GMTRouter: Personalized LLM Router over Multi-turn User Interactions

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Abstract

Large Language Model (LLM) routing has demonstrated strong capability in balancing response quality with computational cost. As users exhibit diverse preferences, personalization has attracted increasing attention in LLM routing, since even identical queries may require different models to generate responses tailored to individual needs. However, existing approaches are not fully personalized and often fail to faithfully capture the complex interactions between users and LLMs. Moreover, user preference data is typically scarce and inconsistent in format, which limits the effectiveness of methods that directly leverage user-specific data. To address these challenges, we propose *GMTRouter*, which represents multi-turn user–LLM interactions as a heterogeneous graph with five node types: user, LLM, query, response and turn, thereby maximally preserving the rich relational structure of the interaction. Through a lightweight inductive graph learning framework combined with a tailored user-conditioned graph sampling mechanism, *GMTRouter* learns to capture user preferences from few-shot data, enabling effective personalization. Extensive experiments demonstrate that *GMTRouter* outperforms the strongest baselines, achieving up to a 0.105 absolute improvement in accuracy and a 0.12 improvement in AUC. More importantly, we further demonstrate that *GMTRouter* can adapt to new users using only few-shot data, without extensive fine-tuning.

1 Introduction

With the rapid development of the field of Large Language Models (LLMs), an increasing number of models with varying sizes, computational costs, and domain expertise have become available (Singhal et al., 2023; Luo et al., 2022). This makes LLM routing particularly important, as it enables the recommendation of appropriate LLMs for diverse user queries while balancing response quality with computational cost (Šakota et al., 2024; Stripelis et al., 2024). Such routing techniques are increasingly adopted in modern LLMs, including GPT-5 (OpenAI, 2025). At the same time, as more users engage with LLM routing services, differences in individual preferences become increasingly prominent: even identical queries may require different models to generate responses tailored to each user (Li et al., 2024b; Salehi et al., 2024). Therefore, this paper aims to highlight a pressing research question: *Can we design a personalized routing framework that aligns LLM selection with individual user preferences based on their interaction histories?*

Existing research has proposed various architectures for LLM routing frameworks: FrugalGPT introduces a BERT-based router that determines whether to switch to a larger LLM (Chen et al., 2023), while C2MAB-V constructs a bandit-based router to balance exploration and exploitation when selecting an LLM (Dai et al., 2024). GraphRouter formulates routing as a node classification task over a graph of queries, tasks, and LLMs (Feng et al., 2024). However, existing methods largely overlook the importance of extracting structured preference information from users' interaction histories: they are not fully personalized and often fail to faithfully model multi-turn conversations between users and LLMs, which represent the most common form of user–LLM interaction in real-world scenarios (Zhang et al., 2025a; Li et al., 2025b). Moreover, in real-world scenarios, the preference data provided by a single user is typically scarce and inconsistent in format (Escamocher et al., 2024; Li et al., 2024a). This makes it challenging for methods that directly leverage user-specific data to learn user profiles (Salemi et al., 2024a; Gao et al., 2024) or use such data as a retrieval source to support routing (Au et al., 2025), thereby limiting their effectiveness.

To address these challenges, we introduce **GMTRouter** (**G**raph **M**ulti-**T**urn **Router**), a het-

User ID	Query	Selected LLM	Response	Feedback
User 1	[Turn 1]"Please Explain ... ?" [Turn 2]"Can a Process ... ?"	**GPT-4-1106-Preview**	[Turn 1]"Exothermic and endothermic ..." [Turn 2]"Yes, a process ..."	[Turn 1]"rating: 3.0" [Turn 2]"rating: 4.5"
User 2	[Turn 1]"Compose a blog ..."	**Claude-V1**	[Turn 1]"Title: Aloha Spirit ..."	[Turn 1]"ranking: Claude-V1 > Koala-13B"
User 2	[Turn 1]"Compose a blog ..."	**Koala-13B**	[Turn 1]"Aloha, fellow travelers ! ..."	[Turn 1]"ranking: Claude-V1 > Koala-13B"
User 3	[Turn 1]"Compose an email ..." [Turn 2]"Rewrite your ..."	**Vicuna-13B**	[Turn 1]"Subject: An Exciting ..." [Turn 2]"Subject: A Gental ..."	[Turn 1]"response: Subject: Embrace ..." [Turn 2]"response: Subject: Soaring to ..."

Figure 1: **Multi-turn user-LLM Interaction History Table.** Each row captures a multi-turn interaction with associated user feedback. User feedback can take various forms, including ratings, rankings, ground-truth responses.

erogeneous graph-based LLM router based on multi-turn user interactions for personalized LLM routing. GMTRouter first sensitively identifies key entities within the user–LLM interaction process: users, LLMs, queries, and responses. By modeling these entities as different types of nodes and encoding their textual information into node embeddings, it maximally preserves the semantic information from the original data. To faithfully model the relational structure of multi-turn user–LLM interactions, GMTRouter organizes these diverse node types into a heterogeneous graph that captures complex relational dependencies. Each single-turn interaction is treated as a fundamental unit, and a virtual node, referred to as a *turn node*, is introduced to aggregate local information within each interaction round. We further transform user preference feedback into node features, enabling preference information to propagate across the graph. Moreover, rather than training the model directly on large historical datasets, GMTRouter employs a novel **user-conditioned graph sampling** mechanism in conjunction with an inductive graph learning framework to **enhance the model's ability to capture user preferences from few-shot data**. This design allows effective test-time personalization even under sparse interaction histories, such as cold-start scenarios involving new users. In summary, our main contributions are as follows:

- To our knowledge, we are among the first to introduce a personalized LLM routing task based on multi-turn user interactions, providing new insights for this rapidly growing research field.
- We propose a novel personalized LLM routing framework, which faithfully models user–LLM interactions as a heterogeneous graph, and learns to capture user preferences from few-shot data within a lightweight inductive framework.
- Through experiments on multiple datasets spanning diverse tasks, GMTRouter outperforms the strongest baselines, achieving up to a 0.105 absolute improvement in accuracy and a 0.12 improvement in AUC. Moreover, we demonstrate that our method can efficiently adapt to unseen users with only a few interaction examples, without requiring retraining.

2 Preliminaries

2.1 Task Formulation

We introduce the personalized LLM routing task in this section. We focus on the multi-turn interaction scenario between users and LLMs with feedback (Wang et al., 2023b; Shi et al., 2024). Within a dialogue session, a user u repeatedly interacts with an LLM m: in each turn, the user issues a query q, the LLM provides a response r, and the user in turn supplies a piece of feedback f. Such feedback can take multiple forms, including: (1) scalar scores (e.g., numerical ratings), (Wang et al., 2023c, 2024b); (2) preference rankings (e.g., choosing among multiple responses), (Yang et al., 2024; Sun et al., 2025); (3) ground-truth responses (e.g., directly providing the correct answer) (Gao et al., 2024; Salemi et al., 2024a). We structure these interactions into an **Interaction History Table**, illustrated in Figure 1, where each entry records the user ID, the selected LLM, the multi-turn queries and generated responses, and the corresponding user feedback, thereby maximally preserving the rich relational information of the interaction.

Our personalized LLM routing task is then modeled as follows: Given m users $\{u_1, \ldots, u_m\}$ and n LLM candidates $\{m_1, \ldots, m_n\}$, as well as their historical interaction records:

$$\mathcal{H} = \{(u_i, m_i, \{(q^{(t)}, r^{(t)}, f^{(t)})\}_{t=1}^{T_i})\},$$

where u_i is the user, m_i is the selected LLM, and each record contains a multi-turn sequence of queries $q^{(t)}$, responses $r^{(t)}$, and feedback $f^{(t)}$

Table 1: **The consistency of LLM preferences between users is significantly lower than the consistency within a single user's preferences.** The self-spearman score is substantially higher than the spearman scores computed across different users.

Metric	Self	Global	Intra-cluster	Inter-cluster
Spearman	0.793	0.524	0.573	0.442
Percent	100%	66.0%	72.3%	55.7%

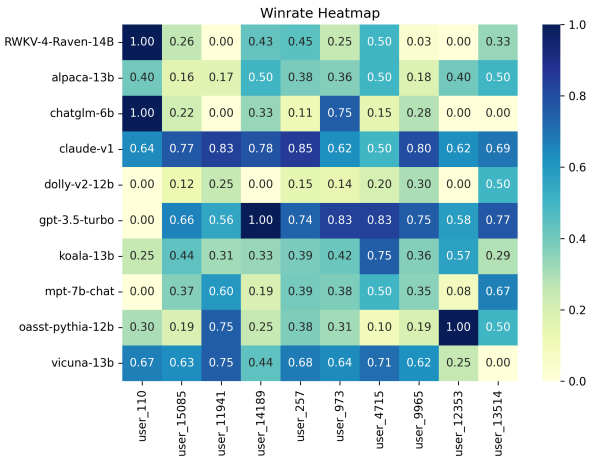

Figure 2: **Significant differences exist in LLM preferences across users.** The figure shows a heatmap of win rates for the 10 most popular LLMs across 10 active users in ChatBot Arena. The uneven color intensity within each row visually highlights the pronounced preference differences between users.

for $t = 1, \ldots, T_i$. When a user u raises a new query q, the router is required to select an LLM $m \in \{m_1, \ldots, m_n\}$ to generate a response r that best aligns with the user preferences, which is measured through the feedback f provided by the user.

2.2 Motivation

In this section, we highlight the significant differences in LLM preferences across users in the real world (Chevi et al., 2025; Wang et al., 2024a), emphasizing the importance of personalized LLM routing for enhancing user experience. We use the ChatBot Arena dataset (Chiang et al., 2024) to illustrate our findings, which contains extensive anonymized multi-turn conversations from numerous users, with pairwise human preference labels between various LLMs, enabling the study of real-world user–LLM interactions. From this dataset, we select 10 active users, each with at least 50 records, for detailed analysis. For each user, we randomly split their data into two halves and compute the win rates of each LLM within each half. We use Spearman correlation to quantify the consistency of preference rankings over LLMs (De Winter et al., 2016; Hauke and Kossowski, 2011). We then compute the Spearman correlation between the two halves to quantify their self-consistency in preferences over LLMs (Chevi et al., 2025; Jiang et al., 2025), reporting the average as a baseline for comparison with inter-user preference consistency. Next, based on the similarity of queries in each user's interaction history, we cluster users into three groups (Zeng et al., 2024; Li et al., 2025a), and compute pairwise Spearman correlation scores among users globally, within clusters, and across clusters (Cavallo, 2019; De Winter et al., 2016), reporting the corresponding averages as summarized in Table 1. We observe that global consistency in LLM preferences among users is substantially lower than individual self-consistency, reaching only 65.99% of the latter. Even within the same cluster, the Spearman score is only 72.28% of the self-consistency, highlighting the diversity of user preferences toward LLMs (Sun et al., 2025; Salemi et al., 2024a). To further visualize these differences, we select the 10 most frequently used models across these 10 users and present a win-rate heatmap in Figure 2, offering an intuitive depiction of the variability in user preferences. Therefore, to address the substantial inconsistency of LLM preferences across users, we propose **GMTRouter**, a framework that enables the personalized recommendation of suitable LLMs tailored to each user's individual preferences.

3 GMTRouter: Router Over Multi-turn User Interactions

Method Overview As shown in Figure 3, GMTROUTER operates in three stages: (a) *Node Embeddings Initialization*: It first identifies the key entities in the Interaction History Table—users, LLMs, queries, responses, and feedback—modeling them as nodes and encoding the textual information into node embeddings to maximally preserve the information of the interaction process. (b) *Heterogeneous Graph Construction*: Based on the relational structure of user–LLM interactions, these nodes are connected to form a heterogeneous graph, which captures rich relational dependencies. (c) *Inductive GNN Training*: Finally, we employ a user-conditioned graph sampling mechanism and an inductive graph training framework to learn user preferences from few-shot data, enabling effective personalization under sparse interaction histories.

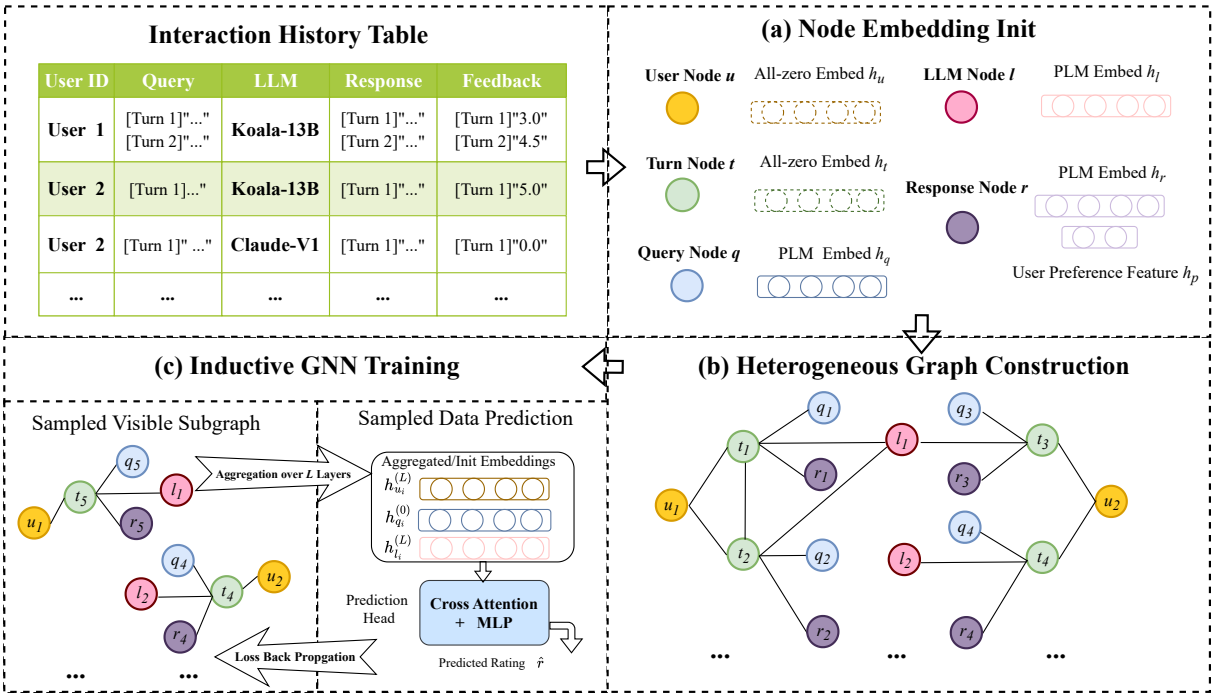

Figure 3: **Overview of GMTRouter.** (a) GMTRouter first extracts key entities: users, LLMs, queries, responses, and feedback, from the Interaction History Table and encodes their textual information using a PLM. (b) It then organizes these entities into a heterogeneous graph to faithfully model the relational structure of user–LLM interactions. (c) Within a lightweight inductive framework, GMTRouter learns to capture user preferences from few-shot data.

3.1 Node Embeddings Initialization.

First, our framework focuses on comprehensively extracting the information of various entities involved in the user–LLM interaction process from the Interaction History Table, along with their relational structures. As illustrated in part (a) of Figure 3, we extract four types of entities: user u, LLM m, query q, and response r, and formalize them as four corresponding node types. Their textual information is encoded using a pretrained language model (PLM) to obtain the initial node embeddings (Wang et al., 2022, 2023a), thereby preserving the semantic information from the original data. Specifically, we encode the query and response texts as their initial embeddings, denoted as h_q and h_r. In addition, we transform various forms of user feedback into numerical ratings and project them into a User Preference Feature h_p, which serves as another attribute on the response nodes. Concretely, ranking feedback is discretized into numerical ratings to ensure that higher-ranked responses receive higher scores (Banditwattanawong and Masdisornchote, 2025); for ground-truth response feedback, we compute the geometric distance between the embeddings of the ground-truth and the generated response as the rating criterion (Salemi et al., 2024a). For LLM nodes, instead of simply using their names or IDs (Ding et al., 2024; Chen et al., 2023), we encode the model overviews provided by AI/ML API platforms[1] as their node embeddings h_m, which typically include key information such as model size, usage cost, and domain-specific capabilities, thereby enriching the node embeddings with important background knowledge. Finally, for user nodes, we do not assume the existence of text-based user profiles, as such information is often scarce and noisy in real-world applications (Su et al., 2024; Alzubaidi et al., 2023); therefore, we initialize user embeddings h_u as zero vectors.

3.2 Heterogeneous Graph Construction.

Next, we organize these nodes into a heterogeneous graph to model the relational structure of user–LLM interactions (Zhang et al., 2025b; Schlichtkrull et al., 2017). We consider each single-round user–LLM interaction as a fundamental unit and introduce a kind of virtual node, *the turn node*, to aggregate the information within each interaction round. As illustrated in part (b) of Figure 3, within each interaction round, the associated user, LLM, query, and response nodes are connected to a corresponding turn node that aggregates information from that round. For multi-turn conversations, the turn nodes corresponding to each round are sequentially connected in dialogue order, facilitating information propagation across turns. The turn

[1] https://aimlapi.com/models/

node embedding h_t is initialized as zero vectors. The resulting heterogeneous graph captures the rich relational dependencies inherent in user–LLM interactions, where turn nodes aggregate local information within each dialogue round and propagate it to user nodes, thereby facilitating the global aggregation of user preference information.

3.3 Inductive GNN Training

After constructing the user–LLM interaction histories into a heterogeneous graph, we train our GNN model on it. Notably, GMTRouter is a **general framework** that can incorporate any heterogeneous GNN as its backbone. We denote the GNN backbone used in our method as *GNN* throughout the rest of the paper. To address scenarios with sparse user history (Su et al., 2024), instead of training the model directly on large amounts of historical data (Lin et al., 2021; Wang et al., 2025), We employ an inductive framework along with **user-conditioned graph sampling** during training, enabling GMTRouter to **capture a user's preferences from only a few interaction records.**

User-conditioned Graph Sampling As illustrated in the left of (c) in Figure 3, during each training epoch, we sample k interaction histories for each user to construct a visible subgraph $\mathcal{G}_{\text{sub}}$ from the heterogeneous graph for message passing, and further sample data outside the visible subgraph as the prediction targets. We then use only these small sampled visible subgraphs and perform message aggregation separately for each user to update the node embeddings. Formally, at layer l, node v's embedding $h_v^{(l)}$ is updated by aggregating messages from its neighbors via the backbone GNN's message-passing mechanism:

$$h_v^{(l)} = \text{Norm}\left(\text{Dropout}\left(GNN^{(l)}(h_v^{(l-1)}, \mathcal{G}_{\text{sub}}\right)\right) \quad (1)$$

This restriction on the amount of data involved in message passing encourages the model to learn how to infer user preferences from very limited signals and to generalize efficiently to new users.

LLM Routing with a Prediction Head. After completing L layers of message aggregation, we obtain the updated node representations $h^{(L)}$. We then employ a **Prediction Head** module f_{pred} for preference prediction. As illustrated in the right of (c) in Figure 3, the Prediction Head takes the updated user embedding $h_u^{(L)}$, LLM embedding $h_m^{(L)}$, and the query embedding $h^{(0)}q$ from PLM as input. It applies a cross-attention module, where the LLM embedding attends to the fused user–query context to extract relevant preference signals. The module outputs a scalar score $s_{u,q,m}$ for each LLM candidate, representing the likelihood that user u would prefer m to answer query:

$$s_{u,q,m} = f_{\text{pred}}(h_u^{(L)}, h_q^{(0)}, h_m^{(L)}) \quad (2)$$

These scores are then used to rank LLM candidates under the same (u, q) condition. We normalize both the predicted scores and the ground-truth ratings, and apply a criterion function to compute the training loss, which is subsequently used to update the model parameters.

During inference, when a user raises a new query, we first sample k interaction histories of that user to construct the visible subgraph and update the node embeddings. Then, the LLM candidate is selected from the candidate set $\mathcal{M}$ as the one with the highest predicted score:

$$m^* = \arg\max_{m \in \mathcal{M}} f_{\text{pred}}(h_u^{(L)}, h_q^{(0)}, h_m^{(L)}) \quad (3)$$

4 Experiment Setup

4.1 Datasets and data processing

We evaluate our approach on five datasets covering diverse tasks, spanning both real-world and synthetic settings. The two real-world datasets are: **(1) ChatBot Arena (Chiang et al., 2024)**, which consists of anonymized multi-turn conversations with human preference labels, and **(2) LaMP (Salemi et al., 2024b)**, from which we select the Personalized Scholarly Title Generation task. The remaining three are synthetic datasets: **(3) MT-Bench (Zheng et al., 2023)**, assessing multi-turn reasoning and conversational ability; **(4) GSM8K (Cobbe et al., 2021)**, focused on grade school math problem solving; and **(5) MMLU (Hendrycks et al., 2021a,b)**, measuring general knowledge and multi-domain reasoning. Detailed descriptions of the datasets and preprocessing are provided in Appendix B.1 and B.4.

Data Processing For ChatBot Arena, we discretize the pairwise preferences to serve as the ratings for responses. For the other datasets, we adopt the data collected in Ong et al. 2024, which generated responses to all questions using "GPT-4-1106-preview" (Achiam et al., 2023) and "Mixtral-8x7B-Instruct-v0.1" (Jiang et al., 2024) Based on this, we

convert these datasets into multi-user personalized datasets. Specifically, for each response, we consider the following four dimensions: (a) Quality: For open-ended questions, we use the GPT-4 scores provided by Ong et al., 2024; for objective questions, we directly evaluate the correctness. (b) Cost: We calculate the cost of generating each response based on the API pricing provided by AI/ML API platform. (c) Response Length: We compute the token length of each response using the Contriever tokenizer (Izacard et al., 2021). (d) Rare Words: We count the number of rare words in each response using the *wordfreq* package (Speer, 2022).

We obtain the final rating of a response by computing a weighted sum of these four metrics. Different users are assigned different weightings to reflect their individual preferences over these dimensions (Feng et al., 2024, 2025). The specific weights used are provided in Appendix B.3.

Data Splitting For all datasets, we partition the data into training, validation, and test sets with a 7:1:2 ratio. For the GMTRouter, we further adopt an additional splitting strategy: we sample 30% of the users and restrict their data to the test sets only, in order to evaluate the generalization ability of our method to new users unseen during training.

4.2 Baselines

We compare our GMTRouter against the following baselines:

Prompt-based: (1) Vanilla LLM. We incorporate the query and the descriptions of candidate LLMs into the prompt, and feed it into LLaMA-3.1-70B (Grattafiori et al., 2024) to select the LLM. **(2) Personalized LLM.** Building on the vanilla LLM, we retrieve the ten most relevant interaction histories from the training set for a given user query and incorporate them into the prompt. Leveraging in-context learning (Dong et al., 2022), the LLM is then guided to perform personalized routing.

Representative Router: (3) GraphRouter. (Feng et al., 2024) A graph-based model that formulates routing as a node classification task over a graph of queries, tasks, and LLMs with learned edge interactions. **(4) FrugalGPT (Chen et al., 2023)** utilizes a PLM to predict the score of the generation result of all LLMs given a query, and then selects the LLM with the highest score within a given cost. **(5) RouteLLM (Ong et al., 2024).** Learns to route queries among a weak-strong pair of LLMs. Following the official setup, we designate the weak model as the one with the lower average win rate in the dataset, and the strong model as the one with the higher win rate.

Memory-based: (6) MA-GNN (Chen Ma, 2020). A memory-augmented GNN that models both *short-term* and *long-term* user interests through item-level message passing and a dedicated memory module. **(7) TIGER (Shashank Rajput, 2023).** A generative retrieval–based sequential recommender that models item sequences via semantic discrete codes.

4.3 Metrics

We evaluate the performance of all methods using two metrics: **(1) Accuracy** measures how often the model correctly identifies the most preferred LLM to answer a given query from a specific user. **(2) AUC-ROC** (Area Under the Receiver Operating Characteristic Curve) measures the model's ability to correctly rank candidate LLMs according to user preferences.

4.4 Implementation Details

We employ Contriever (Izacard et al., 2021) as the PLM to obtain the initial node embeddings. We adopt the Heterogeneous Graph Transformer (HGT) (Ziniu Hu, 2020) as our model backbone due to its strong capability to maintain dedicated representations for different types of nodes. Additionally, we experiment with various other GNNs as the backbone to investigate their impact on GMTRouter's performance. Experimental details are provided in Appendix E.4. We set the visible data size per user to $k = 10$ during both training and inference and adopt Entropy Loss as our loss function. In Appendix C, we will experimentally analyze the impact of different values of k on our method, and hyperparameter details are provided in Appendix A.1.

5 Experiment Results

5.1 Comparison with Baselines

We compare GMTRouter with multiple baselines across five datasets in Table 2. We observe that GMTRouter outperforms the strongest baseline on the vast majority of evaluation metrics, achieving up to 0.105 absolute improvement in accuracy and 0.12 in AUC, which demonstrates the superiority of our framework. For prompt-based baselines, although incorporating user interaction histories into prompts improves performance over the Vanilla

Table 2: **GMTRouter consistently outperforms baselines across all datasets.** Bold and underline denote the best and second-best results. The results are averaged over multiple runs. Since RouteLLM and FrugalGPT are inherently binary routers, we evaluated them only in the binary setting from our datasets.

Method	Chatbot-Arena		MT-Bench		GSM8K		MMLU		LaMP	
	ACC	AUC	ACC	AUC	ACC	AUC	ACC	AUC	ACC	AUC
Vanilla LLM	0.525	0.741	0.481	0.457	0.546	0.533	0.473	0.475	0.334	0.584
Personalized LLM	0.646	0.780	0.437	0.491	0.553	0.536	0.675	0.678	0.312	0.605
GraphRouter	0.771	0.869	0.568	0.550	0.717	0.792	0.699	0.746	0.345	0.652
FrugalGPT	0.562	0.622	0.551	0.552	0.504	0.515	0.545	0.575	-	-
RouteLLM	0.492	0.485	0.480	0.475	0.499	0.498	0.532	0.513	-	-
MA-GNN	0.673	0.775	0.679	0.739	0.636	0.648	0.702	0.758	0.347	0.661
TIGER	0.739	0.735	0.656	0.691	0.639	0.683	0.710	0.764	0.339	**0.698**
Ours	0.774	**0.875**	**0.784**	**0.859**	**0.773**	**0.859**	**0.771**	**0.870**	0.349	0.662
Ours (new user)	**0.780**	0.858	0.759	0.824	0.756	0.833	0.751	0.831	**0.400**	0.673

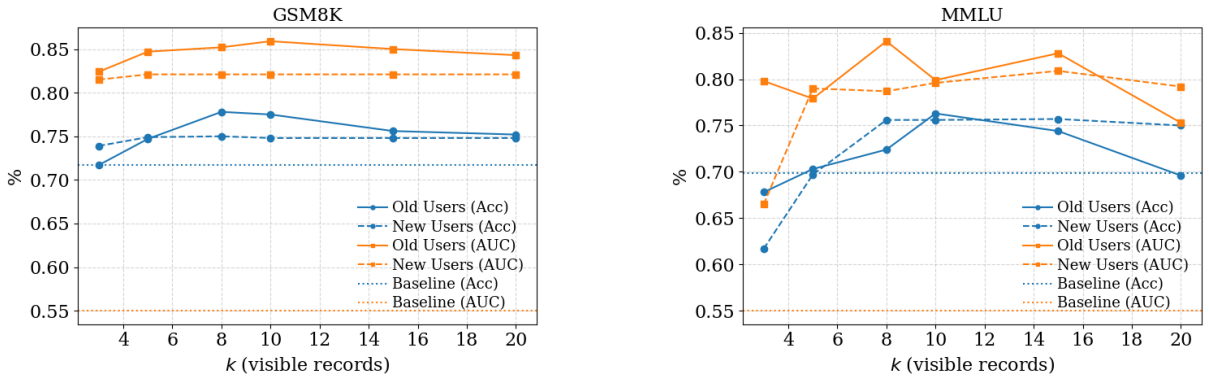

Figure 4: **Result comparison between old-user and new-user settings for GSM8K (left) and MMLU (right).** The dashed line represents the GraphRouter baseline. The personalized performance under the new-user setting is comparable to that under the old-user setting, highlighting the strong generalization capability of our method.

LLM, these methods still fall significantly behind GMTRouter. This result highlights the limited ability of LLMs to directly extract user preference patterns from raw interaction data. Moreover, our approach consistently outperforms router-based baselines, including GraphRouter, which has shown strong performance in non-personalized LLM routing tasks. These results validate the importance of leveraging structured information from user–LLM interaction data, together with explicit user preference signals, to better align model selection with diverse user needs. Compared to memory-based methods, GMTRouter benefits from learning over a fine-grained and highly structured heterogeneous graph, leading to superior performance. Furthermore, even when **30% of users are absent from the training set**, our method achieves performance comparable to the standard setting, underscoring its strong generalization capability to unseen users.

Our Framework is Lightweight With only 27.4M trainable parameters and a 109.6MB model size, our framework remains compact compared to existing routing models. During training, only 4.3GB of GPU memory is needed, making it feasible to train on a single modern GPU without specialized hardware.

5.2 Generalization to New Users

We further investigate the personalized capability of our method in few-shot scenarios with new users. Specifically, we evaluate on the GSM8K and MMLU by sampling 30% users from each dataset and varying the number of visible data $k \in \{3, 5, 8, 10, 15, 20\}$. Figure 4 presents averaged results of the sampled users under two settings: (i) the old user setting, where their records are included in the training set, and (ii) the new user setting, where they appear only in the validation and test sets. We observe that new users achieve results comparable to old users, and their performance curves consistently peak far above the GraphRouter baseline. These findings demonstrate that **our approach effectively learns to capture user preferences from few-shot data and can adapt to new users without requiring extensive fine-tuning.**

Table 3: **Ablation of design components.** We compare the full model with three variants: (1) removing the user preference features, (2) replacing the prediction head with a dot-product, (3) not using user embeddings during prediction. The best and second-best results are highlighted in **bold** and underline, respectively.

Method	Chatbot-Arena		MT-Bench		GSM8K		MMLU	
	Accuracy	AUC	Accuracy	AUC	Accuracy	AUC	Accuracy	AUC
w/o h_p	0.768	0.872	0.569	0.507	0.715	0.784	0.494	0.613
Dot-product	**0.777**	0.868	0.730	0.795	0.629	0.724	0.681	0.746
w/o h_u	0.771	0.873	0.569	0.631	0.725	0.814	0.701	0.771
GMTRouter	0.774	**0.875**	**0.784**	**0.859**	**0.773**	**0.859**	**0.771**	**0.870**

5.3 Ablation Studies

To evaluate the effectiveness of each design component of the GMTRouter, we conduct ablation studies along the following aspects.

- **w/o User Preference Feature** To verify the effectiveness of the user preference feature in propagating preference signals during GNN aggregation, we remove this feature in this variant. As a result, node embeddings are updated without incorporating preference ratings.
- **Dot-product Prediction Head** To evaluate whether the cross-attention prediction head captures non-linear interactions more effectively than standard similarity scoring when predicting the optimal model, we replace it in this variant with a simple dot product between the (user + query) and LLM embeddings.
- **w/o User Embedding** To evaluate the effectiveness of user embeddings aggregated from the sampled visible graph for personalized prediction, we replace the user embeddings fed into the prediction head with zero vectors, thereby ablating their influence on the predictions.

The results of our ablation studies are presented in Table 3. As shown, our GMTRouter achieves the best performance on most metrics across all four datasets compared to the other variants, confirming the effectiveness of our design choices.

5.4 Further Experiments

We present additional experimental results in Appendix E to further examine the robustness and generality of GMTRouter. Specifically, we evaluate its generalization performance on a larger set of users from ChatBot Arena (Appendix E.1), assess its robustness under varying levels of noise in the interaction data (Appendix E.2), and compare GMTRouter with personalized generation methods (Appendix E.3).

6 Additional Related Works

LLM Routing. LLM routing focuses on enhancing inference efficiency and response quality by assigning queries to the most appropriate model (Yue et al., 2025; Zhang et al., 2025c). Recent work frames routing as learning with cost–quality tradeoffs (Kadavath et al., 2022; Dekoninck et al., 2024): RouteLLM learns from preference data (Ong et al., 2024), and RouterBench offers standardized routing benchmarks (Hu et al., 2024). BEST-Route jointly selects LLM and generation count at test-time via a bandit controller (Ding et al., 2025). However, existing approaches are not fully personalized and fail to exploit user information from interaction histories as well as the structure of multi-turn dialogues.

Heterogeneous Graph Learning. HetGNNs are designed to model heterogeneous graphs by capturing complex multi-type interactions among various nodes and edges (Chien et al., 2021; Feng et al., 2019). HAN uses hierarchical attention over metapaths (Wang et al., 2019), while MAGNN and HeCo improve metapath aggregation and cross-view contrast (Fu et al., 2020; Wang et al., 2021). Transformers such as HGT provide inductive, relation-aware message passing with temporal encoding (Ziniu Hu, 2020). This enables rich relational structures in user–LLM interactions while leveraging inductive training to enhance generalization on sparse data from new users.

7 Conclusion

In this work, we introduced GMTRouter, a heterogeneous graph-based framework for personalized LLM routing. By modeling multi-turn user–LLM interactions as a heterogeneous graph and propagating preference signals across node types, our method effectively captures user-specific patterns even from few-shot data. Experiments across five benchmarks confirm that GMTRouter consistently surpasses strong baselines, while adapting efficiently to new users without retraining. These results highlight the value of structured interaction modeling for advancing preference-aware LLM routing and point to promising future directions in scalable, user-aligned LLM deployment.

8 Limitations

While GMTRouter demonstrates significant improvements in personalized routing, we identify a few limitations that offer avenues for future research. First, the initial embeddings for LLM nodes are currently derived from static descriptions provided by API platforms. While effective, these representations may require manual updates if a model undergoes significant versioning or performance shifts. Second, although we evaluated our framework across five diverse benchmarks spanning reasoning, math, and general knowledge, its performance in highly specialized niche domains, such as advanced medical or legal sub-specialties, remains to be further explored. Finally, the current implementation focuses on individual user personalization; extending the framework to model collective or group-level preferences in collaborative environments represents a promising direction for future work.

9 Ethical Considerations

Our work does not pose significant ethical risks or involve sensitive data collection. The experiments were conducted using anonymized, publicly available datasets such as ChatBot Arena ensuring that no personally identifiable information (PII) was processed or compromised. Furthermore, GMTRouter serves as an algorithmic optimization layer for model selection rather than a content generation engine; as such, it does not generate new text or introduce additional biases beyond those already inherent in the underlying candidate LLMs. Our use of an inductive learning framework further supports privacy-preserving principles, as it enables effective personalization from minimal, local interaction histories rather than requiring the construction of extensive, long-term global user profiles.

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A Implementation Details

A.1 Model Configuration and Hyperparameters

We implement our method using PyTorch Geometric (Fey and Lenssen, 2019) and conduct all experiments on a single NVIDIA RTX A6000 GPU.

Architecture. We use a heterogeneous graph transformer (HGT) with:

- **GNN**: 2 layers (single-turn) or 3 (multi-turn), 768-dim hidden, 4-head HGTConv, LayerNorm, dropout 0.1.
- **Predictor**: 4-head MLP with hidden dim 256, dropout 0.1; uses cross-attention where LLM attends to user+query.

Training.

- **Epochs**: 350 **LR**: 5e-4
- **Visible records/user** (k): {3, 5, 8, 10, 15, 20}
- **Batch size**: 256 supervision triplets
- **Ranking Objective**: prioritize AUC, then Accuracy

A.2 Training of GMTRouter

Algorithm 1: Training **GMTRouter**

Data: $\mathcal{D}_{\text{train}} = \{(x, y)\}$
Hyperparams: epochs E, visible k, supervision s, PLM, GNN f_ϕ, predictor Pred
Init: PLM-encode all nodes; initialize node/edge features

for $e \leftarrow 1$ **to** E **do**
  $\mathcal{G}^{(e)} \leftarrow$ subgraph from $k|\mathcal{U}|$ visible records
  $\mathcal{M}^{(e)} \leftarrow s$ held-out triples (u, q, m)
  $h \leftarrow f_\phi(\mathcal{G}^{(e)})$ `// message passing`
  for $(u, q, m) \in \mathcal{M}^{(e)}$ **do**
    $\hat{y} \leftarrow \text{Pred}(h_u,\ q,\ h_m)$
  Update f_ϕ and Pred by minimizing $\mathcal{L}_{\text{rank}}(\hat{y}, y)$

B Dataset Preparation

B.1 Details for datasets

We evaluate our approach on both real-world and synthetic datasets spanning five distinct tasks to provide a comprehensive assessment.

- **Chatbot Arena (Chiang et al., 2024):** ChatBot Arena is a real-world dataset of anonymized multi-turn conversations with pairwise human preference labels across LLMs. For our experiments, we select the 11 users and 16 LLMs with the largest numbers of interactions. Detailed statistics are provided in Appendix B.2.
- **MT-Bench (Zheng et al., 2023):** MT-Bench is a benchmark for evaluating the reasoning and multi-turn conversational capabilities of LLMs, containing 80 multi-turn questions.
- **GSM8K (Cobbe et al., 2021):** GSM8K is a dataset of grade school-level math word problems, designed to assess LLMs' mathematical reasoning and problem-solving skills.
- **MMLU (Hendrycks et al., 2021a,b):** MMLU is a comprehensive benchmark covering 57 subjects from professional domains, used to measure general knowledge and multi-domain reasoning abilities of LLMs. We sample 10 questions from each subject for our experiments.
- **LaMP (Salemi et al., 2024b):** LaMP is designed to evaluate language models across multiple dimensions of personalization. We select the "Personalized Scholarly Title Generation" task, which provides pairs of paper titles and abstracts for multiple users and requires predicting the title a user would prefer given an abstract. We convert this task into a personalized routing dataset, with processing details provided in Appendix B.4.

B.2 Dataset Statistics

We preprocess each dataset by extracting user–query–LLM–response tuples and partition them into train, validation, and test sets. To ensure fair evaluation and meaningful personalization, we stratify the splits to maintain balanced user–model preference distributions and avoid degenerate cases (e.g., users consistently preferring a single LLM or lacking query diversity). This setup promotes generalization under cold-start conditions and supports robust evaluation of routing behavior.

For ChatBot Arena, we selected the following users and LLMs:

Users: arena_user_9965, arena_user_15085, arena_user_257, arena_user_13046, arena_user_11473, arena_user_3820, arena_user_9676, arena_user_6467, arena_user_6585, arena_user_5203, arena_user_1338

LLMs: koala-13b, vicuna-13b, gpt-3.5-turbo, oasst-pythia-12b, gpt-4, claude-v1, RWKV-4-Raven-14B, palm-2, alpaca-13b, mpt-7b-chat, vicuna-7b, claude-instant-v1, chatglm-6b, fastchat-t5-3b, dolly-v2-12b, stablelm-tuned-alpha-7b

We report in Table 5 the size of each dataset along with the time required to process it into the heterogeneous graph used in our experiments.

Table 4: Dataset statistics, including the number of entries, users, and LLMs in each split.

Dataset	Split	Entries	Users	LLMs
ChatBot Arena	Train	2780	11	16
	Valid	386	11	16
	Test	824	11	16
MT Bench	Train	2240	10	2
	Valid	320	10	2
	Test	640	10	2
GSM8K	Train	18460	10	2
	Valid	2620	10	2
	Test	5300	10	2
MMLU	Train	3970	5	2
	Valid	560	5	2
	Test	1150	5	2
LaMP	Train	6895	10	5
	Valid	985	10	5
	Test	1970	10	5

B.3 Synthetic User Design

To simulate diverse user preferences, we introduce synthetic users whose routing behavior is governed by a weighted linear utility function over multiple metrics: human preference rating, token count, output diversity, and cost. For each dataset, we manually assign different weights $\{w_{\text{rating}}, w_{\text{tokens}}, w_{\text{diff}}, w_{\text{cost}}\}$ per user to reflect individualized trade-offs, such as favoring cost-efficiency or output diversity over raw model quality. These weights are normalized within each dataset to prevent scale bias.

B.4 Processing of the LaMP Dataset

We select the "Personalized Scholarly Title Generation" task from the LaMP benchmark (Salemi

Table 5: Computational cost of graph construction across datasets.

Dataset	**Data Entries**	**Avg. Tokens**	**Encoding Time** (s)	**Graph Construction Time** (s)
ChatBot-Arena	3990	184.41	51.73	1.70
MT-Bench	3200	4511.73	55.68	2.40
GSM8K	26380	112.68	142.84	1.49
MMLU	5680	9.35	4.27	1.56
LaMP	9850	66.82	30.98	1.91

Table 6: **Synthetic user weights for MT-Bench dataset.**

User	w_{rating}	w_{tokens}	w_{diff}	w_{cost}
user_1	1.42	0.0087	−0.174	−45.23
user_2	1.87	0.0012	0.091	−15.55
user_3	0.96	0.0135	0.045	−48.42
user_4	1.15	−0.0008	−0.220	−10.00
user_5	1.69	0.0024	0.175	−38.50
user_6	1.08	−0.0015	−0.030	−25.12
user_7	0.53	0.0162	0.230	−5.75
user_8	1.34	−0.0005	−0.145	−12.40
user_9	1.98	0.0101	0.087	−25.10
user_10	1.57	0.0024	−0.065	−7.79

Table 7: **Synthetic user weights for GSM8K dataset.**

User	w_{rating}	w_{tokens}	w_{diff}	w_{cost}
user_1	1.0	20.0	100.0	-0.0
user_2	1.5	18.0	50.0	-1.0
user_3	0.8	22.0	80.0	-0.5
user_4	1.2	17.0	120.0	-0.2
user_5	2.0	15.0	70.0	-0.4
user_6	0.4	6.0	-4.0	-1.0
user_7	0.3	7.0	-5.0	-0.9
user_8	0.6	8.0	-7.0	-1.2
user_9	0.2	9.0	-9.0	-0.8
user_10	0.8	10.0	-3.0	-1.1

Table 8: **Synthetic user weights for MMLU dataset.**

User	w_{rating}	w_{tokens}	w_{diff}	w_{cost}
user_1	1.0	0.00	0.00	0.0
user_2	1.0	0.00	0.00	−600.0
user_3	1.0	0.00	0.00	−1200.0
user_4	1.0	0.00	0.00	−1800.0
user_5	1.0	0.00	0.00	−2400.0

et al., 2024b) as our new dataset. This task provides pairs of paper titles and abstracts for multiple users and requires predicting the title a user would prefer given an abstract.

Data extraction. We identify the 10 users with the largest amount of data and randomly sample 200 (title, abstract) pairs for each user.

LLM response generation. We use five LLMs with diverse architectures and sizes—deepseek-r1 (DeepSeek-AI, 2024), gemma-2-27b-it (Team, 2024), llama-3.1-8b-instruct (AI@Meta, 2024), qwen2-7b-instruct (qwe, 2024), and mistral-7b-instruct-v0.3 (Jiang et al., 2023)—to generate a predicted title for each abstract.

User rating acquisition. For each paper, we encode both the ground-truth title and all LLM-generated titles using a PLM. We compute the cosine similarity between a generated title and the ground-truth title and treat this score as the user rating.

Dataset filtering and splitting. For each abstract, we identify the LLM with the highest user rating and use it as the routing target, discarding samples where ties occur. This yields a total of 9,850 instances, which we split into training, validation, and test sets using a 7:1:2 ratio.

C Investigating the Impact of Visible Data Size

We investigate the impact of k visible data per user on the quality of the aggregated node embeddings. Figures 5 and 6 present the test results on four datasets, respectively. As k increases, both accuracy and AUC improve, but beyond k=10, the performance begins to plateau or slightly decline, indicating diminishing returns from including additional visible data. This may be due to reduced generalization or potential instability caused by excessively large batch sizes during training (Keskar et al., 2016; Oyedotun et al., 2022). Therefore, we

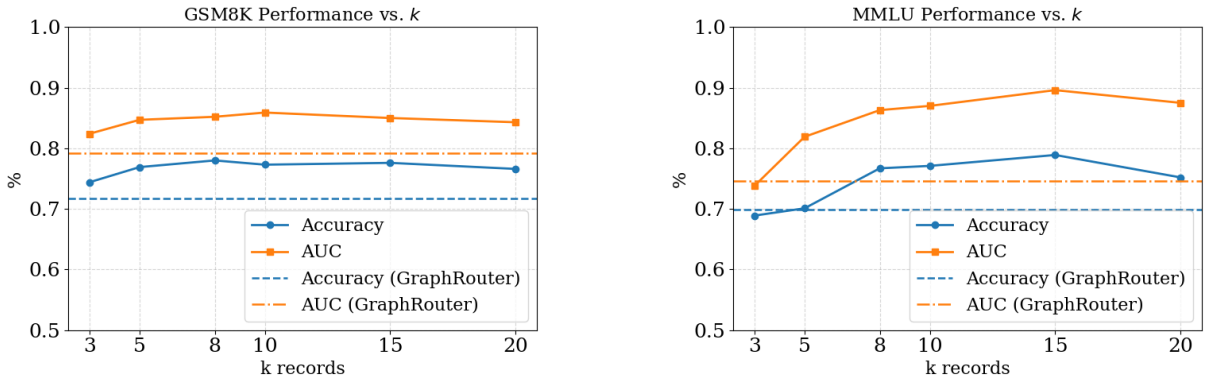

Figure 5: This figure illustrates **the impact of the visible data size k on GMTRouter for GSM8K (left) and MMLU (right).** The dashed line represents the GraphRouter baseline. As k increases, the performance of our method improves, but it saturates once k reaches 10.

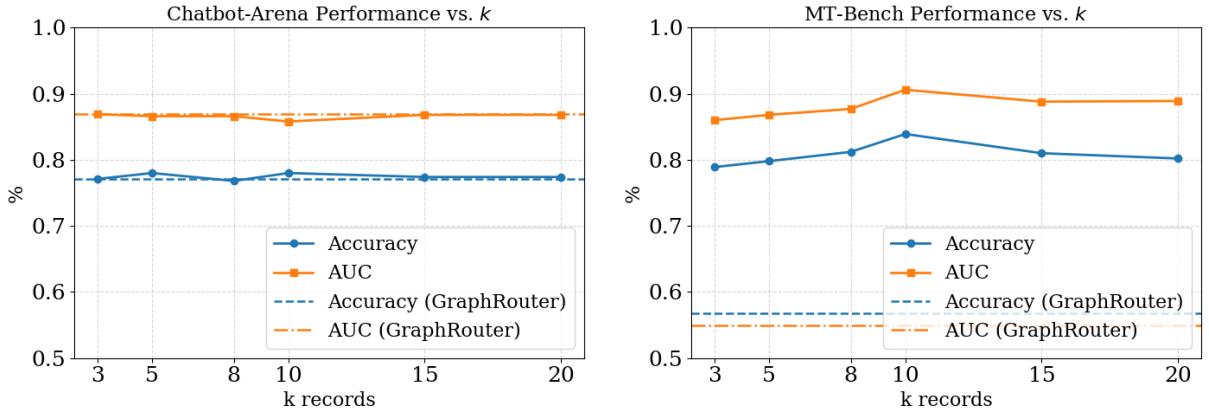

Figure 6: This figure illustrates **the impact of the visible data size k on GMTRouter for ChatBot Arena (left) and MT-Bench (right).** The dashed line represents the GraphRouter baseline. As k increases, the performance of our method improves, but it saturates once k reaches 10.

choose k=10 as a balanced setting for capturing user preferences without compromising generalization.

D Additional Results on New User Experiments

Here, we present the results of the experiment described in Section 5.2 on the ChatBot Arena and MT-Bench datasets, as shown in Figure 7.

E Further Experiment

E.1 Extended Experiments on ChatBot Arena Users

To more thoroughly validate that GMTRouter exhibits strong generalization to new users, we further selected all ChatBot Arena users with more than 15 historical interactions (161 users in total). We keep the original training and test sets used in Section 5 unchanged and use all newly added data exclusively as the test set. GMTRouter is then evaluated on these newly added users. The experimental results are shown in Table 9.

Table 9: GMTRouter performance on the ChatBot Arena dataset with newly added users.

New User Num	0	3	161
Accuracy	0.774	0.780	0.790
AUC-ROC	0.875	0.858	0.837

This expanded evaluation enables us to assess GMTRouter on a substantially larger user set and further demonstrates its effectiveness and generalization capability.

E.2 Experiments with Noisy Data

We conduct experiments to evaluate GMTRouter's personalization performance under varying levels of noisy data. Specifically, we use the MT-Bench

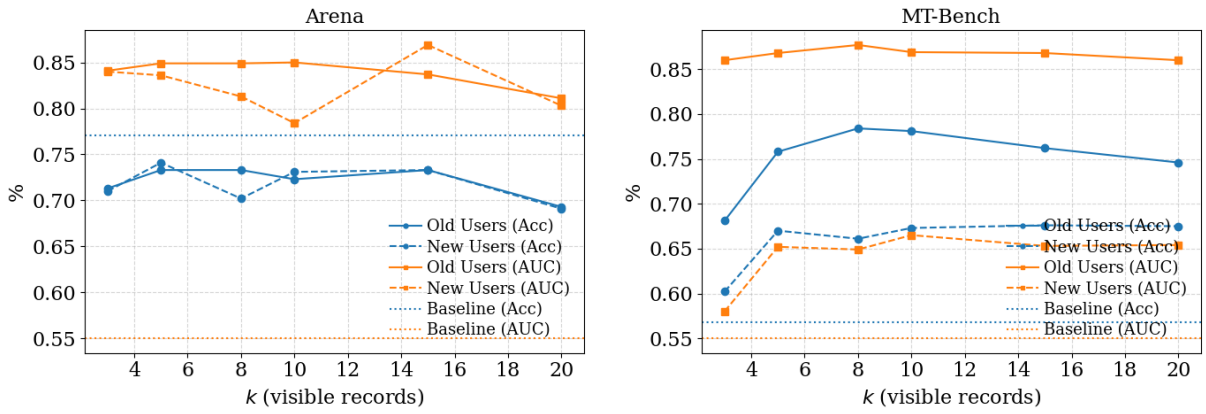

Figure 7: **Result comparison between old-user and new-user settings for ChatBot Arena (left) and MT-Bench (right).** The dashed line represents the GraphRouter baseline. The personalized performance under the new-user setting is comparable to that under the old-user setting, highlighting the strong generalization capability of our method.

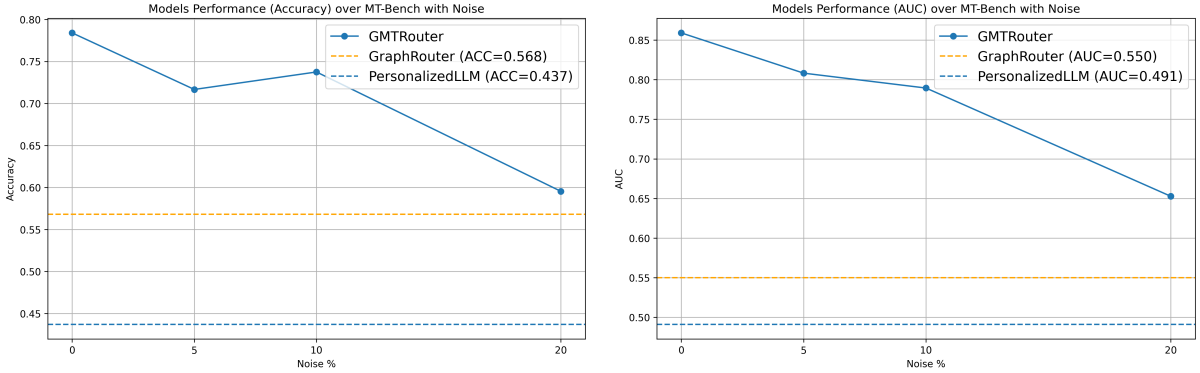

Figure 8: Performance against noisy preference over MT-Bench

dataset and swap the user ratings of $k\%$ of the data ($k = 5, 10, 20$), simulating noise and inconsistencies in preference signals (Li et al., 2024a). The experimental results are shown in Figure 8. Our results indicate that, although performance naturally decreases as noise increases, GMTRouter **degrades gracefully and remains competitive even with 20% noise, outperforming the strongest baseline trained on clean data.** We attribute this robustness to **user-conditioned graph sampling**, which aggregates signals across multiple interactions and mitigates the impact of individual noisy labels.

E.3 Comparison with Personalized Generation Method

To evaluate the personalization capabilities of GMTRouter against personalized generation approaches, we adopt the untuned In-Prompt Augmentation (IPA) based Retrieval Augmented Generation (RAG) from the LaMP benchmark (Salemi et al., 2024b), employing Contriever (Izacard et al., 2021) as the retrieval backbone.

Experiments were conducted on the LaMP dataset. For the RAG baseline, we utilized the test set's 'abstract' query to retrieve the **top-10** most relevant historical 'abstracts' from the specific user's training data. These retrieved items were formatted as 'title, abstract' pairs and integrated into the LLM's input as few-shot examples. Crucially, while GMTRouter relies on user ratings (calculated by comparing the LLM's predicted titles against the ground-truth titles) as its supervision signal, we provided the RAG baseline with a **more direct and potent** form of supervision by explicitly incorporating the retrieved ground-truth titles into the few-shot examples.

We employ **average user rating** and **average token usage** as our primary evaluation metrics. The GMTRouter output consists of the raw response generated by the routed LLM, whereas the RAG output is generated by DeepSeek-R1 (DeepSeek-

Table 10: Performance Comparison of GMTRouter and IPA-RAG on the LaMP Benchmark. The **Random Routing** column serves as the **lower bound**, representing the expected user rating achieved by randomly selecting an LLM. Conversely, the **Theoretical Best Routing** column establishes the **upper bound** for the routing task, reflecting the user rating obtained by always selecting the LLM that yields the highest user rating for that specific instanc.

Metric	Random	GMTRouter	IPA-RAG	GMTRouter + IPA-RAG	Theoretical Best
AVG User Rating	0.744	0.772	0.775	**0.784**	0.810
AVG Token Cost	–	293.56	3231.72	2358.89	–

Table 11: **GMTRouter performance using different convolutional layers.** The best and second-best results are highlighted in **bold** and underline, respectively.

Dataset	Chatbot-Arena		MT-Bench		GSM8K		MMLU	
Metric	Accuracy	AUC	Accuracy	AUC	Accuracy	AUC	Accuracy	AUC
GraphSAGE	0.768	0.873	0.569	0.645	0.635	0.648	0.494	0.487
HeteroConv	**0.777**	0.867	0.569	0.492	0.499	0.603	0.494	0.542
HANConv	0.766	0.776	0.646	0.680	**0.774**	0.775	0.707	0.746
HGTConv	0.774	**0.875**	**0.784**	**0.859**	0.773	**0.859**	**0.771**	**0.870**

AI, 2024), conditioned on the prompt augmented with the retrieved few-shot examples. Furthermore, we also investigated the personalization capabilities of combining both GMTRouter and RAG. Specifically, GMTRouter is employed to select the optimal LLM, and the RAG is subsequently used to construct the few-shot augmented prompt. The experimental results are presented in Table 10.

Our experiments lead to three key observations:

- **Comparable Personalization:** Both GMTRouter (routing) and the personalized generation approach (IPA-RAG) achieve comparable improvements in personalization capability as measured by the AVG User Rating.
- **Cost Disparity:** The IPA-RAG baseline incurs a significantly higher cost, requiring several times more tokens than GMTRouter, highlighting the efficiency gains offered by the routing mechanism.
- **Synergistic Effect:** Combining the two methods (GMTRouter + IPA-RAG) yields the best empirical performance. This suggests that routing and personalized generation techniques address distinct, complementary facets of personalization.

E.4 Using Different GNNs as the GMTRouter Backbone

We investigate how different GNNs used as the GMTRouter backbone affect its personalization capability. We evaluate four backbone models, including both homogeneous and heterogeneous GNNs: GraphSAGE (Hamilton et al., 2017), HGT (Ziniu Hu, 2020), HAN (Wang et al., 2019), and HeteroConv, and present the results in Table 11.

We observe that attention-based heterogeneous GNNs (HAN and HGT) consistently outperform the homogeneous GraphSAGE and the simpler aggregation-based HeteroConv backbones. These results further indicate that GMTRouter is not dependent on any particular GNN architecture: multiple attention-based backbones achieve strong performance, suggesting that the gains primarily stem from the graph-based personalized routing framework and data modeling rather than from a specific convolutional operator.

F Baseline Routing Prompts

To benchmark routing strategies, we design two representative prompt templates: one for a vanilla router that selects the best LLM without personalization, and another for a personalized router that incorporates user history and preferences. Both prompts simulate realistic routing scenarios where a system must choose a single LLM for the next turn in a multi-turn dialogue.

G The Use of Large Language Models (LLMs)

During the writing of this paper, we used the GPT-5 Mini model for text polishing and grammatical corrections to enhance the readability of the manuscript.

Table 12: **Prompt Template: Vanilla LLM Routing (No Personalization)**

[Instruction]
You are an expert routing agent. Your task is to select the most suitable Large Language Model (LLM) to handle the next query in a multi-turn conversation.
[Input Format]
`[Candidate LLM List]`
`{{CANDIDATE_LLM_LIST}}`
`[Previous Conversation]`
`{{PREVIOUS_CONVERSATION}}`
`[Current Query]`
`{{CURRENT_QUERY}}`
[Instructions for Model Selection]

- Consider the query difficulty, the context of the previous conversation, and each LLM's expertise, cost, and size.
- Choose the single best LLM to respond to the current query.
- Output only the name of the selected LLM in the exact format below.
- Do not provide explanations or commentary.

[Output Format]
`<'{selected_model_name}'>`

Table 13: **Prompt Template: Personalized Routing (User History Aware)**

[Instruction]
You are an expert routing agent. Your task is to select the most suitable Large Language Model (LLM) to handle the next query in a multi-turn conversation, incorporating both model characteristics and personalization signals from the user's history.
[Input Format]
`[Candidate LLM List]`
`{{CANDIDATE_LLM_LIST}}`
`[Previous Conversation]`
`{{PREVIOUS_CONVERSATION}}`
`[Current Query]`
`{{CURRENT_QUERY}}`
`[User Preference History]`
`{{USER_PREFERENCE_HISTORY}}`
[Instructions for Model Selection]

- Consider the query difficulty, the context of the ongoing conversation, the LLMs' specializations, cost, and size.
- Additionally, factor in the user's historical preferences and ratings to personalize the routing decision.
- Choose the single best LLM to respond to the current query.
- Output only the name of the selected LLM in the exact format below.
- Do not provide explanations or commentary.

[Output Format]
`<'{selected_model_name}'>`