



# FAQ on GenAI, integrating VT Writer with LLMs

## VT Writer – Customer Hosted

**NOTE:** This document applies to Customer-Hosted VT Writer deployments only.

### VT Writer Intro

VT Writer is a browser-based software application (with an optional MS Word Addin) for those creating and editing content. It scores content, can create content, and suggests how to improve the clarity of content.

When run as “customer-hosted” (either on-premise or in private cloud), VT Writer is a self-contained system.

### 1. What is an LLM?

A Large Language Model (LLM) is a type of artificial intelligence that has been trained on vast amounts of text data to understand and generate human-like text.

In the context of VT Writer, the capabilities available after integrating an LLM are primarily content creation and rephrasing.

### 2. Does VT Writer come packaged with an LLM?

No, VT Writer **does not** come packaged with an LLM. When we deploy the VT Writer application, there is no Large Language Model (LLM) component deployed.

If the customer wishes to leverage these capabilities, then you must provision that LLM, and that is wholly the responsibility of the customer.

### 3. How do you Integrate VT Writer with an LLM?

VT Writer has certain capabilities that require a Large Language Model (LLM). These capabilities are primarily content creation and rephrasing.

Customers can turn these capabilities on within VT Writer. To do this, they must:

- a. Ensure they have an LLM running in their environment, and
- b. Configure VT Writer to work with the LLM via an integration. See later FAQ entry: How do you enable & configure GenAI in VT Writer?

### 4. Who deploys and manages the LLM?

The LLM always runs within the customer’s environment, and it is deployed and fully controlled by the customer (“Customer Controlled LLM”).

Therefore, the Customer Controlled LLM itself is outside the deployment scope of the VT Writer application.

Many customers deploying VT Writer will already have an available Customer Controlled LLM they can integrate into.



For example, if you're deploying VT Writer to MS Azure GCC High, then you would likely use a Microsoft's provisioned LLM also running in GCC High. Similarly, if you're running in AWS FedRAMP certified config, you might use an LLM running in AWS.

**NOTE:** VT Writer is LLM agnostic. So, you can integrate it into most standard LLMs.

## 5. What if I don't have an LLM already set up?

Keep in mind VT Writer is LLM-agnostic meaning you can use any LLM, as long as it satisfies basic integration requirements. For integration requirements, see our technical support site [here](#).

If a customer does not have their own LLM, VisibleThread can suggest a good, open-source LLM to use.

The specific LLM we recommend is [Mistral NeMo](#). We recommend it for these reasons:

- This LLM has a “permissive license”. That means that legally it does not confer any obligations of any type on you, the customer.
- It is highly performant and lightweight enough for the types of tasks you typically perform in VT Writer. It is trained to excel in text creation and text summarization.

VisibleThread support staff is available to help setup and configure the integration to the LLM, however customer IT staff are responsible for deploying, configuring and maintaining the LLM itself.

## 6. Is my data secure when using VT Writer?

Yes, your data is secure.

No customer data ever goes outside of your firewall, and all data is 100% secure and private to your environment. VisibleThread staff have no ability to see your data, since it is 100% controlled by you behind the firewall.

## 7. Does the LLM train on my data?

No, no data is used to train any aspect of the LLM as part of the VT Writer application.

## 8. What is the Logical Architecture?

Here is the logical architecture of VT Writer when deployed customer hosted.

When ‘Gen AI’ is enabled, VT Writer does not mediate or control access to your LLM, rather it is simply providing a UX interface allowing end users leverage the capabilities of your LLM.

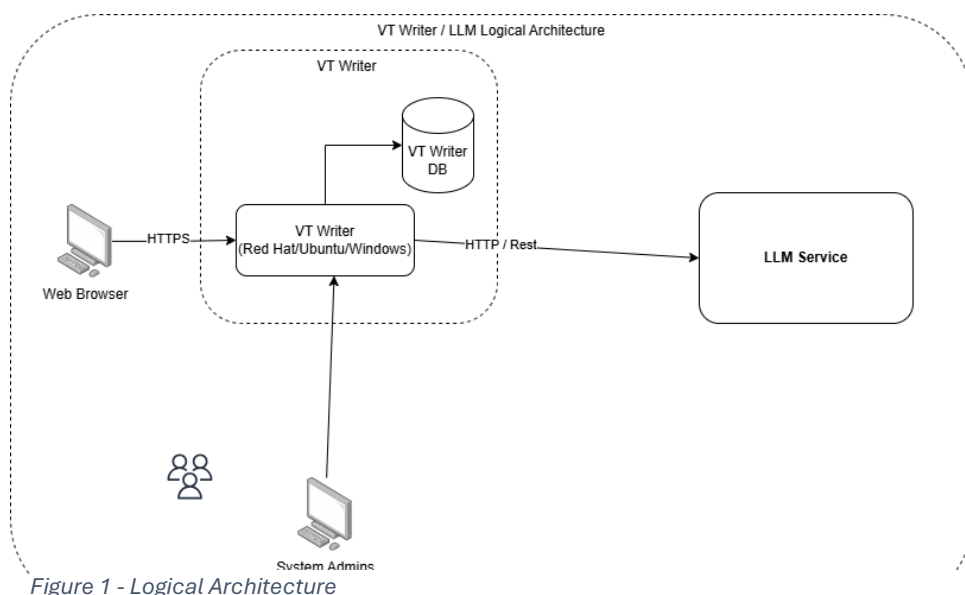


Figure 1 - Logical Architecture



## 9. Who is responsible for LLM Governance?

Since the Customer Controlled LLM is wholly owned, deployed and controlled by the customer, VisibleThread can make no warranties whatsoever as to fitness of purpose for that LLM.

Legally, the Customer Controlled LLM is not a “related party” to VisibleThread in any way. And any vetting of the LLM for suitability, bias, model-drift etc. must be conducted by the Customer.

## 10. How do you enable & configure GenAI in VT Writer?

The VT Writer system admin portal allows the integration of VT Writer with the Customer Controlled LLM.

Here you can specify the model, location and any authorization keys required to access that LLM. Here’s how Admin users can set up that access.

Generative AI

Enable generative AI features:  On

Framework:

Endpoint:

Model:

API Key:

Enable RAG (document based prompts)  On

Endpoint:

Figure 2 - Config settings to access the Customer Controlled LLM

## 11. What non-AI algorithms are available in VT Writer?

VT Writer uses non-AI algorithms to identify complex sentences and paragraphs, and flag these to the user.

Scores include:

1. **The readability (complexity) of written text in English.** Specifically, this means calculating the readability of text using the Flesch-Kincaid Grade Level formula and the Flesch reading ease formula. See more [here](#). These calculations are performed through deterministic code (aka logical



checks). Readability formula generally comprise a check of average syllable count combined with average length of sentence.

2. **The readability (complexity) of written text in non-English languages.** This means calculating the readability of text using the LIX readability formula. The LIX formula checks of character count combined with average length of sentence. It is explicitly designed for language other than English, eg: French, Spanish, German etc. See more [here](#).
3. **Presence of Long and Very Long Sentences.** Determine sentences above a user configurable word threshold. For example, flag sentences above 20 words in length as long or 30 words as very long.
4. **Presence of Watchwords.** Watchword lists are customer configurable. They allow customers prohibit certain words or phrases, and suggest alternatives as writers create and edit content. For example, a watch word list might flag “best of breed” and suggest that the user remove it since it is a trite phrase and replace it with evidence backing up the claim. Or the word “expert” should not be used in resumes due to legal concerns over whether it is defensible as part of a proposal.
5. **Adverb Usage.** Writers are often encouraged to reduce/eliminate adverb use. This makes the writing clear and on-point.
6. **Ignored Terms.** Users are allowed factor in words or phrases that they must use but will skew the readability scores negatively. So, this allows users ignore those terms when calculating the readability of the text.

**NOTE:** All the above algorithms in VT Writer are “[deterministic](#)”. This means they are calculated using logical steps in code. They are 100% accurate and 100% repeatable for the same content. They do not use Generative AI (GenAI).

## 12. How can I access help and support for VT Writer?

You can find help and support by contacting our Support Team at [Support@visiblethread.com](mailto:Support@visiblethread.com), visiting the VisibleThread website, checking out our user guides, or contacting your Customer Success Manager directly.