

Biblion User Manual

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Control of versions

Version	Date	SSRAG	UI	System
1.0	February 2026	V4.0.22	V4.1.4	V4.1.2

1 Introduction

Biblion is an internal knowledge management system based on generative artificial intelligence. Its main objective is to provide users with a conversational assistant capable of responding in natural language to queries related exclusively to the organization's internal knowledge.

Unlike other generic AI solutions, Biblion guarantees that:

- It does not access external information (e.g., from the internet).

- It does not generate fabricated answers.
- It only uses documents uploaded and validated by the user.
- It offers traceability of the sources used.
- It maintains privacy and control of data within the corporate environment.

1.1 Main features of Biblion

- **Natural Language:** Similar to well-known LLM models (Copilot, Gemini, ChatGPT, etc.). It maintains context within the conversation thread. Clarification can be requested on given responses.
- **Reasoned answers:** In the answers, you will provide the context with the documents from which the answer was constructed, allowing you to access them for consultation.
- **Multilingual:** Documents can be uploaded in different languages, but it will always answer in the language in which the question is asked.
- **Query history:** Query queries and their answers are saved for each user.
- **Simple or in-depth queries:** You can select what type of search you want to perform on the documentation.
- **Evaluation of responses:** The user can rate the quality of the response, explaining why, for continuous improvement.
- **Information quality and security:** Only authorized users can add or remove documents from the query. Responses will only be provided regarding documents selected by the company.
- **Applicable to all areas of the company:** Biblion is applicable to all areas of the company.
- **Multi-device:** Can be used on computer, smartphone, and tablet.
- **Accepted documentation:** For maximum compatibility with LLM models, only PDF format is accepted.

1.2 User Profiles

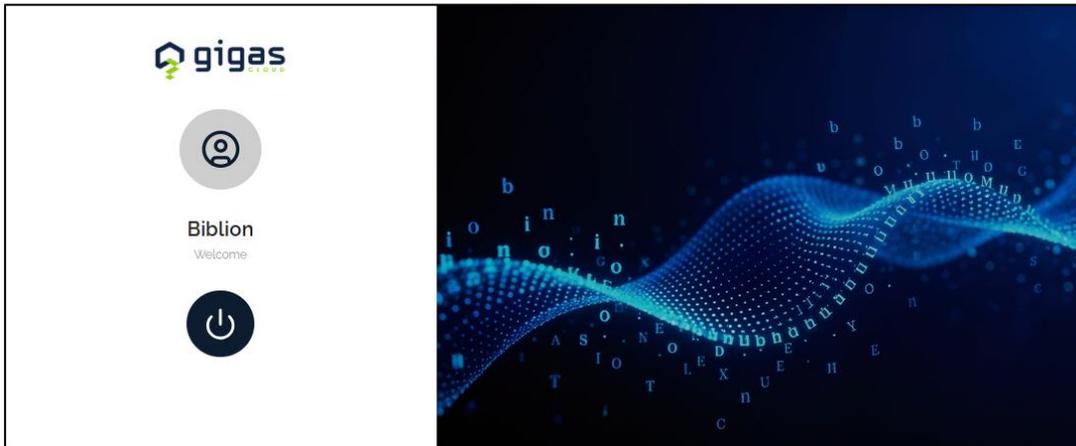
Biblion has two user roles: user and administrator.

- **User:** can perform queries and manage their sessions and history.
- **Administrator :** has:
 - All user capabilities,
 - Access to the statistics panel
 - Ability to manage the knowledge library: create and delete folders, upload or delete documentation, and force the model to update when new content is added.
 - Open incidents and requests to Support from the application menu.
 - Request for user registration and deletion.
 - Upload documents larger than 25MB
 - Request a plan change

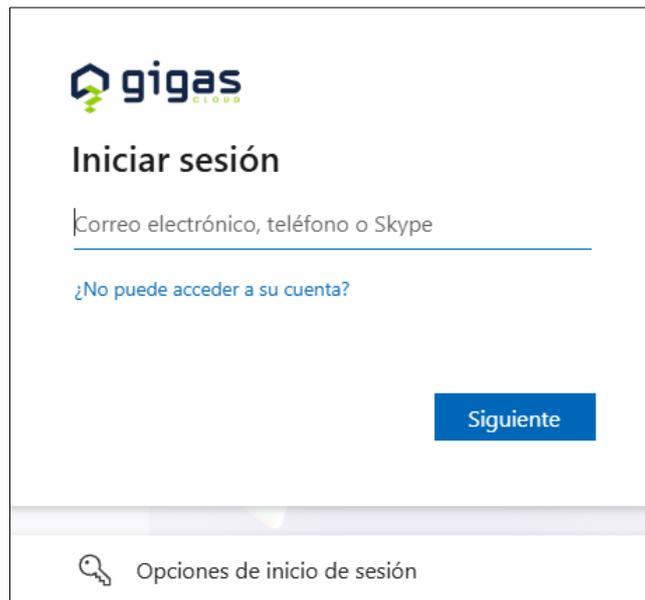
Users and role assignments are determined by the organization. This manual is intended for both users and administrators.

System Access

He access to Biblion performs from the address provided to the user after complete the process of hiring. This address will be of access exclusive of the customer.

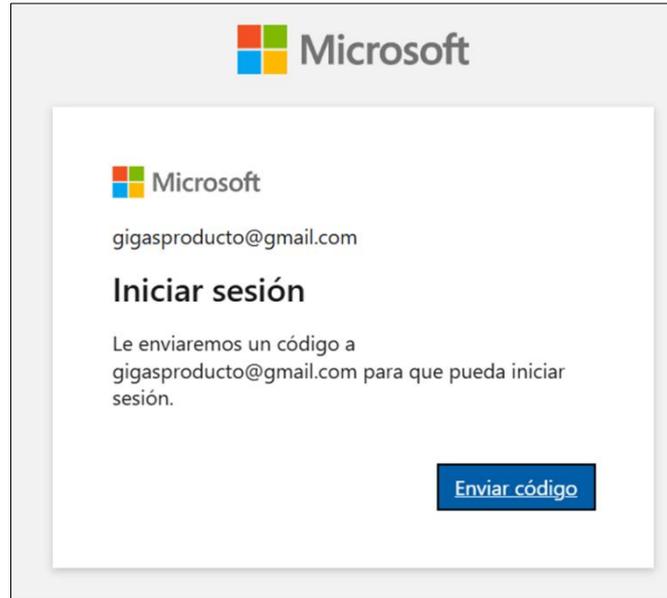


To the get into, HE access to this first screen, where is necessary Authenticate. On the first access, the authentication process begins and it is necessary to enter the email with which the organization has identified the user for their registration.

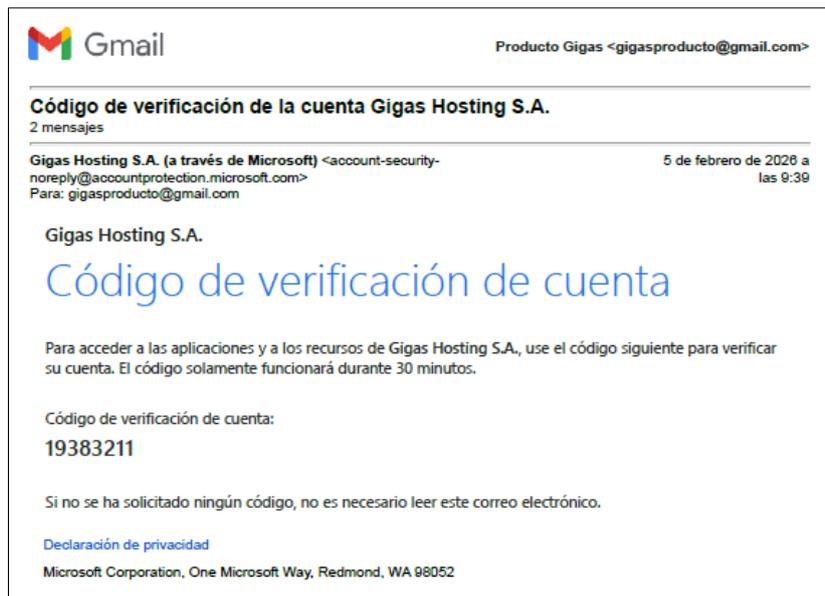


After clicking the link, a pop-up will appear indicating that an email with an OTP (One-Time Password) code has been sent.

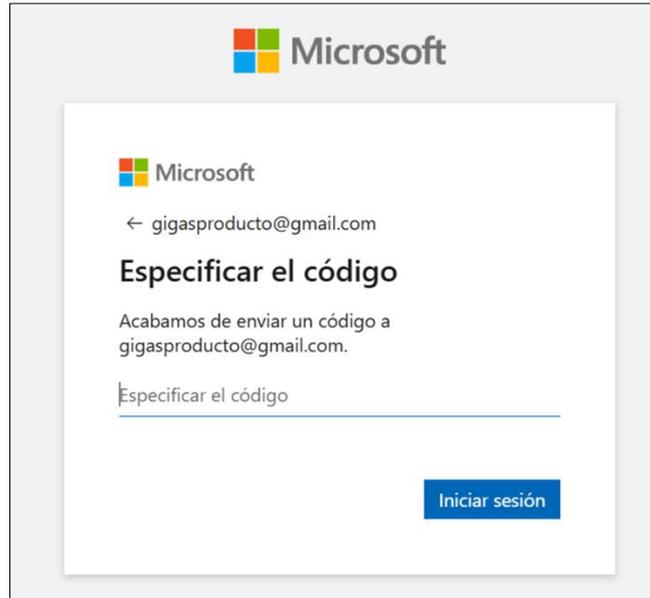
Microsoft Entra ID provides Biblion's Identity and Access Management (IAM) service, so you will interact with it while using Biblion.



Important: Always check your spam or junk mail folder in case the message ended up there. The OTP code usually has a limited validity period. If it doesn't work, repeat the process from the link in the invitation email to generate a new one.



A window will then open to enter the code received by email.



A Microsoft window will then appear indicating that permissions are being requested by GIGAS HOSTING SA for the application's authentication environment, which may be displayed with an identifier similar to:



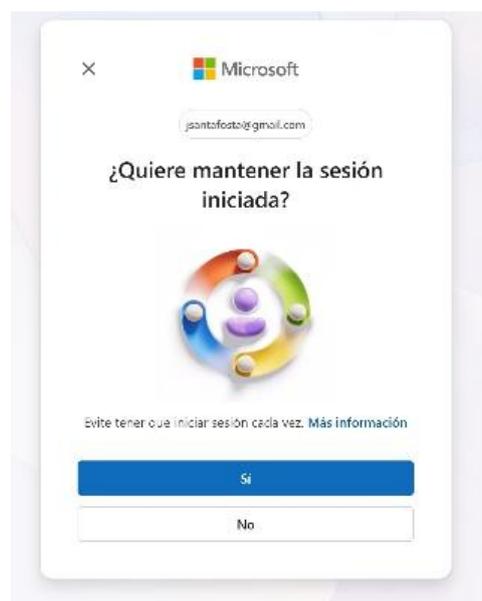
The data in this profile, as well as the activity, are solely related to the use of the Biblion Application and its sole purpose is to feed usage statistics for the information of Biblion administrators in your organization.

These permissions are limited to:

- Allow **login** to the application,
- Access **basic profile data** needed to identify your account,
- Record **activity and access logs** related to the use of the application.

No access is requested to information unrelated to the purpose of authentication and traceability of access to Biblion.

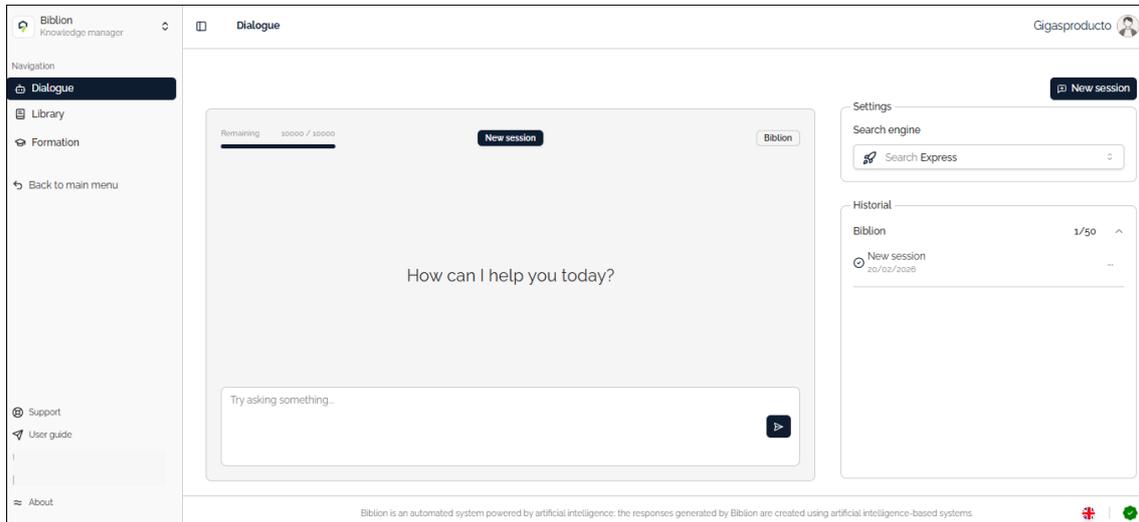
If you have multiple Microsoft sessions open in your browser (for example, one personal and one corporate), Microsoft will ask you to choose which account you want to use to log in.



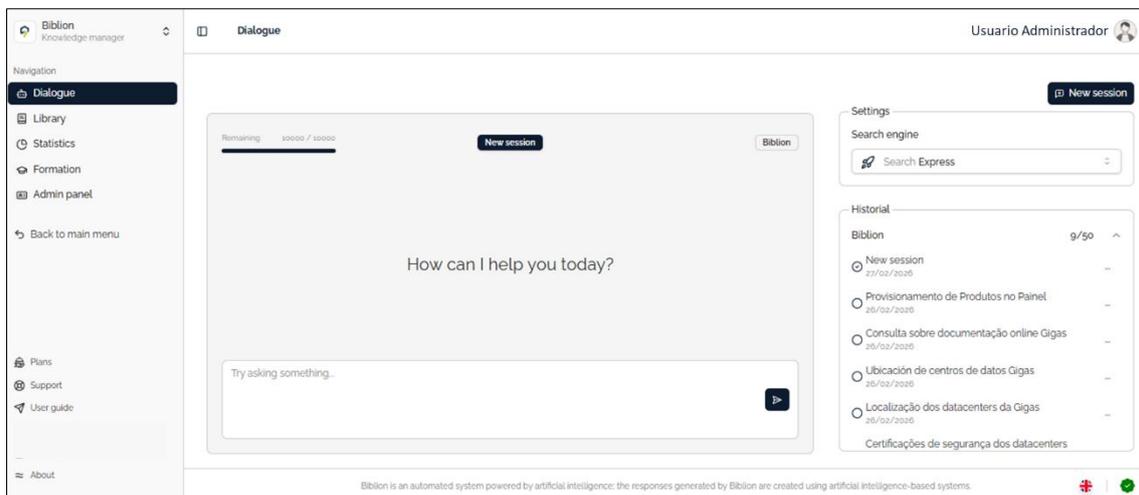
Finally, you will be asked if you want to stay logged in. We recommend logging in each time you use the application for added security.

Once we have logged into the system, the Biblion general page appears where we can then enjoy our knowledge manager.

This view corresponds to the User



This view corresponds to the Administrator user.

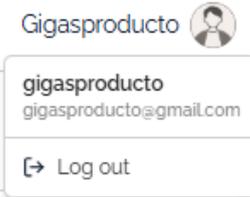


3. General structure of the application

Once the module is selected, the application with the corresponding specific content (knowledge) is accessed. The Biblion user interface is divided into several functional areas.

3.1 Top Bar

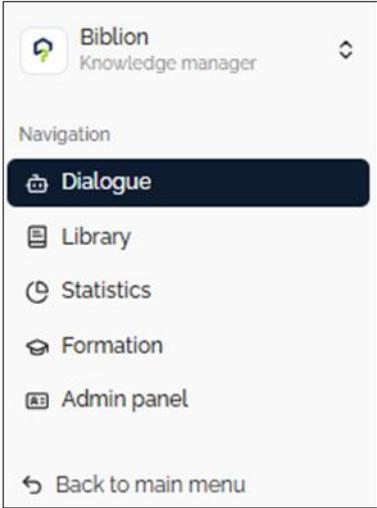
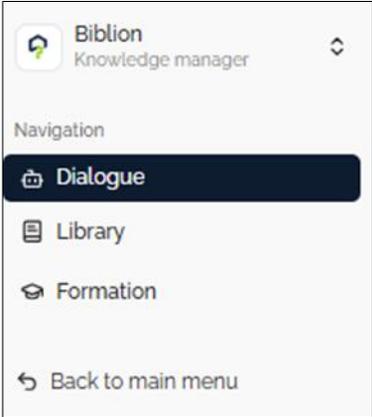


Icon	Description
	Button for show or disguise the panel side left
Dialogue	Active Application Module
	Name and account of the user connected
	Indicator of the number of remaining queries out of the total

3.2 Left Panel

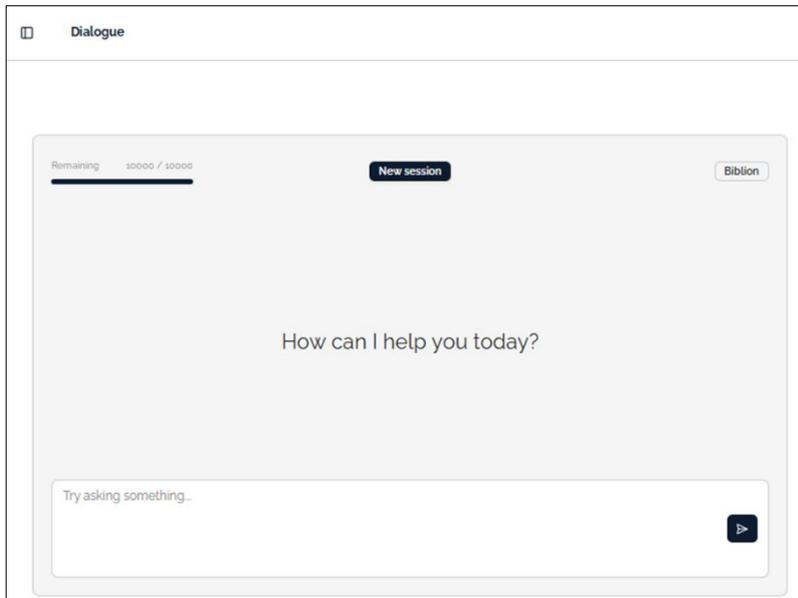
In the section of **Navigation**, you can select the different sections of the application. To the select one, this will remain highlighted as his paragraph asset. Each one of these sections you will explain in detail further forward in this manual.

Yeah you choose the option "Back to main menu", you will return to the page general of Biblion, where will be possible select other module, always that you count with the permits necessary.

Administrator View	User View
Top	
	 <p>The Library is for reference only.</p>
Bottom	



3.2.1 Dialogue



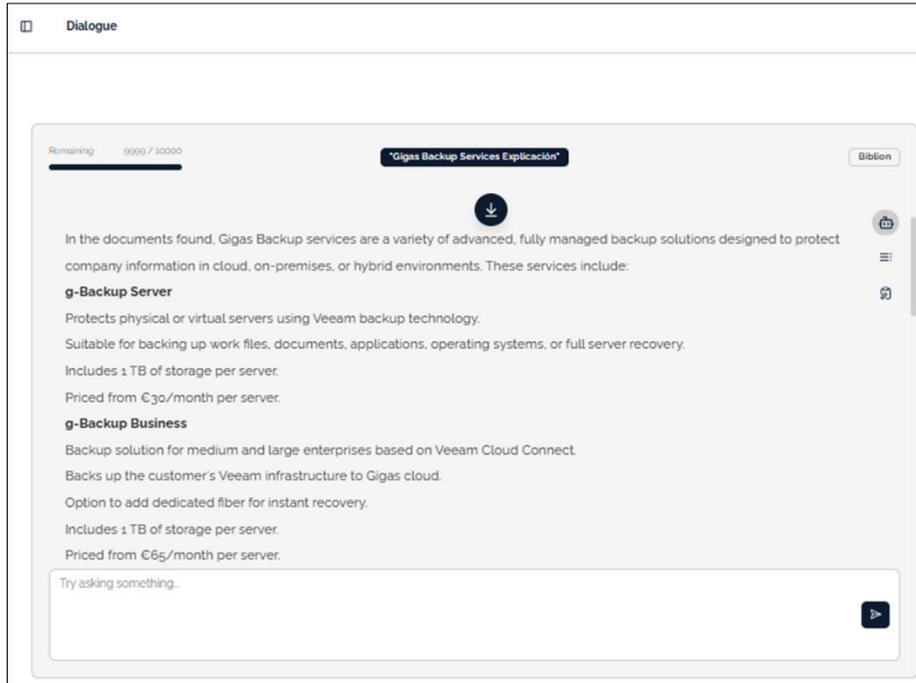
The "Dialogue" module allows to the users carry out queries in language natural about the knowledge managed by the user.

Questions are typed in the dialog box below and sent by pressing the Enter key or clicking on the icon located to the right of the box.

Biblion is a multilingual system, meaning it can process knowledge and documentation in any language. It allows you to ask questions in any language, and the system will respond in the same language. The default language is Spanish.

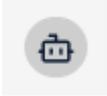
3.2.1.1 Understanding and verifying a response

Once the request is made, Biblion begins to reply of agreement with the documentation (knowledge) established for the application. For example, if you ask, "What are Gigas Backup services?" the response would be as follows:



Biblion automatically assigns a name to the newly started conversation, which is displayed as the title in the center of the Dialogue module. In this case, it has assigned the title: "Gigas Backup Services". This same title is added to the History window (right panel).

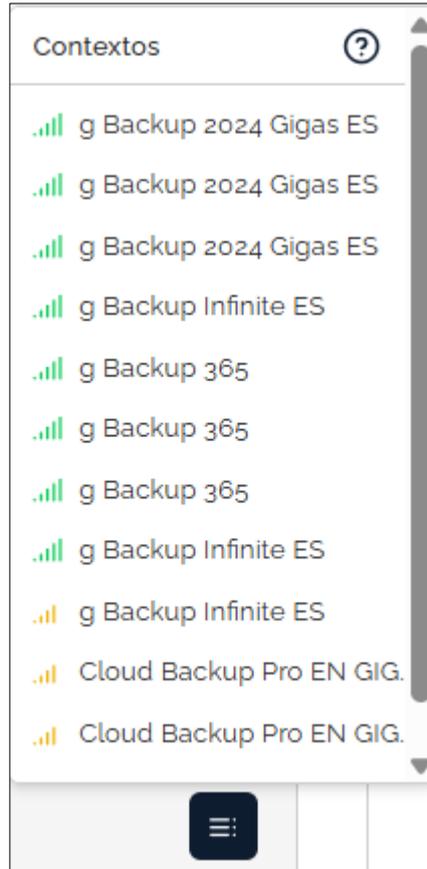
To the right of the answer, there are three icons:

Icon	Description
	AI icon
	Context Icon
	Copy response to clipboard button

Information additional about the Context

It is important to note that Biblion considers all the "knowledge" (documents) loaded into the library, and that the response is not a simple text search. Biblion generates the response in natural language using all that previously loaded "knowledge."

To understand the context, the "Context" button is available. Clicking it displays the documents analyzed to generate the response, ordered by relevance.



To the pass he mouse on of any of the documents, us appears he name complete of the document in question.

If you click on any of the documents, a pop-up window similar to the following will appear:

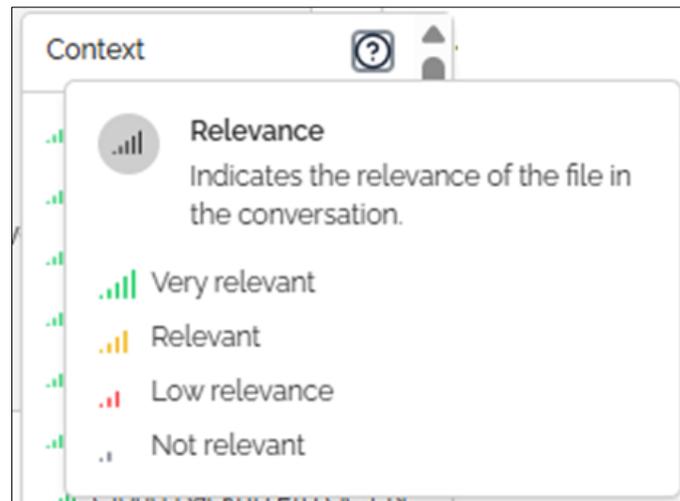


It presents the document title, an extract of the analyzed text, and the specific page where the information used is located in a pop-up window.

Selecting the **"Go to Document"** button will open a new tab in your browser displaying the corresponding PDF document.

Clicking the **"Copy"** button will copy the extract to the clipboard.

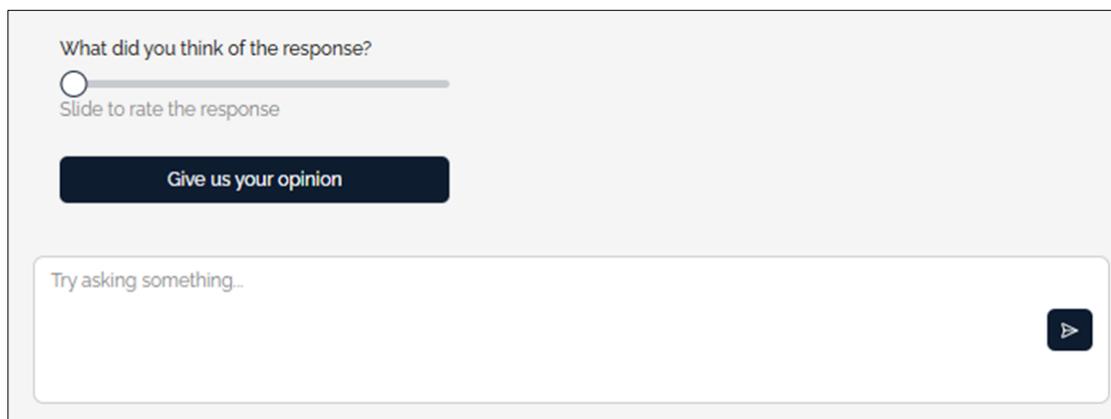
If you want to find out the meaning of the icons to the left of each document, you can click on the question mark icon (?).



It is important to understand that relevance is a technical concept, and that not receiving a "highly relevant" rating does not mean that the response is not adequate.

3.2.1.2 Evaluate the quality of the response

Once Biblion generates a response, the question is presented: "What did you think of the response?"



Moving the slider to the right will increase the rating (represented by the number of stars) assigned to the quality of the response received.

The possible ratings are:

- ★☆☆☆☆ : Very Poor
- ★★☆☆☆ : Poor
- ★★★☆☆ : Fair
- ★★★★☆ : Good
- ★★★★★ : Excellent

Once you have selected the rating, click the **"Submit Response" button**. If the rating is Very Poor, Poor, or Fair, a pop-up window will appear asking you to explain your reasons.

It is important to value the responses, as this *feedback* is one of the mechanisms by which Biblion

progressively improves and refines its responses.

3.2.2 Library

Biblion is a Knowledge Manager that answers questions by considering only the "knowledge" that the company has defined for the system. This is managed through the Library.

When a file is uploaded to the knowledge base, the system thoroughly processes and analyzes its content. Therefore, it considers not only the exact words, but also the meaning and context of the information it contains.

Only users with system administrator privileges have permission to upload or delete files and folders and synchronize them. Users with user privileges can only view them.

AI works like the human mind; just as it is easier and faster to access knowledge and content if it is structured in logical units, for example, the sections of a Library; Biblion requires a logical structure to optimize knowledge (the folders).

To access the library, select the "Library" option in the left panel.

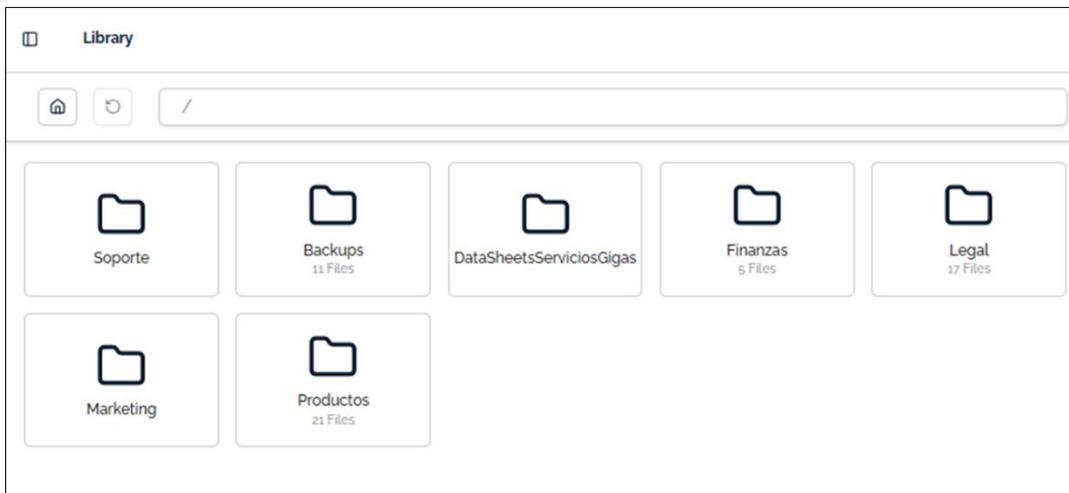
3.2.2.1 Understanding and managing the library

As mentioned, the Library has the appearance of a traditional file manager. In the upper left corner, there are three icons:

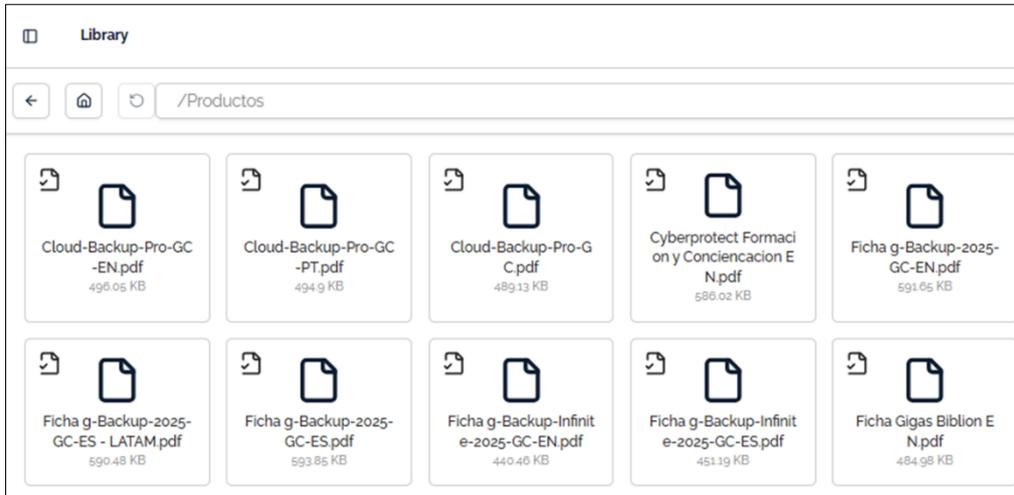


Icon	Description
	Go back
	Go to the main page
	Enable synchronization (administrator only)

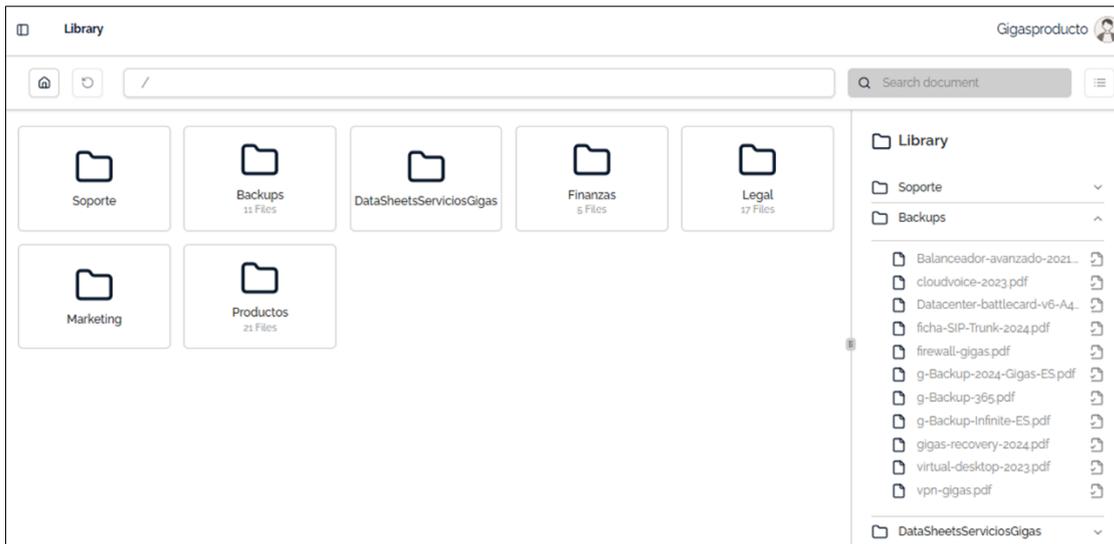
Clicking on any folder displays its contents.



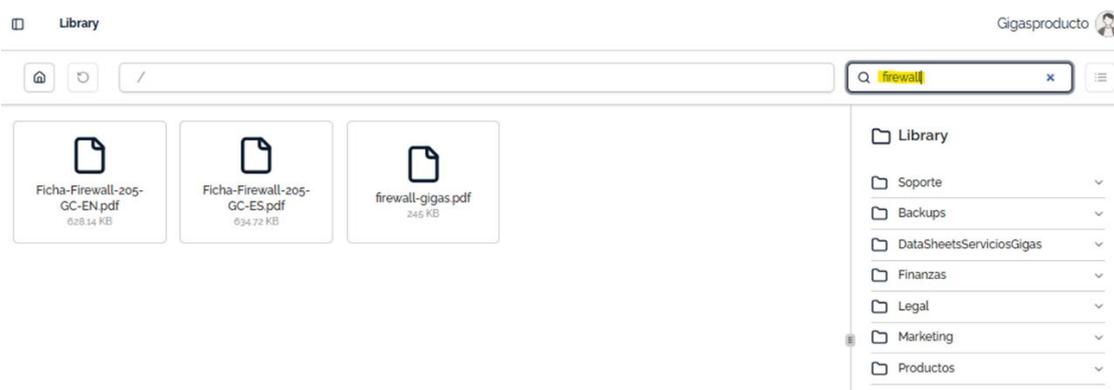
For example, when you select the "Productos" folder, its contents are displayed.



On the right side of the Library window, you will find another way to navigate the knowledge: a tree view. For example, the "Backups" folder has been expanded.



You can also use the search bar at the top. For example, if you enter the term "firewall," it will locate and display on the left the document or documents that include the term in their title.



3.2.2.2 Synchronization or indexing (Biblion has understood all the knowledge) - Specific function of the Administrator profile

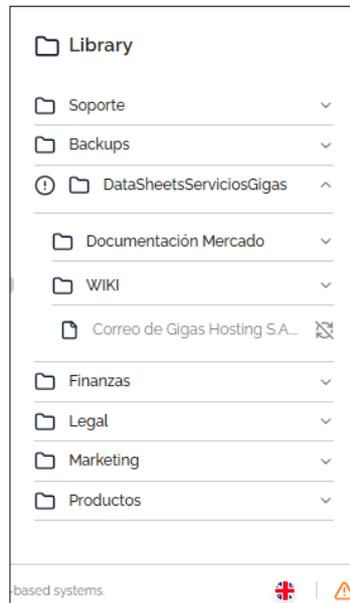
It is important to verify that Biblion has processed and understood all the files. To do this, there is an indicator in the bottom right corner of the toolbar that reflects the indexing status.

Icon	Description
	All files are indexed
	There are files that are not indexed

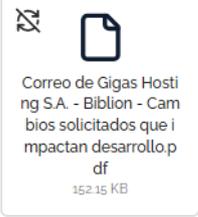
Clicking this icon will display detailed information about the indexing status.



If there are any unindexed files, these can be quickly identified in the Library section:



In the main window, an exclamation mark icon () is displayed over the folder containing unindexed files.

Icon	Description
 <p>Correo de Gigas Hosting S.A. - Biblion - Cambios solicitados que impactan desarrollo.pdf 152.15 KB</p>	The file is not indexed

If we go into the folder, we will see the same icon above the file:

Indexed file	Unindexed file
 <p>Correo de Gigas Hosting S.A. - Biblion - Cambios solicitados que impactan desarrollo.pdf 152.15 KB</p>	 <p>Correo de Gigas Hosting S.A. - Biblion - Cambios solicitados que impactan desarrollo.pdf 152.15 KB</p>

An unindexed file is not yet part of Biblion's knowledge.

When it synchronizes, the following message appears

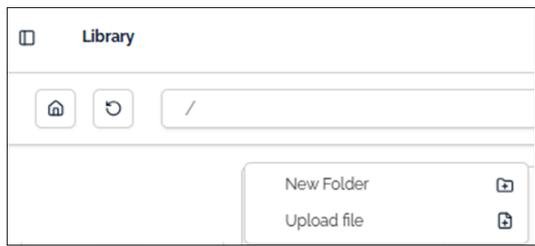


3.2.2.3 Managing Knowledge – Specific function of the Administrator profile

It is essential to keep documents up to date. This responsibility falls to the Administrator. It is recommended to organize information into folders with similar content.

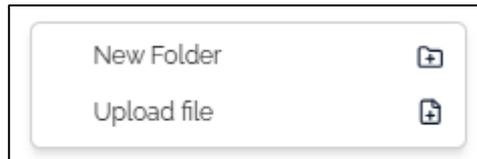
The Administrator can create folders and upload documents in the following ways:

In the top bar of the "Library" module, on the far right after the search box, which allows you to locate documents by name, there is another functional icon only for administrators that, when pressed, displays two options: **Upload File** and **Create Folder** .



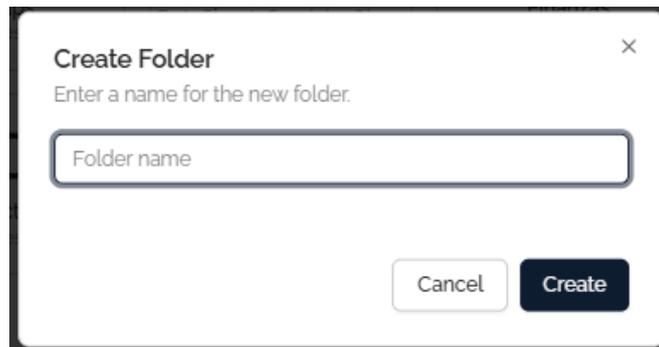
Icon	Description
	Create folders based on location
	Upload a file to the selected folder

Another way to do this is by right clicking on any empty space in the Library area.

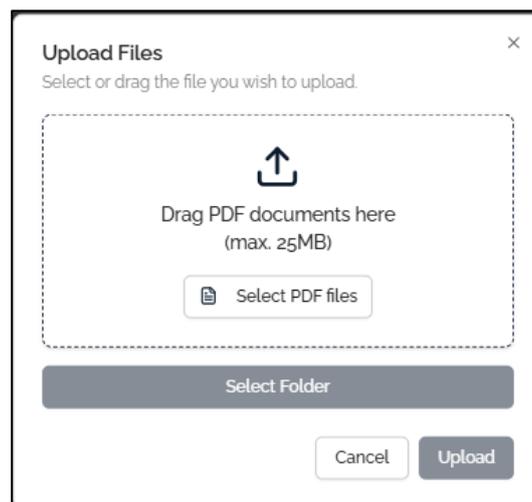


In both cases, a pop-up window will open with two options:

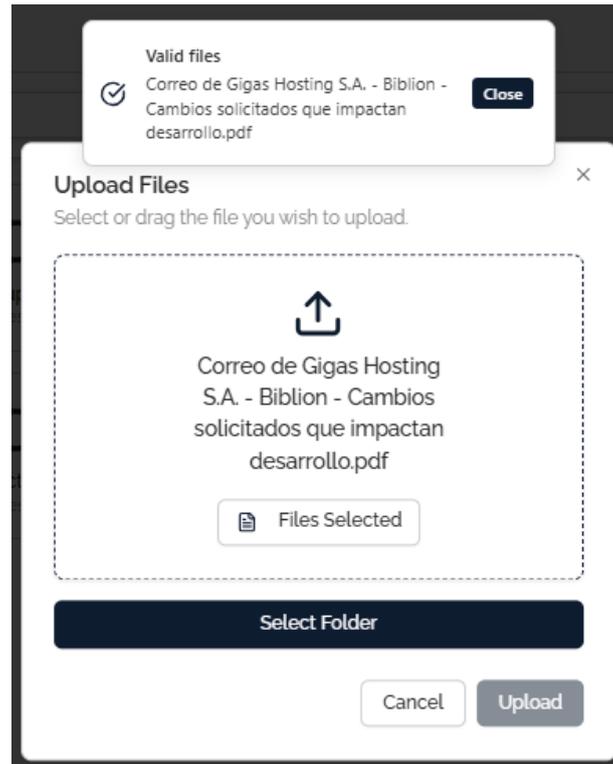
To create a folder, click on "New Folder"



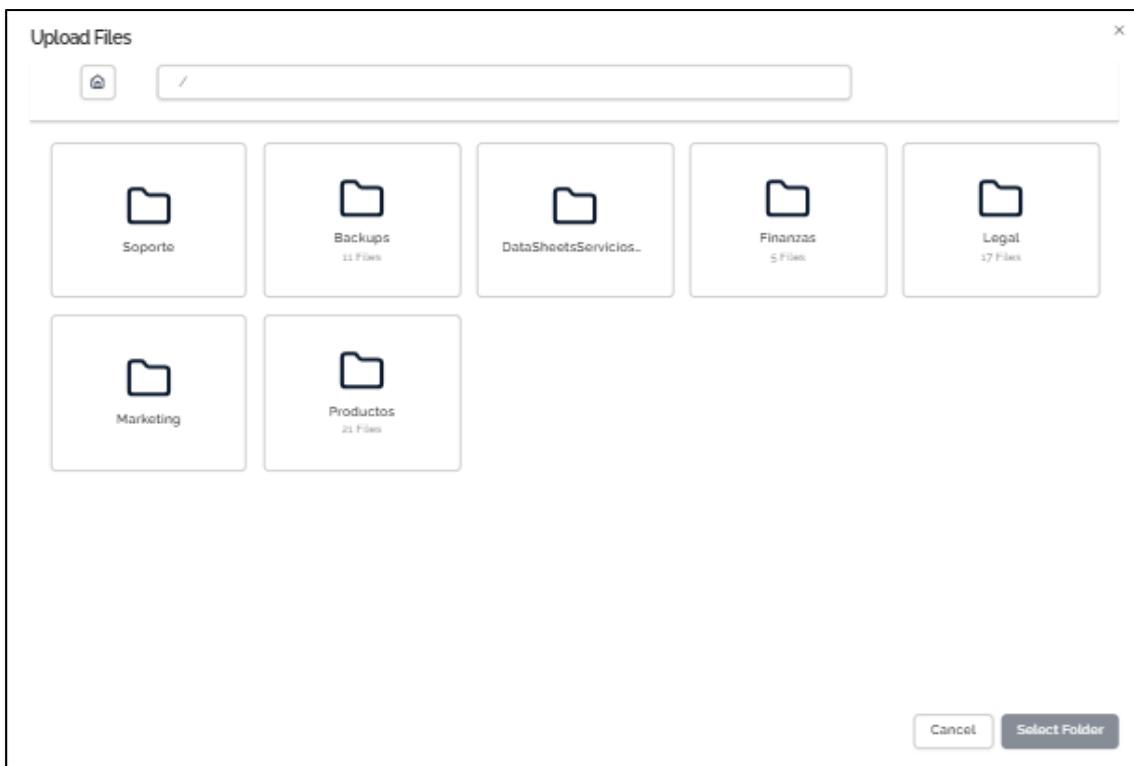
To upload a file, do click in "Upload File".



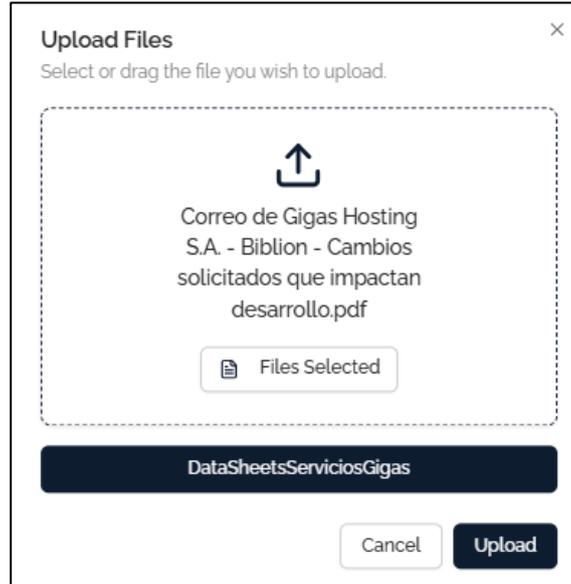
Once the file is selected, the "Select Folder" button will be activated.



Clicking will open a folder selector. The folder you want to select must have been created beforehand (it cannot be created in this step).

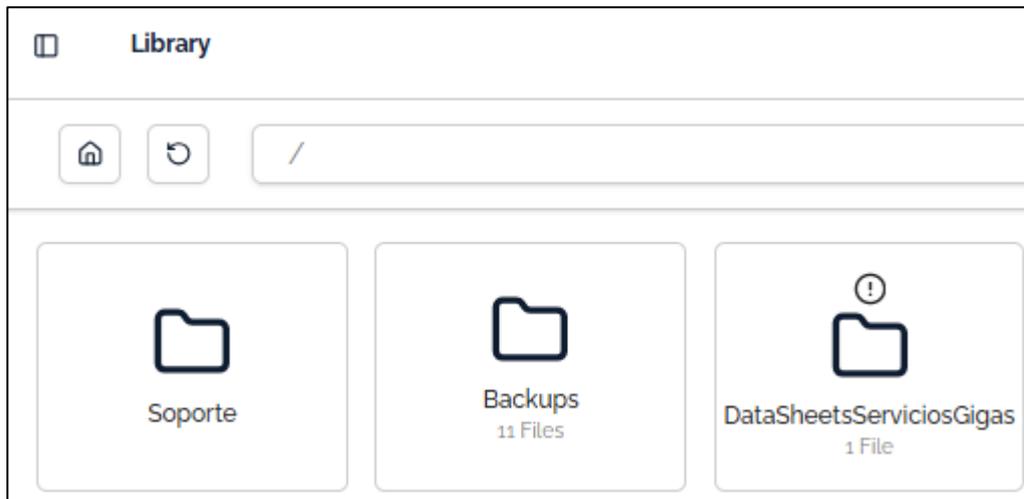


Choose the destination folder and click "Select Folder". The final window will then appear to confirm the file upload.



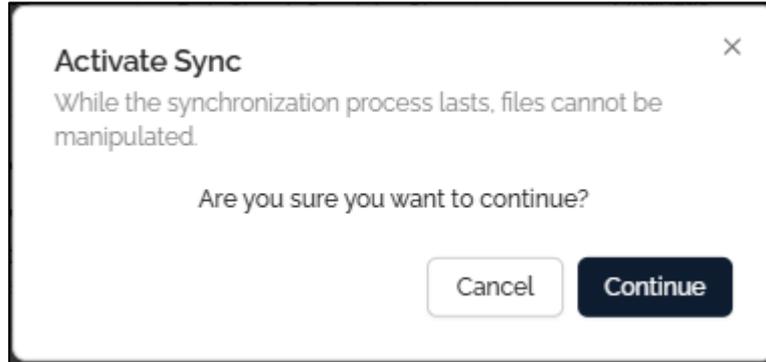
The "Upload" button will be active. Clicking it will upload the file. Once uploaded, you must wait for indexing to complete. The Administrator can force this process using the "Re-index" button.

A warning will appear in the folder where the file was uploaded.



Icon	Description
	Enable synchronization (administrator only)

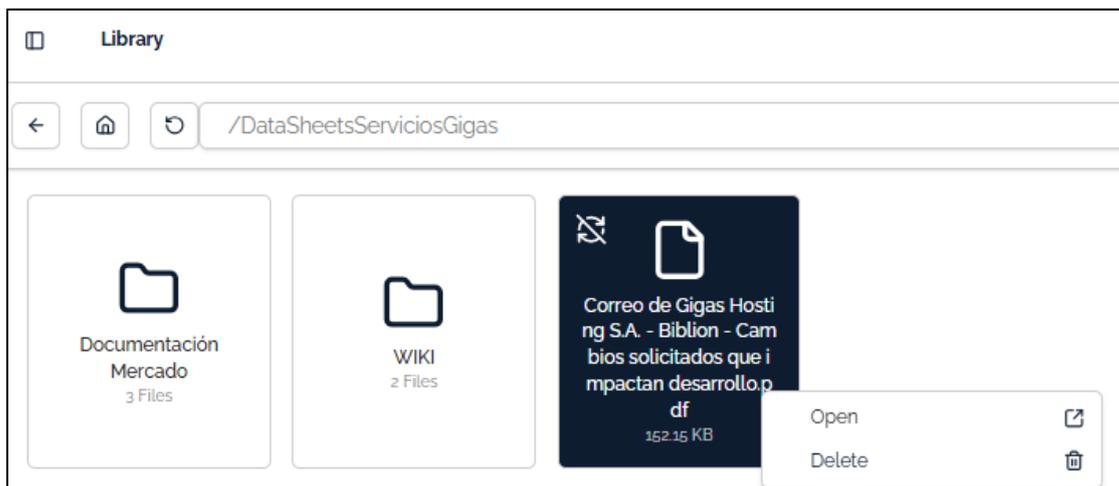
To the select this option, will appear a message of warning.



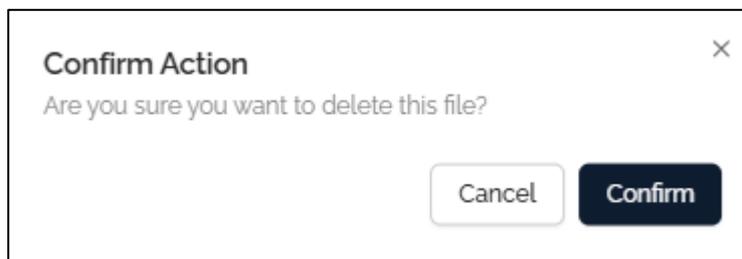
Deleting files and folders follows a similar process.

Folders must be empty before they can be deleted; that is, their contents must be deleted first. This version does not allow bulk deletion; files must be deleted one by one (bulk deletion of a folder and its contents can be requested via Support if you have a large volume of documentation).

Right clicking on a file displays the following menu:



If we click on Delete, it will ask for confirmation, since this operation cannot be undone.

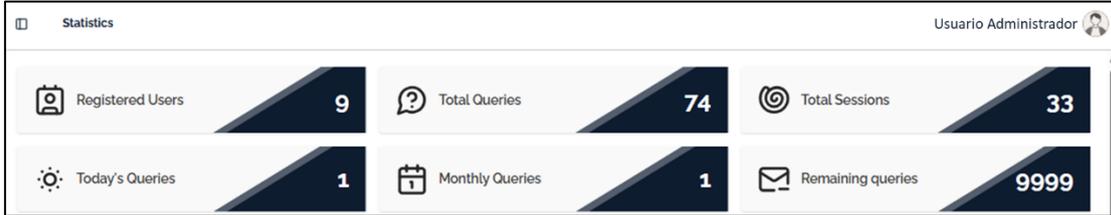


After the deletion process, it is not necessary to force the synchronization of the contents.

[3.2.3 Statistics – Specific function of the Administrator profile](#)

The Statistics module is for administrators only. At the top, you will find the following basic information:

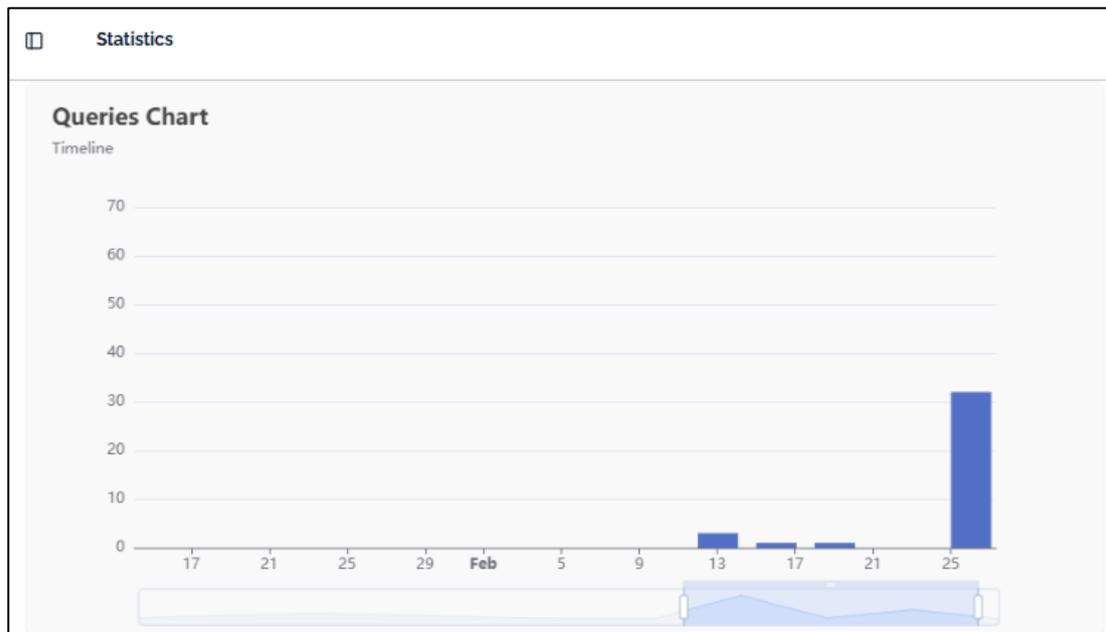
- **Registered Users:** number of registered users.
- **Total Queries:** total number of queries performed.
- **Total Sessions:** number of times users have logged in.
- **Today's Queries:** number of inquiries made on the current day.



Below are examples of six different graphs.

Queries chart

It shows the number of queries performed per day.

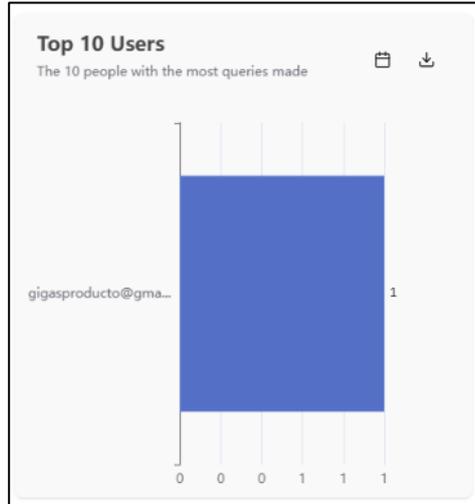


At the bottom, a timeline allows you to select the desired period.

Top 10 users

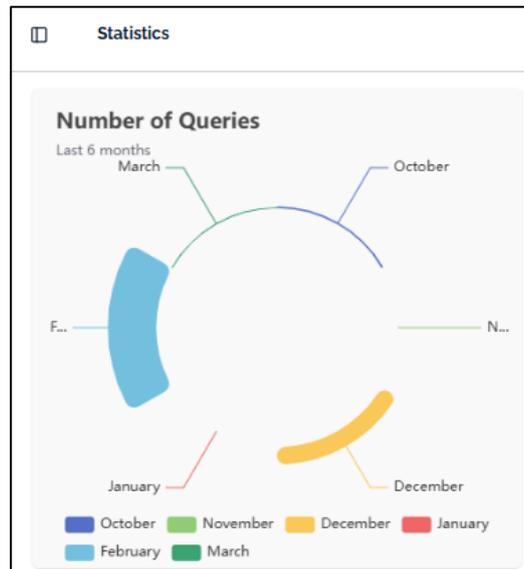
Displays the 10 users with the highest number of queries in a given period.

The graph is dynamically updated according to the selected dates.



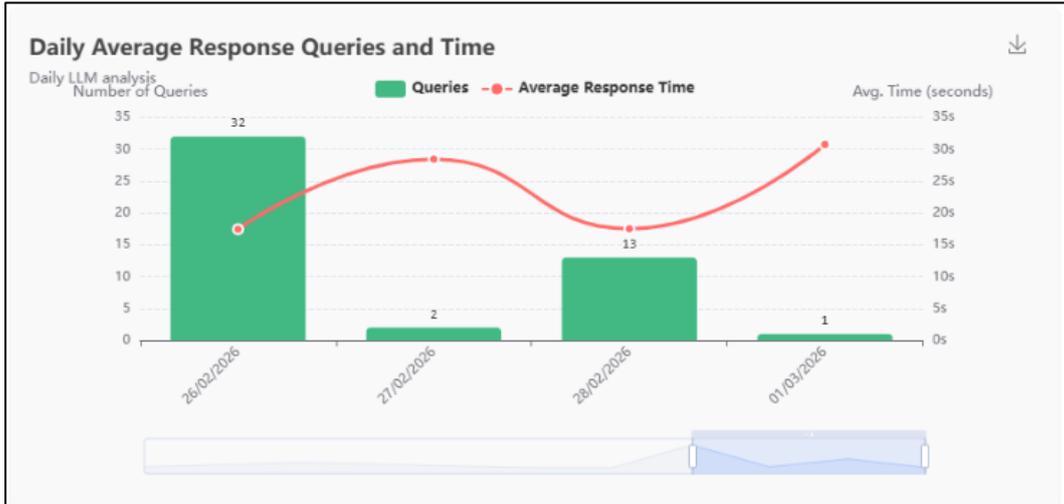
Number of Queries

Shows the number of queries made per month over the last 6 months.

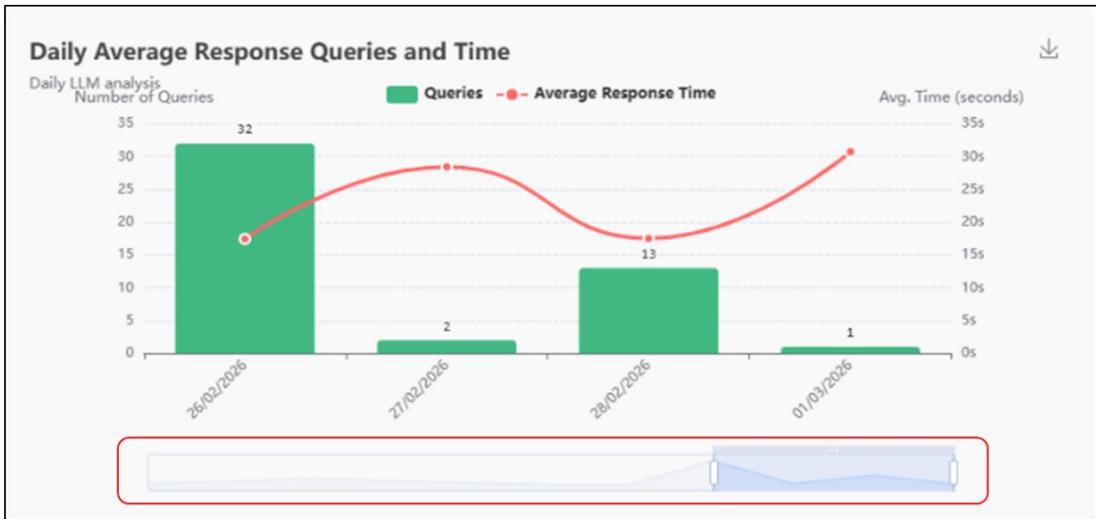


Daily average response queries and time

This is a combined graph showing the daily volume of enquiries and the average response time.

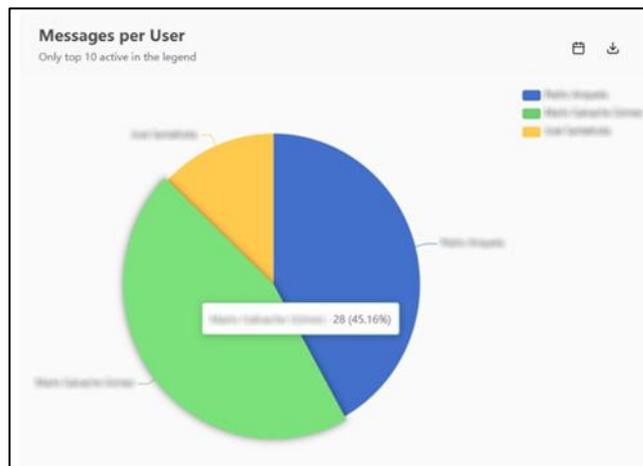


At the bottom, a timeline allows you to define the date range.



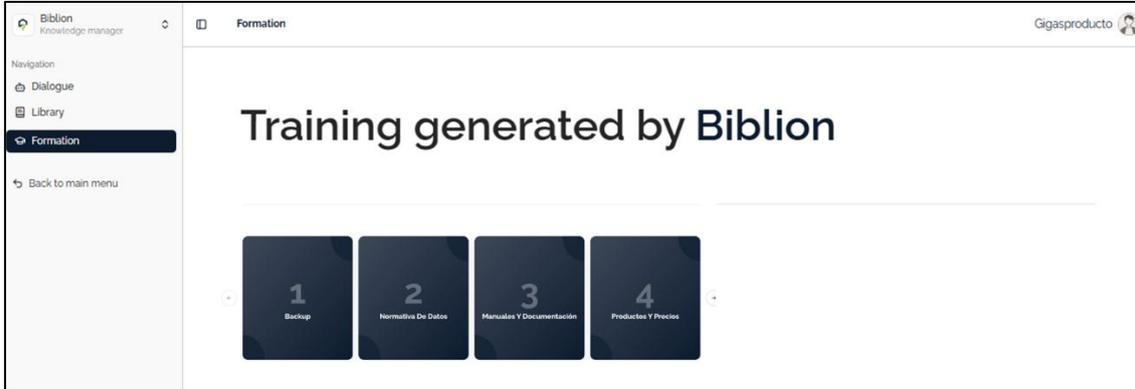
Messages per User

List the 10 users with the highest number of messages in a specific period.

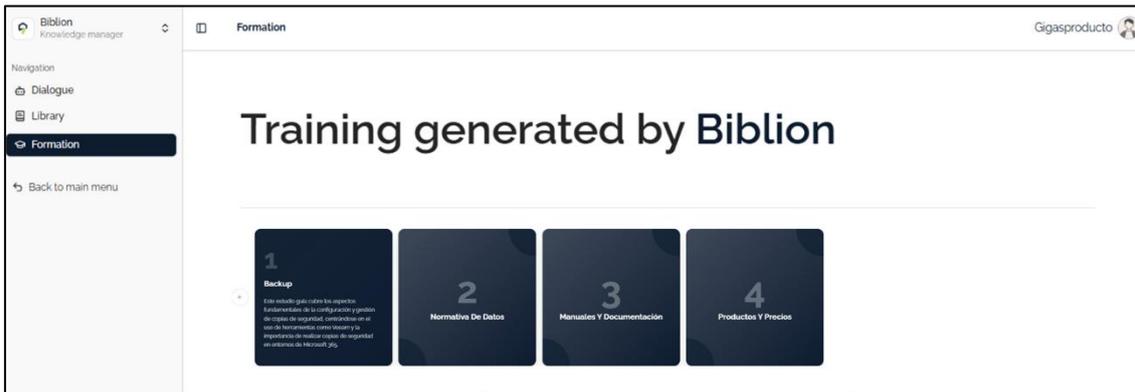


3.2.4 Formation

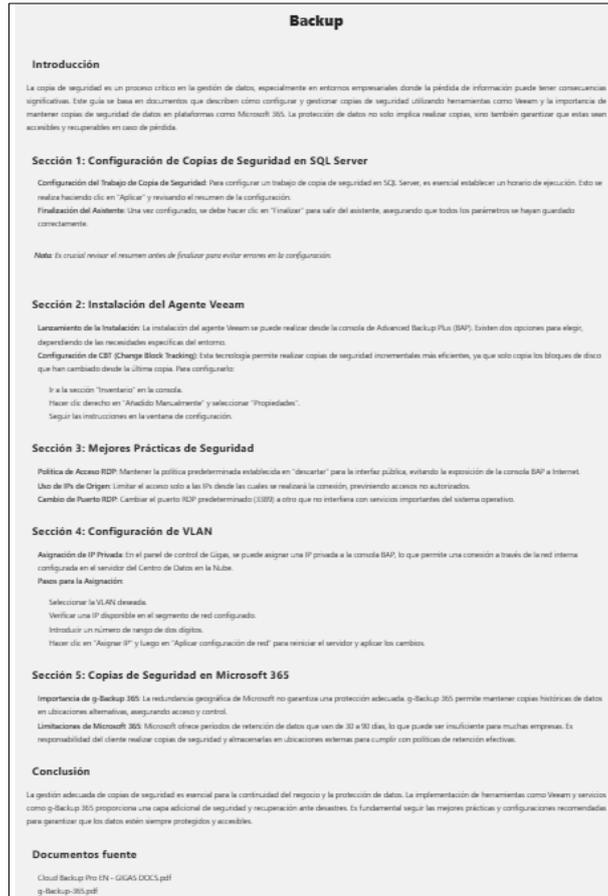
Biblion improves the quality of its answers over time. At the end of each week, the system compiles the most frequently asked questions and generates a summary of the top 10, creating tutorials in the form of guides. Selecting the "Formation" section displays the guides generated for the current week.



Hovering the cursor over it displays a small summary of the generated topic.



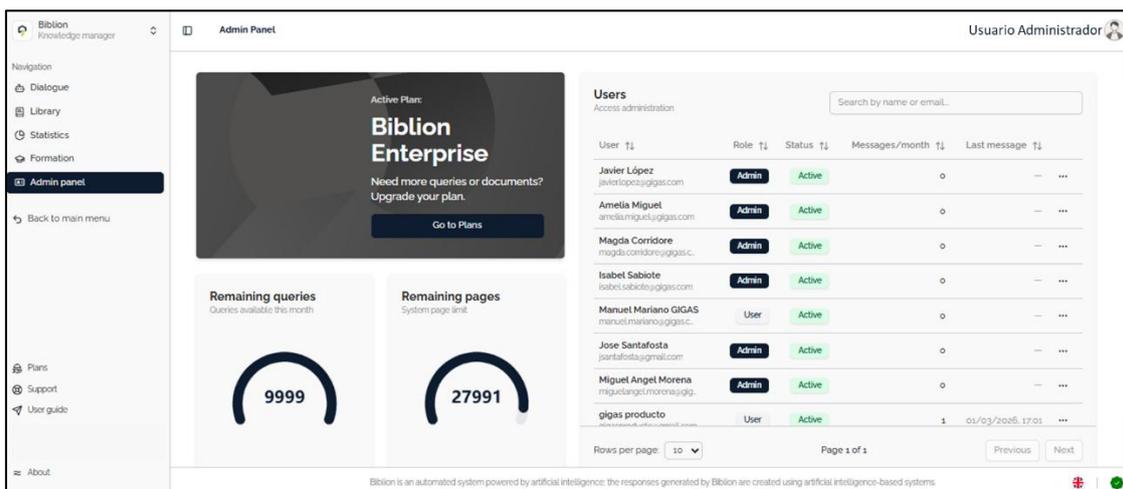
Clicking on the topic displays a summary document of the item based on the knowledge you possess.



3.2.5 Admin Panel - Specific function of the Administrator profile

Starting with version 4.0, the system has an **Admin Panel** with information about queries and remaining pages, the contracted plan, and registered users.

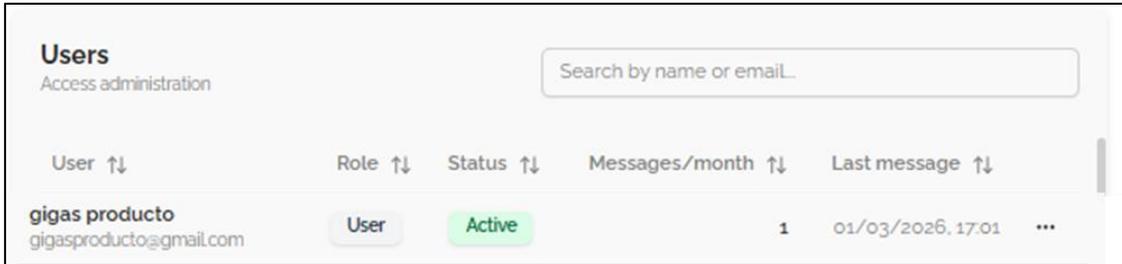
System administration tasks can be performed from this panel.



This version 4.1 includes information on remaining queries and documents for informational purposes. The indicator changes color as it approaches the maximum number of queries and, when it reaches that number, displays a message and does not

allow any more queries (except for additional package extensions, which must be requested from Sales through **Support**).

Finally, in this version, the **administrator can manage certain actions on registered users**. The section on the right shows registered users who have accessed the system at least once.



User ↑↓	Role ↑↓	Status ↑↓	Messages/month ↑↓	Last message ↑↓
gigas producto gigasproducto@gmail.com	User	Active	1	01/03/2026, 17:01

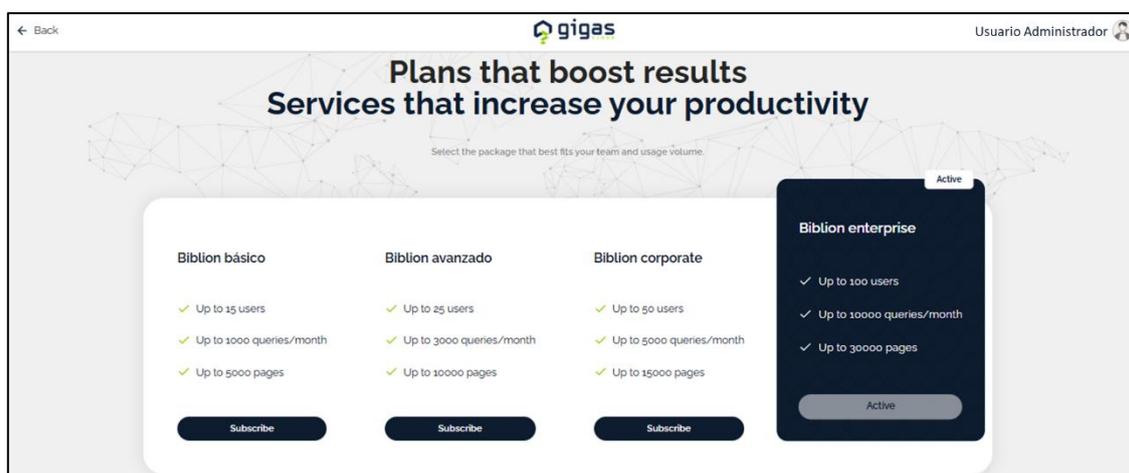
Regarding the users listed in the panel, the administrator can perform certain actions through the menu available to the right of each user in the table:

- **Deactivate a user:** the user will not be able to use the application until it is reactivated by the administrator or, if necessary, deleted.
- **Deleting a user:** In this version, clicking delete does not remove the user directly. Instead, a confirmation message appears first, and if confirmed, an email is sent to Support. Support verifies if the request comes from an administrator and then proceeds with the user's deletion.

To register a new user in this version, you must submit a request to support using the form in the **Support** menu or by calling the provided support number, providing the new user's email address. Registration will be completed within the next 24 business hours.

3.2.6 Plans - Specific function of the Administrator profile

In this section, you can request to **downgrade or upgrade your contract plan**. This request is sent as a request to Gigas' sales manager, who will contact the customer to send them the offer and have them sign it.



Plans that boost results
Services that increase your productivity

Select the package that best fits your team and usage volume.

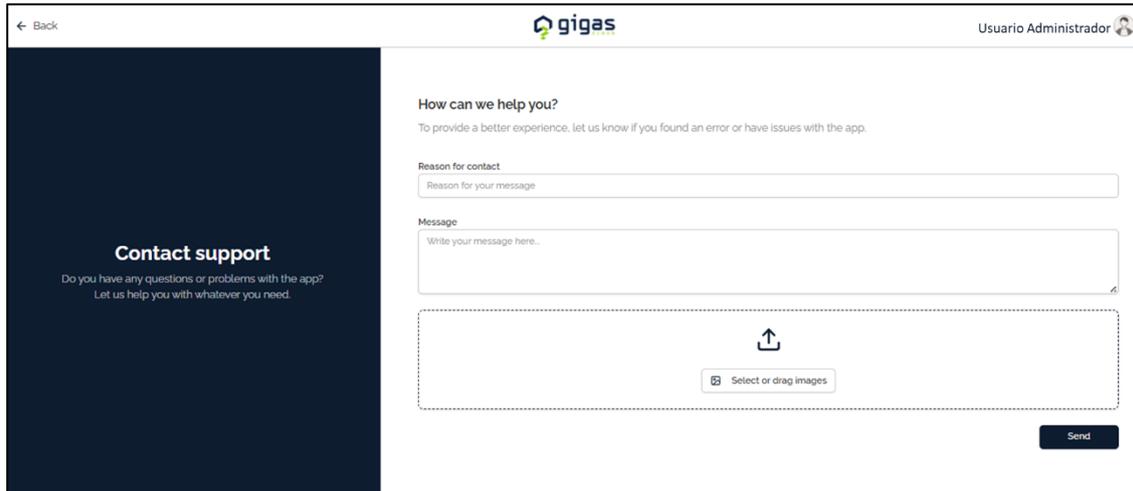
Biblion básico	Biblion avanzado	Biblion corporate	Biblion enterprise
<ul style="list-style-type: none"> ✓ Up to 15 users ✓ Up to 1000 queries/month ✓ Up to 5000 pages 	<ul style="list-style-type: none"> ✓ Up to 25 users ✓ Up to 3000 queries/month ✓ Up to 10000 pages 	<ul style="list-style-type: none"> ✓ Up to 50 users ✓ Up to 5000 queries/month ✓ Up to 15000 pages 	<ul style="list-style-type: none"> ✓ Up to 100 users ✓ Up to 10000 queries/month ✓ Up to 30000 pages
Subscribe	Subscribe	Subscribe	Active

3.2.7 Support - - Specific function of the Administrator profile

This option is only available to the administrator user who can open incidents.

If the user has any questions, problems using the application, or needs to report an error, please contact the Bibliion administrator in your organization. They will be able to access this section to open a support ticket.

Clicking on "Support" will take you to a form where you can describe the reason for your contact and attach files that help us understand your request. The support team will respond to your email as soon as we have an answer.



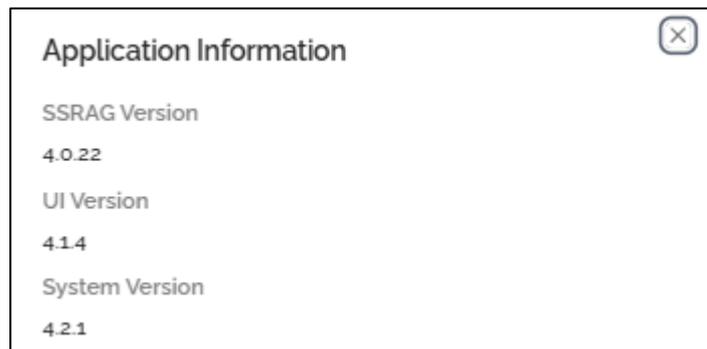
The screenshot shows a mobile application interface for contacting support. On the left is a dark blue sidebar with the text "Contact support" and "Do you have any questions or problems with the app? Let us help you with whatever you need." The main content area has a white background with the Gigas logo and "Usuario Administrador" in the top right. Below the header, it asks "How can we help you?" and provides a sub-header: "To provide a better experience, let us know if you found an error or have issues with the app." There are three input fields: "Reason for contact" (with subtext "Reason for your message"), "Message" (with subtext "Write your message here..."), and a large dashed box for attachments with an upload icon and the text "Select or drag images". A "Send" button is located at the bottom right.

3.2.8 User guide

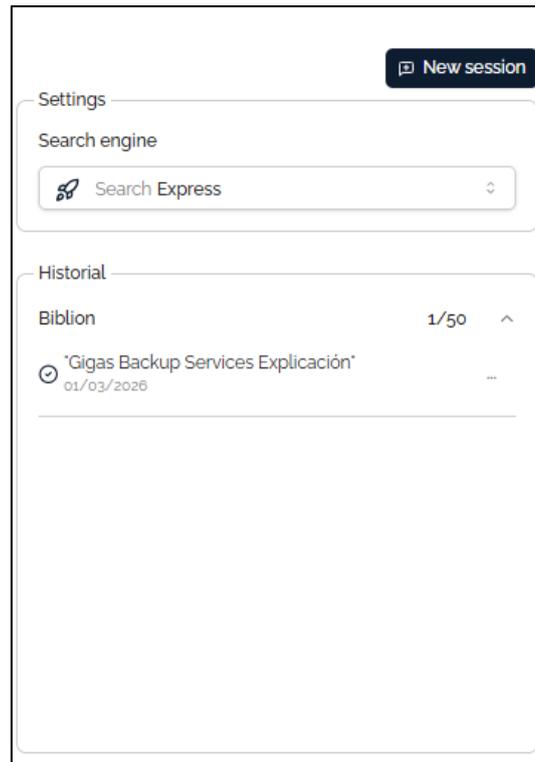
This will take you to this online manual

3.2.9 About

It will show a window with the data of the versions of the system.



3.3 Right Panel



- **"New session" button:** starts a new query session for the user.
- **Settings:** We have the search engine selected. Currently, the Express Engine is optimized for this environment: it is faster and offers more concise answers.
- **History:** Stores the user's query sessions organized by date. These sessions can be resumed and continued. All users can delete their sessions (once deleted, they cannot be recovered).

3.4 Bottom Bar

Biblion is an automated system powered by artificial intelligence; the responses generated by Biblion are created using artificial intelligence-based systems.



A text appears warning that the content is generated by Artificial Intelligence.

On the right, there is a language icon (English, Spanish, or Portuguese) that, when selected, changes the entire interface, and another icon that can be green or yellow. This icon indicates the indexing status of the files, which was described in this manual.

4. Best practices for using Biblion

In summary, we recommend considering the following tips:

For all users:

- **Ask clear questions:** precise and complete wording facilitates more useful answers.
- **Review the context of the answers:** verifying sources allows you to confirm the accuracy of the information.
- **Evaluate the answers:** this feedback helps improve performance.

For administrators:

- **Organize folders properly:** a clear and logical structure optimizes the quality of responses.
- **Upload reviewed documents:** the knowledge accessed must be verified, correct, and official.
- **Delete obsolete content:** it is necessary to delete old versions or documents that are no longer relevant.
- **Update new knowledge after changes:** the administrator must force the updating of knowledge by activating knowledge synchronization.

5. Frequently Asked Questions (FAQ)

Can I access it from outside the corporate network? Only if the administrator has allowed it and SSO access is configured for external use.

Can I change my profile or permissions from Biblion? No. User permissions and roles are managed exclusively from Entra ID (the organization's Microsoft environment).

Where can I see the documents used to generate a answer? In the “Context” icon that appears next to each response generated by the system.

6. Basic Glossary

- **AI (Artificial Intelligence):** Technology that simulates human capabilities such as reasoning or generating responses.
- **SSO (Single Sign-On):** A single sign-on system that allows access to multiple applications with the same authentication.
- **Context:** Fragments or sections of documents used by the system to generate a specific response.
- **Response evaluation:** Rating system through which users rate the quality of the responses received.
- **Restart engine:** An administrative function that updates the knowledge model after documentation modifications. Administrator: A user profile with full permissions to manage system content and settings.

Common incidents and what to do

- **The invitation email has not arrived**
 - Check **your Spam/Unwanted folder**.
 - Search for “Microsoft”, “invitation”, “GIGAS HOSTING SA”.
 - If it does not appear, contact **the Biblion Application administrator at your company** to verify that the email provided is correct.
- **The email with the OTP is not arriving.**
 - Wait a few minutes and check your spam folder.
 - Repeat the process from the link in the invitation email to regenerate the code.
 - If the problem persists, contact your company's Biblion Application administrator or **your company's IT department**.
- **The OTP gives an error**
 - Verify that you have entered all **eight digits** without spaces.
 - Request a new OTP by repeating the flow from the invitation.
- **Several accounts appear and you do not know which one to choose.**
 - Select the account with your **company's corporate email** (the guest account).
 - If you still have doubts, consult with **the Biblion Application administrator at your company**.



Last Updated: March 2026