

User Guide

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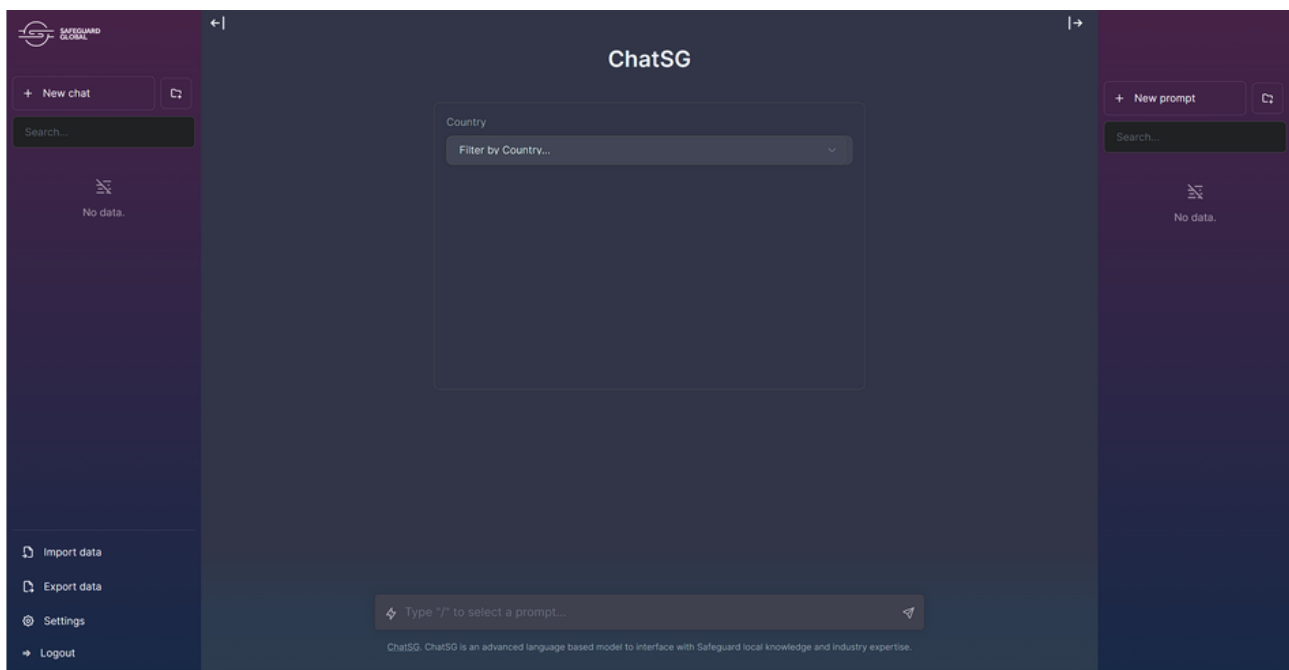
Accessing ChatSG

Initially, we are promoting ChatSG on our corporate site homepage, with a “Try ChatSG” offer. Clicking will ask users to self-register, with a few basic details. Following a confirmation of their email address, they will then be taken to the Global Unity homepage and a card for accessing ChatSG.

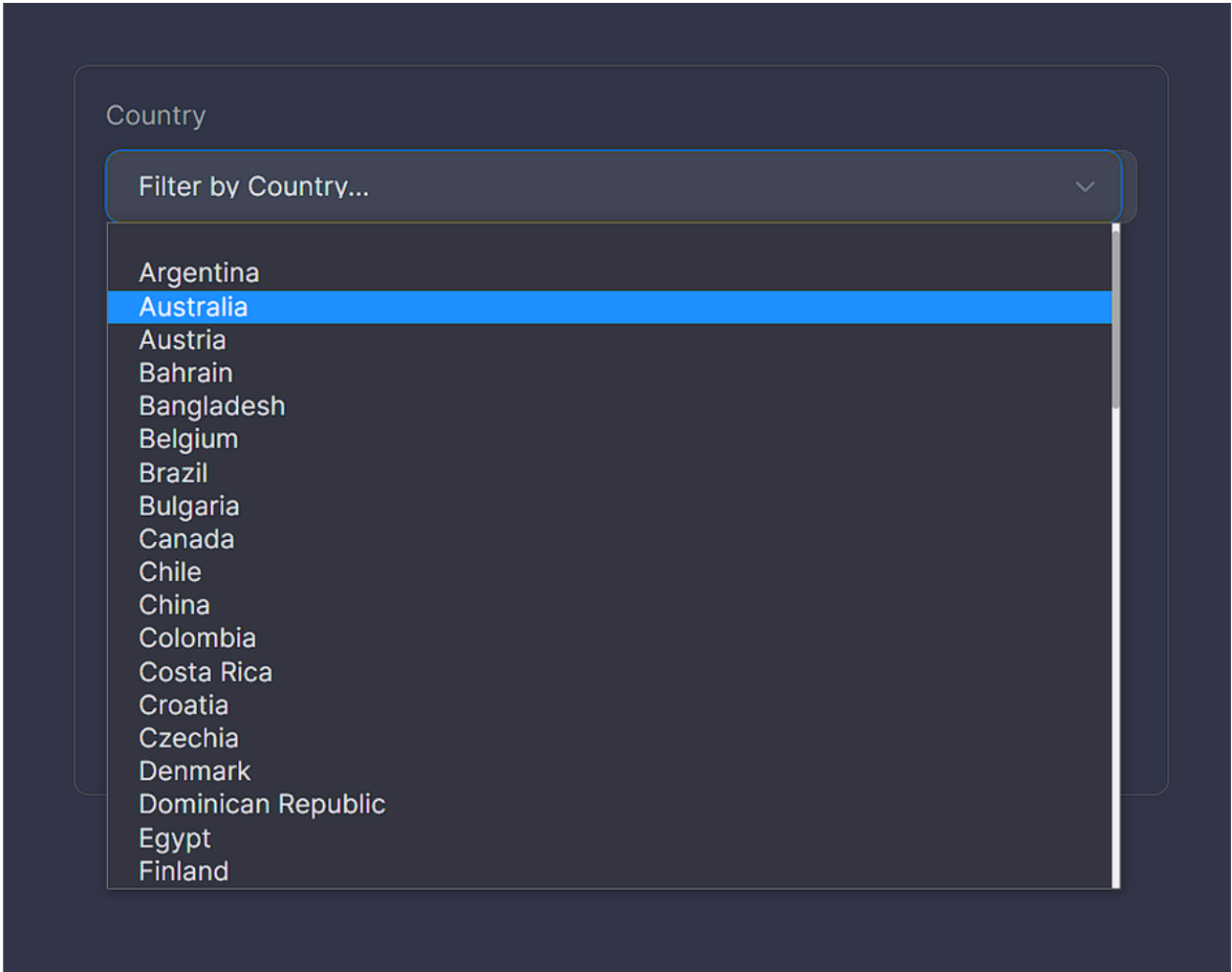
New clients who do not self-register will be given access once they have their Global Unit logins and access to GU and other apps. From then on, they (like all current users with access to GU) will then access ChatSG from the Global Unity homepage cards.

First Use

Once you've successfully logged in, you'll be met with the chat window:



For country specific information from Knowledge Zone, select a country using the dropdown:



Then enter your query at the bottom of the page and ChatSG will give you a reply, it's that simple! In the example below, we have selected Australia (AU) as the country our query relates to, and ChatSG has given us the public holidays information as requested.

What are the public holidays

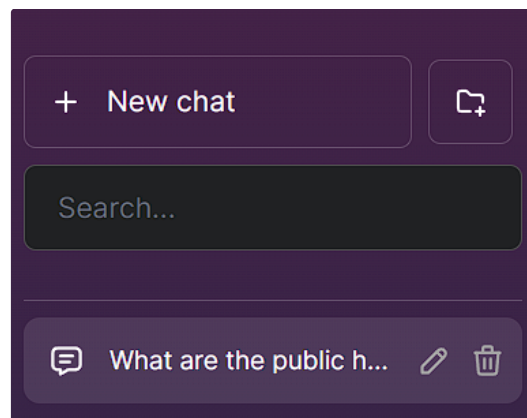
In Australia, the public holidays vary by state and territory. However, there are several national public holidays that are observed across the country. These include:

1. New Year's Day - January 1st
2. Australia Day - January 26th
3. Good Friday - Friday before Easter Sunday (date varies each year)
4. Easter Monday - Monday after Easter Sunday (date varies each year)
5. Anzac Day - April 25th
6. Queen's Birthday - Second Monday in June (except in Queensland and Western Australia)
7. Christmas Day - December 25th
8. Boxing Day - December 26th

In addition to these national public holidays, each state and territory may have additional holidays specific to their region. It is recommended to check the specific public holiday calendar for the state or territory you are in or planning to visit.



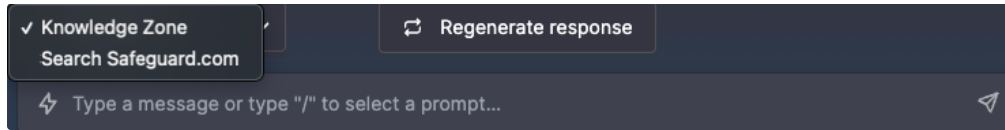
You will also notice that in the left toolbar your query will become a conversation, if you want to keep this conversation going for future reference but want to start asking about other countries you can use the "New chat" button to start a new conversation:



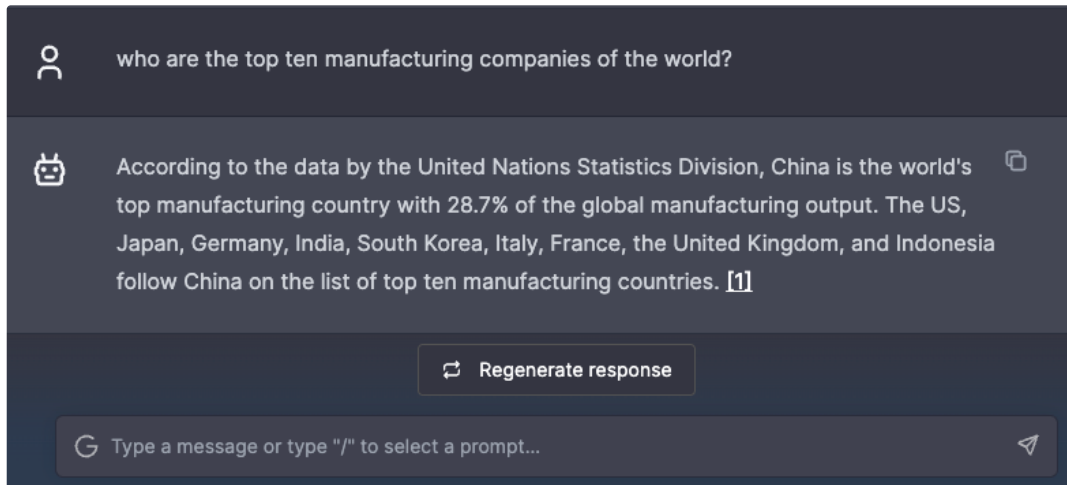
From the list you can rename your conversation, with the pencil icon, to make them easier to recognise. Or, delete the chosen conversation using the bin icon.

How to Search

To utilise the power of Google Bard to search our Safeguard Global website, click the lightning icon on the left hand side of the message text field and select "Search Safeguard.com":



You will notice the lightning icon change to the Google "G" icon. Now your query will use Google Bard to search the website to bring back data it's found:



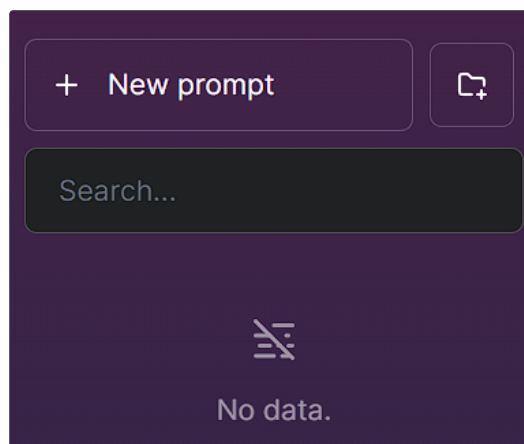
This also quotes the reference as to where it found the information denoted by the [1] at the end of the result. In this example, clicking on it will take you to our blogpost: [Top 10 manufacturing countries in the world](#)

NOTE: The search may take a minute or so depending on the ask, as Google Bard will scrape our website each time to search.

System Prompt

You can use a system prompt at the start of the conversation to set the behaviour of the assistant. Whilst there is a default setting, adding more specific context to your use case might yield better results.

1. The default setting is currently: "You are ChatSG, a HR Chatbot. Your responses are generated based on context provided. If the context does not provide enough information, you respond with 'I do have enough information to provide an accurate response'."



Create a Prompt

###

Name

Description

Prompt

Save

Access a Prompt from the search box

###

Prompt 1

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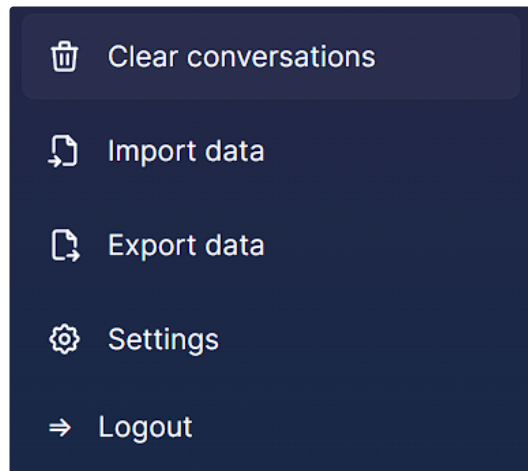
How to get the best from ChatSG

Whilst it's straight forward to use, there are a few tips to get the best out of ChatSG

1. **Country Filter:** Utilise the country filter at the top of the page for specific results pertaining to a particular country. For example, if you wanted to understand what benefits are available to workers in Austria, add 'Austria' to the filter.
2. **Be Specific:** The more specific you are with your questions or prompts, the better ChatSG can generate a useful response. If you're not getting the answer you want, try adding more detail to your question.
3. **Query Structure:** You can often get different types of responses depending on how you structure your prompt. For example, asking "What do you think about X?" might get a different response than "Tell me the pros and cons of X". Be aware that you will not always get the exact same response even if using the same question.
4. **Ask for Clarification:** If a response from ChatSG isn't clear, don't hesitate to ask for clarification. The chat bot doesn't have feelings, so you don't have to worry about offending it!
5. **Stay Safe:** Don't share sensitive personal information with ChatSG, like your social security number or credit card information. Even though it doesn't remember information between conversations, it's important to keep your data safe.
6. **Utilise our Google Bard search functionality:** By utilising the 'Google Search' feature with ChatSG, you can combine results found on the Safeguard Global website with our Knowledge Zone content and ask ChatSG to combine the two results to suit your needs, whether it's an email for a client or writing internal documentation. See 'How to Search' for more info.
7. **Keep chats simple.** ChatSG can sometimes be limited by it's efforts to learn and carry context into the next query in a chat. Too many unrelated questions may lead to it struggling to find a response. If this happens, Clear and start a new chat and the issue should be resolved.

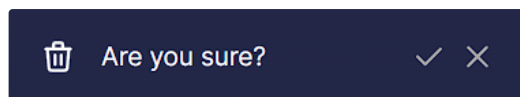
Menu Options

The bottom left of the ChatSG window has a menu with various functions.



Clear Conversations

When you have created at least one Conversation, you will be shown the "Clear Conversations" menu item, this will allow you to delete all conversations more quickly. When you click the button you will be prompted to confirm the action:



Export Data

Had a great response from ChatSG and want to save it? Each conversation is stored on your browser session by default, however, if you want to save them on your machine for later, click on the **“Export data”** button at the bottom left of the page:

This will generate a .json file and will allow you to save it to your device.

Import Data

Similarly to the **“Export Data”** feature, there is an **“Import Data”** button too! This will allow you to select your previously saved .json file from your device and load it into your browser.

Settings

Allows you to choose between a “Dark Mode” or “Light Mode” theme.

Logout

End your ChatSG session and return to the Login screen.