Making of **AnswerMate**

**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.

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**Principles**

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

**UN DATA**

**privacy**

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**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.