



Version: 2.18.X

Configuring Cogynt AI

The Cogynt AI Chatbot is part of the Cogynt intelligence suite of applications. Investigators can use the Cogynt Workstation Chatbot to augment analysis capabilities, enabling them to parse large volumes of text and stay in the loop on complex and evolving issues.

Chats can be resumed each time users log into Workstation, and users can resume from or review another user's session for faster analysis.

This section assumes users have the **Workstation: AI Configs: View & Edit** permissions.

Working with the chatbot follows a three-step workflow:

1. Team leads or admins **prompt the chatbot**. Prompts help provide context for the chatbot and improve precision of results.
2. Analysts create a session with the chatbot through interacting with the event.
3. Analysts interact within that session with events as needed. Sessions can be resumed later by the user who initiated them, or reviewed by another user to see analysis performed by the chatbot.

Using AI Chat Configurations

AI chat configuration allows permitted users to create up to 5 suggested questions for the Cogynt chatbot. System prompts help the chatbot assume a persona to help refine analysis capabilities. In short, prompts train the chatbot on how to approach the data you want to review.

It is recommended to regularly test these system prompts as the needs of your team change.

Configuring the Cogynt AI Chatbot

To configure the AI chatbot, access chat configuration from the Settings menu.

1. At the top right side of Workstation, click the **Settings** icon.
2. From the left side drawer, click the **AI Configs** icon. The view switches to AI Configs, and a table containing any and all existing chat configs appears.
3. At the top right of the page, click **+ AI Config** to add a new configuration. A modal opens with several fields available:
 - i. Select the **Event Type** from the dropdown menu. Each event type can have one configuration. Any event types the AI chatbot can interact with are selectable.
 - ii. Enter an optional **Description**. The description is viewable by any other users who have the required permissions.
 - iii. Enter a **General System Prompt**. The system prompt is an instruction that the bot is prompted with when a new session is created.
 - iv. To add any **Suggested Questions**, at the bottom right click **+ Add**.
4. Click **Create** to save the AI chat configurations you've set, or click **Cancel** to discard changes.

Creating General System Prompts

The system prompt is designed to train your AI's persona, and is the default prompt used when a new session is created. A well-constructed system prompt will prompt the system with sufficient background necessary to perform analysis on the specific event type.

Good system prompts:

- Assign the bot a role or a persona.
- Provide background context.
- Are brief but specific. Aim for under 5,000 characters for best results.
- Include prompting details that describe possible outcomes or goals.



TIP

You can use this formula to help guide your thinking:

1. Begin by telling the bot what kind of persona to assume.
2. Tell the bot the kind of data to expect.
3. Prompt the bot with any relevant details that your team is likely to expect the bot to know.

4. Include any specific details related to a methodology you want the model to adopt as it analyzes data.

Some concepts for strong system prompts:

Prompt	Description
Assume the persona of a Naval Investigator trained in SOFIT . View the report's structured data and develop a clear understanding of it. Be prepared to assist potential human investigators, and ask clarifying questions as needed.	Specifically calls out the SOFIT framework, and prompts the bot with background on the relevant investigative field. Also instructs the model on some items it may need to consider before providing a response.
Analyze the raw structure of crime reports assuming the persona of a lead detective. Be prepared to help investigators look for credible links between crimes committed by certain groups or individuals.	Informs the bot of the data to come, and instructs the persona to act in preparation for a specific outcome.

NOTE

Starting a new session with the chatbot is necessary whenever a change is made to the system prompt. The bot uses the prompt only in sessions created after changes were made.

Creating Suggested Questions

Suggested questions are prompts for the end user utilizing the chatbot. These questions help analysts quickly access common queries. Your team should revisit and revise them as needed.

Each question has two fields that must be completed:

1. **Suggested Prompt** will appear as a clickable query the end user can perform when a session is opened. Phrase this for the end user.

2. **Instructions for the Prompt** are sent to the chatbot. These instructions provide specific details, instructions, or themes the bot should use before providing its response.

Keep suggested questions between 150-200 characters for best results, but instructions for prompts can be longer.

Some example questions include:

Question	Prompt Instruction
Summarize the event for analysis.	Provide a summary of the event's details.
What insights are worth following up?	Analyze the structured data with an emphasis on highlighting insights that look worthy of follow up.
Detect any identifiable entities/persons on the event.	Identify and name any individuals that this event contains.
What data quality issues may exist with this event type?	Review the event and highlight any datapoints of questionable quality. Include reasoning for flagging each datapoint.

Editing Suggested Questions

Suggested questions can be edited to change how users or the chatbot interact with them. Any questions that are changed will require a new chat session before users can see or use the changes made.

To edit suggested questions:

1. From the **AI Chat Configs** settings screen, locate the configuration to edit.
2. At the right of the config to edit, click **Edit**. The **Edit AI Chat Configurations** modal opens.
3. Beneath the **Suggested Questions** header, find each suggested prompt. Make changes as needed:
 - i. Make changes to the **Suggested Prompt**.

- ii. Make changes to the **Instructions for the Prompt**.
4. Click **Save** to save your changes, or click **Cancel** to discard your changes.

Deleting Suggested Questions

You can delete any **Suggested Questions** as needed from the **AI Chat Configs** menu. A deleted **Suggested Question** cannot be recovered, but the **AI Config** will be otherwise unchanged.

To delete **Suggested Questions**:

1. From the **AI Chat Configs** settings screen, locate the configuration to edit.
2. At the right of the config to edit, click **Edit**. The **Edit AI Chat Configurations** modal opens. Locate the question to remove.
3. At the right of a **Suggested Prompt**, click the trashcan icon to delete it. **NOTE:** There is no confirmation required to delete a **Suggested Prompt**.

Deleting AI Configs

You can delete any AI chat configuration from the **AI Chat Configs** settings menu. Doing so removes the system prompt and any suggested questions that may have been added to it.

To delete AI configs:

1. From the **AI Chat Configs** settings screen, locate the configuration to be deleted.
2. At the right side of the configuration, click the **More** menu (:).
3. Select **Delete** to delete the chosen AI Chat Configuration.
4. Click **Delete** to confirm deletion of the chat configuration, or **Cancel** to keep the prompt.

Duplicating AI Chat Configs

You can duplicate any AI chat configuration from the **AI Chat Configs** settings menu.

1. From the **AI Chat Configs** settings screen, locate the configuration to be deleted.
2. At the right side of the configuration, click the **More** menu (:).

3. Select **Duplicate** to duplicate the chosen AI Chat Configuration. A modal opens to **Duplicate AI Chat Configurations**.
4. Select an **Event Type** from the dropdown menu.
5. Make any other changes to **General System Prompts** and/or **Suggested Questions**.
6. Click **Save** to save the duplicated prompt, or click **Cancel** to discard changes.

Tags: AI Chat Configurations