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Help Desk AI
using Domino IQ RAG

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Adam Foster

Notes Advocate, Oval Business Solutions

- Worked at Oval for 16 years
- OpenNTF contributor board
- Keen cricketer and sea angler
- Session Speaker debut at Engage in April
- Oval are restarting UK HCL User group

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Doug Tait

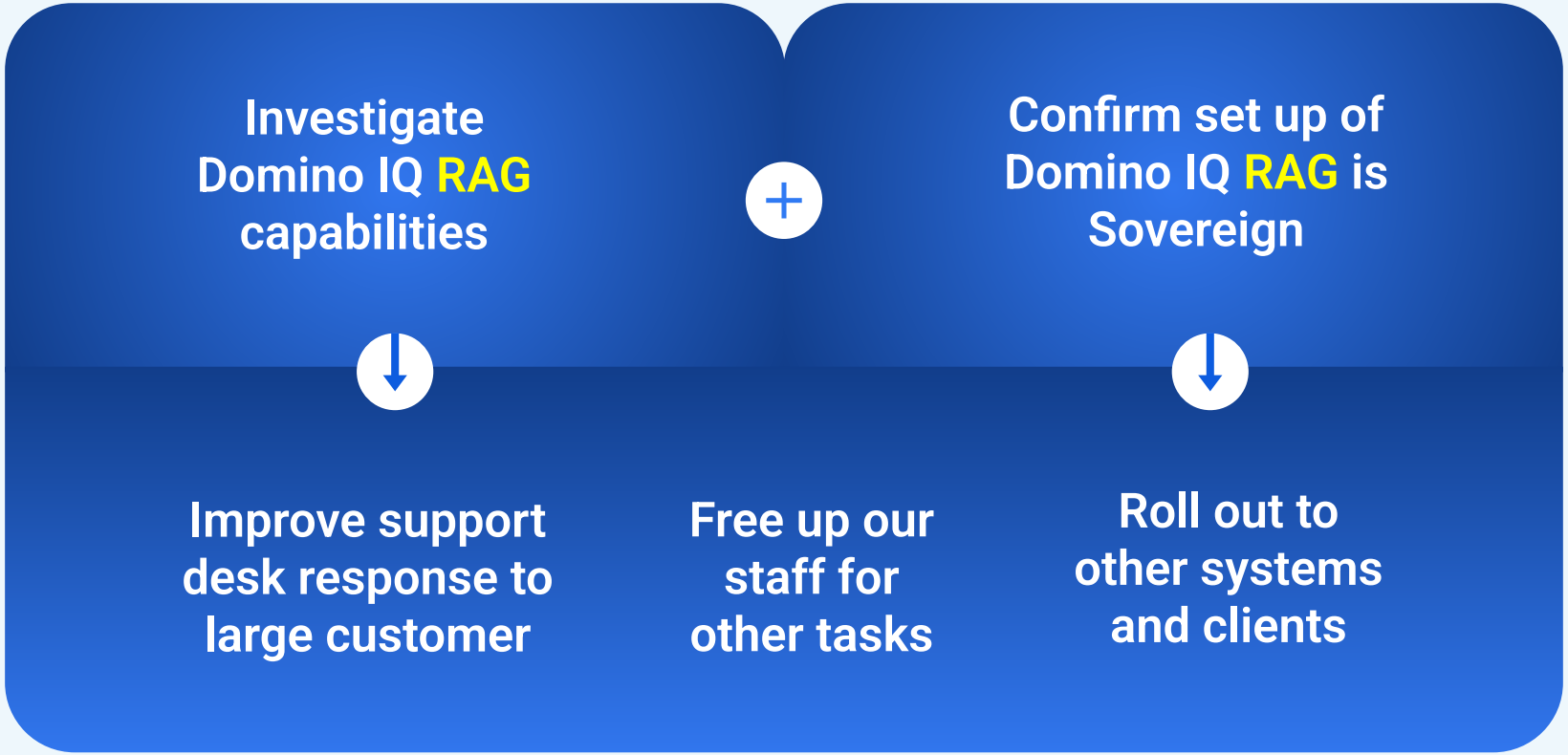
Notes Advocate, Oval Business Solutions

- Worked at Oval for 17 years
- Developer and Consultant
- Guitarist and singer of songs
- Session Speaking Debut is Today!

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Why did Oval Business Solutions want to do this?



What have we been working on since April?

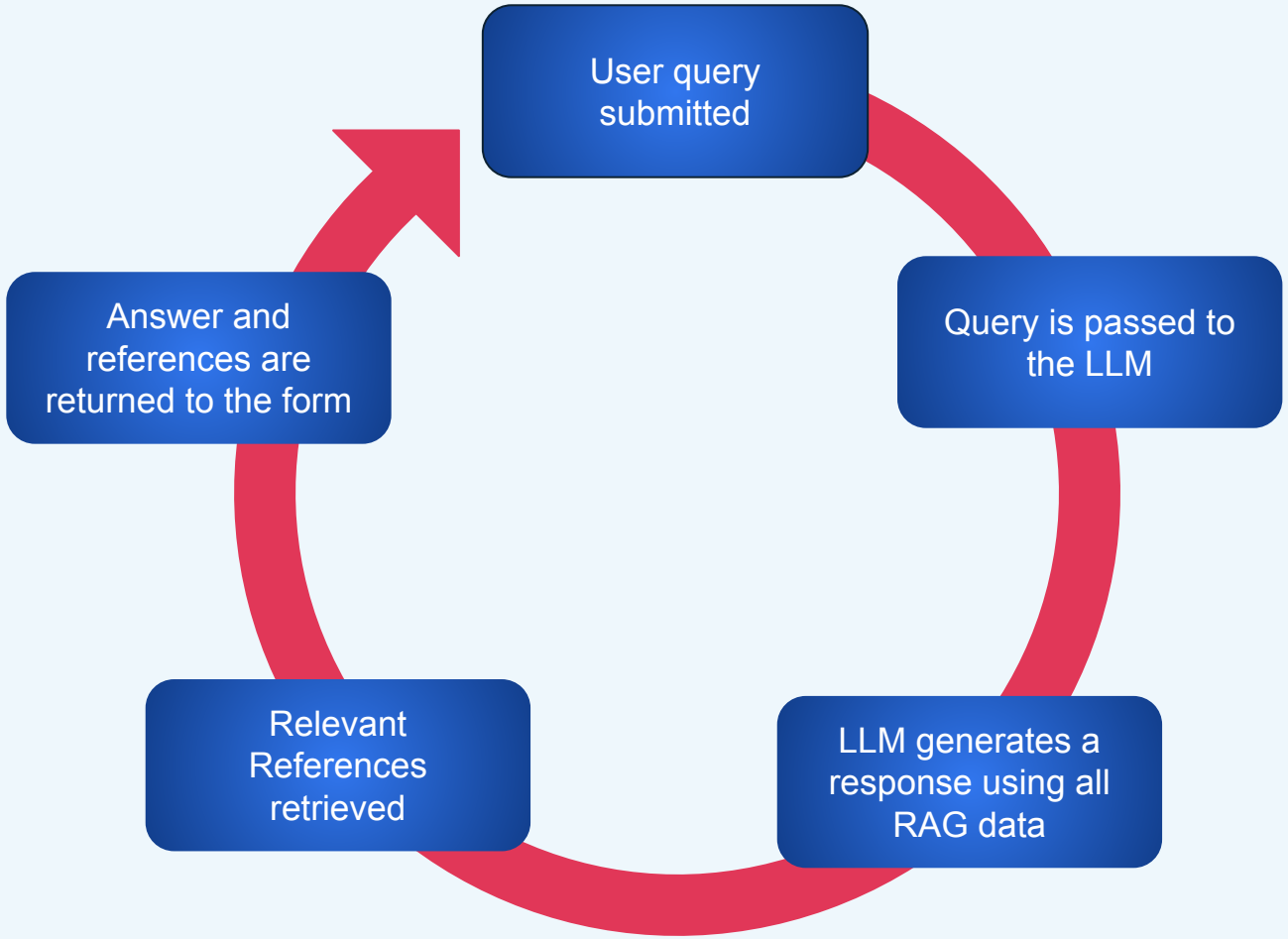
Exploring various options on the RAG database configurations on Domino IQ

Dedicated RAG database consolidating Request and responses was created.

A dedicated RAG database allows:
- separate related documents to be consolidated into one text chunk
- a subset of original database data to be used
- consolidated multiple databases to be queried in one query (e.g. SupportDesk, FAQ and Best Practices in one query.)

“Allow a LLM query to use more than one database” submitted to HCL ideas: DDXP-I-1449

How does AI support query work?



01 - Demo

Noisy Coffee Grinder

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02 - Demo

Empty Warning Light

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03 - Demo

Identified User
vs Product Manager User

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Key Points and Takeaways

Sovereignty, Security, References and Scoring

Domino IQ RAG is Sovereign, reuses data and respects security

The LLM request references are extracted from logs as notesIDs
- can be used to remove unhelpful data (flag/readers)
- can be used to link to show details (graphics/videos)
- (UNIDS or custom reference ids may be more useful)

Score shows confidence / probability

Suggest HCL add notesID property to NotesLLMresponse

“add NotesId property to NotesLLMResponse” submitted to HCL ideas: DDXP-I-1448

Where do we go from here?

Next steps and improvement strategies to make use of AI:

- Utilise Domino 14.5.1 with Statistics LLM and add new Query
- Data preparation: combine databases, remove unhelpful data and improve references
- Update RAG automatically from Lotusscript when new support completed
- Investigate a larger, more advanced, or task-specific LLM
- Investigate speed and results from very large databases

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Thank you!

Questions?

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