AI Helpdesk – a platform for reliable answers to questions from the general public about AI

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The rapid integration of Artificial Intelligence (AI) into publicly accessible systems such as ChatGPT and DALL·E 2, as well as its widespread adoption across sectors including governance, entertainment, military, and service, has raised numerous questions from the general public. These inquiries span diverse domains and issues, including AI's bias and errors, copyright and intellectual property, medical, legal and ethical consequences, and climate impact, reflecting AI's pervasive societal impact. As a result, there is a growing demand from the public for trustworthy and reliable information that can answer these questions in an accessible manner. Helpdesks, as a streamlined and engaging platform, can serve this need effectively, e.g., [1]. Reliable, human-generated, transparent, and peer-reviewed information is essential, as AI-generated content can often be inaccurate, biased, or lacking in transparency [2]. The AI Helpdesk will offer expert-reviewed responses from experts across academic domains, ensuring that the information is accurate, accessible, and peer-reviewed.

The general public are able to submit their questions to the AI Helpdesk, which will then be addressed by experts in the field through clear, intelligible, and accessible responses (**Figure 1**). Answers are short (~800 words), provided by an expert on the topic, and peer-reviewed by another expert. The target audience are individuals 16+ years of age, of all educational backgrounds, with a curiousity in AI. While first the focus is on the Dutch speaking audience, future iterations of the website aim to feature English speaking content. The AI Helpdesk will differentiatie itself through the academic expertise provided, its reliability, comprehensiblity, and human-generated responses. Through this effort, the project aims to demystify AI technology, fostering an environment of understanding and informed dialogue within the community. By bridging the gap between complex AI concepts and public curiosity, the AI Helpdesk empowers citizins with the knowledge to navigate the evolving landscape of artificial intelligence, promoting greater understanding and engagement with such technologies (**Figure 2**). The initiative is inspired by the KlimaatHelpdesk [3], another platform started and supported by the Utrecht Young Academy. The AI Helpdesk will be launched at the BNAIC/BeNeLearn 2024 and will be available at www.ikhebeenvraagoverai.nl.
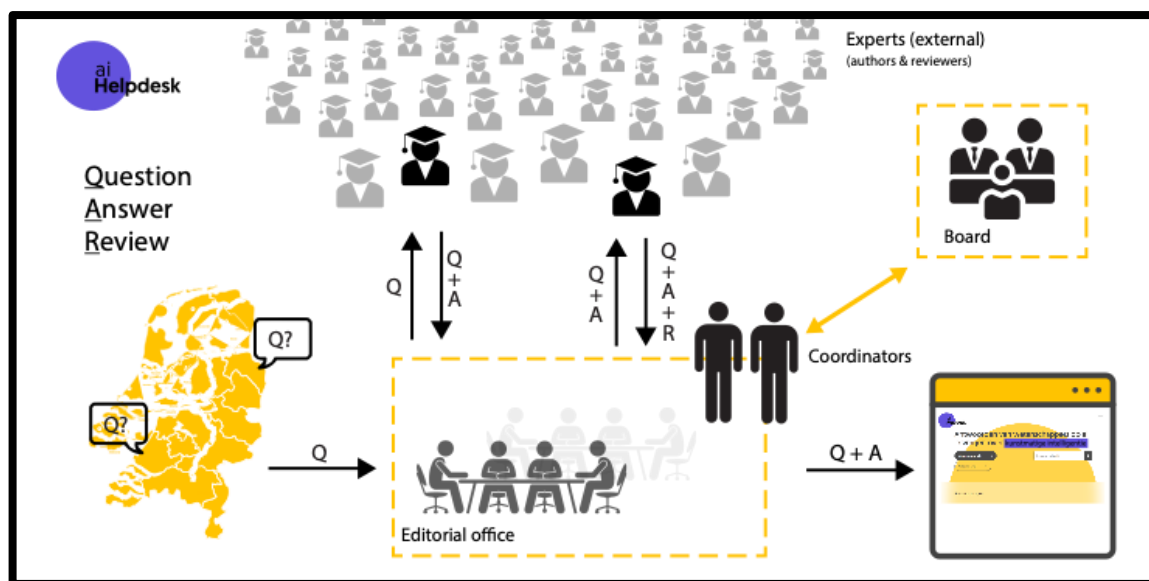

Figure 1. The organisation of the AI Helpdesk. A question-answer-review system forms the basis of the helpdesk. The general public asks questions which are send out to an expert in the field, aswered, and peer reviewed by another expert. An editorial office, coordinators, and a board will maintain the longevitiy of the AI Helpdesk.

Figure 2. First draft of the AI Helpdesk frontpage. Via a search bar the visitor can search for answers to questions, see the submitted questions, or ask their own question. Recent questions are directly featured on the front page, with the name of the expert and category listed.

References
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