

Tridion Docs Genius

Tridion® Docs brings confidence in navigating complex information

People and organizations live in an information overloaded society. Staff and customers need to look for and find relevant information bits across knowledge repositories and content hubs to complete a task or reach their goals. However, traditional knowledge portals are often difficult to navigate efficiently and fail to deliver the right answer within a reasonable amount of time.

Tridion Docs Genius is an AI-driven knowledge portal that intuitively guides knowledge workers and customers to the right information fast. Rather than using the traditional, linear way of browsing content, you can look for answers with the help of two AI-driven interfaces: Trustable Chat and a brand-new navigation paradigm called Hexahops™. These help you to consider the broader context of the task to be accomplished, leading to faster problem resolution. The Tridion Docs Genius portal has a very friendly UI, which also allows you the flexibility to browse content in a traditional way.

Key benefits

Tridion Docs Genius offers all the benefits of a documentation delivery portal, while bringing you the latest innovations in AI and technology to enable your staff and customers to:

- **Find the right answers faster** with an optimized content discovery journey
- **Identify the source of each search result** for complete content confidence
- **Discover related content more easily** with AI-based semantic search and Smart Recommendations
- **Access content from any device** using a mobile-friendly layout
- **Get up and running fast** with a fully customizable interface
- **Ensure a secure system setup** with no vulnerabilities

A trustworthy guide

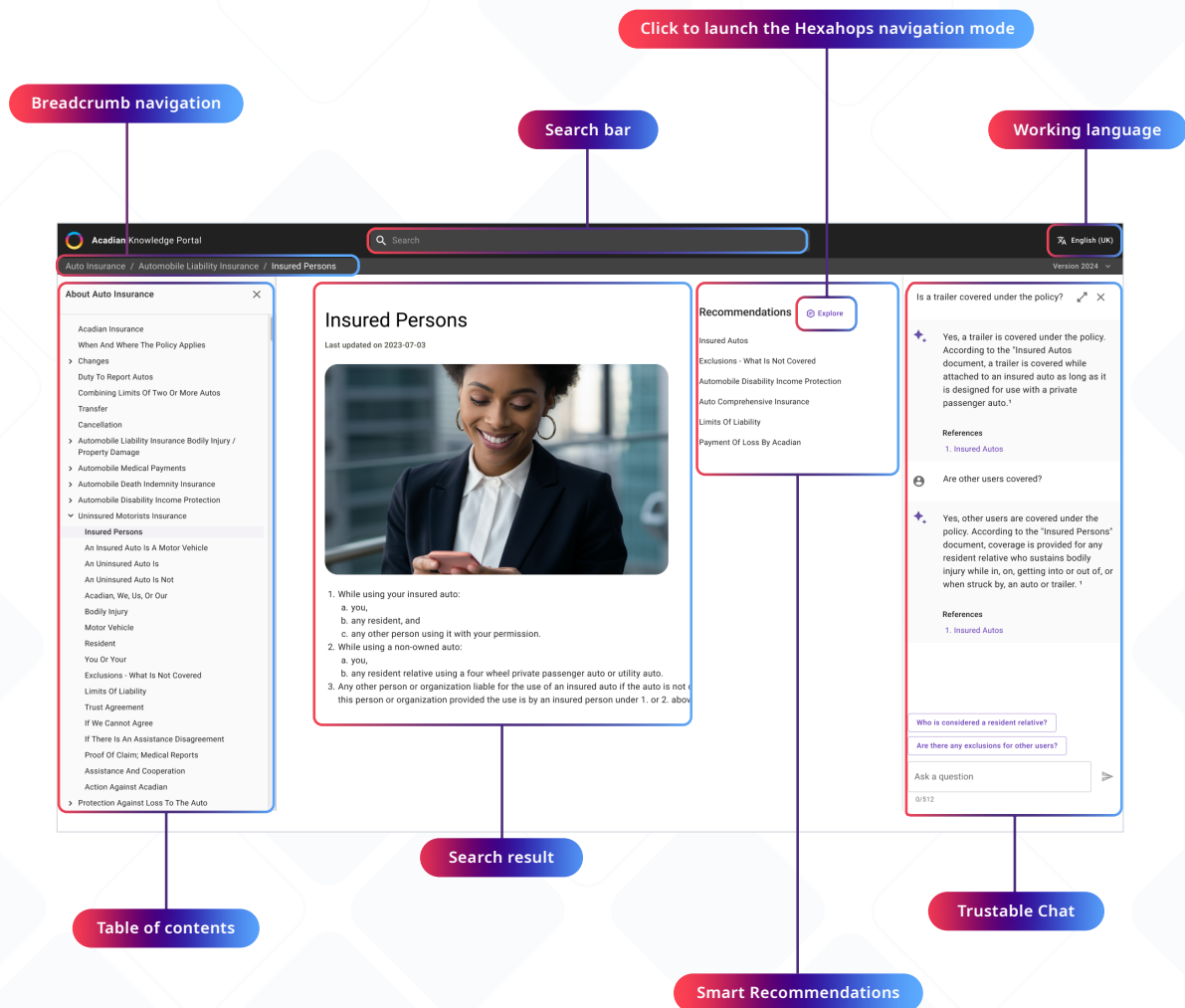
Tridion Docs Genius helps you to:

- **Easily navigate across vast trails of information**
Visual navigation elements offer users an efficient way to discover the content they are seeking. The Hexahops tiles help users navigate across content and jump from topic to topic to find the right answer. The content discovery journey is more intuitive, faster and doesn't require typing.
- **Enjoy reliable AI-driven responses**
Give staff and customers the option of interacting with a chatbot to reach their goals faster. Trustable Chat allows users to find accurate answers, suggestions to further navigate the topic, and references to the source of the information. It's just like talking to an expert.
- **Power up your content with semantic AI**
The semantic AI capabilities in Tridion Docs help you to match user intent to your content, connecting your critical content to the knowledge models of your organization and giving users the information they need to succeed. By applying Smart Tags to granular content, you increase efficiency for employees who create content, as well as those who consume it.

Key features

Tridion Docs Genius offers internal and external audiences enhanced ways to discover content with the help of:

- **AI chat that generates highly reliable responses using a technology called RAG (Retrieval-Augmented Generation)**
- **Honeycomb-shaped tiles for visual navigation of topics**
- **Smart Recommendations with search results enhanced by semantic textual similarity**
- **Flexible configurations for portal branding and extensibility**



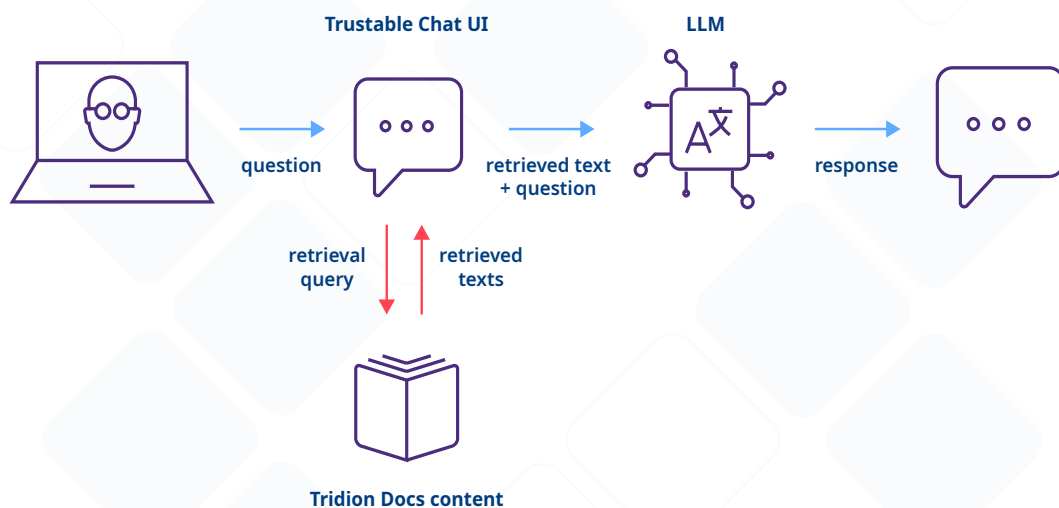
The Tridion Docs Genius UI

Tridion Docs Genius – in detail

Trustable Chat – give users confidence in every interaction

Chat UIs are commonplace nowadays, but ensuring they provide reliable information — that's another challenge altogether. We believe interacting with a chatbot should go beyond simple gathering and serving of information. It should guide people to the next best answer and reassure that they have received the most accurate information available.

To compose factual answers, Trustable Chat extracts information from the underlying Tridion Docs content repository using a Large Language Model technique called Retrieval-Augmented Generation (RAG). As opposed to a simple chatbot application that may deliver unreliable information, Trustable Chat gives people complete confidence in every line they read, avoiding false information creation and liabilities following such scenarios.



Trustable Chat in Tridion Docs Genius uses RAG. The concept is depicted here.



Trustable Chat UI using a chain of thought technique

Hexahops - go beyond the traditional search experience

When people need to complete a task, they often refer to multiple sources of information. Yet the experience of searching for the correct information is not a straightforward process that will take you directly to the right answer.

To solve this maze and equip you with all the information you need to complete a task, we created Hexahops. This new navigation modality combines generative and semantic AI techniques to recommend content that matches your current goal, role and context.

This new approach also brings an advantage to authors, who no longer need to design a classical, 'one right answer' content navigation experience. However, it is crucial that they continue to focus on generating quality content that is well structured and tagged. The more comprehensively tagged the content is, the more precise the navigation experience will be.

The Hexahops UI

The 'Explore' button in the upper-right corner of the knowledge portal view launches the Hexahops navigation.

 **Explore**

Hexahops give a visual sense of the information that is closest to reaching your goal. Each of the honeycomb-shaped tiles represents what we call a Smart Recommendation. The central tile represents the main topic of interest, while the adjacent tiles represent related topics that might be of interest. Any selected tile becomes the new centre-tile from which you can navigate further. These tiles help you to quickly explore related topics and then dive into the right page for the next step in your journey.



Hexahops

How does AI work in Tridion Docs Genius?

Smart Recommendations

To ensure the AI-powered features in Tridion Docs Genius yield high-quality results and facilitate advanced search functionality, we incorporated additional metadata fields. They help users to find valuable content by enhancing the quality of search results, recommendations and trusted conversations.

The Smart Recommendations feature is the result of the following set of inputs that are ingested by our recommendations engine:

In-topic and related links (hyperlinks added by authors in a topic that direct readers to other topics in the same publication)

These help users discover new, relevant information, increasing engagement and understanding of a subject.

Opinionated metadata (audience, goal, product, product release name, internal metadata tags)

New metadata fields prioritize and contextualize content more effectively, leading to more personalized and relevant recommendations.

Taxonomy metadata (Semantic AI relations)

Categorizes content using a hierarchical system of terms.

This structure helps organize content logically, making it easier for recommendation systems to match users with the most relevant information.

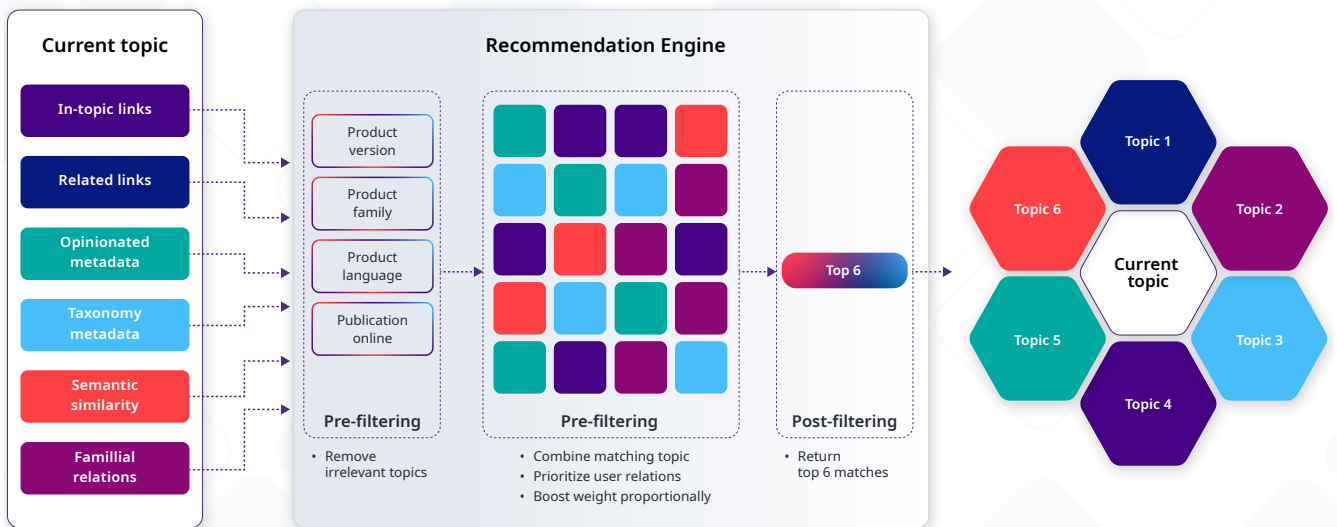
Dense vector (semantic similarity)

When all the other sources of data are failing to offer good recommendations, the semantic dense vector recommendation will support getting good quality suggestions by identifying and recommending semantically similar content.

Familial relations (parent-child relations defined by a map structure)

Recognizing these relationships allows us to present users with a cohesive and comprehensive content experience.

The recommendation engine proportionally blends the results of each of these data sources to find the optimal set of topics to show to the user given the currently selected topic. Finally, Tridion Docs Genius uses these recommendations within its visual navigation system to quickly step between recommended topics without having to view the full topic.



Smart Recommendation engine workflow

Configuration and Extensibility

Extensibility is one of the key pillars of Tridion Docs Genius, as we understand that every organization has its own needs when it comes to building a knowledge portal, as well as its own brand that it wants to extend to its portals.

The following elements can be adjusted to fit your brand:

- A portal logo and a favicon
- UI languages and the default language
- The portal name
- Primary and secondary colours
- UI strings
- Footer links

FAQs

Tridion Docs Genius FAQ	
How do I install it?	Tridion Docs Genius is a cloud-only product
Will SEO work?	Yes, our URLs are SEO friendly
Are user conditions supported?	Only publish-time conditions, not dynamic run-time conditions
What is configurable?	Logo, icon, theme, footer and displayed languages

Recommendations FAQ	
Should I remove my existing relationship tables?	Not if they are good quality
How are recommendations built?	Based on a blended combination of opinionated metadata and semantic footprint
Can I predefine my recommendations?	No, but you can guide it using good quality metadata
Will I see multiple copies of related links?	No, we combine the recommendations into a unique set of weighted results
Can I change the relative weightings?	No, they've been carefully optimized to work against Tridion Docs content
How do I train it?	There's no need to train the model

Trustable Chat FAQ	
Can you instruct the chat to always respond with a particular answer?	No
Can you use it for general AI tasks?	The system is designed to look at the indexed documents, but you can ask it to do more based on the results
Can I use a different AI provider?	No, we have carefully selected the right AI provider
Does the system support multiple languages?	Yes, our chat and embeddings models support many popular languages, including APAC languages
Can it translate?	Yes, you can ask for a response in any common language, and the model will translate into that language
How do we stop it being abusive?	We use a safe model, and we monitor for potential misuse
Are my conversations private?	Yes, all chat interactions are managed in a secure manner
Can we switch off the chat?	Yes

For more information visit:

rws.com/tridion-docs

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

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