

OMQ AI ACT Compliance

Introduction

OMQ provides AI-powered solutions for customer service based on natural language processing (NLP) and generative AI. In detail, OMQ offers two AI-powered systems:

1. **OMQ LLM Engine:** A generative AI solution leveraging Microsoft Azure GPT endpoints to produce responses derived from customer-specific knowledge bases.
2. **BeOMQ Engine (OMQ machine learning models for text processing):** A search engine utilizing natural language processing (NLP) for retrieving relevant knowledge base entries based on customer queries.

These Systems enhance customer support by automating responses, reducing workload, and ensuring consistent and efficient communication and serve various support scenarios in products like OMQ Contact and OMQ Chatbot. The OMQ AI systems are designed to comply with the EU AI Act (Regulation (EU) 2023/1672) and are classified as **limited-risk AI systems**.

Evaluation of OMQ AI Systems

Both the OMQ LLM Engine and the BeOMQ Engine have been evaluated in terms of their compliance with the EU AI Act. These systems support customer service by retrieving relevant knowledge base entries and generating responses based on customer-specific data without making autonomous decisions that could impact fundamental rights or safety. Unlike many other large language models (LLMs), OMQ ensures complete traceability of all generated responses. This means that any output, including potential errors, can always be traced back and reviewed, allowing for a higher level of control and reliability.

Transparency and Explainability

According to Article 52 of the EU AI Act, AI systems must ensure transparency. OMQ meets these requirements by clearly informing users when they interact with AI-driven responses. The product design ensures clear and comprehensible communication. Additionally, all responses generated by the OMQ AI systems are based on predefined and structured knowledge bases, ensuring that the provided information remains accurate and aligned with the company's data policies.

Security and Data Protection

OMQ AI systems adhere to high security and data protection standards:

- The systems utilize anonymized data to continuously improve response accuracy.
- Data processing is conducted within secure European cloud infrastructures in compliance with GDPR regulations.
- Microsoft Azure, used for processing, does not retain customer data for model training.
- OMQ ensures that no external or unverified data sources influence the AI's outputs, maintaining a high level of security and reliability.

Traceability and Continuous Monitoring

A key differentiator of OMQ's AI systems is their traceability and ongoing monitoring. Unlike many generative AI models that produce non-replicable outputs, OMQ's solutions allow every generated response to be fully reviewed and verified. This ensures that customers and administrators can trace the origin of any AI-generated content, making it possible to identify and correct errors efficiently. OMQ also conducts regular audits and quality assurance checks to monitor system performance and ensure compliance with regulatory requirements.

No Prohibited or Manipulative Practices

OMQ AI systems comply with the ethical principles of the EU AI Act. They do not employ manipulative or unethical practices, and generated responses are solely based on customer-provided data. The strict adherence to knowledge base-driven responses ensures that AI-generated content remains reliable, avoiding the unpredictability often seen in black-box AI models.

Conclusion

OMQ ensures that both the OMQ LLM Engine and the BeOMQ Engine fully comply with the EU AI Act and are classified as limited-risk AI systems. Customers benefit from transparent, secure, and reliable AI solutions that meet legal requirements and modern AI standards. Through continuous monitoring, structured knowledge base usage, and strict compliance measures, OMQ provides one of the most accountable and trustworthy AI-driven customer support solutions on the market.