

# Wiki and AI – a beneficial connection?

Markus Glaser, Hallo Welt! GmbH



# Chatbots replace wikis?



**Stefan Jeler**   
@thealch3m1st

I found myself replacing most of my Google and Wikipedia time - and I was a super heavy wiki user - with chatGPT. Mostly GPT4

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1:52 vorm. · 6. Mai 2023 · **70** Mal angezeigt

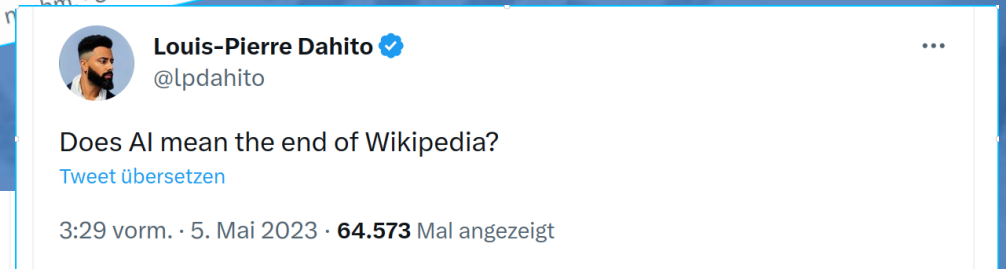



**Jose Rosado**   
@joserosado

ChatGPT is the new Wikipedia

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6:10 nachm. · 30. Jan. 2023 · **26.572** Mal angezeigt

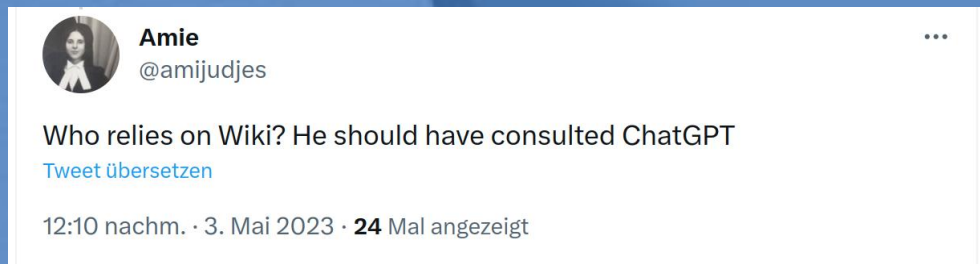


**Louis-Pierre Dahito**   
@lpdahito

Does AI mean the end of Wikipedia?

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3:29 vorm. · 5. Mai 2023 · **64.573** Mal angezeigt



**Amie**  
@amijudjes

Who relies on Wiki? He should have consulted ChatGPT

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12:10 nachm. · 3. Mai 2023 · **24** Mal angezeigt

# Chatbots and wiki mutually benefit!

 **Kat Vaihenberg**  
@KatVaih

Get access to 100+ ChatGPT prompts. I've created an evergreen ChatGPT Prompts Wiki by exploring all #AExperts and compiling all I found in a comprehensive collection of #ChatGPTPrompts  
Link in 

[Tweet übersetzen](#)

8:31 nachm. · 7. Mai 2023 · 7 Mal angezeigt

 **David Erivona**  
@rivondave

AI works with models which train on wikipedia content.  
AI can't get this content itself  
The ability of wikipedia to keep getting content makes AI rely on them.  
And yes, I went through the article

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4:10 nachm. · 5. Mai 2023 · 18 Mal angezeigt

 **Srivatsan Venkatesan**  
@storcube


AI like ChatGPT is kinda like a fresh, modern UX for the classic Wiki experience. Plus, being able to serve info through users' fav interfaces, like chat, just makes it even more accessible and fun

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 **Louis-Pierre Dahito**  @lpdahito · 5. Mai

Does AI mean the end of Wikipedia?  
[Diesen Thread anzeigen](#)

4:02 vorm. · 5. Mai 2023 · 201 Mal angezeigt

 **Biswa**  
@broutray

ChatGPT is the superset of #Google So the contents that is published by wiki and other biased source will reflect unless someone publish content otherwise

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7:57 nachm. · 5. Mai 2023 · 166 Mal angezeigt

# Many wiki relevant skills in AI

Generate text

Summarize

Answer questions

Improve texts

Tag / Categorize

Translate

Brainstorm

Expert assistance

Suggest completions

# Concerns



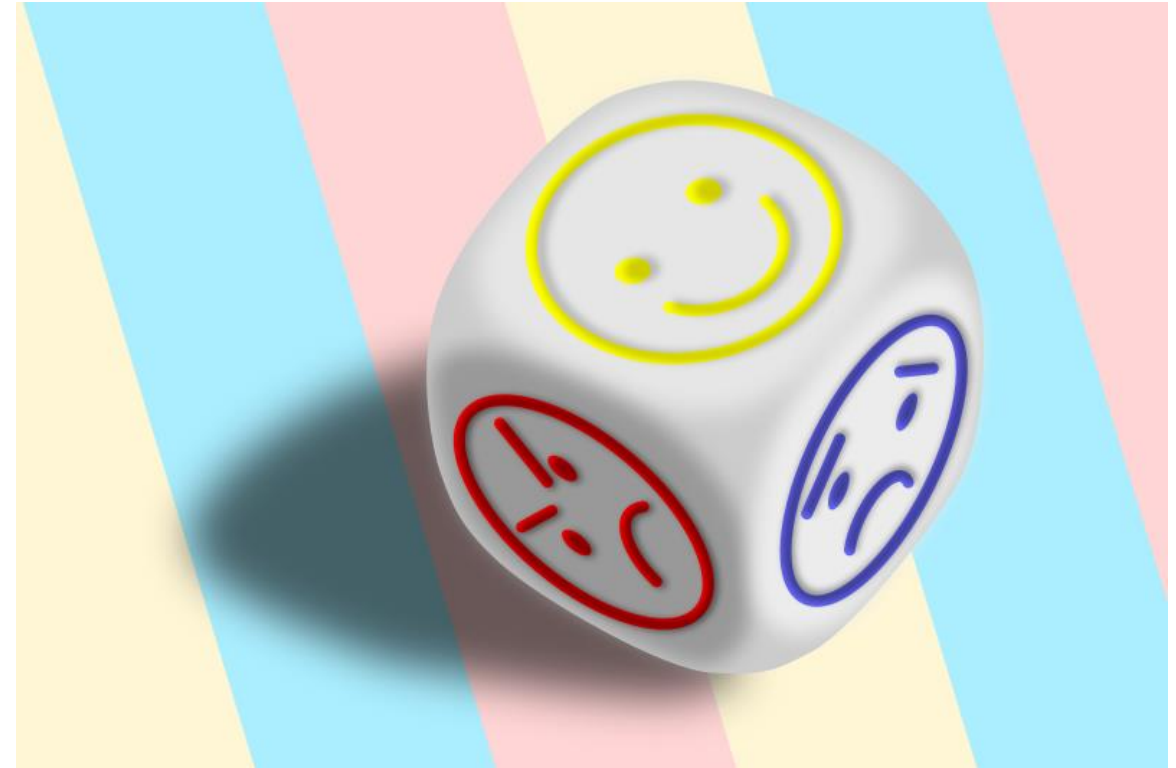
# Privacy and data security

- Common AI tools are cloud based
- Tools learn from input
- There have been cases of leakage



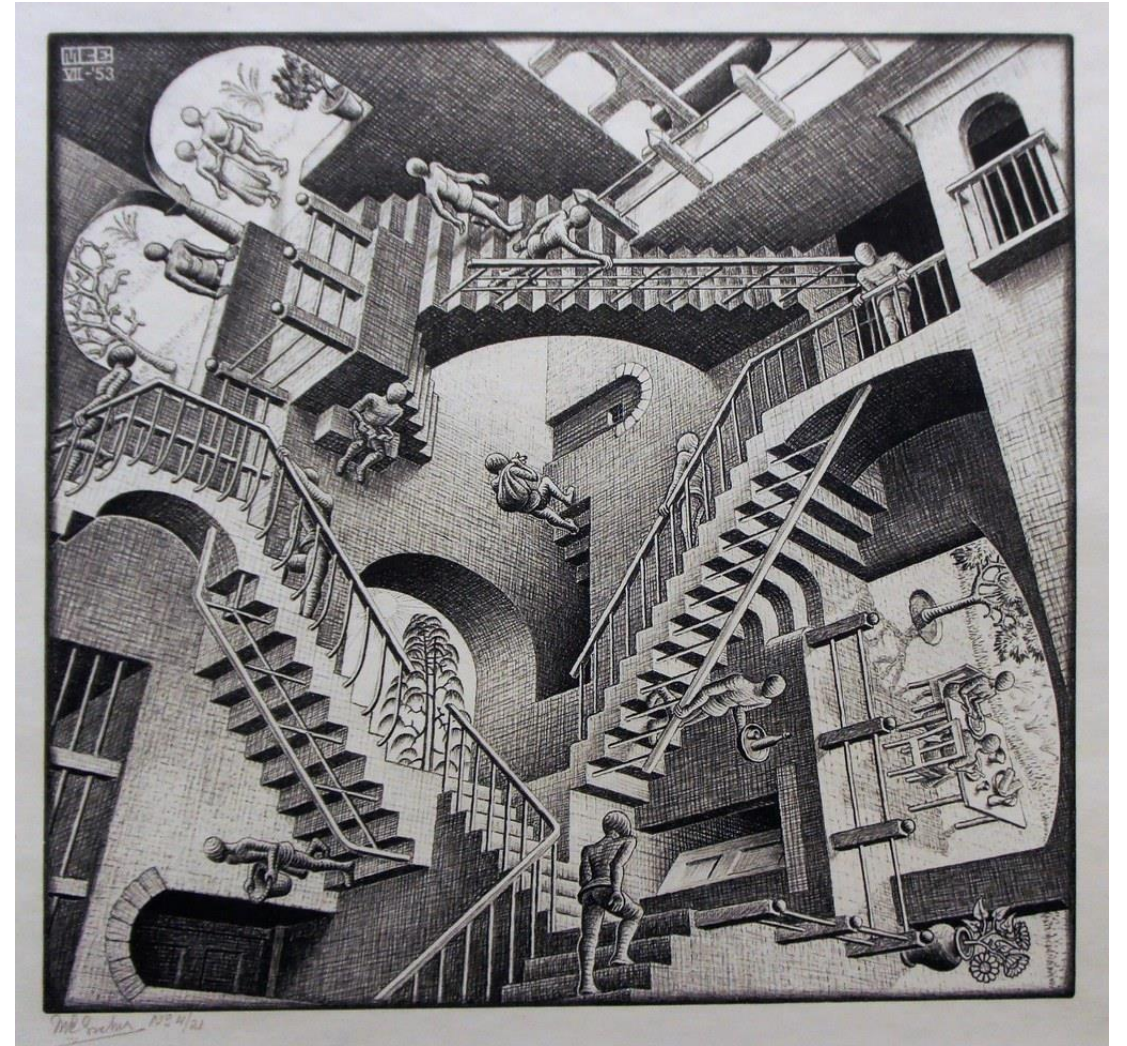
## Volatility of results

- Non-deterministic behavior
- Small changes in the prompt may have big effects
- Even same prompt yields slightly different results



# Hallucinations

- GPT focusses on completion, not on truth
- Sounds good, is wrong





**How can we make it actionable?**

# New interaction paradigm: Natural language UI



^ Edit with OpenAI


Quick actions

Paraphrase selected text

Summarize selected text


-3

A wiki is a powerful tool for collecting and organizing information, and it can be an invaluable source of truth for GPT-3. By providing a single, centralized source of information, a wiki can help GPT-3 to draw on a consistent set of facts and data, allowing it to make more accurate predictions and decisions. Furthermore, a wiki can be easily updated and edited by users, ensuring that GPT-3 is always provided with the most up-to-date and accurate information available. In short, a wiki can be a valuable asset in helping GPT-3 to become a more reliable and accurate source of information.

 Replace selection with answer

Write a introductory paragraph on how a wiki can be a source of truth for GPT

+ Add selection from editor

 Send

 Clear



Absatz



**A**



Zitat



Einfügen



Seite speichern ...

A wiki is a powerful tool for collecting and organizing information, and it can be an invaluable source of truth for GPT-3. By providing a single, centralized source of information, a wiki can help GPT-3 to draw on a consistent set of facts and data, allowing it to make more accurate predictions and decisions. Furthermore, a wiki can be easily updated and edited by users, ensuring that GPT-3 is always provided with the most up-to-date and accurate information available. In short, a wiki can be a valuable asset in helping GPT-3 to become a more reliable and accurate source of information.

## WikiAI

^ Edit with OpenAI

Quick actions

Paraphrase selected text

Summarize selected text

Ein Wiki ist ein leistungsstarkes Werkzeug zur Sammlung und Organisation von Informationen und kann eine unschätzbare Quelle der Wahrheit für GPT-3 sein. Durch die Bereitstellung einer einzigen, zentralisierten Informationsquelle kann ein Wiki GPT-3 dabei helfen, auf einen konsistenten Satz an Fakten und Daten zuzugreifen, um so präzisere Vorhersagen und Entscheidungen treffen zu können. Darüber hinaus kann ein Wiki leicht von Benutzern aktualisiert und bearbeitet werden, um sicherzustellen, dass GPT-3 immer mit den aktuellsten und genauesten Informationen versorgt wird. Kurz gesagt, ein Wiki kann ein wertvolles Hilfsmittel sein, um GPT-3 dabei zu helfen, eine zuverlässigere und genauere Informationsquelle zu werden.


 Replace selection with answer

Translate the following paragraph into German:

A wiki is a powerful tool for collecting and organizing information, and it can be an invaluable source of truth for GPT-3. By providing a single, centralized source of information, a wiki can help GPT-3 to draw on a consistent set of facts and data, allowing it to make more accurate predictions and decisions. Furthermore, a wiki can be easily updated and edited by users, ensuring that GPT-3 is always provided with the most up-to-date and accurate information available. In short, a wiki can be a valuable asset in helping GPT-3 to become a more reliable and accurate source of information.

+ Add selection from editor

 Send

 Clear



Absatz



**A**



Zitat



Einfügen



Seite speichern ...

A wiki is a powerful tool for collecting and organizing information, and it can be an invaluable source of truth for GPT-3. By providing a single, centralized source of information, a wiki can help GPT-3 to draw on a consistent set of facts and data, allowing it to make more accurate predictions and decisions. Furthermore, a wiki can be easily updated and edited by users, ensuring that GPT-3 is always provided with the most up-to-date and accurate information available. In short, a wiki can be a valuable asset in helping GPT-3 to become a more reliable and accurate source of information.


## Findings

- Natural language will become a predominant mode of interaction for knowledge workers
- Many tasks can be triggered using correct prompts
- User Interface has to assist users with creating good prompts
- Challenge: good interface for working with existing content




# Multi-step interaction: Dialog and refinement




MA

You are a MediaWiki editor. You can only write wikitext. Create a lua template with parameter "dueDate" which shows a green dot when current date is before dueDate and a red dot when current date ist past dueDate 



Sure! Here's an example of a Lua template in MediaWiki that takes a parameter called "dueDate" and displays a green dot if the current date is before the due date, or a red dot if the current date is past the due date.   


lua

 Copy code

```
local p = {}

function p.dotColor(frame)
    local dueDate = frame.args.dueDate
    local currentDate = os.date('%Y-%m-%d')

    if currentDate < dueDate then
        return '<span style="color:green;">&#x2022;</span>'
    elseif currentDate > dueDate then
        return '<span style="color:red;">&#x2022;</span>'
    end
end
```

 Regenerate response

MA

Change this template so that an orange dot is displayed when the current date less than one week before the due date



Certainly! Here's an updated version of the Lua template that displays an orange dot if the current date is less than one week before the due date, a green dot if the current date is before the due date (but more than one week away), a red dot if the current date is past the due date, and nothing if the current date is the same as the due date.



lua

Copy code

```
local p = {}

function p.dotColor(frame)
    local dueDate = frame.args.dueDate
    local currentDate = os.date('%Y-%m-%d')

    local timeDifference = mw.ext.ParserFunctions.expr(math.floor((mw.ext.Pa

if timeDifference < -1
```

Regenerate response



## Findings

- ChatGPT already knows advanced wiki syntax
- Iterative processes will lead the way
- For more complex knowledge tasks, the chat format will be important

**Unobtrusive assistance:  
Completions are GPTs native  
strength**



- 1 This is an overview over *the different types of data that can be used in the different parts of the application.*

```
2  
3 == Data types ==  
4 === Data types in the database ===  
5 * [[Integer|Zahlen]]  
6 * [[String|Zeichenketten]]
```

## Findings

- The best computer assistant is one you do barely notice
- Autocompletions are very good for pattern based tasks

**Feed your chatbot with  
knowledge: Wiki as a source of  
truth**





**Markus Glaser** @mglaser Admin Owner 22:37

**BlueSpice** assist how do we test disaster recovery in the cloud?



**BlueSpice** @bluespice.bot 22:37

[BlueSpice/Trust and Safety/Zertifizierung und Compliance](#)

sich an Normen und unterstützt standardisierte Verfahren und führt diese auch selbst ein:

Unsere **Cloud**-Rechenzentren Business Continuity: Unsere Maßnahmen für das **Disaster** **Recovery** ISO/IEC 27001:2005 und hat alle notwendigen Prozesse gemäß den BSI Standards für **Cloud** Die Ergebnisse der ii werden (auf Englisch):

Freiwilliger Konformitätsbericht (Vorlage: ITI VPAT)  
**Teststatus** der einzelnen BlueSpice / MediaWiki-Erweiterungen



**Markus Glaser** @mglaser Admin Owner 22:38

**BlueSpice** assist what are BlueSpice Product Days?



**BlueSpice** @bluespice.bot 22:38

[BlueSpice Product Days/Opening day 1](#)



**Markus Glaser** @mglaser Admin Owner 22:40

**BlueSpice** assist wie kann ich einen Drucker einbinden?



**BlueSpice** @bluespice.bot 22:40

[Datei:Drucker einbinden Windows 3.png](#)

**Bob:** how do I solve X?

**Alice:** try Y

**Bob:** no success, it says ERROR on the screen

**Alice:** try Z

**Bob:** Hey, worked

**Alice:** @Wictoria, please summarize this and send it to the wiki

**Wictoria:** @A, sure

> If you face problem X, try Y first. If you get an error, use Z.

If that text is ok, I'd send it to the page "General info on X" as an amendment. Shall I?

**Alice:** Page is ok. Can you get me the paragraphs?

**Wictoria:** The paragraphs of page "General info on X" are

- \* Overview
- \* Setup
- \* Troubleshoot
- \* See also

**Alice:** @Wictoria, put the summary to Troubleshoot

**Wictoria:** OK. Here is the link to the wiki so you can check it.



## Findings

- Chat and other sources are where knowledge is created
- With the help of AI, this can easily be summarized
- The wiki is the place to store knowledge for both humans and machines
- Draw information directly from the wiki if precision is needed
- Train the chatbot with data from wiki

# Learnings



## Wiki and AI do have a symbiotic relationship

- AI helps editors create content in various ways
- The wiki can be used as a knowledge base (training data) for domain-specific content
- In the Wiki, AI and humans can collaborate in a transparent way.

## User interface is critical

- Natural language based
- Dialog based interaction (in some cases)
- Unobtrusive
- Easy to send data to AI and get it back

## Concerns to be addressed

- Protect privacy and internal data: Use local variants of Chatbots (there are open source alternatives!)
- Improve reliability: Spend time on good, narrow prompt design
- Avoid hallucinations: Draw data directly from the wiki

# Get in touch

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[www.hallowelt.com](http://www.hallowelt.com)

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