Functional description
d.velop pilot

1 Summary

The d.velop pilot service (hereinafter referred to as "the software") provides AI-powered functions for analyzing, searching and processing document content. To do so, the software makes use of artificial intelligence technologies known as large language models (LLMs). Users interact in natural language via a chat-based user interface. d.velop pilot also enables these functions to be integrated into business processes within d.velop process studio.

2 Scope of Functions

d.velop pilot provides the following service components in SaaS or hybrid deployment models:

Document-based agents – users receive access to AI-based, autonomous agents. They interact with these agents in natural language via a chat-based user interface. Agents are able to search document collections within the d.velop platform, analyze document content and use that information to answer user queries.

Integration in d.velop process studio – d.velop pilot extends an existing d.velop process studio to include options for integrating AI functions into structured business processes. Agents can be defined within d.velop process studio and integrated into process workflows.

3 Use of external AI providers

LLMs are currently under development and are provided by external providers (hereinafter referred to as AI providers). Further information can be found in the data processing agreement, including its annexes. To provide the above-mentioned features, d.velop transfers user input—specifically, all processed documents as well as the user inputs themselves—to the relevant AI provider. The data is transmitted in encrypted form via an API provided by the provider.

4 Disclaimer of warranty / responsibilities

d.velop does not guarantee that the results obtained using d.velop pilot (e.g. information about document content generated via chat) or other LLM-based content are complete, appropriate or accurate.

It is the customer's sole responsibility to verify and ensure that

- LLM-based software may be used for the customer's intended purpose, and that
- any documents or prompts imported by the customer do not infringe on the rights of third parties.

5 Service limits and known restrictions

- Service limits
    - It is possible to configure up to five knowledge bases for each tenant. Each of these knowledge bases provides access to up to 5000 documents.
- Long response times – LLMs are based on very complex calculations. Therefore, in some cases, there may be long wait times for individual queries.
- Hallucinations – LLMs work stochastically. Despite d.velop's efforts to avoid incorrect, incomplete or inappropriate output, in individual cases, d.velop pilot or the underlying LLM may generate such information on a non-deterministic basis. This includes, in particular, non-factual or "invented" statements. This problem, known as "hallucination," is a fundamental limitation of current LLMs. d.velop is not liable in cases where the software hallucinates and thereby makes fabricated statements.