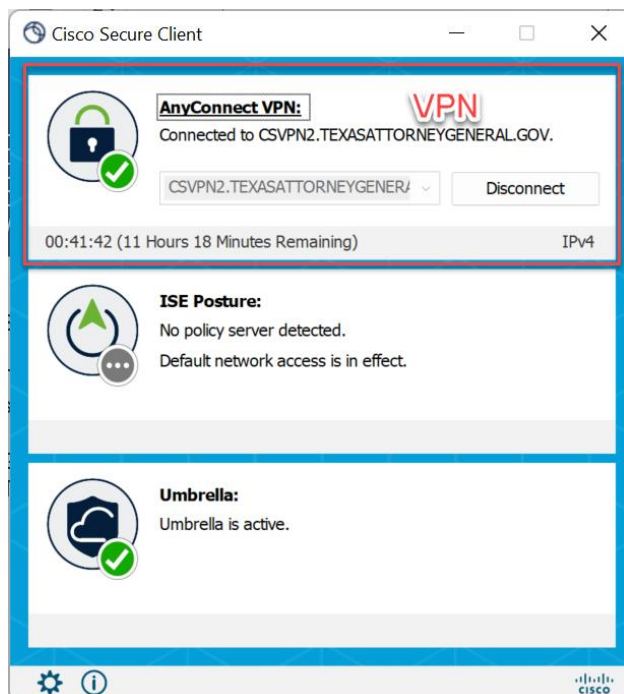# Intelligent Search: User Guide

INTRODUCTION

This user guide provides instructions on how to use the Intelligent Search for inquiries related to child support policies, procedures, and relevant laws and terms.
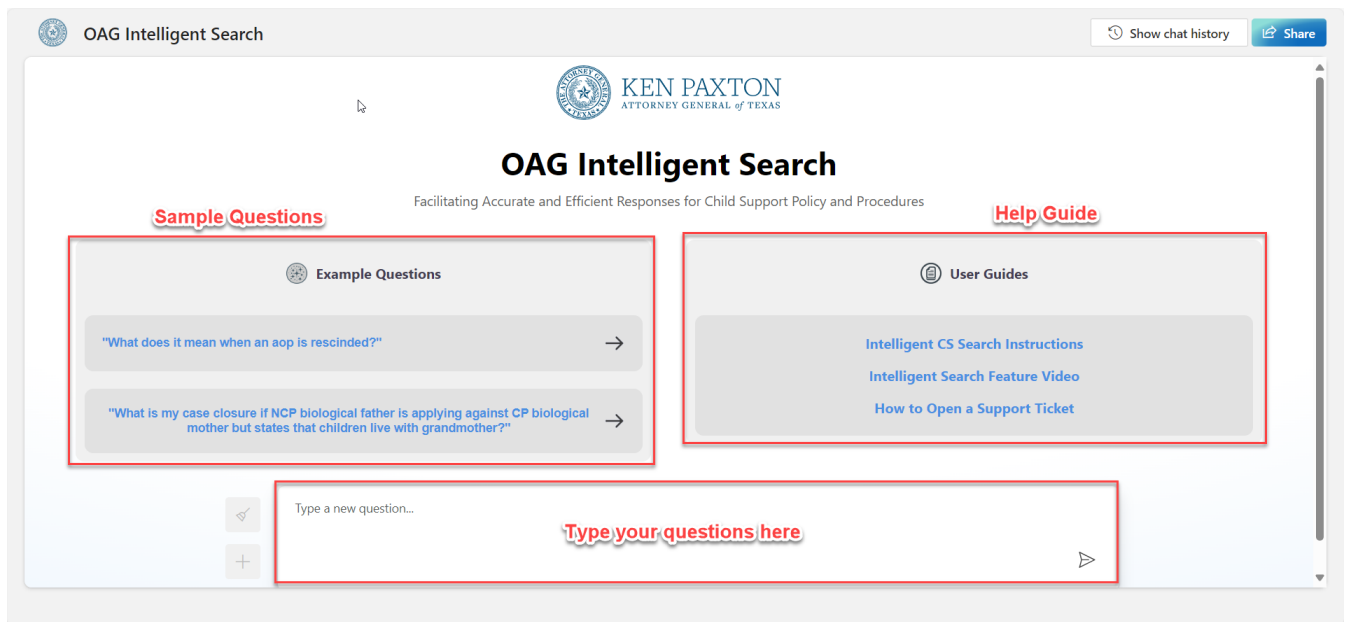
GETTING STARTED

To begin, follow these steps:

1. Connect to the OAG VPN to gain access to the Intelligent Search (if you are not in the office).

2. Access the Intelligent Search Web Application by clicking this link to be taken to the interface shown below. It includes three main areas: Sample Questions, Reference Document, and Typing Question Area.

BEST PRACTICES FOR ASKING QUESTIONS

To enhance the effectiveness of your queries, consider the following best practices:

1. **Be Clear and Specific:** The more specific your prompt, the better. Clearly define what you're asking for. If you need information on a specific topic, mention it explicitly.
   a. Less effective: "Do we open a case against bio-mother when she is in household with Grandma (CP)?"
   b. More effective: "If the bio mother is a dependent of a grandma (custodial parent) living in the same household, do we open a case against the bio-mother (dependent parent)?"

2. **Provide Context:** If your question builds on particular knowledge or a specific scenario, provide that context. This helps the model understand the frame of reference and respond more accurately.
   a. Initial question: If application is received from ncp to apply for services of an unborn child, what is the procedure to process this application?
   b. Improved question: If application is received from Noncustodial Parent to apply for services of an unborn child, what is the procedure to process this application? The Noncustodial Parent is requesting services before the child is born, and we need to know the specific steps, required documentation, and any legal considerations involved in handling such a case.

3. **Use Direct Questions:** Phrase your prompts as direct questions if you're looking for specific answers. This approach tends to yield more focused responses.
   a. Less effective: "What is my case closure if NCP biological father is applying against CP biological mother but states that children live with grandmother and how to apply it?"
   b. More effective: " What is my case closure if NCP biological father is applying against CP biological mother but states that children live with grandmother?" (Then, follow up with: " Can you tell me what the procedure for NCP biological father to apply against CP biological mother is?")
4. **Avoid using acronyms:** Try to avoid ambiguous language or acronyms. The clearer you are, the less room there is for misinterpretation.
   a. Less effective: " What is process when ncp incarcerated and children will be over the age of 18 years old when ncp is released?"
   b. More effective: " What is the procedure when a noncustodial parent (NCP) is incarcerated, and their children will reach the age of 18 before the noncustodial parent is released? "
5. **Use terms similar how policy is written:**
   a. Less effective: " what is the proper closure code for adult dependent?"
   b. More effective: " what is the proper closure code for emancipated dependent?"
6. **Sequential Prompts for Follow-ups:** If you're not satisfied with an answer or need more information, use follow-up prompts that build on the previous ones. This helps in maintaining the context and getting more refined answers.
   a. Original question: " what closure code do I use when the custodial parent is deceased and there is no order?"
   b. Follow-up: " can you explain more about the code "CD"?"
7. **Experiment and Iterate:** Don't hesitate to rephrase or adjust your prompts based on the responses you get. Sometimes a slight change in wording can make a big difference.
   a. Original question: Do we open a case against bio-mother when she is in household with Grandma (CP)?
   b. Reiterated question: If the bio mother is a dependent of a grandma (custodial parent) living in the same household, do we open a case against the bio-mother (Dependent Parent)

8. **Specify the Desired Format:** If you need the information in a particular format (like a list, a summary, a detailed explanation), mention this in your prompt.
   a. Original question: how is a new member added to the case?
   b. Updated question with Format: Provide a step-by-step explanation in bullet points on how a new member is added to a case.
9. **Break Down Complex Queries:** If you have a complex question, break it down into smaller, more manageable parts. This can help in getting more detailed and precise answers.
   a. Original question: what would the case class be when an order has been established for one dp then another dp is added to the case?
   b. Breakdown question:
      i. Initial Case Classification:
         1. What is the initial case classification when an order is established for the first dependent parent (DP)?
         2. What factors determine the case classification for a single dependent parent?
      ii. Adding Another Dependent Parent:
         1. What is the process for adding a second dependent parent (DP) to an existing case?
         2. What specific information and documentation are required to add another dependent parent (DP) to the case?
      iii. Updated Case Classification:
         1. How does the addition of a second dependent parent (DP) affect the case classification?
         2. Are there specific rules or criteria that determine the new case classification when an additional dependent parent (DP) is added?
         3. What steps are taken to officially update the case classification once the second dependent parent (DP) is added?
      iv. Notifications and Documentation:
         1. Who needs to be notified about the change in case classification due to the addition of another DP?
         2. What documentation is required to support the updated case classification?

FEATURES

The web app offers four features to streamline and enhance your interaction:
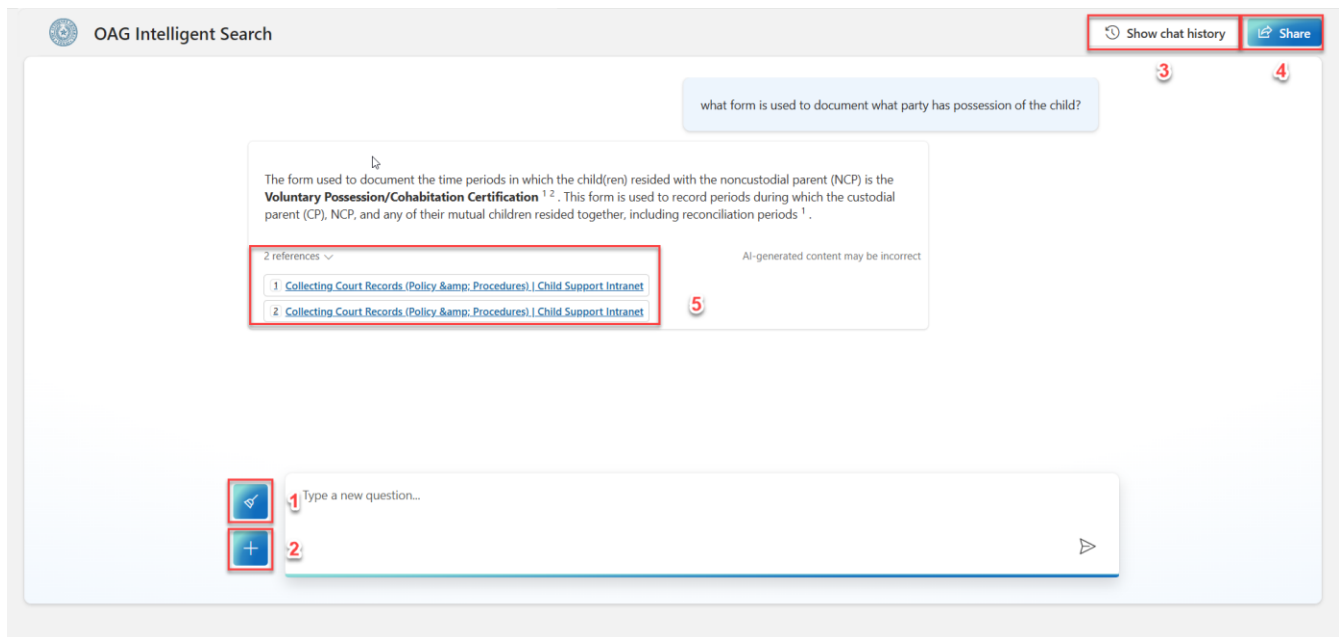
1. **Clean chat**: the broom button is clean all the historical questions in the chat and allow you to start over.

2. **New chat channel**: the plus button is to clean out chat history and add your chat to the chat history for later reference.

3. **Search chat history**: it will list all chat channel history so that you can choose the one you want to continuously follow up.
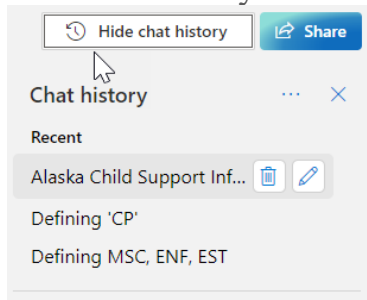
4. **Share the web app**: Allow you to share the Intelligent Search URL with colleagues, facilitating collaboration.
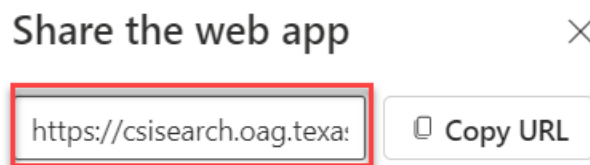
5. **References**: Provide URLs to the direct reference documents associated with the answers.

By adhering to these guidelines and utilizing the available features, you can effectively navigate and leverage the Azure AI chatbot for child support policy inquiries.
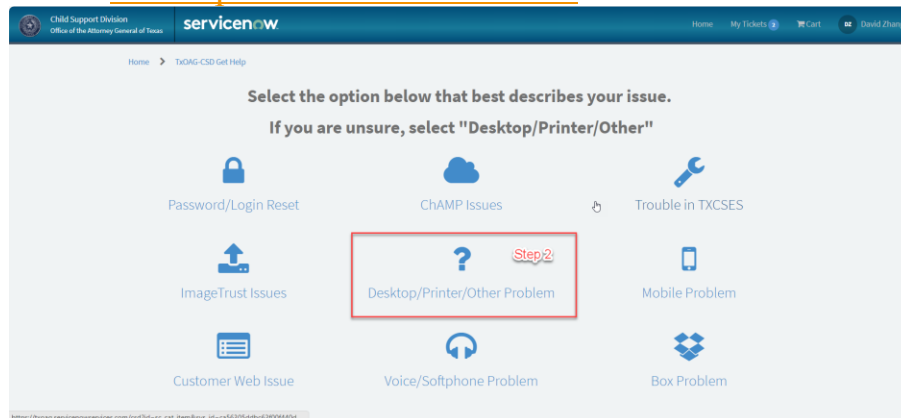
ISSUES OR QUESTIONS

If you have any questions or problems, please submit a ticket through ServiceNow. You can submit tickets by following these steps:

1. Go to the ServiceNow homepage and select Get Help.
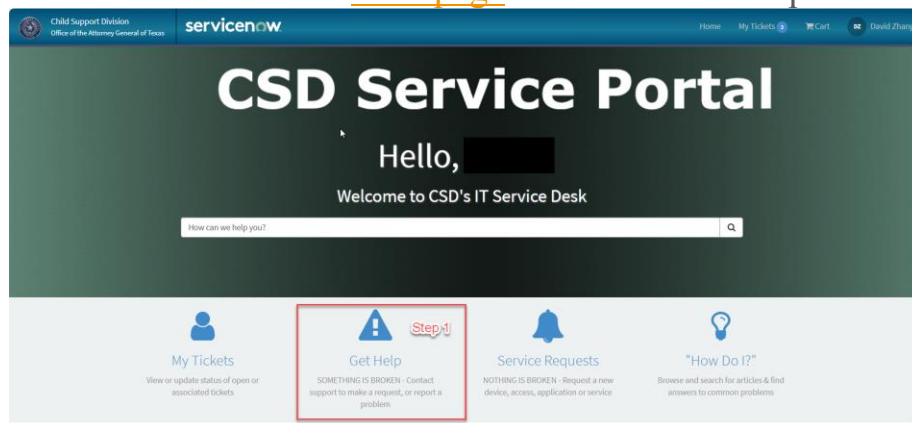
2. Select Desktop/Printer/Other Problem.

3. In the search bar, type 'Intelligence Search KB' and provide details about your issues.

4. Submit the ticket.