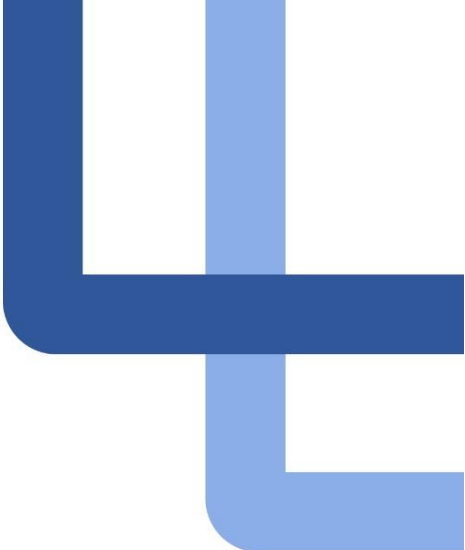


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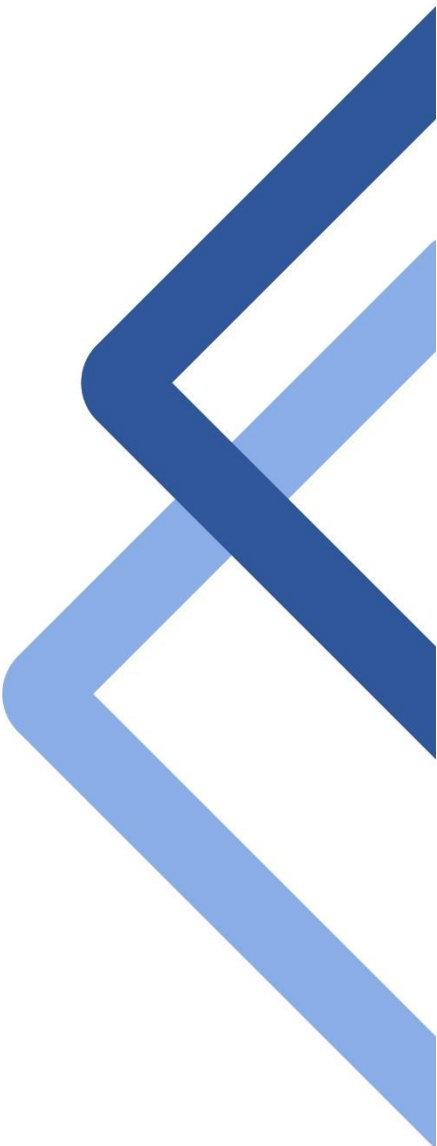
AI
source ai

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SOURCEAI

Turn documents into dependable answers

A chat-based experience that transforms large document collections into clear, trustworthy responses users can rely on.



What is SourceAI by Web Labs?

SourceAI is an AI-powered conversation interface that allows users to ask questions and receive accurate, source-backed answers drawn directly from a defined set of documents.

Instead of searching through folders, PDFs, or intranets, users can simply ask questions in plain language and receive clear responses — with links back to the original source material.

The screenshot displays the SourceAI interface within the Local Government & Social Care Ombudsman website. The top navigation bar includes links for Staff handbook, Casework subjects, Casework guidance, Casework impact, Governance, and a Search function. The main header identifies the site as the Local Government & Social Care Ombudsman. On the right, there are links for My pages and My Websites. The interface is divided into a chat history sidebar on the left and a main chat area. The chat history shows two previous questions: 'what is the mileage allowance for cars?' and 'how to book an eye test?'. The main chat area shows a question 'what is the mileage allowance for cars?' with a detailed answer. The answer states that the mileage allowance for cars is currently 45p per mile for those using their own cars when travelling to the LGSCO offices at the LGSCO's request. It also mentions that mileage allowances are paid for the actual distance necessarily travelled minus a deduction for the staff member's normal home to permanent workplace mileage, unless the travel is directly from the LGSCO office. For example, if a home to permanent workplace return journey is 50 miles and the business journey is 60 miles, the claimant will be reimbursed for 10 business miles. If the business journey is shorter than the normal home to permanent workplace journey, no mileage allowance would be paid. It is also noted that members of staff who drive as part of their work must have a valid driving licence, business cover, and fully comprehensive insurance, and must complete the relevant declaration form before claiming mileage allowance. The bottom of the interface includes a 'Message AI assistant' section with a disclaimer: 'Search results may not always be accurate. Please check the original source of the information before using it.' and a text input field for the user to type their message.

Implementation with LGSCO intranet

Built on your documents

SourceAI works with **your content**, not generic knowledge.

Document sets can include:

- Intranets and knowledge bases
- Policies, procedures, and guidance
- Reports, manuals, and reference documents
- Custom or client-specific document collections

Documents are uploaded, processed, and converted into a format optimised for AI-driven conversations.

How it works

SourceAI connects to a secure **Azure-based AI implementation**, using an established language model trained to respond only within the boundaries of your document set.

When a user asks a question:

1. The query is analysed
2. Relevant documents are identified
3. A clear, conversational response is generated
4. Supporting source links are returned alongside the answer

This ensures responses remain grounded, traceable, and reliable.

Always up to date

Document datasets are refreshed regularly, ensuring conversations are based on the most current information available.

Upload and processing workflows are managed automatically and can be tailored to your organisation's needs.

Designed to fit your brand

Web Labs provides full control over the **design, layout, and presentation** of the interface.

Templates can be customised to match your organisation's branding, tone of voice, and accessibility standards — ensuring the experience feels integrated, not bolted on.

Guided responses

SourceAI supports a **system-level instruction layer**, allowing organisations to define:

- How responses are phrased
- The level of detail provided
- Tone, style, and terminology
- Content boundaries and safeguards

This ensures answers remain consistent, appropriate, and aligned with your organisation's expectations.

Feedback-driven improvement

A built-in feedback module allows users to rate responses and provide comments.

This feedback can be reviewed and used to:

- Refine source documents
- Improve clarity and accuracy
- Maintain consistency across responses
- Continuously improve the quality of conversations

A dependable way to explore information

SourceAI helps organisations turn complex document stores into clear, accessible conversations — without sacrificing accuracy, control, or trust.

Functionality Checklist

Functionality	Features	
Single Sign On	Single Sign-On (SSO) with Web Labs allows customers to securely access multiple web applications using a single authentication. This removes the need to manage multiple login credentials across third-party APIs, helping to streamline online transactions. Secure, one-time access improves the user experience and supports digital channel shift.	✓
Document Repository	Documents can be collected, uploaded, and securely pushed to the Azure platform for automated processing and extraction.	✓
Changeable AI Models	Different AI models can be selected to support varying response styles, behaviours, or use cases.	✓
Conversation Feedback	Users can provide feedback directly within conversations, helping to assess response quality and relevance.	✓
Statistics and Reporting	Administrative dashboards can include statistics and insights based on user feedback and interaction data.	✓
Admin Controls	Administrators can configure key system settings, including: • Glossaries and terminology • System messages and response behaviour • Document prioritisation • User access controls • Number of source documents referenced in responses	✓
Shareable Conversations	Conversations can be shared using unique conversation IDs, allowing others to view or continue the discussion where appropriate.	✓
Customisable Theming	The portal or microsite can be themed to match customer branding. This can range from a corporate design aligned with local authority standards to a standalone brand for marketing or public-facing use.	✓
Responsive Design & Web App	The platform uses a responsive, user-centred design that works seamlessly across devices. Built on the Web Labs Bridge platform, the interface can be tailored to meet individual client requirements. Using an established library of design patterns, Web Labs can develop bespoke features to match your organisation's look and feel.	✓

About Us

We are a UK-based firm focused on quality and service delivery; ISO 27001 certified. This certification means our systems and processes adhere to rigorous standards for information security management, ensuring data protection and compliance.

**ISO 27001
CERTIFIED** | Information
Security
Management
System

We pride ourselves on developing all our products in-house, maintaining high standards and avoiding outsourcing overseas. Our commitment to customer satisfaction and service is integral to our approach, with strong client relationships leading to successful digital transformations.

We have proven ourselves as masters of digital transformation in local government, offering our expertise in customising products to the unique needs of each customer. Our goal is to deliver comprehensive solutions, ensuring stakeholder satisfaction and guiding clients on the path to digital transformation.

Get in Touch

Brochures can only go so far – our working products need to be demoed to see the full extent of their capabilities. We stand by everything we say, and if you still have any doubts, we can connect you with existing customers and users of our app for real testimonials about its functionality, performance, and our second-to-none product support, with direct access to our designers and developers.

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