# Article information:

Trustworthy Generative AI — Key Terms & Concepts | LivePerson Developer Center
<https://developers.liveperson.com/trustworthy-generative-ai-prompt-library-key-terms-concepts.html>

# Article summary:

1. The prompt is the text or input given to a Large Language Model (LLM) to generate a response.

2. Prompt templates are pre-made prompts created by LivePerson for users to quickly explore Generative AI solutions.

3. Variables in prompts allow for contextual understanding, dynamic content generation, personalization, and efficiency in interactions.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

The article titled "Trustworthy Generative AI — Key Terms & Concepts" provides an overview of key terms and concepts related to Large Language Models (LLMs) and prompts in the context of generative AI. While the article provides useful information, there are a few potential biases and missing points of consideration that should be addressed.

One potential bias in the article is the emphasis on using prompt templates created by LivePerson. The article states that these templates are intended to get users up and running quickly, but it does not mention any potential limitations or drawbacks of using these templates. It would be helpful to provide more information about the range of prompts available, including both LivePerson templates and custom prompts, and how users can choose the most appropriate option for their specific needs.

Another potential bias is the recommendation to use variables such as {brand\_name} and {brand\_industry} in prompts. While it is mentioned that research by data scientists has shown that this helps keep responses specific to the brand, there is no mention of any potential limitations or trade-offs associated with using these variables. It would be beneficial to provide a more balanced view by discussing any potential drawbacks or considerations when using variables in prompts.

Additionally, the article mentions the concept of hallucinations in LLMs but does not provide enough information about how they occur or how they can be mitigated. It briefly mentions that hallucinations can happen when the model relies too heavily on its language model, but it does not explore counterarguments or alternative approaches to reduce hallucinations. Providing more information on this topic would help readers understand the risks associated with generative AI and how they can address them effectively.

Furthermore, while the article mentions that LivePerson actively tests and updates default prompts and prompt templates, it does not provide any evidence or examples of these updates. Without supporting evidence, readers may question the reliability and effectiveness of these updates. Including specific examples or case studies would add credibility to the claims made in the article.

Overall, the article provides a basic overview of key terms and concepts related to generative AI prompts. However, it could benefit from addressing potential biases, providing more balanced information, and offering supporting evidence for the claims made. By doing so, readers would have a more comprehensive understanding of the topic and be better equipped to make informed decisions about using generative AI in their own applications.

# Topics for further research:

* How to choose the most appropriate prompt option for generative AI applications
* Limitations and drawbacks of using prompt templates in generative AI
* Trade-offs and considerations when using variables in generative AI prompts
* Strategies to mitigate hallucinations in Large Language Models
* Evidence and examples of updates to default prompts and prompt templates in generative AI
* Risks and challenges associated with generative AI and how to address them effectively

# Report location:

<https://www.fullpicture.app/item/d90a5ac8363e96d3ecbf3ca6bc199c3e>