GenAI and My Assistant FAQs

- **Related to Data Sensitivity: Are the same Data Sensitivity parameters applied in My Assistant also applicable for the GenAI playground?**
  o Yes, and My Assistant is the preferred experience, where we'll begin to embed Walmart specific data sources and experiences.

- **Will My Assistant bucket my conversations into categories; draft an email, summaries items, etc.?**
  My Assistant now has the capability to store your recent converstion history for quick access and reuse. Beginning in December 2023, associates will also be able to engage experience tiles specific to professional writing and learning how to prompt.

- **What data formats can you input into My Assistant?**
  o Currently, My Assistant supports text inputs up to 4,000 characters, as well as the ability to upload a PDF to interact with using My Assistant.
  Coming in late Q4 FY24 / early Q1 FY25, associates will be able to upload .xlsx and .csv files for GenAI powered analysis.

- **How do associates provide feedback to My Assistant?**
  o Option 1: Click the thumbs up/down button.
  o Option 2: Utilize the open text response options.
  o Option 3: Associates may also be periodically invited by email to complete a short survey to provide their feedback.

- **How can help train My Assistant and how can we quickly update current information added to My Assistant?**
  o This is accomplished through the GenAI intake process. Leaders should work with their domain product team to brainstorm and build use cases and then, as a part of the approval process Mackenzi and Alisea and data science engineering partners will work with you to bring your ideas to life.

- **How long does the process take (follow up from question above)?**
  o It depends on use case.
  o The current GenAI model does not auto-learn from users' input.

o Building blocks are currently being created; Q3/Q4. Common building Once those building blocks are in place, My Assistant will allow learning ability.

- **One thing I've noticed with My Assistant is that it chooses Employee vs. Associate - Is there a way to "teach it" to always use Associate?**
  o Currently the foundational piece is public knowledge based on the web.
  o Future state, we will be able to train the system.

- **Does My Assistant use previous prompts in the thread to inform a response? If yes, how do we clear the history to start a separate/unrelated topic (thinking about how perplexity.ai works...)**
  o Yes, for approximately 30 minutes, My Assistant will work from the previous prompt.
  o There is an option to "start new conversation".
  o In the future, these conversations will be saved to review later.

- **Can you use a wmlink/ within My Assistant?**
  o Not currently but it will be in a future rollout.

- **Will My Assistant learn what I am asking for and craft it more to my style over time?**
  o Users' input does not currently train My Assistant. It's important that if you input a prompt with additional information about style/tone or other parameters, that you replicate that with the prompts that you enter in the future. It is recommended that you always ensure that your style is represented in the final output.

- **Can you link to data from Power BI pages that you don't have access to otherwise?**
  o When link reading for My Assistant is available, we'll publish the rules around that. In general, first availability for link reading will be publicly available information. A second iteration will likely include reading content that requires login/special access.

- **Will My Assistant summarize a video?**
  o This is not available now but will be available in a future iteration. When file uploads are available, you will be able to upload transcripts from videos and have them summarized.

- **When copying text from My Assistant and pasting into an email, it adds a box/outline around it. Can that be removed?**

- o This does not always occur. One thing that can be done to mitigate this is to paste special and paste text only.

- **What are the main differences between My Assistance and the Playground? When should we use which front-end?**
  - o The playground is an appropriate tool for associates who are interested in experimenting with a few different large language models. My Assistant is our official associate-facing GenAI-powered assistant. We will continue to invest heavily in the associate experience and functionality available in My Assistant with Walmart data.

- **Can I upload a document now, and if so, how does it work? What file formats can be uploaded?**
  - o Yes. My Assistant currently supports uploading and interacting with your PDFs. Give it a try!

- **Is there a schedule of rollouts for enhancements to My Assistant? If so, can that be shared?**
  - o Yes! We are working to refresh our roadmap for FY25 at the moment and will make this available once ready. Keep in mind that GenAI is a fast evolving technology and we will continue to learn and adapt the roadmap throughout the coming year.

- **Previously, the data was loaded into My Assistant went up through mid 2021? Is more recent information now loaded into My Assistant?**
  - o My Assistant and any other internal GenAI tool using ChatGPT3.5 will not have access to live internet information at this time. We are continuously evaluating ChatGPT4 and other options that would provide access to live information.

- **Where does the data live for My Assistant? Is this fully internal or is there any interaction with external tools?**
  - o My Assistant data lives within Walmart's secure environment and is not exposed to external tools.

- **Is My Assistant considering the person asking the question when giving the answer? (question prompted from each team member producing different results – will is learn to answer based on my typical way of communicating?)**
  - o Today, My Assistant does not use any information about you, the associate, when providing responses. We are currently working to incorporate personalization.

- **How are the tools connected to Microsoft integrations of AI being considered with the use of My Assistant?**
  - We are continuously evaluating new tools and features available through Microsoft and other vendors.