

LSEG Workspace

AI Explainability Note

Introduction

LSEG is committed to the responsible use of AI aligned to the [LSEG Responsible AI Principles](#).

This document describes how AI is used in both LSEG Workspace and LSEG Workspace with Teams, and includes:

- Core capabilities and intended use cases
- Controls (LSEG and user)
- Limitations and points to note

Using AI in LSEG Workspace and LSEG Workspace in Teams

The following table describes the uses of AI in both LSEG Workspace and LSEG Workspace in Teams:

	Used in LSEG Workspace	Used in LSEG Workspace in Teams	Used in both LSEG Workspace and LSEG Workspace in Teams	
	LSEG Workspace AI	Advanced Dealing	AI Library	Tradefeedr
Description	A web-based service that provides customers with a chat-style interface into LSEG's world-leading range of financial data. Using this service, customers can query our data using natural language questions. Responses can include data derived from LSEG's APIs, reports, documents, and (if enabled) Bing Grounded Search Services, and are provided in the same natural language as the questions. Users can choose to enable Bing Search when they first open LSEG Workspace AI. Chats can be conversational in nature, with users able to ask follow-up questions to answers provided by the system. Where appropriate, the system provides references to the underlying data sources used to generate the responses, allowing users to verify the accuracy and validity of the information provided.	<p>Advanced Dealing (AD) is the industry standard, used by FX trading professionals for price discovery, trade interests and straight-through processing, allowing participants to converse bilaterally over a chat-based application. It empowers trade interest negotiation and leverages the Natural Language Processing (NLP) layer to extract information from unstructured chat text to structured forms (or structured chat text to unstructured forms), weaving in pricing and/or credit check engines into the workflow to support participant interaction.</p> <p>Microsoft Language Studio is the underlying NLP feature that analyses textual data using state-of-the-art customisable pre-configured language models.</p>	Teams AI Library is a Teams-centric interface for integrating GPT-based language models and user intent engines. It enables bot-based Teams apps to engage users in natural and conversational interactions. These interactions can be guided toward specific calling LSEG APIs integrated into the teams app. Users type a query and the AI Library converts it into a bot command or API call on behalf of the user.	<p>Tradefeedr allows trade execution performance analytics and reports to be quickly generated via unstructured chat queries, along with the ability to drill down for additional information with further queries. Additionally, users can engage and discuss the execution results within bilateral Teams chats with any counterparts they choose.</p> <p>OpenAI's ChatGPT is the underlying NLP feature that analyses textual data using state-of-the-art customisable pre-configured language models.</p>
How AI is used	<p>AI is used in several ways within LSEG Workspace AI. It may be used to:</p> <ul style="list-style-type: none"> • Add useful context to a user's query, such as converting relative dates to absolute time periods. 	<p>The Advanced Dealing NLP is used to:</p> <ul style="list-style-type: none"> • Parse negotiation / chat text into structured objects to drive trade ticket building, historical blotter views, and Straight Through 	<p>AI is used in the Workspace Teams app to route and convert natural language prompts to bot commands and API calls.</p>	<p>The Tradefeedr NLP is used to translate textual queries / commands / prompts into a structured API call to Tradefeedr's API, requesting specific analytics / reports (such as Teams cards, graphs, and tables) which are returned to the requestor in a Teams chat.</p>

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	<ul style="list-style-type: none"> Enable the search and retrieval of relevant segments of information from textual documents which may be used to answer a user's query. These segments, and references to the original documents, may then be used within the system's response. Interpret a user's query and convert it to an API call to retrieve relevant data from LSEG's APIs and include it within the system's response. Generate a natural language response to the user, incorporating the information gathered in the first two bullet points above. Generate an answer using Bing Search if no relevant information is found using LSEG data, and if the user has turned this option on. <p>The models used include the ADA2 embedding model and OpenAI's GPT4 model. Access to the models is provided by the Azure OpenAI Service.</p>	<ul style="list-style-type: none"> Processing (STP) to downstream systems. Translate definitions of intended trades via structured forms into unstructured chat text (mimicking personal behaviour). From ticket interaction to chat or enabling pricing / credit engines to respond to chat participants. 		
Core capabilities and intended use cases	The product is designed to be used as a chatbot focused on answering questions based on LSEG's financial data and, if no relevant information is found using LSEG data, Bing Search will be used to generate a response (if the user has turned this option on). Users enter free-form natural language queries, after which the system uses AI to interpret the	Advanced Dealing is designed to support trading workflows (bringing together trade interest) from discovery to trade intent, with automated export for interest of trade processing on the client side. Totally contained to the trained models and intent of the trade interest with high accuracy as this is FX market term / jargon driven.	The core capability of the AI Library is to support natural language when users chat to the Workspace application in Teams. This can occur via the chat tab in the app or within native Teams UI like chats between users.	The Tradefeedr solution allows users to interact with complex analytics via simple chat commands by describing the intended analysis (which avoids the need for Python or programming skills). It provides a platform for collaborating around the analytics to improve outcomes between trading counterparties.

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	intent of the user's query, gathers context for the answer, and uses that context to generate a natural language response to the query. Typical use cases for the system might be investigating a public company's performance, querying company metrics, or summarising financial documents.				
LSEG controls	<p>The system has undergone (human and automated) testing and validation to ensure the output is relevant and accurate. However, it remains in Beta.</p> <p>The system has Azure AI Content Filtering enabled to help prevent abuse of the system.</p> <p>The system will be periodically evaluated to ensure it provides a consistent level of performance over time.</p>	<p>Model translation is QA'd (human and automated) with accuracy of parsing with intend of our 95%.</p> <p>Only trained to derive economical information relating to trades (it will ignore any other discussions).</p> <p>There are monthly reviews of users' corrections due to incorrect parsing.</p>	<p>LSEG has implemented automated testing and human testing around accuracy, relevance and Toxicity.</p> <p>LSEG also leverages out-of-the-box MSFT guardrails for the AI Library (Azure AI content filtering). This ensures the correct identification and ability to respond to a wider range of harmful content.</p>	<p>Model translation is QA'd (human and automated).</p> <p>Only trained to derive economical information relating to trades (it will ignore any other discussions).</p> <p>There are monthly reviews of users' corrections due to incorrect parsing.</p> <p>The system has undergone (human and automated) testing and validation to ensure the output is relevant and accurate.</p> <p>The system has Azure AI Content Filtering enabled to help prevent abuse of the system.</p> <p>The system will be periodically evaluated to ensure it provides a consistent level of performance over time.</p>	
User controls	Users should be aware that the system's output is generated by an AI system and may contain errors. The output should always be validated by a human before being used for any	<p>Not applicable.</p> <p>As with any chat-based activity, compliance logs and files are provided to the user / entity for review on the chat and the ticket extract. This provides the</p>	<p>Users can opt in or out of all AI functionality on the Workspace Teams app.</p>	<p>Not applicable.</p> <p>As with any chat-based activity, compliance logs and files are provided to the user / entity for review on the chat and the ticket extract. This provides the</p>	

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	<p>purpose, including ensuring that references (if provided), support and are consistent with the generated output.</p> <p>Users can also choose to enable Bing Search when they first open LSEG Workspace AI. If enabled, Bing Search will provide answers to queries that cannot be answered using LSEG data.</p>	participant with the necessary controls over functionality.		participant with the necessary controls over functionality.
Limitations and points to note	The system is in Beta and may produce responses which are factually inaccurate, including those which are entirely fabricated (for example, hallucinations). It is important to note that inaccurate responses may include references to documents, however those references will not support, and will not be consistent with, the output. As a result, such references must be checked to ensure their relevance. The system is built to answer specific questions using LSEG data, so users should avoid asking for, or following, financial/investment advice or trade recommendations, as this is not within the scope of the product.	Not applicable.	AI Library empowers users to discover the most relevant Workspace content card for their query. The content of the card is limited and may not include an accurate answer for their query.	Not applicable.

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