Wiki and AI – a beneficial connection?

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www.bluespice.com
Chatbots replace wikis?

Stefan Joler @thealchnmier

I found myself replacing most of my Google and Wikipedia time - and I was a super heavy wiki user - with chatGPT. Mostly GPT-4

José Rosário @Joserealismo

ChatGPT is the new Wikipedia

Amie @amjjudjes

Who relies on Wiki? He should have consulted ChatGPT

Louis-Pierre Dahito @lpdahito

Does AI mean the end of Wikipedia?
Chatbots and wiki mutually benefit!

@KatValihenberg
Get access to 100+ ChatGPT prompts. I've created an evergreen ChatGPT Prompts Wiki by exploring all #AIexperts and compiling all.
Link in 📝

@DavidBelviso
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.

@GrievanceVenkataraman
AI like ChatGPT is kinda like a fresh, modern UX for the classic Wiki
Experience. It allows users to interact through a chat interface,
making it even more accessible and fun.

@LuisPierreDahito
Does AI mean the end of Wikipedia?

@Biswa
ChatGPT is the superset of #Google. So the content that is published by otherwise
will reflect unless someone publishes content.
Many wiki relevant skills in AI

Generate text

Tag / Categorize

Brainstorm

Expert assistance

Summarize

Answer questions

Translate

Suggest completions

Improve texts
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
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.
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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
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 is 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
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;">x</span>'
    end
end
```
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
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.ParserFunctions.expr(frame.args.dueDate) - mw.ext.ParserFunctions.expr(os.date('Y-%m-%d')))))

    if timeDifference < -1 then
        return 'orange' -- Orange dot
    else
        return 'green' -- Green dot
    else
        return 'red' -- Red dot
    end
end
```
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
This is an overview over the different types of data that can be used in the different parts of the application.
== Data types ==

== Data types in the database ==

* [[Integer|Zahlen]]

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

BlueSpice/Trust and Safety/Zertifizierung und Compliance
sich an Normen und unterstützt standardisierte Verfahren und führt diese auch selbst ein:

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

BlueSpice assist what are BlueSpice Product Days?

BlueSpice Product Days/Opening day 1

BlueSpice assist wie kann ich einen Drucker einbinden?

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
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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