

Analyzing the Presentation, Content, and Utilization of References in LLM-powered Conversational AI Systems

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Overview

We wanted to study how existing AI systems handled references and how users interacted with them.

We prompted 9 AI systems with 30 questions and studied the generated 1,517 references →

Ongoing Work

Studying how users' engagement with the generated content and corresponding references affects their confidence and trust.

What questions did we ask?

How were the references presented in the UI?

What was the quality of these references?

What was the quantity and consistency of the references?

Which AI systems did we analyze?

How did users interact with these references?

