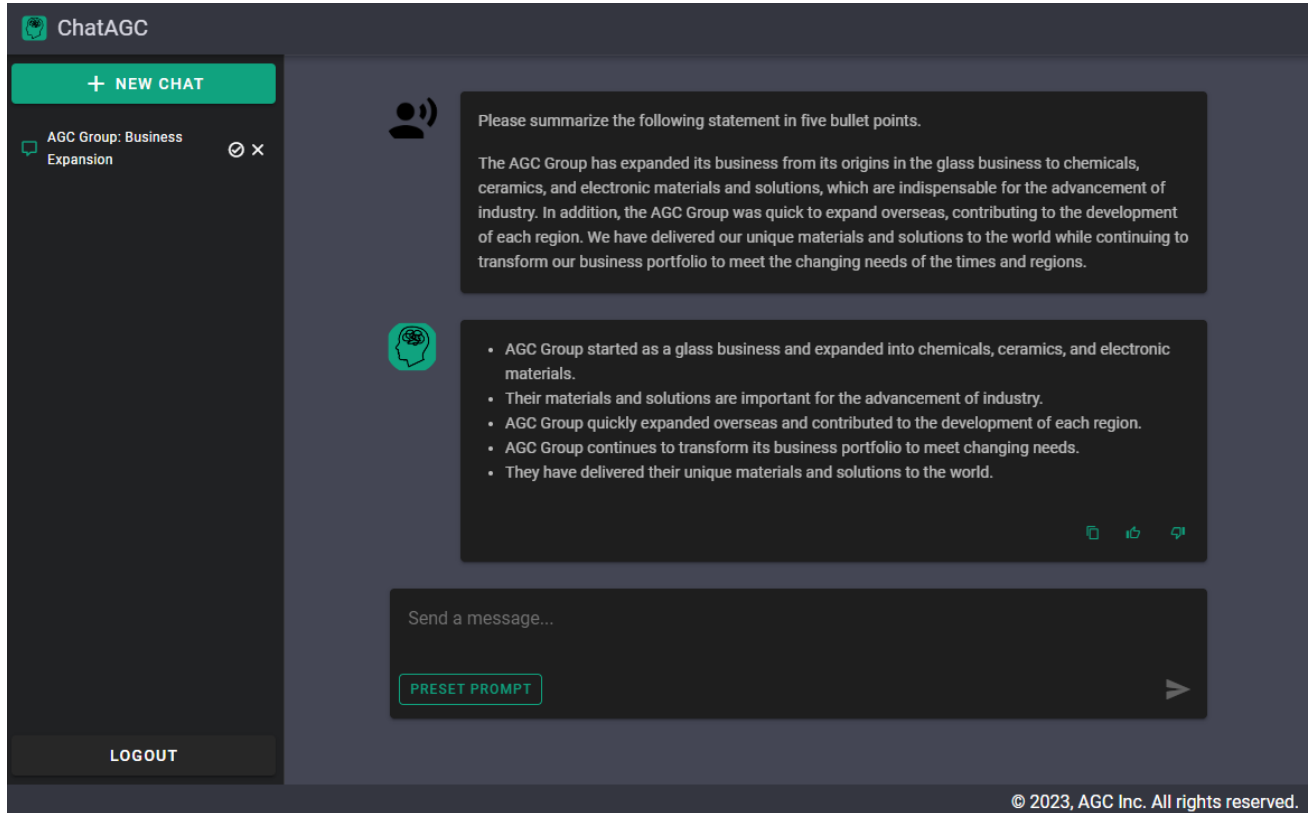
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< Reference >

A ChatAGC



The screenshot displays the ChatAGC interface. On the left, a sidebar contains a '+ NEW CHAT' button, a chat entry for 'AGC Group: Business Expansion', and a 'LOGOUT' button. The main chat area shows a user icon and a message: 'Please summarize the following statement in five bullet points.' Below this is a text block containing a paragraph about AGC Group's expansion. A second message, marked with a brain icon, provides a bulleted summary of the paragraph. At the bottom, there is a 'Send a message...' input field with a 'PRESET PROMPT' button and a right-pointing arrow. The footer of the interface reads '© 2023, AGC Inc. All rights reserved.'

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