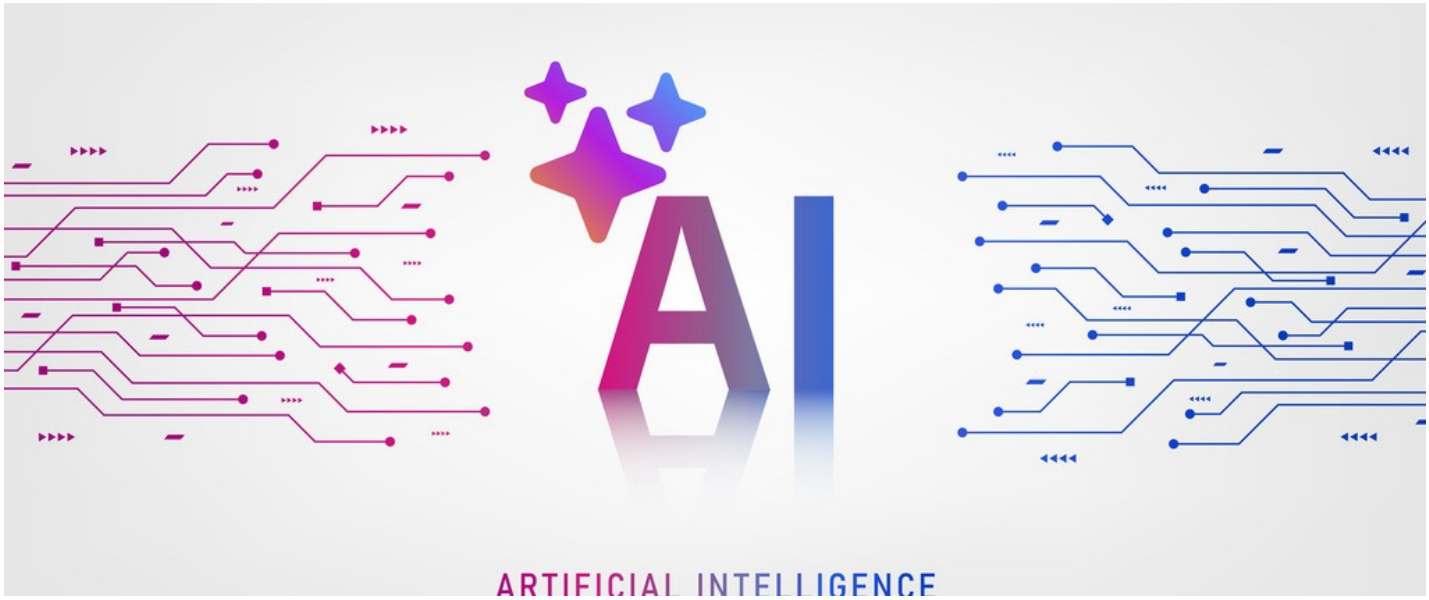
Link to article: https://discover.claromentis.com/knowledgebase/articles/1052/ai-powered-search



AI-powered Search

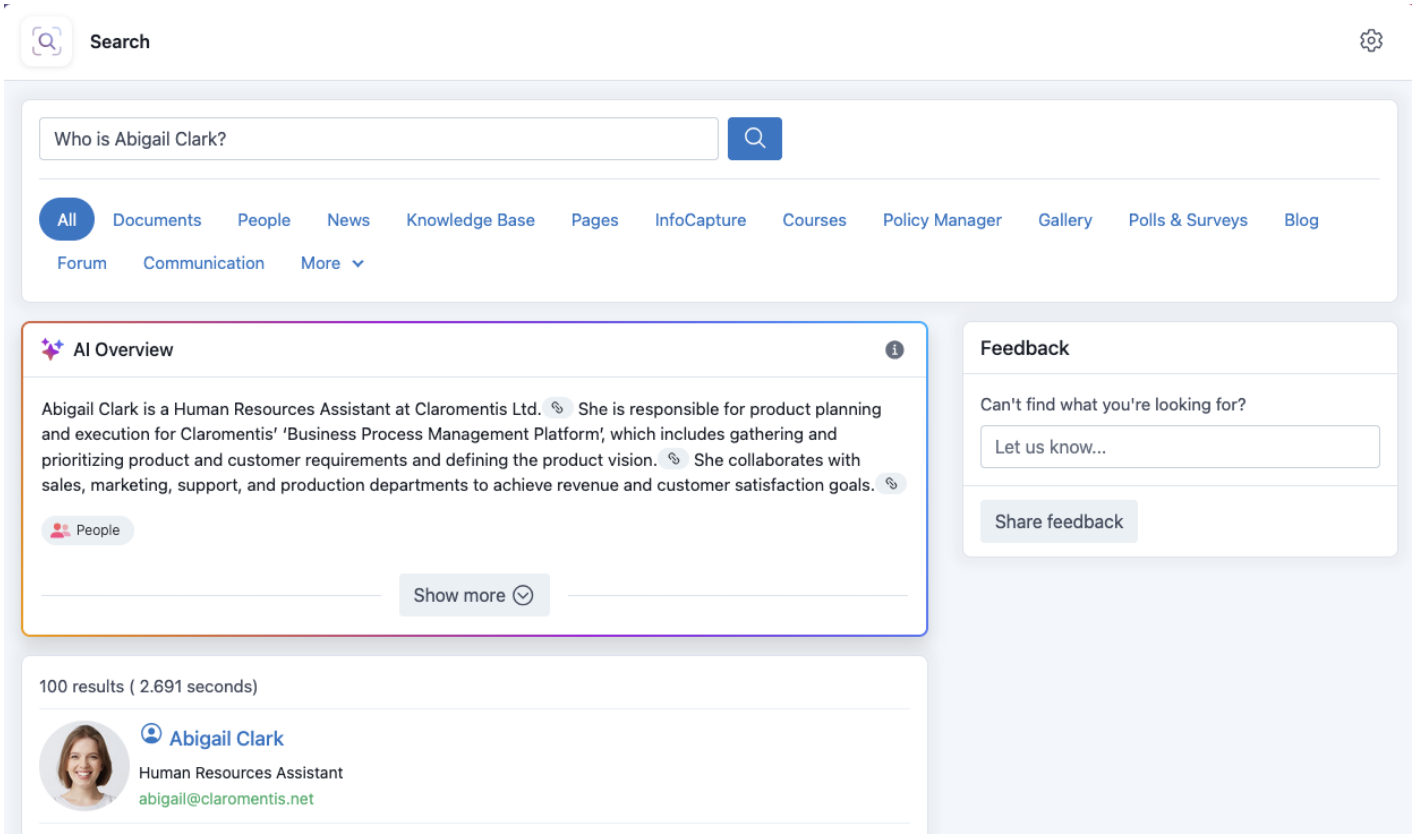
AI-powered Search will be available in the upcoming **Claromentis 11** release this year

AI Search

What is an AI-powered search?

AI-powered search uses artificial intelligence (AI), specifically Machine Learning (ML), Natural Language Processing (NLP), and Large Language Models (LLMs) to understand user intent, context, and semantics.

It is capable of providing a summarised answer with a citation of the sources, as well as relevant search results across multiple apps within Claromentis according to the user's intent, rather than solely based on keyword matching.



Example of an AI-powered Search that understands the user's intent

What are the key features and benefits?

- **Conversational & Contextual:** Understands natural language and the relationship between words to grasp the user's true intent.
- **Direct Answers (RAG)**: Uses Retrieval-Augmented Generation (RAG) to pull information from various Claromentis applications and generate a concise summary, with citations of the sources.
- **Secure and permission-based:** Tailors results based on the individual user's permission, only returns results based on the organisation's knowledge and according to the user's permission.
- **Improved Accuracy:** Handles complex, nuanced, or poorly phrased queries better than traditional keyword-based methods.
- **Search across multiple apps:** Capable of generating results across multiple applications within Claromentis and ranking them accordingly.

Feature	Traditional Search	AI Search
Method	Keywords matching	Semantic intent & content
Output	List of matching results and links	Can provide a synthesised direct answer or overview based on the results
Context	Single object focus	Cross-application reasoning
Permission	Basic file-level access	Identity-aware synthesis

What's your policy related to data privacy, security and training data?

Security & Data Privacy

- Claromentis's AI-powered search was designed with a strong foundation of privacy and a robust permission system built into every Claromentis system.
- The AI will respect individual privacy and won't accidentally synthesise an answer using data from a restricted folder that they don't have access to.

AI Model and training data

- Claromentis' AI implementation is powered by Google's Vertex AI, which is designed for enterprise-grade support, security and compliance, and service level agreement (SLA), separate from the publicly available services.
- AI capabilities were accessed through an API, which will be unique per organisation and will never be shared. Customer data is not used to train or fine-tune any AI/ML models in accordance with the Google Cloud's terms of service and Vertex AI Data Governance

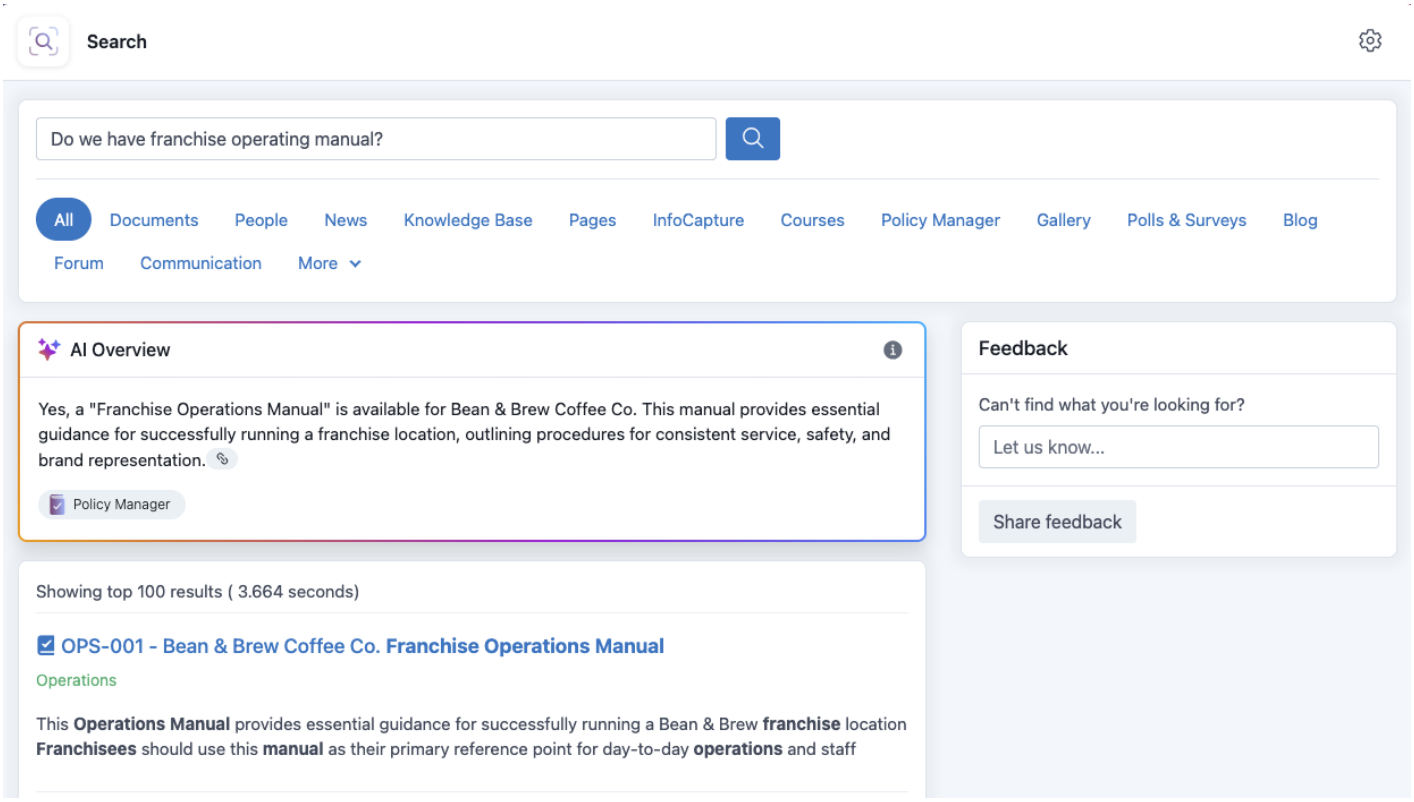
Compliance and data processing agreement

- If you are on our SaaS platform, we adhere to the regional data processing standards. For example, if your server is located in the EU, your data, index database and AI processing will never leave the region accordingly.
- If you're on-premises and would like to have the AI Search feature enabled, we will work with you to meet regulatory compliance.

AI Search Overviews

What is AI Search Overview?

AI Overviews are AI-generated summaries displayed at the top of the search results that provide immediate answers, key information, links and citations to sources.
It allows users to get the information they need faster without clicking through the search results.



How accurate and trusted is the AI Overview?

The AI Overview feature is grounded within the Claromentis search results and is aware of the user's permission and sensitive data.

Citations include a direct link to the source, allowing you to verify the generated summary.

Only when the system is confident enough to provide output, AI Overview will be presented; alternatively, traditional search results will be displayed.

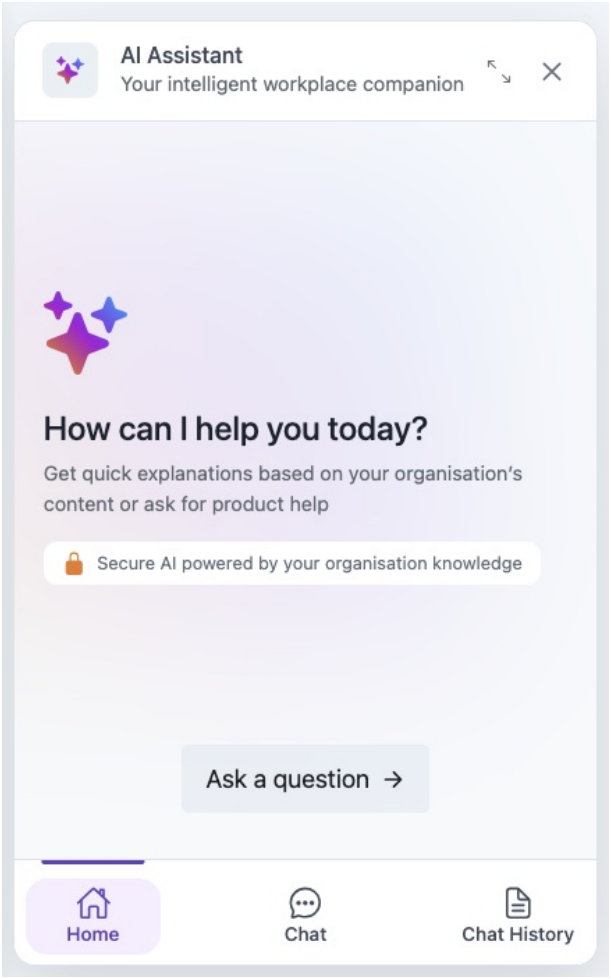
AI Assistant (Coming in 11.1)

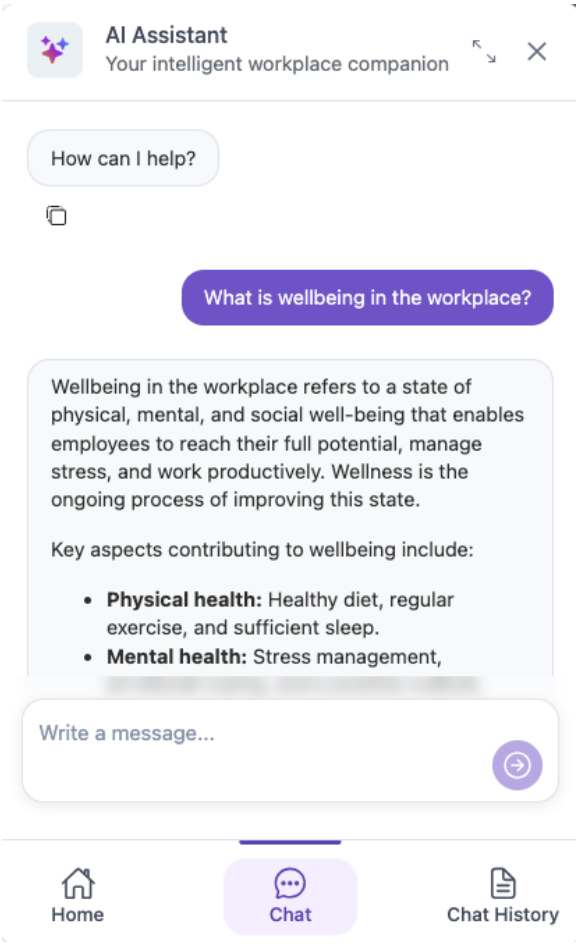
What is an AI Assistant?

AI Assistant an intelligent workplace companion. It is available in the corner and capable of answering questions conversationally.

The answer is grounded on the information that users have access to within the Claromentis system, meaning it understands users' permission and only answers questions based on the data that the user has access to.

It is also capable of assisting users in various tasks, including checking their notifications and the calendar diary or getting some help on how to use the system in general.





General FAQs

Is there any additional cost to use this feature?

Usage: Whilst we don't currently have any limit/cap on AI usage when using our services, we reserve the right to implement a limit/cap in the future.

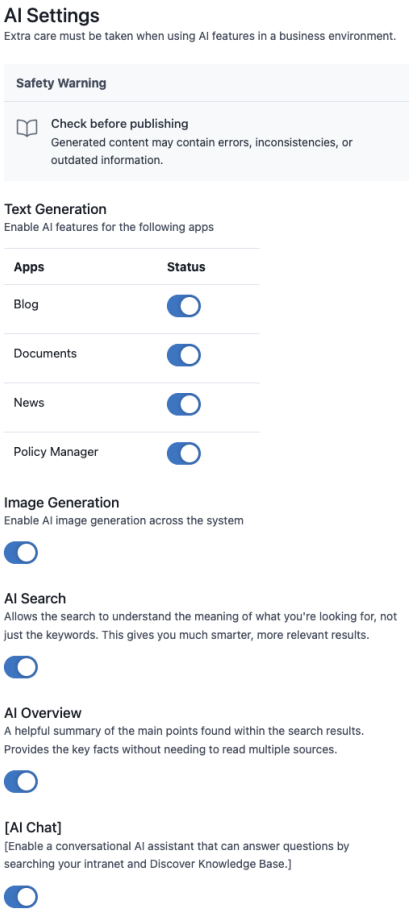
Rate Limiting and Throttling: To prevent service degradation for other users, we reserve the right to apply rate limiting or throttling to AI API calls that are deemed to be excessive or automated.

Abusive Patterns: We will monitor for patterns of use that indicate an attempt to bypass normal functionality, such as submitting rapid-fire, low-value queries, which may result in a temporary suspension of AI access.

Find out more from https://www.claromentis.com/legal/acceptable-use-policy

Can I choose to disable these AI features?

You can tailor what AI features you wish to enable within your organisation in `System Admin Panels > AI Settings` which include features such as Generative AI, as well as AI Search, AI Overview and AI Assistant.



Is AI usage within Claromentis audited?

Yes. Similar to most actions within the platform, the use of generative AI, including the AI Assistant, is fully audited.

This tracking enables Audit Administrators to monitor usage patterns and ensure organisational compliance, providing a clear oversight mechanism in the event of potential misuse or abuse.

We are using Microsoft Co-Pilot in our organisation. Can we use this instead of Google Gemini?

Not at the moment, we are currently tuning our search and AI capabilities by using AI model provided by Google.
In the future, we may consider allowing our customers to choose a separate model by providing a service account or API key. Please submit the product ideas or talk to our customer success team members.

Last modified on 17 March 2026 by Hannah Door

Created on 12 March 2026 by Michael Christian
Tags: ai