



grounding GenerativeAI in trusted information (IGS)

1 **CONTEXT PROMPT**
Instructing about IGS documents' hierarchy

User context was adapted to IGS' document type, by adding an **order in the document consultation** respecting the hierarchy between Statute, Regulation/Rules, Circulars & Policies, Information notices.

2 **ANSWER ACCURACY**
Source document availability

Retrieving and displaying source documents and snippets to answer users' queries is instrumental to the tool's trustworthiness and accuracy. The best combination of type of query mechanism and chunks was empirically found.

3 **QUERY PROCESS**
Enhanced research process of relevant document chunks

Keywords and topics were introduced in chunk vectors to reduce the sensitivity to the users' wording and terminology in their question. **Hybrid search** helps identifying the relevant sections of the documents.

4 **QUERY RANKING**
Enhanced document chunk scoring

Chunk retrieval relevance settings prioritize only on the most pertinent chunks to formulate answers. A flexible parameter on the number of chunks retrieved during the query process allows not to surpass token count threshold.

Principles
Principles for the ethical use of artificial intelligence in the United Nations system
UN DATA
privacy



Guardrails
Contact Document Owners
Disclaimer on Chatbot's limits
AI manifesto



Security
ISO 27001
Azure Cloud Security
Ring-fenced Access to the application, i.e., password & username.

