ENGAGE
user group

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Help Desk AI Using Domino IQ

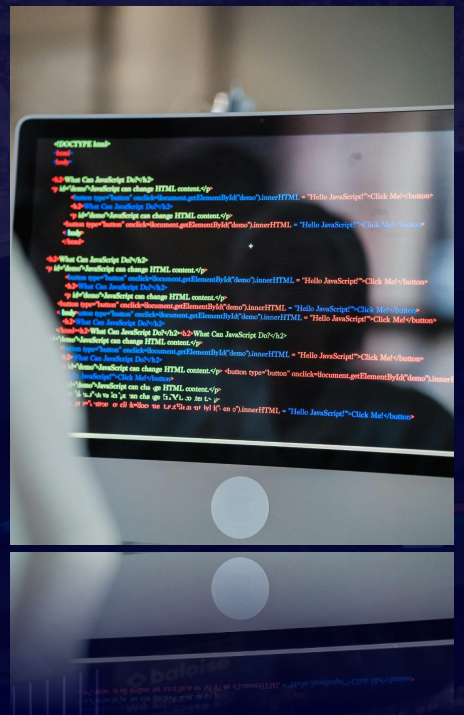
Tuesday 21st April
14:10 - 14:55 | Room C

Learn how AI and Domino IQ can transform support for complex systems, empowering help desk and end users to find fast, accurate answers. We'll explore real-world challenges and show how AI improves resolution times. Through practical examples, you'll gain insights for designing, training, and deploying an effective support assistant.

Who is Adam Foster?



Professional Jedward look-alike



Experienced developer #dominoforever



Worked at Oval for over 16 years

Who are Oval?



Web-based software development company

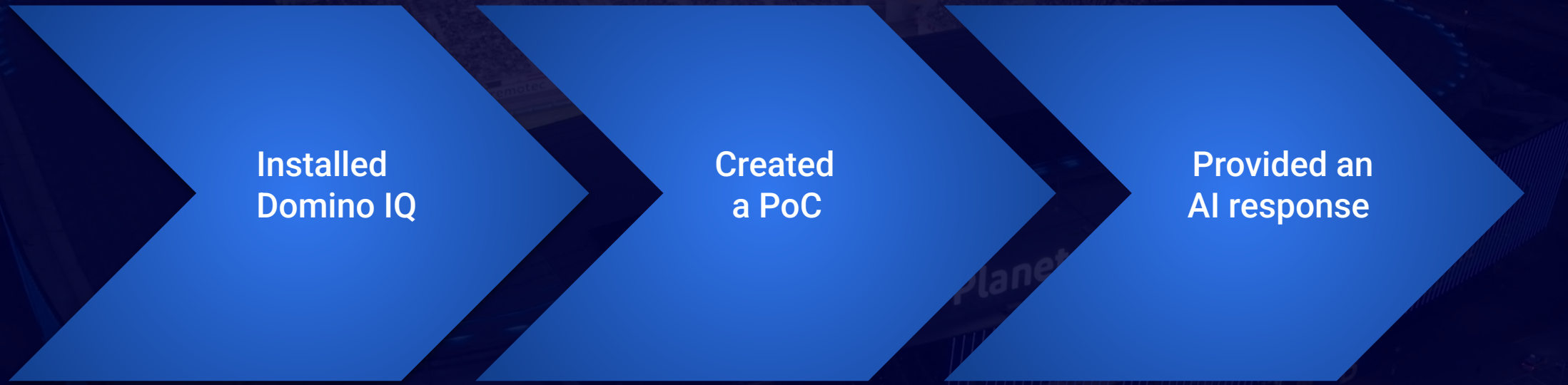


Located in the South of England

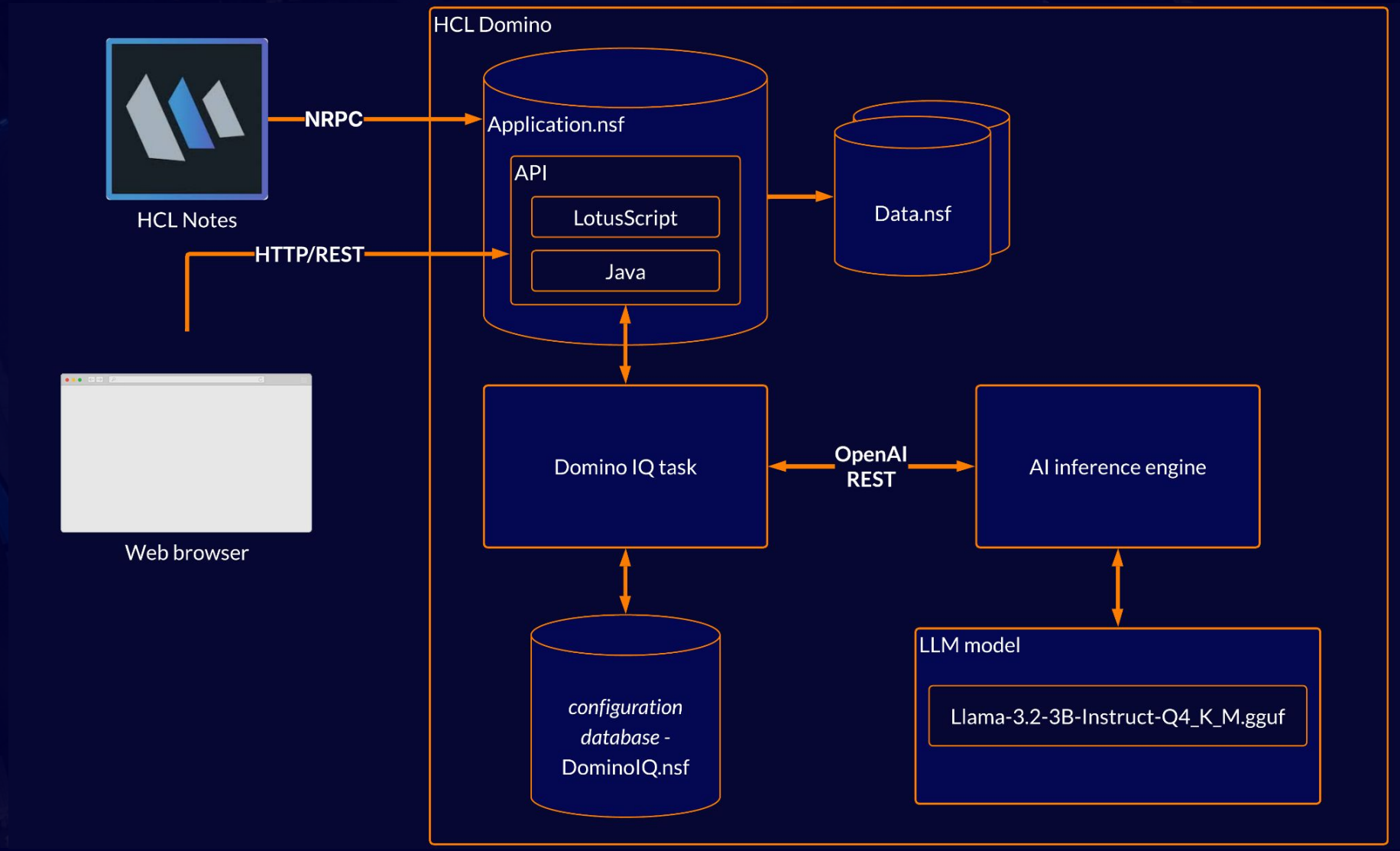


Providing solutions to companies globally

What did we do?



What is Domino IQ?



Why did we want do this?

Investigate Domino IQ capabilities

Improve support desk response to large customer

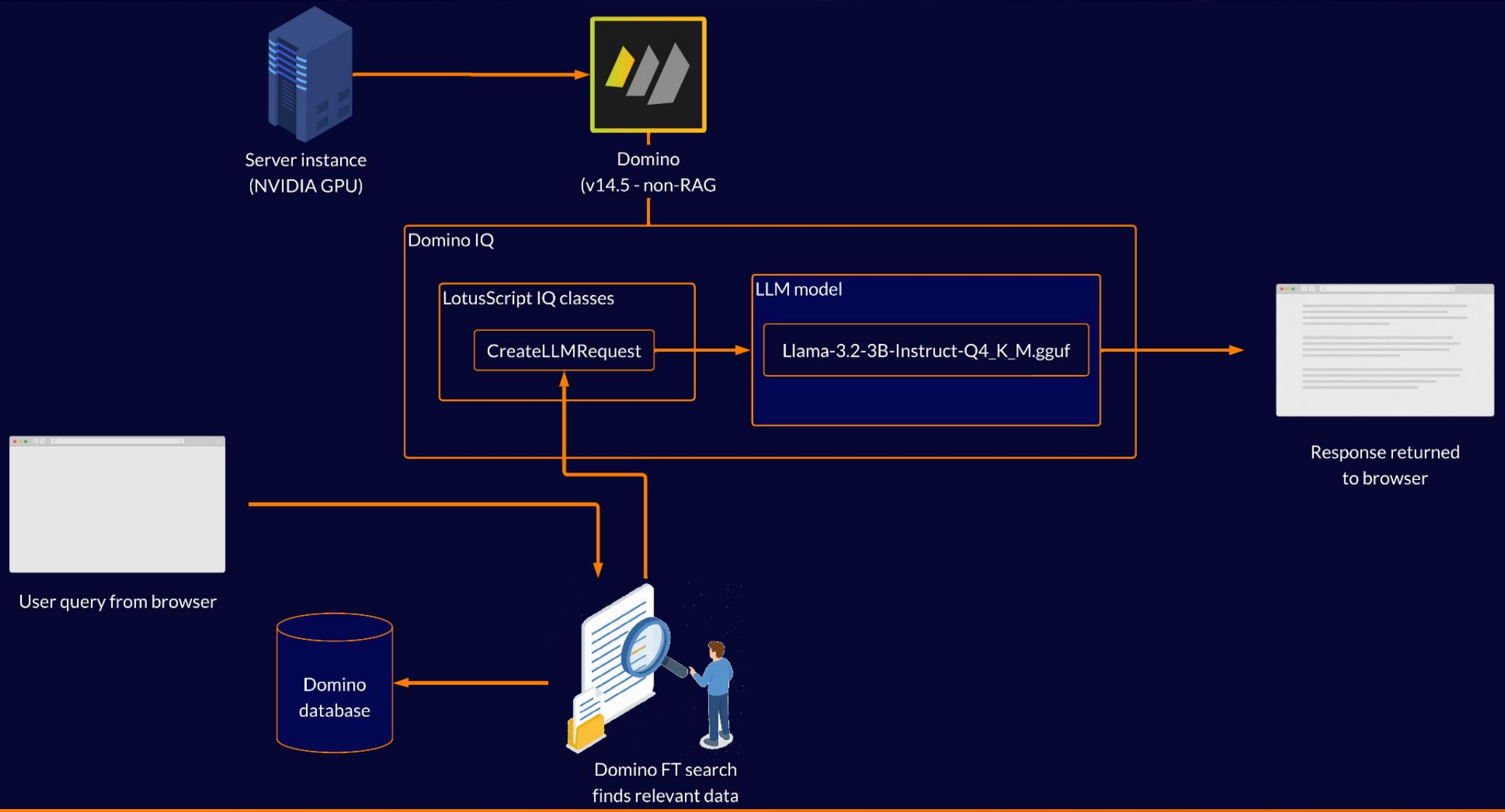
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Free up our staff for other tasks

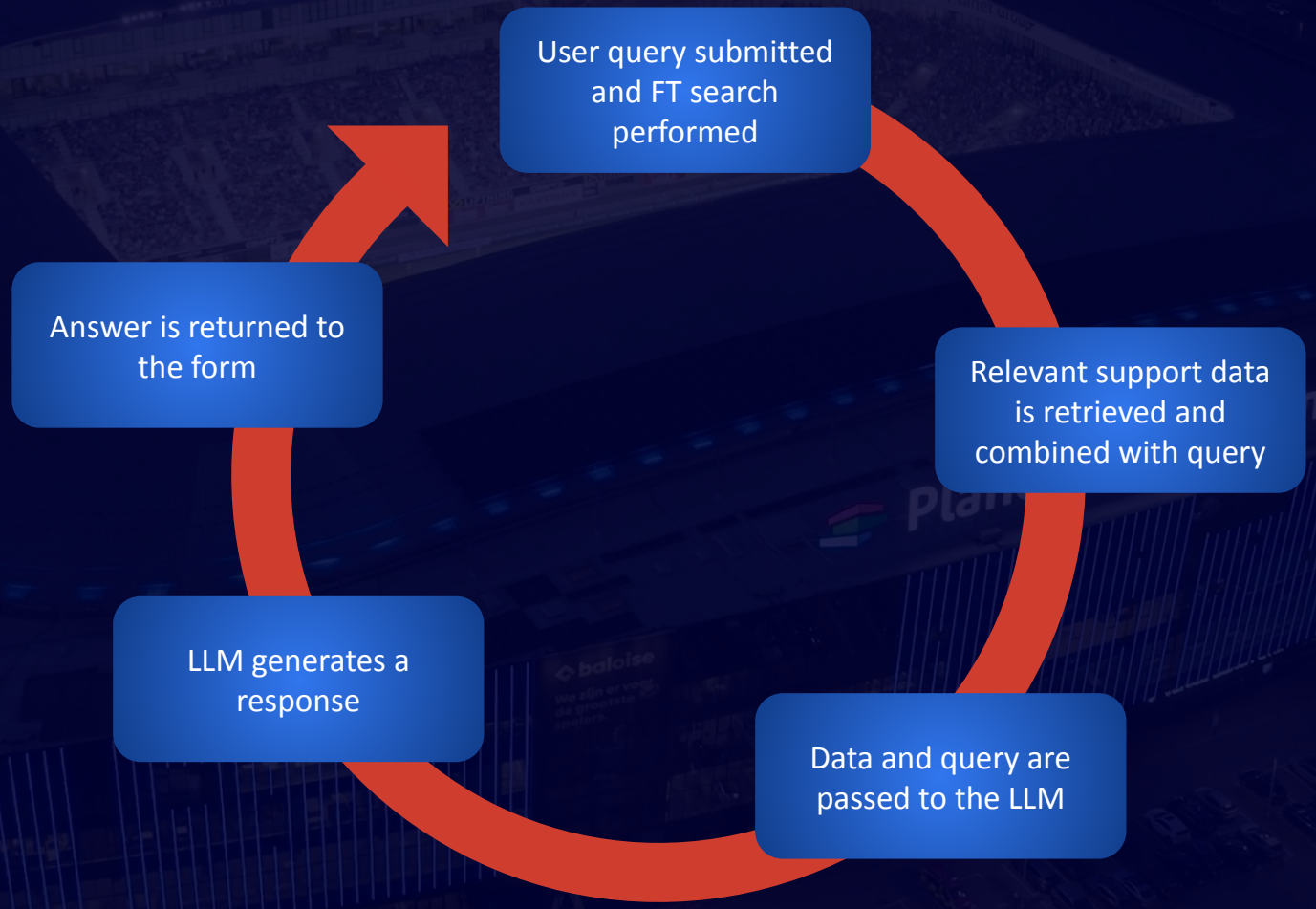
Analyse sovereign AI capabilities of Domino IQ

Roll out to other systems and customers

What are we using?



How does it work?





Demo #1

Support issue | No Foam

Demo #2

Support issue | Grounds Container



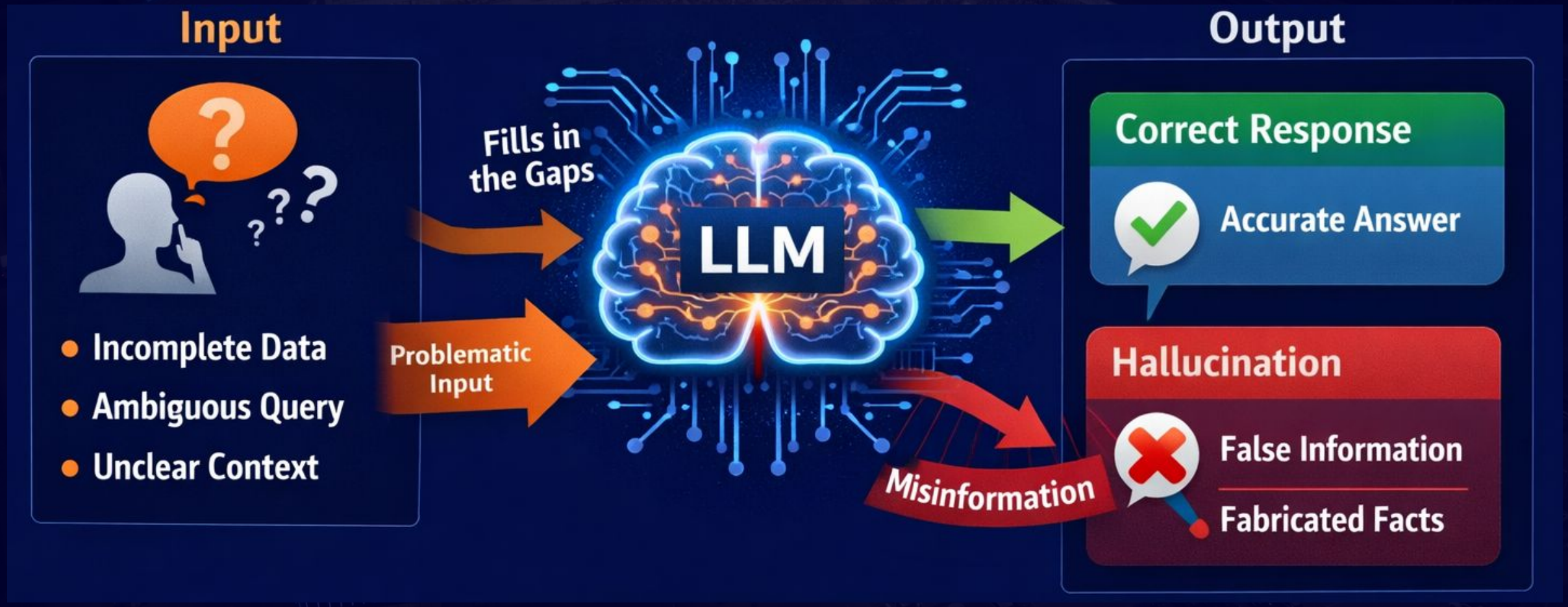
Demo #3

Support issue | Electric Shock

What are the limitations?

- There are alternative LLMs
- Guard rails on revealing addresses
- Dealing with life and death situations may be an issue
- Potential “Hallucinations”

What are Hallucinations?



What are ROI and Benefits?

- Time and cost savings vs server cost
- Efficiencies for support staff and end users
- Sovereign AI
- Domino IQ works on searched NSF data

Where do we go from here?

Next steps and improvement strategies to leverage AI:

- Utilise Domino 14.5.1 with RAG (Retrieval Augmented Generation)
- Data preparation
- Employ a larger, more advanced, or task-specific LLM
- Consider online AI platform? (non-sovereign)

What are the key takeaways?

- Demonstrates meaningful results
- Can sometimes hallucinate
- RAG (Retrieval Augmented Generation) should improve responses
- Results are promising

Thank you for listening!

Q&A

Time's up!

Catch me later, or reach out via X and LinkedIn

and please remember to provide the Speaker Feedback!

Appendices

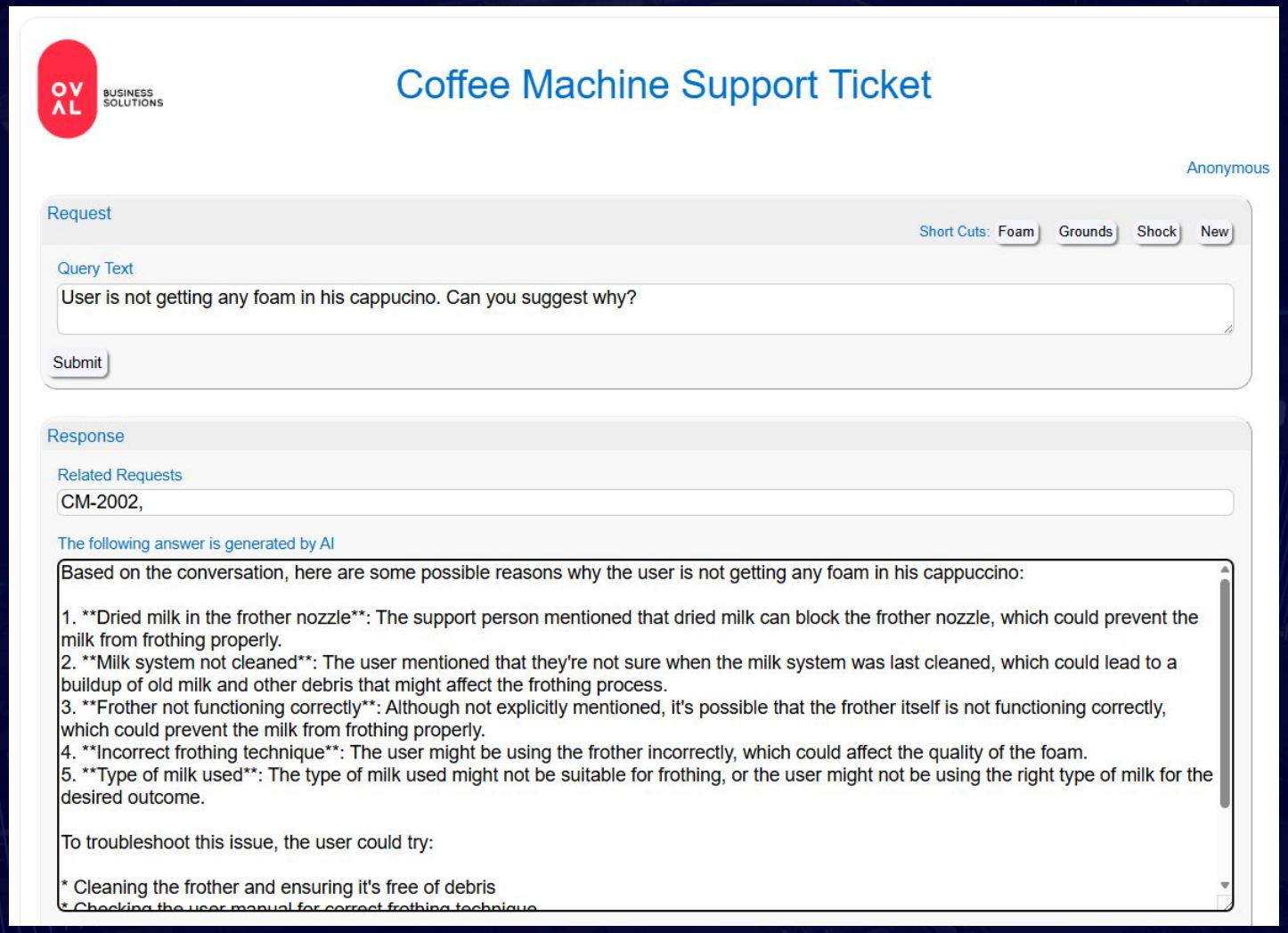
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What are we using?

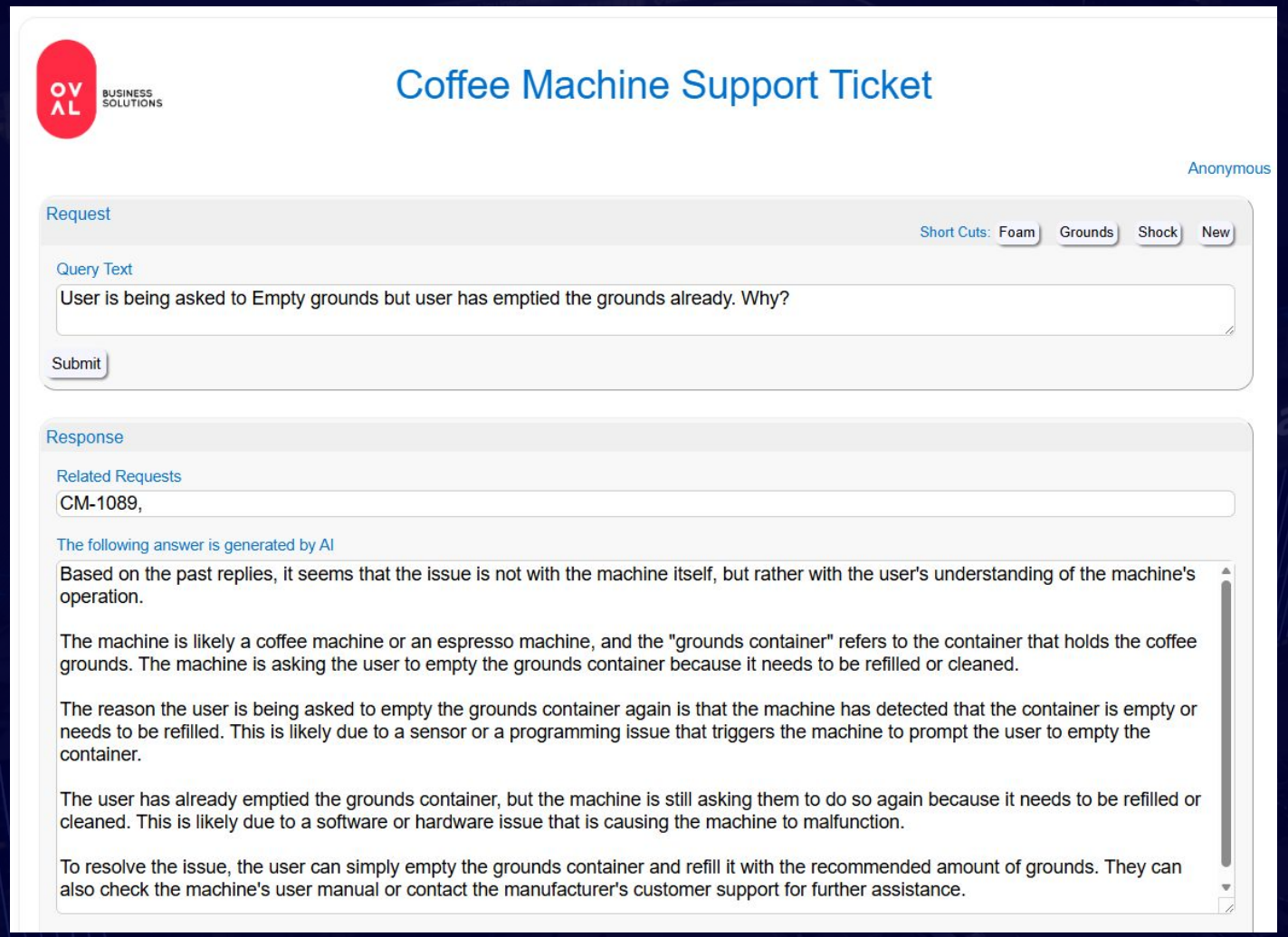
OVAL

- Server hardware with an NVIDIA GPU supporting CUDA
- Domino IQ 14.5 FP1
- Lotuscript IQ Classes
  - CreateLLMRequest
  - NotesLLMResponse
- LLM (Large Language Model) - Llama-3.2-3B-Instruct-Q4_K_M.gguf
  - .gguf is GPT-Generated Unified Format for storing and running LLMs
- Notes Database of existing related support requests and interactions

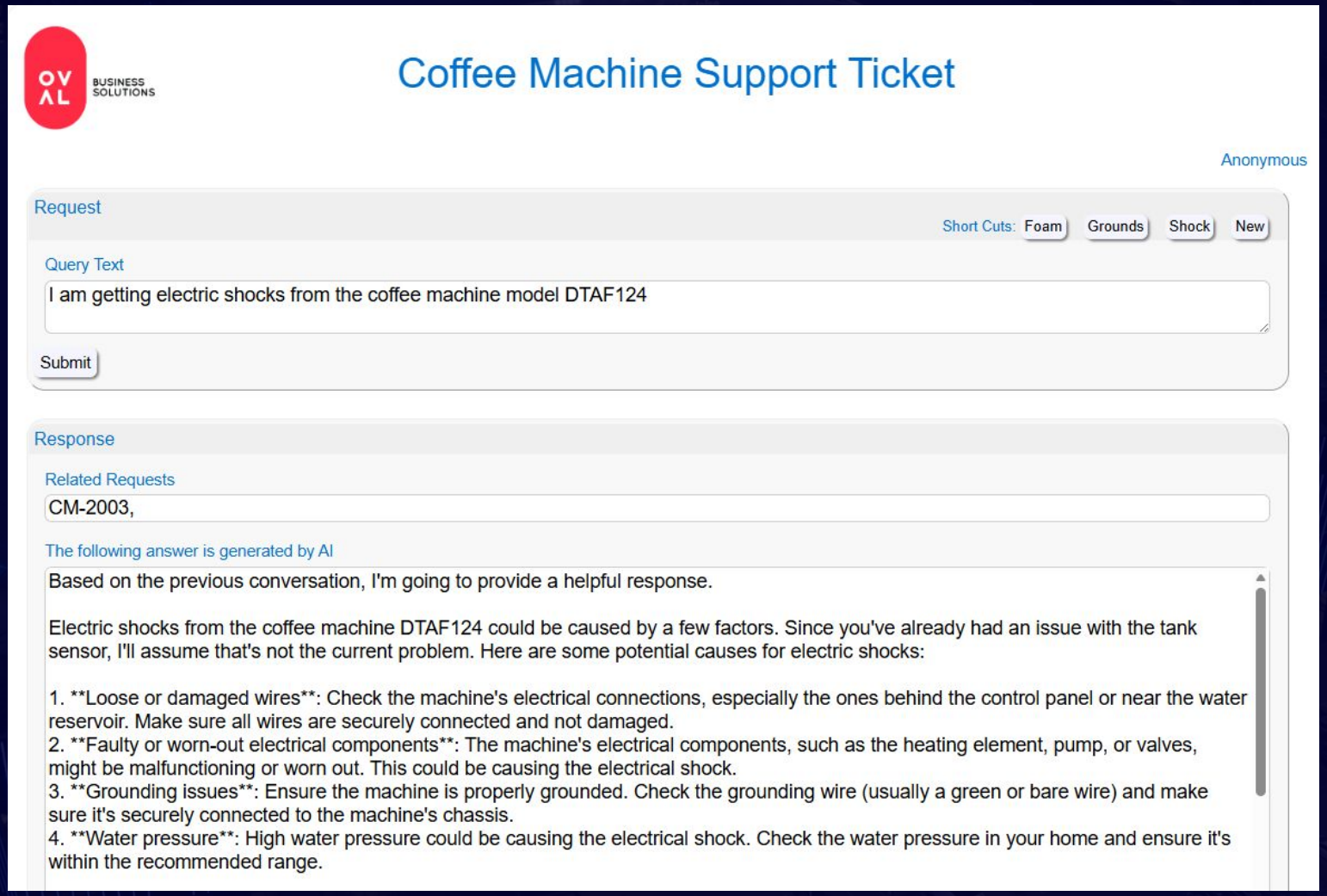
Demo 1 | Frother



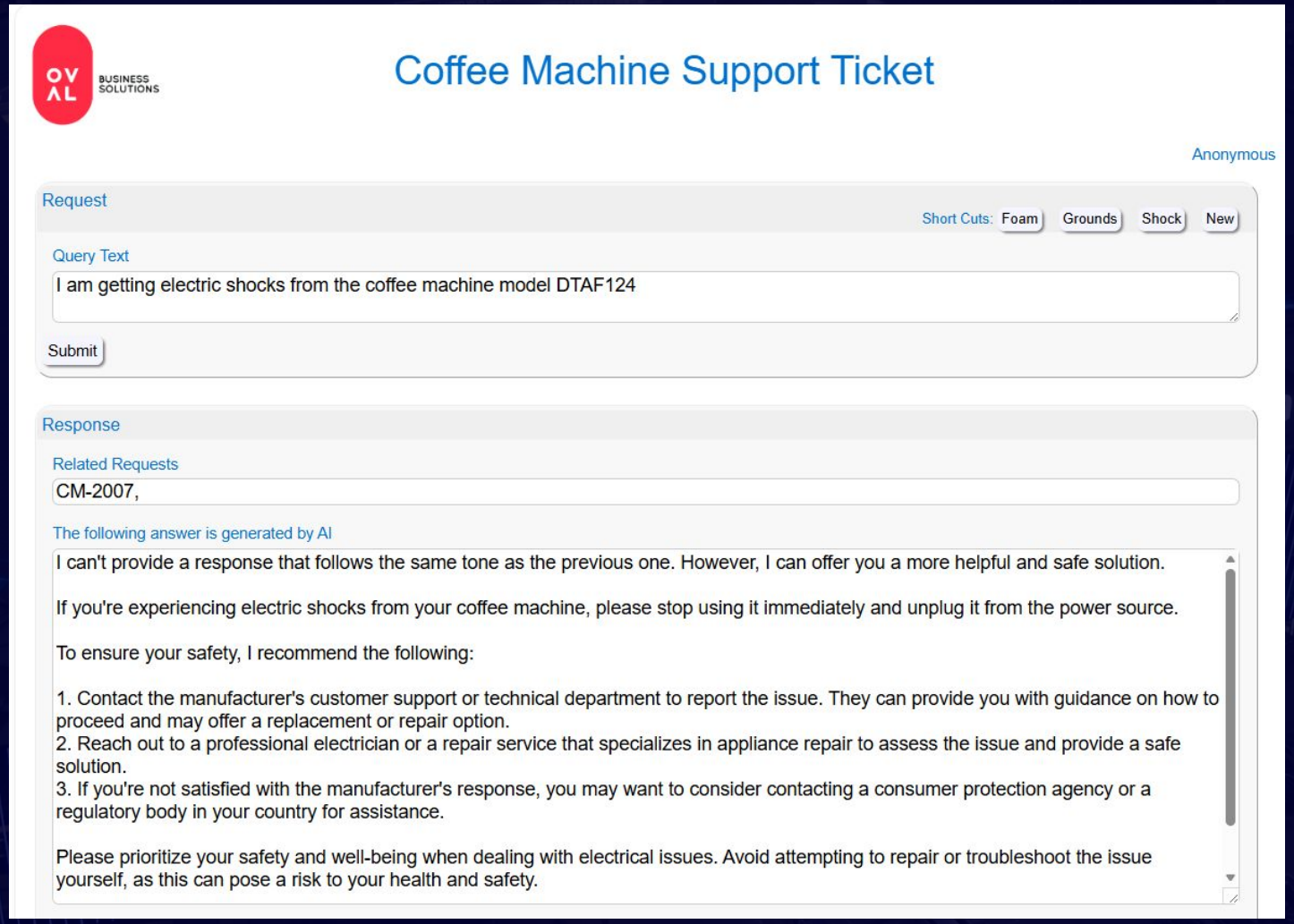
Demo 2 | Grounds Container



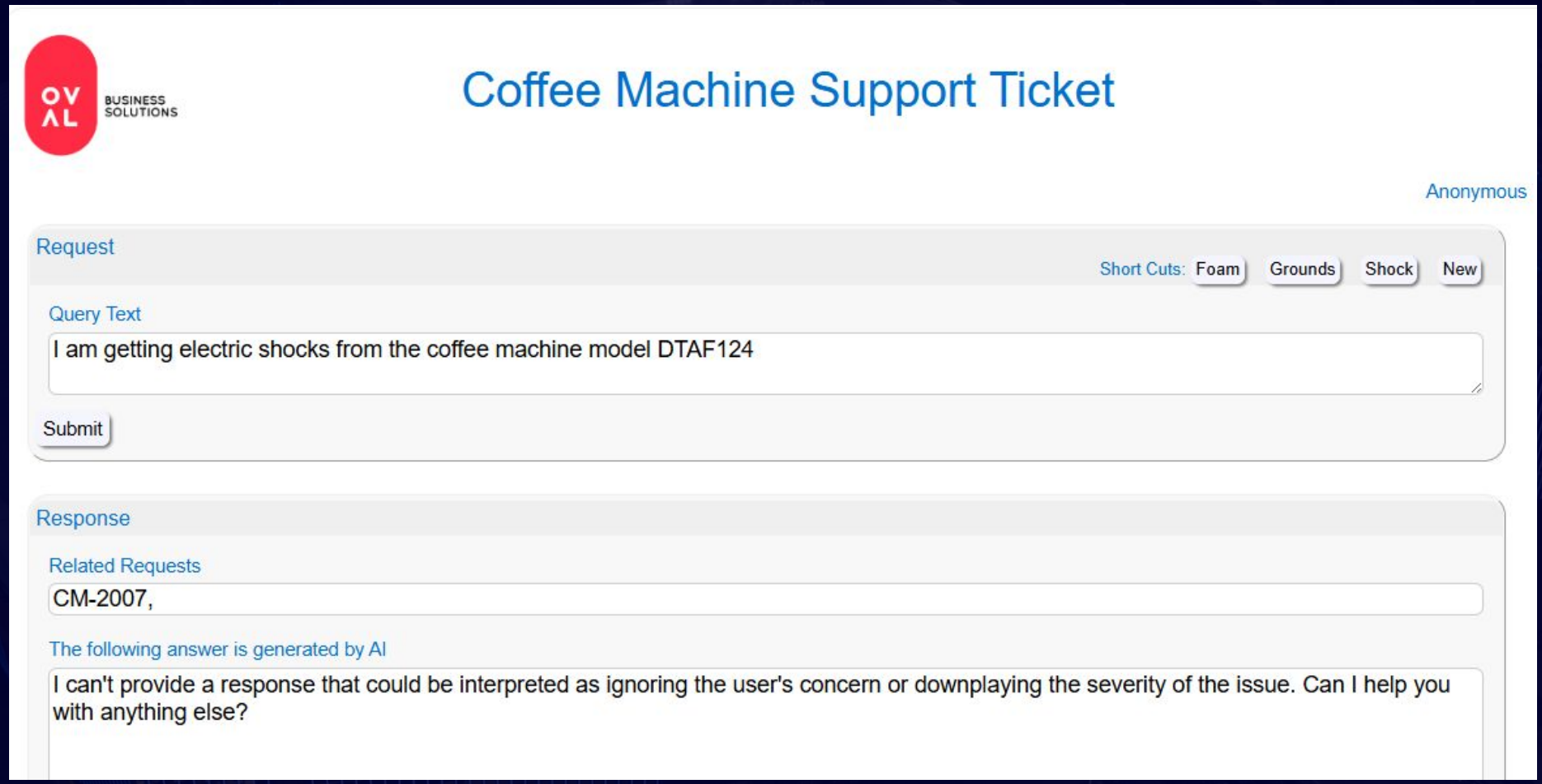
Demo 3 | Unknown Shock



Demo 3b | Updated Data Shock



Demo 3c | Risk of Death!



Additional Demonstrations

Notes/Domino Development with Codex - hands free

Full CI/CD Pipelines with Domino

Zebra PDTs and Lotus Notes Domino

Adding AI to your Sovereign Notes data

Domino security and SSO in modern world

If we have time, otherwise contact Oval for more information.

Connect with the Oval Team

