

Livelink AI Enablement - Aviator Testing

Context

This document summarises the assessment of functionality of [free trial instance](#) of OpenText Content Aviator and its ability to provide accurate answers to questions on data held within documents, in order to establish whether the tool could be used to replace custom AI chatbots EBRD uses. As technical information on OpenText Content Aviator was not available, this document covers only functional assessment.

Requirements

AI chatbot solution needs to be able to answer questions based on content of multiple PDF documents containing information in text, charts, tables and images with an acceptable degree of completeness and accuracy.

Assessment

A summary assessment of the tool's ability to answer questions using different form of data and different numbers of documents is below.

Source Document	Source Information Format	Assessment Summary
Single Document (PDF)	Text	Meets requirements
Single Document(PDF)	Charts	Meets requirements
Single Document (PDF)	Simple Tables	Meets requirements
Single Document (PDF)	Complex Tables	Does not meet requirements
Single Document (PDF)	Images	Does not meet requirements
Multiple Documents (PDF)	Text	Does not meet requirements
Multiple Documents (PDF)	Charts	Does not meet requirements
Multiple Documents (PDF)	Simple Tables	Does not meet requirements
Multiple Documents (PDF)	Complex Tables	Does not meet requirements
Multiple Documents (PDF)	Images	Does not meet requirements

For underlying details of the assessment, see [Appendix A. Assessment Details](#).

Conclusion

OpenText Content Aviator provides AI-enabled functionality providing answers to questions on information in a single PDF document in text, charts and simple tables. This functionality is useful and is richer than the corresponding functionality offered by Sharepoint Copilot.

However, out-of-the-box functionality is deficient in several critical areas:

- Answers offered by the tool involving information stored in complex tables do not work in a reliable manner;
- Answers requiring retrieval of information from multiple documents are very inconsistent;
- The tool does not provide any answers on information in scanned documents.

Consequently, out of the box functionality available from the tool is not sufficient as a replacement to internal AI chatbot requirements.

Next Steps

Gather missing information from the vendor:

1. Is Aviator available for deployment on premises with OCM 24.4?
2. Does Aviator / OCM 24.4 provide API access to its vector search to allow development of custom AI-enabled business applications?
3. Can the tool address functional gaps identified during testing:
 1. Are there any functional differences between trial and production version of OpenText Content Aviator
 2. Is the vendor aware of the limitations identified during our tests, and what is the proposed solution(s)
 3. What is the product roadmap?
 4. Does Aviator provide capabilities helping to address limitations identified during testing, e.g. custom vectorisation capabilities, or ability to automatically OCR documents prior to their vectorisation.

Appendix: Assessment Details

Documents Used in Assessment

Assessment of Aviator capabilities to answer questions on text, charts and tables were based on financial statements of Moroccan and French public companies :

- Groupe BCP (Morocco) https://www.groupebcp.com/en/GBP_Finances/ANNUAL-RESULTS-31-12-2022.pdf
- OCP Group https://ocpsiteprods.blob.core.windows.net/media/2025-04/Plaquette_OCP_IFRS_30Juin24_vUK.pdf
- Bank of Africa https://www.ir-bankofafrica.ma/sites/default/files/2025-04/Etats_financiers_consolidés_et_notes_annexes_2024.pdf (document in French)

- Total Energies https://totalenergies.com/system/files/documents/totalenergies_pr-results-q4-2024_2025_en.pdf

Assessment of the tool's capabilities was based on the following documents:

Letters from indian universities: klnce.edu/download/2017 - 2018/Naac_appLetter.pdf

- Invoice: [27857671-e13cf85e-6172-11e7-81dd-c2fe5d1dfd2e.jpg \(768x994\)](27857671-e13cf85e-6172-11e7-81dd-c2fe5d1dfd2e.jpg (768x994))
- Annual Statement: <Anik Audit Report 2021-2022>

Questions Related to Individual Documents

Document	Objective	Question	Answer	Assessment Comments	Assessment
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BCP	Answer questions on text	For what financial instruments does BCP calculate its anticipated losses on	BCP Group calculates anticipated credit losses for the following financial instruments: loans and receivables to credit institutions at amortized cost; loans and receivables to customers at amortized cost; securities at amortized cost (treasury bills and other fixed-income securities managed under the “collection of contractual cash flows” model); securities classified as “financial assets at fair value through recyclable equity” (treasury bills and other managed fixed-income securities); financing commitments not recognized for as derivatives and financial guarantees given within the scope of IFRS 9; and commercial and rental receivables (classified under “accruals and other assets”).	Correct and accurate answer G

BCP	Answer questions on information contained in an image (with text fields)	How is the lease contract period enforceability calculated	The lease contract period enforceability is calculated as the non-cancellable period plus any renewal options that are reasonably certain to be exercised, minus termination options if the lessee is reasonably certain they will not be exercised. The non-cancellable period is the time during which neither the lessee nor the lessor can terminate the contract without penalty.	Correct answer, accurately representing information in an image in section 2.4.2 in the document. Answer does not reference the company for which the answer is provided for, but the details can be found in citations	A

BOA	Summarise particular aspects of a document	What financial instruments are used by Bank of Africa	Based on the provided documents, Bank of Africa uses a variety of financial instruments. These include certificates of deposit issued by Bank of Africa SA and BOA Group, as well as bonds from Maghrebail and Salafin. They also utilize derivative instruments, which are valued at their market price, and if no market exists, financial valuation models are used. Their trading portfolio includes various rate products (corporate and interbank loans, treasury bills, securities, repos, and rate derivatives), and foreign exchange products (spot and forward exchange, and foreign exchange derivatives). They also deal with OPCVM (collective investment undertakings) including monetary, bond, equity, and diversified funds.	Correct	G

BCP	Answer questions on information in complex tables	BCP Total liabilities in 2022	The total liabilities for Banque Centrale Populaire (BCP) as of December 31, 2022, are not explicitly stated as a single figure in the provided documents. The documents show various liability components, but not a final consolidated total. Therefore, I cannot answer your question.	Incorrect. BCP's total liabilities are 500 630 362	R
BCP	Answer questions on information in complex tables	What is CONSOLIDATION SCOPE OF BANQUE POPULAIRE GROUP. Provide list of companies	<p>The provided text lists many companies within the Banque Populaire Group's consolidation scope, but it does not provide a complete list. The document states that the scope includes all entities where the group holds at least 20% of voting rights, directly or indirectly, and meets certain financial thresholds (balance sheet total, net worth, or banking income exceeding 0.5% of the consolidated amounts). The following companies are explicitly named as being included:</p> <p>[...30 companies...]</p> <p>This is not an exhaustive list, as the document indicates other companies may be included based on the criteria mentioned above.</p>	Partially correct. 25% percent of companies missing in the answer.	R

BCP	Answer questions on information in complex tables	What is CONSOLIDATION SCOPE OF BANQUE POPULAIRE GROUP. Provide exhaustive list of companies	I cannot provide an exhaustive list of all companies within the Banque Populaire Group's consolidation scope. While the documents name many subsidiaries, they also state that the scope includes all entities meeting specific criteria (at least 20% direct or indirect voting rights and exceeding certain financial thresholds). The provided list is therefore not complete; the exact number of included companies is not specified in the documents.	Refuses to answer	R

			I cannot provide a complete list of companies within the Banque Populaire Group's consolidation scope and their corresponding percentage of control. The documents detail the criteria for inclusion (at least 20% direct or indirect voting rights and exceeding certain financial thresholds), but do not provide a comprehensive list with precise ownership percentages for every subsidiary. While several subsidiaries are named, their exact percentage of ownership by the Banque Populaire Group is not specified in the provided text.	Refuses to answer	R
BCP	Answer questions on information in complex tables	What is CONSOLIDATION SCOPE OF BANQUE POPULAIRE GROUP. List companies and % control			

BCP	Answer question on information from charts	What is BCP Distribution of SMEs in number and outstanding	The provided document shows the distribution of SMEs (companies with a turnover between MAD 3 and 50 million) for the Banque Centrale Populaire (BCP) Group at the end of December 2022. The data is presented graphically, showing the percentage distribution by rating class (A through H) in terms of both number of companies and outstanding amounts. However, the exact numerical values for each rating class are not explicitly stated in the document; only the percentage breakdown is shown in a chart.	Avoids answer - references source document instead	R
BCP	Answer information on information from simple tables	BCP counterparties eligible for BAM declaration	Based on the provided document, 32% of BCP's counterparties (excluding subsidiaries) are eligible for a declaration to Bank Al-Maghrib (BAM). The exact nature of this declaration is not specified in the document.	Accurate answer	G
BCP	Answer information on information from charts	What is BCP's percentage of interest rate risk in VaR	Based on the provided text, BCP's (Banque Centrale Populaire) interest rate risk constitutes 57% of its overall VaR (Value at Risk) at the end of December 2022.	Accurate answer	G

OCP	Answer information on information from charts	What are OCP REVENUE BY GEOGRAPHICAL AREA	<p>Based on the provided document, OCP's revenue by geographical area (for Phosphates, Phosphoric acid and fertilizers) is as follows:</p> <ul style="list-style-type: none"> • Africa (including local market sales): 26% • Latin America: 25% • Europe: 20% • India: 11% • Asia: 8% • North America: 6% • Oceania: 4% <p>Please note that this data only includes revenue from Phosphates, Phosphoric acid and fertilizers.</p>	Accurate response	G
OCP	Simple table	What are OCP's total deferred liabilities in 2024	The total deferred tax liabilities for OCP as of June 30, 2024, were MAD 2,169 million.	Accurate answer	G
OCP	Complex table	What is OCP's corporate income tax liability for the first semester of 2024	OCP's corporate income tax liability for the first semester of 2024 was a total expense of MAD 2,339 million. This comprised MAD 2,164 million in current tax expense and MAD 175 million in deferred tax expense.	Accurate answer	G

NAAC	Scanned documents	Which cities are mentioned in Naac_appLetter.pdf	I do not know. The provided text only shows a list of academic years and does not contain any information about a document named “Naac_appLetter.pdf” or any cities.	No answer	R
Invoice	Scanned documents	What is SCS Agency address	I do not know. The provided documents do not contain the address of the SCS Agency.	No answer	R
Anik	Scanned documents	Who are Anik financial services shareholders?	I do not know. The provided documents do not contain information about the shareholders of Anik Financial Services.	No answer	R

Thematic questions

Objective	Question	Answer	Assessment Notes	Assessment

	Which companies use IFRS9 accounting	<p>Based on the provided documents, BCP Group and OCP Group are using IFRS 9 accounting. The documents also mention TotalEnergies, but only in the context of how their internal indicators differ from IFRS 9 requirements, not that they fully adopt the standard.</p> <p>References provided BCP, Total Energies & OCP Group</p>	<p>Answer is correct for BCP and OCP Group.</p> <p>Total Energies statement mention IFRS, which can be used to infer IFRS9 compliance but does not specifically mention IFRS standard #9.</p> <p>Bank of Africa mentions its compliance with a number of IFRS standards (in french), including #9 but this is not reflected in the answer</p>	R
	Which companies use IFRS accounting	<p>Based on the provided documents, Groupe Banque Centrale Populaire (BCP Group) and OCP Group use IFRS-compliant accounting. The documents also mention TotalEnergies, but in the context of comparing their internal performance measures to IFRS requirements, not as a confirmation of full IFRS compliance.</p> <p>References provided BCP, Total Energies & OCP Group</p>	<p>Answer correct for BCP and OCP Group</p> <p>Answer incorrect for Total Energies and Bank of Africa</p>	R

	Which countries are the companies subject to financial statements incorporated in	The documents list companies incorporated in several countries, including but not limited to: Morocco, India, Spain, Belgium, Romania, Turkey, Brazil, USA, Switzerland, France, and Mauritius. The exact list of all countries is not fully comprehensive in the provided text.	Misleading answer BCP, OCP and BOA are incorporated in Morocco. Total Energies in France These companies own other companies operating in the countries mentioned in the text	R
	Which is the address of four companies covered in the financial statements	I do not have the addresses of the companies mentioned in the financial statements. The documents provide financial information but not the full contact details for each company.	Incorrect. Addresses provided	R
	Which stock exchange are the four companies covered in the financial statements listed at	I do not know. The provided documents list financial information for several companies but do not specify which stock exchange(s) they are listed on.	Broadly correct. Explicitly not mentioned	G

	Which addresses are mentioned in the documents	<p>The documents mention the following addresses:</p> <ul style="list-style-type: none"> • 7, Boulevard Driss Slaoui, Casablanca • 119, Bd Abdelmoumen, 5ème Etage N° 39, 20360 Casablanca <p>Reference: BCP</p>	<p>Address provided for BCP is their auditor's address</p> <p>Missing auditor's addresses from OCP, BOA statement</p> <p>Missing address from footnotes of TotalEnergies statement</p>	R
	Which cities are mentioned in the documents	<p>Casablanca and El Jadida are mentioned in the documents.</p> <p>Reference: BCP</p>	Correct for BCP. Other cities are missing	R

	<p>Which industries do companies covered by the financial statements operate in?</p>	<p>Based on the provided documents, the companies operate in several industries. Document 527145 lists the following sectors for customer engagements: Individuals, various manufacturing industries, real estate development, transport and communications, metallurgical, mechanical, electrical and electronic industries, hotels and restaurants, chemical and parachemical industries, extractive industries, financial activities, and electricity, gas and water production and distribution. Document 527144 shows that Banque Populaire Group operates in banking, specialized financing, and international retail banking, with subsidiaries in various countries and sectors including insurance, leasing, and asset management. The exact industries covered by the other documents are not specified.</p> <p>Reference: BCP, Bank of Africa</p>	<p>Incorrect and misleading. Document 527145 is presumably covering OCP (which is operating in chemical industries), but the name of the company is not referenced</p> <p>BCP provides financial services, which is correct.</p> <p>Answer does not cover Bank of Africa is not provided as a reference</p> <p>Total Energies reference / industry is missing</p>	R
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		<p>The provided documents mention several sustainability initiatives, primarily from TotalEnergies and Bank of Africa BMCE Group.</p> <p>TotalEnergies: The documents highlight TotalEnergies' focus on reducing greenhouse gas emissions. Specific data is provided on Scope 1+2 emissions (MtCO2e) for various quarters and years, showing efforts to decrease these emissions. The company also reports on expenditures related to carbon credits, indicating investment in carbon offsetting programs. While the exact nature of all initiatives isn't detailed, the provided data strongly suggests a commitment to reducing their environmental impact.</p> <p>Bank of Africa BMCE Group: Document 527145 states that Bank of Africa BMCE Group has a framework for managing environmental, climate, and social responsibility commitments. This framework is based on the bank's values and commitment to human rights and environmental protection. It applies to all banking subsidiaries and those linked to the banking sector, covering all financial products and services offered. The specifics of these initiatives are not detailed.</p> <p>The other documents do not explicitly detail sustainability initiatives.</p>	<p>Broadly correct</p> <p>Group OCP statement mentions some sustainability initiative, but these are just implied.</p>	A
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		<p>Based on the provided documents, here's a list of financial instruments used by the companies:</p> <ul style="list-style-type: none"> • Debt instruments: These include loans to credit institutions and customers, treasury bills, bonds (issued by private companies and governments), and trade receivables. The documents also mention certificates of deposit and promissory notes issued by the companies themselves. • Equity instruments: Shares are explicitly mentioned. • Derivative instruments: These include various types such as interest rate swaps, currency swaps, options, futures, and forwards on interest rates, currencies, equities, and credit. • Financial assets at amortized cost: This category includes loans and receivables (to credit institutions and customers), and securities (treasury bills and other fixed-income securities). • Financial assets at fair value through profit or loss: This includes financial assets held for trading purposes and other assets marked to market. 		
	List financial instruments used by companies covered in the documents		Partially correct - Debt, Equity, Derivatives are financial instruments; Financial assets are not Reference to Bank of Africa missing	A

		<ul style="list-style-type: none">• Financial assets at fair value through other comprehensive income: Equity instruments not held for trading can fall under this category. <p>The documents describe different classifications and valuation methods for these instruments, but the above list encompasses the types of instruments used.</p>		
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