

Connected System Plugin for Appian

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Version 1.2.2

Introduction

The introduction of ChatGPT has shaken the world with its revolutionary approach to AI and natural language processing. It is evident that as technology companies move forward integrating AI into their workflow is critical. Appian itself is integrating AI in a variety of ways; from utilizing it as an inspiration tool to being a developer aid.

The OpenAI Connected System allows users to give prompts and receive AI generated responses, whether that be images (DALLE-2), audio (Whisper), or text (ChatGPT). These responses can then be edited, updated, expanded upon, or deleted by the AI model as desired. Users can also fine-tune (custom train) a model based on Record data.

Privacy Policy

All information passed through AI tools will be processed and may remain with the organizations that develop those tools. Please exercise caution with what information is disclosed to the AI tool for this reason.

Further Information

Please see the below resources from OpenAI for any legal questions and concerns.

- 1. Privacy Policy
- 2. Terms of Use
- 3. Sharing & Publication Policy
- 4. Coordinated Vulnerability Disclosure Policy

Integration Overview

<u>Integration</u>	<u>Function</u>
Chat Completion (ChatGPT)	Given a chat conversation, the model will return a chat completion response.
Create Completion	Creates a completion for the provided prompt and parameters. Use Function Calling to have GPT select a function to call and provide arguments to call that function. (Soon to be deprecated, use chat completions instead)
Create Completion Edit	Given a prompt and an instruction, the model will return an edited version of the prompt. (Soon to be deprecated, use chat completions intead)
Create DALLE Image	Given a prompt and/or an input image, the model will generate a new image.
Transcribe Audio	Transcribes audio into the input language.
Create Translation	Translates audio into English.
Edit/Extend DALLE Image	Creates an edited or extended image given an original image and a prompt.
Create Variation of Image	Creates a variation of a given image
Create Vector Embedding	Creates an embedding vector representing the input text.
Upload a document	Upload a file that contains document(s) to be used across various endpoints/features. Currently, the size of all the files uploaded by one organization can be up to 1 GB. Please contact us if you need to increase the storage limit.
Return OpenAI Files	Returns a list of files that belong to the user's organization.
Delete OpenAI File	Delete a file
Return OpenAI File Information	Returns information about a specific file.
Return OpenAI File Contents	Returns the contents of the specified file
Create Fine	Tuning Job - Creates a job that fine-tunes a specified model from a given dataset. Response includes details of the enqueued job including job status and the name of the fine-tuned models once complete.
List Fine	Tuning Jobs - List your organization's fine-tuning jobs.
Cancel Fine	Tuning Job - Immediately cancel a fine-tune job.
Retrieve Fine	Tune Job Info - Gets info about the fine-tune job.
Get Fine	Tuning Job Status - Get fine-grained status updates for a fine-tune job.
List Available Models	Lists the currently available models and provides basic information about each one such as the owner and availability.
Delete Fine	Tuning Model - Delete a fine-tuned model. You must have the Owner role in your organization.
Retrieve Model Instance Information	Retrieves a model instance, providing basic information about the model such as the owner and permissioning.
Content Policy Violation	Classifies if text violates OpenAI's Content Policy

Create JSON Lines File

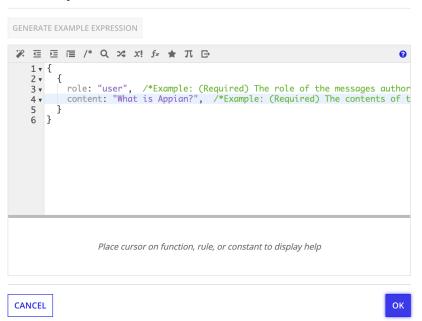
Creates a JSON Lines File from Appian data. This is the file format OpenAI expects to receive for fine-tuning jobs. Use this generated file to upload and fine-tune a model.

Basic ChatGPT Chatting Interaction

This will walk you through basic chatting functionality with ChatGPT using the /chat/completions endpoint.

- 1. Set up OpenAI account and OpenAI connected system (instructions below)
- 2. Select whether the integration reads or writes data from the initial dropdown.
 - a. (Reads Data) Queries data from the API and allows the result to be stored as a local variable.
 - b. (Modifies Data) Mutates data from the API and requires an onSuccess and onError fields to handle the results of the call. Modifying data requires the user to interact with Appian in some way to trigger the request.
- 3. Select "creates a completion for the chat message"
- 4. Fill out the required fields
 - a. It is highly recommended that you use the "Specify values for each input" UI to fill in your field values and "Define all values with a single expression" to gain insight into the descriptions of all the available parameters.
- 5. For a basic chat interaction, the only parameters required are "model" and "messages" with at least one {role: "", content: ""} object. The "Generate Expression" button will allow you to introspect all possible fields that you can fill out, but these are the only required fields for this interaction. For example, messages can be filled out as follows. As the interaction with gpt grows, pass in more of these objects, listing the role as assistant to record GPT's responses.

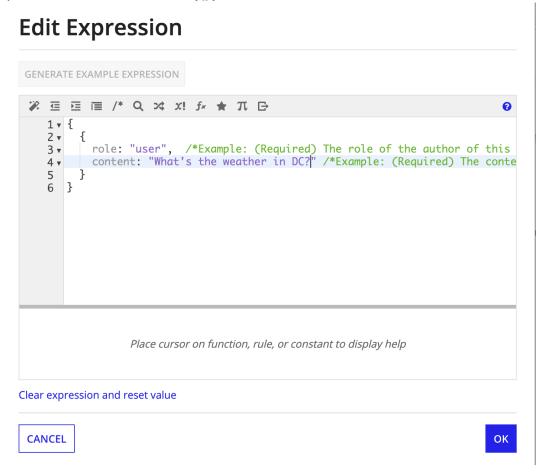
Edit Expression



ChatGPT Function Calling

Function calling is a way to allow GPT to select relevant functions to call to ground its answer in user data. The developer lists descriptions of functions along with a user query and GPT will be able to respond with the correct function to call and the arguments to call it with. The developer then can call this function and pass the function's response along with the original user's query so that GPT can answer the query based on the data provided. Read about function calling here and here before continuing.

- 1. Follow the instructions for "Basic GPT Interaction" above
- 2. Following the example provided from the OpenAI documentation, format your initial function parameter for the initial function calling query as follows. Make sure to wrap "parameters" field in a!toJson({})



3.

```
description: "Get the current weather in a given location",
    /*Example: A description of what the function does, used by the model to
choose when and how to call the function.*/
   parameters: a!toJson(
        type: "object",
        properties: {
         location: {
           type: "string",
           description: "The city and state, e.g. San Francisco, CA"
         unit: {
           type: "string",
           enum: { "celsius", "fahrenheit" }
        },
        required: { "location" }
    )/*Example: (Required) The value for 'parameters' is dynamic and must be
wrapped in a!toJson. Example parameters value: a!toJson( { type: "object",
properties: { location: { type: "string", description: "The city and state,
e.g. San Francisco, CA" }, unit: { type: "string", enum: { "celsius",
"fahrenheit" } } }, required: { "location" } }). The parameters the functions
accepts, described as a JSON Schema object. See the
[guide](/docs/guides/gpt/function-calling) for examples, and the [JSON Schema
reference](https://json-schema.org/understanding-json-schema/) for
documentation about the format. To describe a function that accepts no
parameters, provide the value `{"type": "object", "properties": {}}`.*/
 }
}
```

- a. The response will include the function it chose to call (in other examples you can list more than one function) along with the arguments to call it. With this response, call the function of choice (in this example, it would most likely be another integration to get location weather, but this could also be used to call other SAIL functions)
- 4. After receiving the response from the called function, you can pass this information back to GPT to answer the user's initial query
 - a. The functions parameter will remain the same, while the messages parameter will look like:

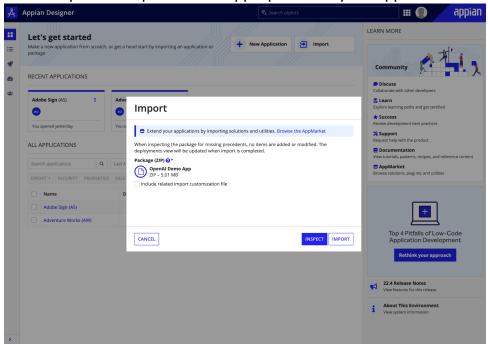
```
role: "user",
      content: "What is the weather like in Boston?"
      role: "assistant",
      content: null,
      function_call: {
        name: "get_current_weather",
        arguments: a!toJson({ location: "Boston, MA" })
      }
    },
      role: "function",
      name: "get_current_weather",
      content: {
        temperature: "22",
        unit: "celsius",
        description: "Sunny"
   }
 }
}
```

- b. Optionally use the "function_call" parameter which controls how the model responds to function calls. "none" means the model does not call a function, and responds to the end-user. "auto" means the model can pick between an end-user or calling a function. Specifying a particular function via `{"name":\ "my_function"}` forces the model to call that function. "none" is the default when no functions are present. "auto" is the default if functions are present.
- 5. The final response is GPT responding to the user's initial query using the data provided from the function.

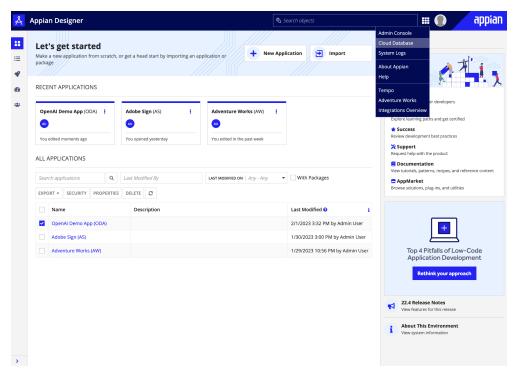
OpenAI Sample App Setup

This will walk you through importing the sample application and loading in a SQL file into the cloud database. The sample app has not been updated to reflect the switch to the /chat/completions endpoint. Make sure to use /chat/completions when building your own application.

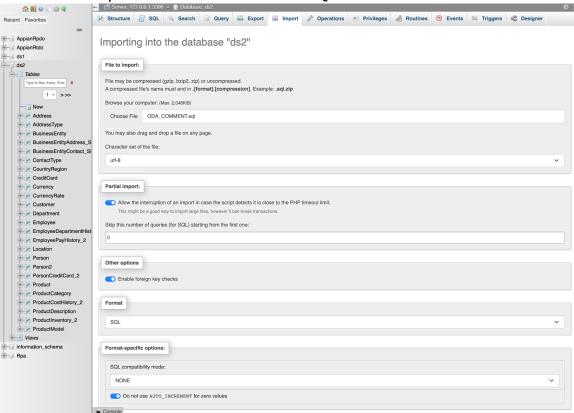
1. Import the OpenAIDemoApp.zip file into your Appian environment.

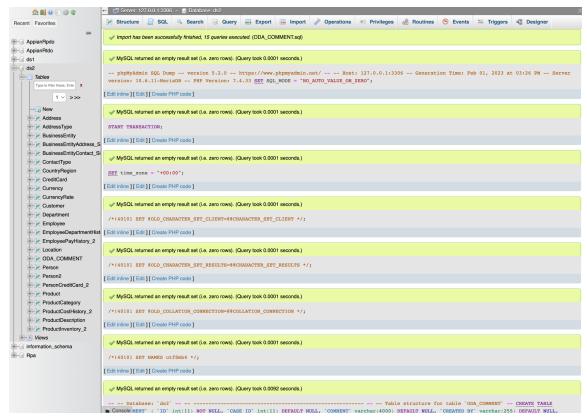


2. Click the waffle menu in the top right corner and open the "Cloud Database"

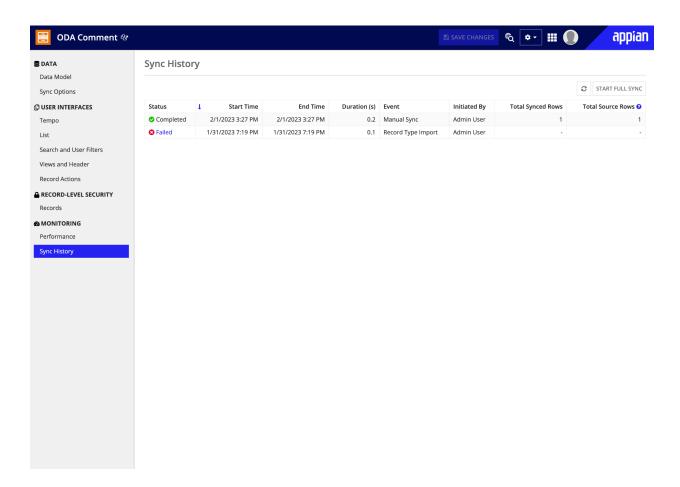


3. Click "Import" and load the attached SQL file





4. In Designer, navigate to the Sync History of ODA Comment and click "Start Full Sync."

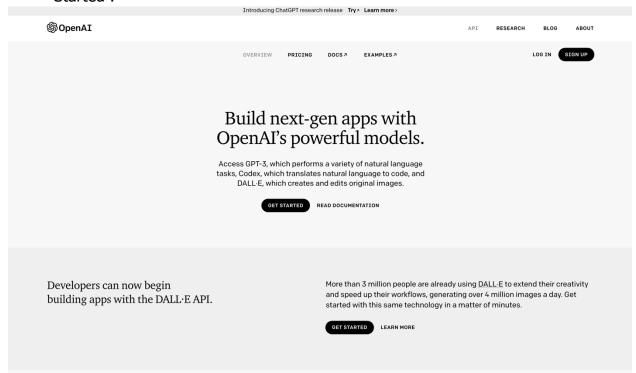


5. Navigate to ODA integrationsOverview site, click the site link, and test out OpenAI's summarization capabilities on the example case management interface.

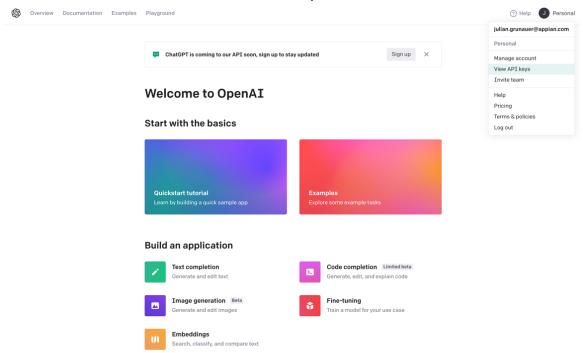
OpenAI Auth Setup

This will walk you through creating an OpenAI account and accessing the necessary credentials to use the connected system.

 Navigate to <u>OpenAI's API docs</u> and sign up for an account by clicking "Get Started".

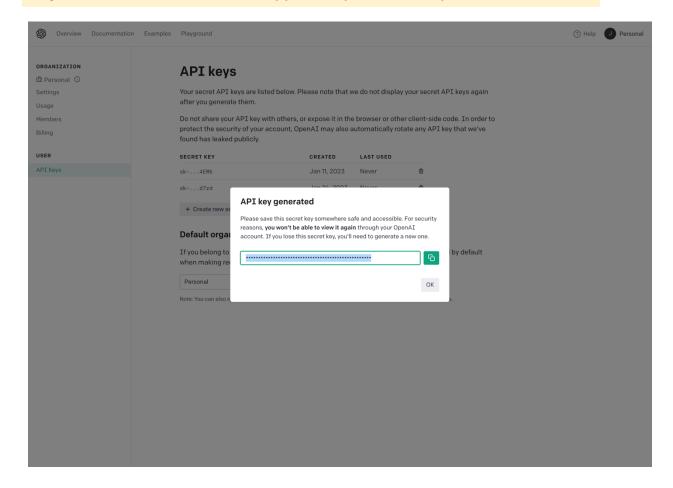


2. Click on "Personal" then "View API keys".



3. Click "Create new API key" then copy the generated API key.

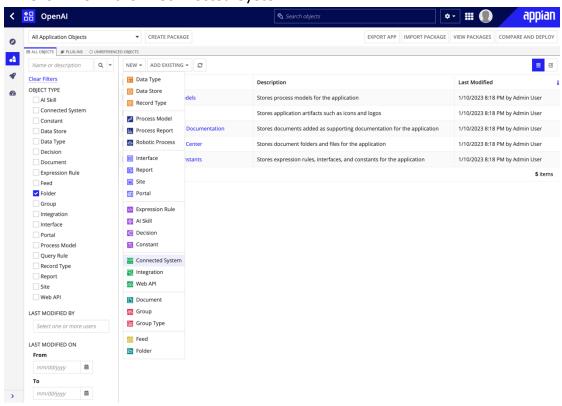
Important Note: Make sure to copy this key as it will only be shown once.



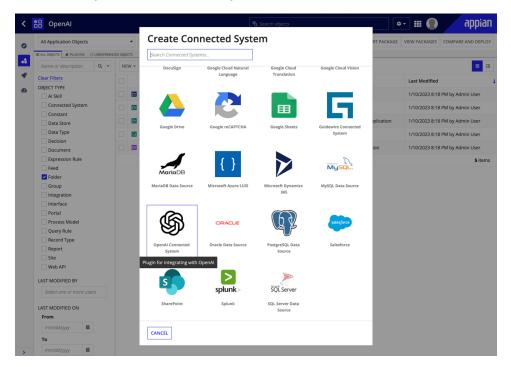
Appian Connected System Setup

This will walk you through how to set up the connected system within your Appian instance.

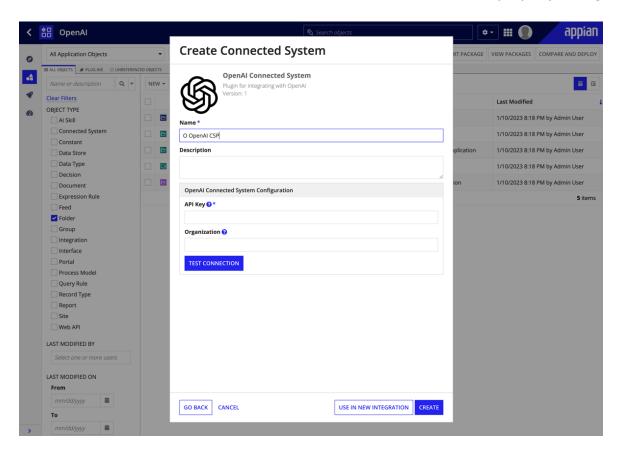
- 1. Download the plugin and load it into your Appian Environment.
- 2. Click "New" then "Connected System".



3. Click "OpenAI Connected System".



- 4. Name, describe, and input your API key into the Connected System. The organization parameter is option:
 - o "For users who belong to multiple organizations, you can pass a header to specify which organization is used for an API request. Usage from these API requests will count against the specified organization's subscription quota."
- 5. Press "Test Connection" to validate that the authentication is properly configured.



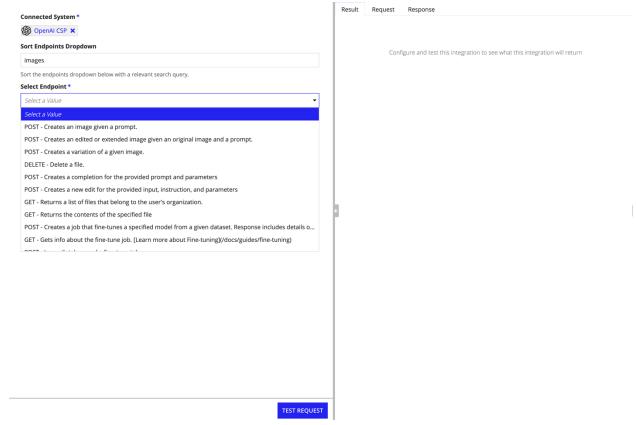
Connection successful

TEST CONNECTION

Integration Configuration

This section provides information about how to set up your integrations with the connected system.

- 1. Select whether the integration reads or writes data from the initial dropdown.
 - (Reads Data) Queries data from the API and allows the result to be stored as a local variable.
 - (Modifies Data) Mutates data from the API and requires a onSuccess and onError fields to handle the results of the call. Modifying data requires the user to interact with Appian in some way to trigger the request.
- Select an endpoint from the dropdown. To help with selection, there is a search bar that will sort the dropdown list based on user input. For example, if a user searches for images, the endpoints relating to image generation will appear at the top of the dropdown list.



3. Some endpoints have required path parameters. These fields are automatically generated and added to the url for you. For example, DELETE

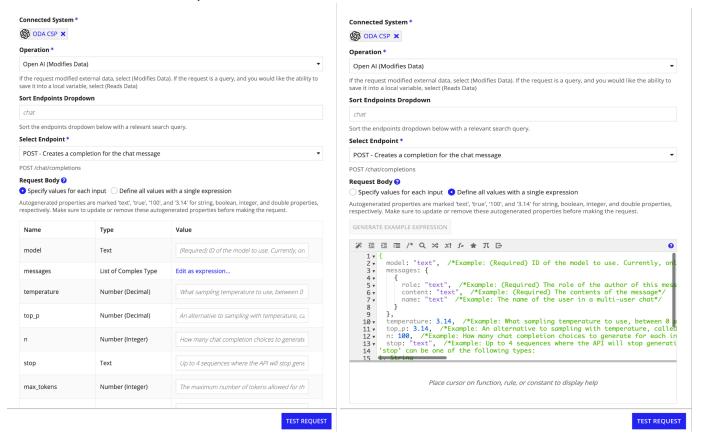


Integration Information

This section contains key information necessary for successful utilization of the integrations associated with this connected system.

Most POST requests require a request body. Appian provides two interfaces for working with complex requests—"Specify values for each input" or "Define all values with a single expression."

- Specify values for each input: allows for users to specify only the properties they need; any properties left blank will not be sent in the request.
- Define all values with a single expression: autogenerates an example expression for the entire request.

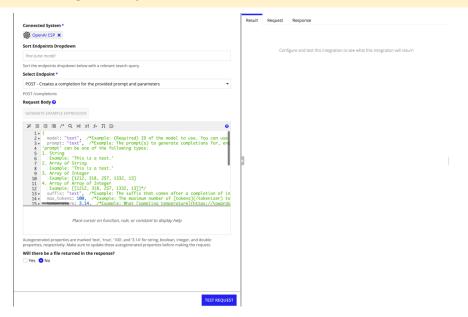


Recommended Usage

Click "Generate Example Expression" to autogenerate the properties required to make the request. This view allows you to see the totality of parameters available, nested required properties that may be hidden in the other view, as well as complete parameter descriptions. Unless you intend to use most/all of the fields, it is recommended that you use this view for reference. The two views will not overwrite each other if both are being edited. Whichever view is selected/saved at the time of execution will be the view used for the request. **Important Note:** Remove or comment out superfluous keys/values.

Important Note: Only the autogenerated properties will be captured. User inputted key/values that are not part of OpenAI's API specification will not be sent in the HTTP request. It is possible to use expression rules, record queries, or other forms of data manipulation to pass in values, as long as the keys/data structure remain the same as the autogenerated properties.

Important Note: Certain fields are marked as "(Required)." These fields must be inputted before making the request

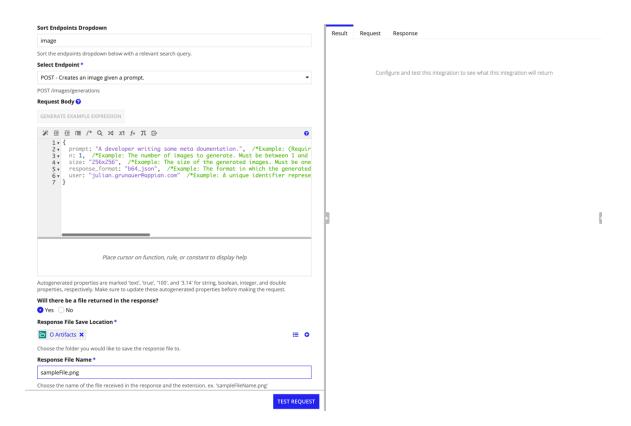


Some requests have the option to receive a file back. If you expect to receive a file back, make sure to click "Yes" to the "Will there be a file returned in the response?" This will allow you to control the filename of the incoming document, as well as where to save this file in your Appian application.

Important Note: Make sure to add the extension of the file (ex. .png, .jpg, ...) you expect to receive back.

Important Note: If you expect to receive multiple files back, they will be automatically indexed (ex. fileName1.png, fileName2.png, ...)

Important Note: Currently the only endpoints returning files are those relating to image generation. Use the value "b64_json" for the "response_format" key and configure the filename and file location to catch the incoming file. Specify "url" to receive a url to the generated image.



Pre-made models vary by usage. Make sure to use the correct model for the correct endpoints.

- For example, text-davinci-003, text-curie-001, text-babbage-001, text-ada-001, and custom, fine-tuned models can be used for the POST /completions endpoint, but only text-davinci-edit-001 can be used for the POST /edits endpoint. For embeddings, use the models listed here.
- Learn more about models and their usage here.

If you need to submit an empty string value, simply add a space between quotes (ex. {prompt: " "})

Fine-Tuning Flow

This section contains instructions on steps to train an OpenAI model based on Appian data.

Important Note. Fine-tuning is often not the best way to teach GPT about your information. Providing GPT with context along with your prompt often leads to the best results. Fine-tuning is not yet available for GPT-4.

Learn more from these links:

References

- Fine-Tuning vs Semantic Retrieval
- Walkthrough vector embeddings/context retrieval
- Large pdf example
- Multi-user chatbot
- Supabase documentation chatbot

1. Use the JSONLines operation to create a jsonLines file. Read the <u>fine-tuning docs</u> and <u>text-completion guide</u>. Make sure to append the filename with the extension ".jsonl"

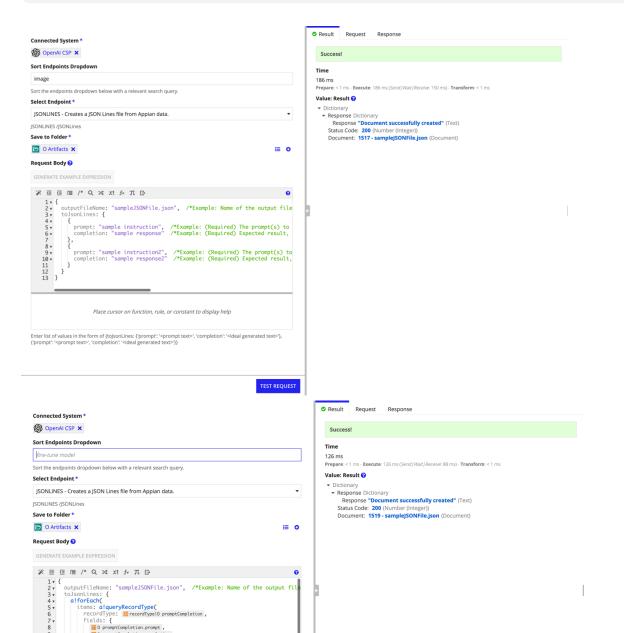
Important Note. Use the extension ".jsonl" when setting the file name

Important Note. You can either input the data directly into the expression box (as shown in the first example 1), or you can use a record with fields of type "prompt" and "completion" and pass in a record query as shown in example 2.

Sample code for expression query:

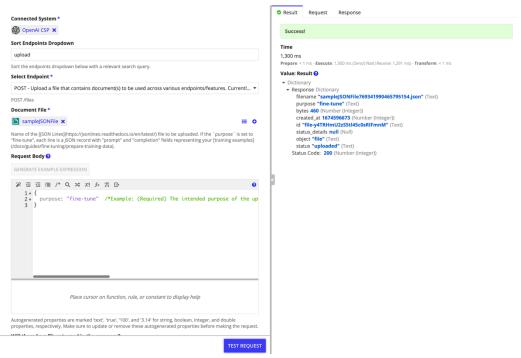
```
a!forEach(
   items: a!queryRecordType(
      recordType:
   'recordType!{e2a3f34a-869c-45ed-9b10-27abf2a50c01}0
promptCompletion',
      fields: {
        'recordType!{e2a3f34a-869c-45ed-9b10-27abf2a50c01}0
promptCompletion.fields.{28b5e083-da90-4d94-bd7f-c840a998
   53c8}prompt',
        'recordType!{e2a3f34a-869c-45ed-9b10-27abf2a50c01}0
promptCompletion.fields.{03686e9e-da88-476c-ac79-178d155d
7270}completion'
```

```
pagingInfo: a!pagingInfo(startIndex: 1,
batchSize: 1000)
    ).data,
    expression: {
        prompt:
        fv!item['recordType!{e2a3f34a-869c-45ed-9b10-27ab
        f2a50c01}0
        promptCompletion.fields.{03686e9e-da88-476c-ac79-
        178d155d7270}completion'],
        completion:
        fv!item['recordType!{e2a3f34a-869c-45ed-9b10-27ab
        f2a50c01}0
```



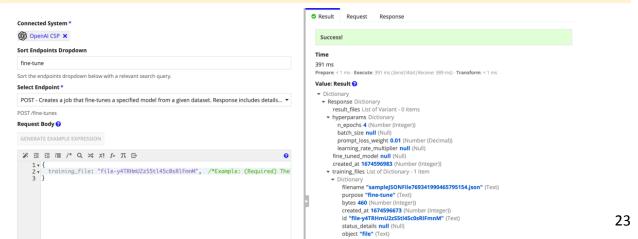
2. Use the "Upload a file..." endpoint (POST /files) to upload the file to OpenAI.

Important Note: Make sure to set the purpose to "fine-tune" so that OpenAI knows that this file will be used to fine-tune a model.



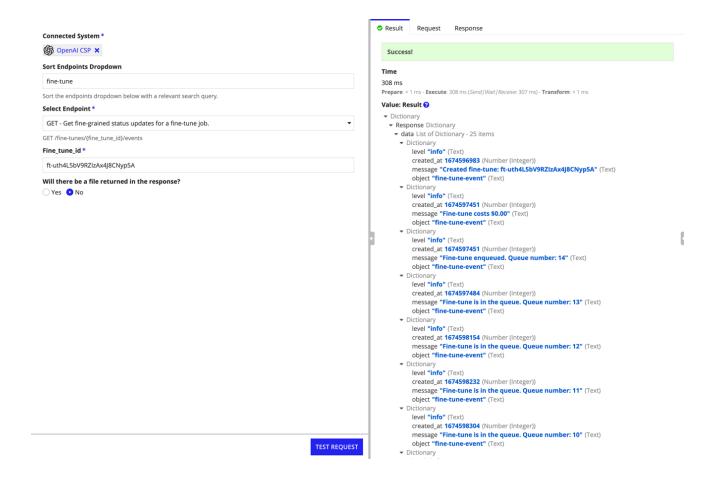
3. Use the "Create a job that fine-tunes..." (POST /fine-tunes) to create a fine-tuned model based on the uploaded file.

Important Note: Use the id received from the previous call as the "training_file" value



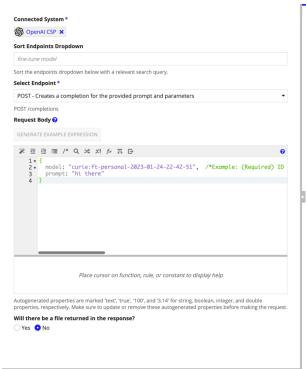
4. Check the status of the fine-tune job with the endpoint "Get info about the fine-tune..." (GET /fine-tunes/{fine_tune_id}). Status will be "pending" while the model is still training. The get status/info integrations will fail until status: "succeeded" If this is important for a workflow (say auto-creating a new model every month based on new data), you can create a process model to loop and continue checking the status of the model until it is ready to use. OpenAI does not currently have webhook functionality.

Important Note: After your job first completes, it may take several minutes for your model to become ready to handle requests. If completion requests to your model time out, it is likely because your model is still being loaded. If this happens, try again in a few minutes.



5. When a job has succeeded, the fine_tuned_model field will be populated with the name of the model. You may now specify this model as a parameter to the <u>Completions API</u> (POST /completions, ...).

After your job first completes, it may take several minutes for your model to become ready to handle requests. If completion requests to your model time out, it is likely because your model is still being loaded. If this happens, try again in a few minutes. You can start making requests by passing the model name as the model parameter of a completion request:



TEST REQUEST

