



NFON Intelligent Assistant

Nia Chatbot – AI Transparency Technical Note

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Introduction

At NFON, we see artificial intelligence (AI) as a tool to make access to information faster and more efficient for our customers and partners. With the Nia Chatbot, we aim to provide **real-time, context-aware support** across various digital channels — while ensuring transparency, data protection, and safe AI usage at every step.

This technical note outlines how Nia works, the technologies behind it, and the measures we take to ensure **responsible AI deployment**.

Feature Overview

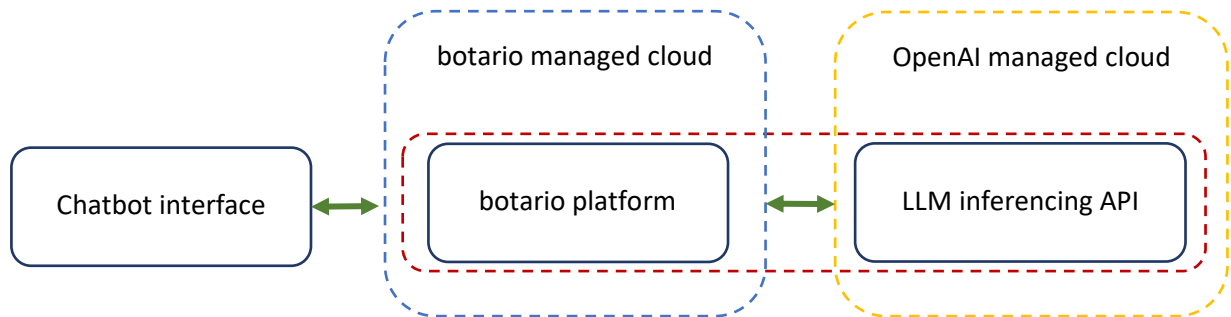
Nia Chatbot is an **interactive AI assistant** designed to help users find relevant information about **NFON’s products, services, and company updates**. It is accessible via multiple interfaces, including the NFON website (nfon.com), Cloudya clients (web, desktop, mobile), the Admin Portal (admin.nfon.com), and the Partner Portal (partners.nfon.com).

The chatbot enables users to ask **natural-language questions** and receive **answers based on NFON’s published resources**, such as technical documentation, product pages, and press

articles. Nia also provides direct links to source material when possible, offering transparency into how answers are formed.

Before using Nia, **users are informed not to share personal data**. A notice at the beginning of each session states:

“By messaging Nia, you agree to the data processing according to our privacy policy. Please avoid sharing personal information.”



- HTTPS secured connections
- Stateless operations: no customer data is persisted

Model Overview

Nia Chatbot is built using the **Retrieval-Augmented Generation (RAG)** architecture. The bot logic and knowledge base are managed through the **botario platform**, which hosts its services in a botario-managed cloud infrastructure within the **EU**.

When a user submits a query, relevant content is retrieved from NFON’s internal and public information sources. This content is then passed to a **generative AI model** — specifically, **GPT-4o-mini**, provided by OpenAI — which generates a response based on the retrieved information.

The AI model is accessed via the **OpenAI API**, where data is transmitted securely for inference. Only metadata required for billing (e.g. token count) is logged by OpenAI; the actual message content is not stored.

Model Inputs and Outputs

The **input** to the chatbot is the user’s message and the set of documents retrieved from NFON’s knowledge base. The **output** is a generated answer, often including a summary or direct response, and, where applicable, a link to the original source.

Because responses are generated based on specific documents, the system aims to ensure relevance and consistency with NFON’s official content.



Data Sources for Training and Evaluation

Nia does **not use customer data** for training or tuning. Its responses are solely based on information made publicly available or internally published by NFON.

The LLM used (GPT-4o-mini) is pre-trained by OpenAI on a broad corpus of publicly available data and optimized for general-purpose use. NFON does not further train or fine-tune the model.

Model Evaluation and Performance

NFON **continuously monitors the performance** of the Nia Chatbot to ensure that answers are accurate, relevant, and helpful. This includes regular reviews of responses, updates to the prompt design, and refinements of the underlying knowledge base.

Where feedback indicates misunderstandings or quality issues, improvements are made promptly.

Safety and Ethical Considerations

The GPT-4o-mini model used in Nia has built-in safety mechanisms designed to reduce the risk of harmful or inappropriate outputs. In addition, NFON mitigates risk through **careful prompt engineering** and internal testing.

While the chatbot operates independently, NFON retains responsibility for the quality and appropriateness of its output and reacts to any reported issues with appropriate escalation and resolution procedures.

Privacy and Security

User interactions with Nia are processed anonymously. NFON does **not store personal identifiers**, and users are explicitly discouraged from entering personal data. If personal data is nevertheless entered, in particular in the context of sending feedback, this is based on the legal basis of the user's consent in accordance with Art. 6 para. 1 lit. a) GDPR. Information on this is provided in our privacy policy.

Anonymized interaction logs are retained for **30 days** via the botario platform and are accessible **only to NFON** for the purpose of analysis and improvement. No personal user profiles are created, and session histories are not exposed to end users or external parties.

All data transmission — including the interaction with the OpenAI API — is encrypted and secured.

References

- [NFON Privacy Policy](#)



- [GPT-4o mini: Advancing Cost-Efficient Intelligence](#)