

Explainable Enterprise Retrieval-Augmented Generation with Citation Attribution and Confidence Scoring for Enterprise Knowledge Retrieval

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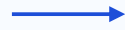
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Why This Topic Matters

Enterprise users need answers they can verify, not just generated text.

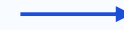
LLM Alone

Can generate fluent answers, but may hallucinate or rely on outdated internal knowledge.



Traditional RAG

Retrieves relevant documents before generation, improving factual grounding.



Enterprise Need

Users must know the source, evidence, and confidence level of the answer.

Core question: Is a correct answer enough without transparency?

Research Story: From RAG to Trustworthy Enterprise RAG

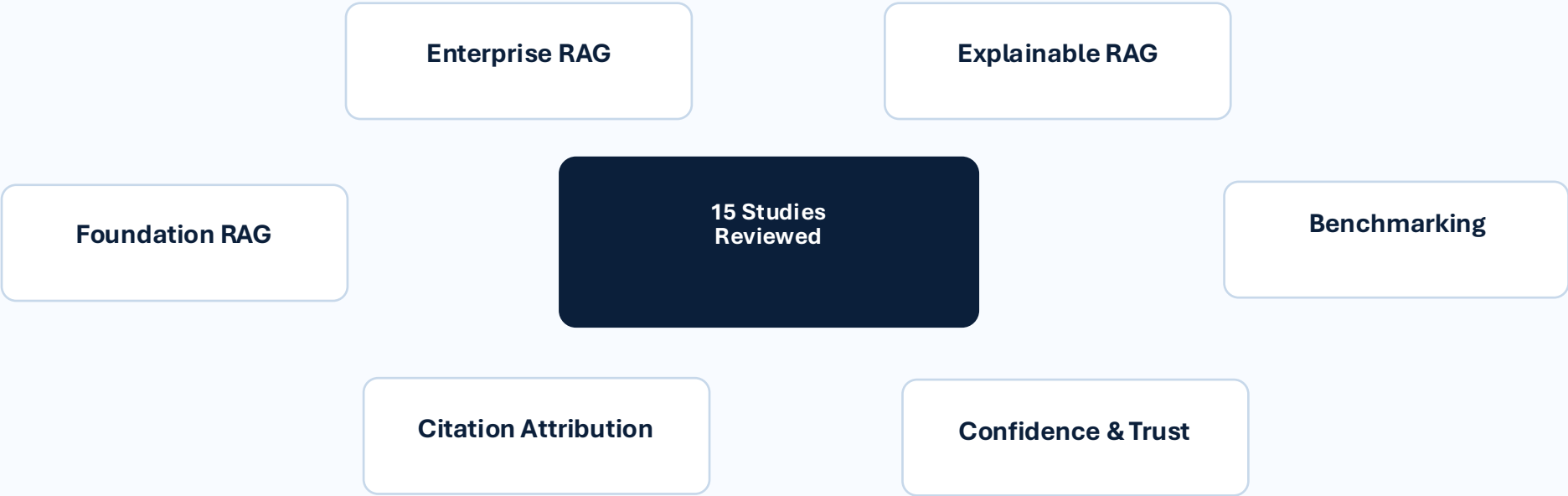
The literature shows a step-by-step evolution toward transparency and trust.



The gap emerges because the capabilities are developed separately, not as one enterprise-ready architecture.

Literature Review Map

15 papers organized into research streams rather than listed one by one.



This structure makes the review analytical: each stream contributes to the final research gap.

Selected Dataset: EnterpriseRAG-Bench

A realistic benchmark for company internal knowledge retrieval.

500K+

Enterprise documents

500

Evaluation questions

9

Enterprise sources

2026

Recent benchmark

Enterprise sources :

Slack

Gmail

Jira

GitHub

Confluence

Google Drive

Linear

HubSpot

Fireflies

Why it fits: the dataset reflects real enterprise complexity and supports evaluation beyond Wikipedia-style QA.

Related Work Summary

Key studies and how they guide the proposed research.

Stream	Representative Papers	Main Contribution	Remaining Gap
Foundation	RAG, CRAG, RAS	Retrieval and reasoning improvements	Limited explainability
Enterprise	EnterpriseRAG-Bench, ADORE	Realistic enterprise evaluation	Complex or benchmark-only
Explainability	Towards X-RAG, RAGXplain	Explain retrieval/generation behavior	No confidence integration
Evaluation	RAGBench	Explainability metrics	No complete framework
Citation & Trust	Source Attribution, Confidence-aware RAG	Evidence and reliability	Handled separately

Research Gap

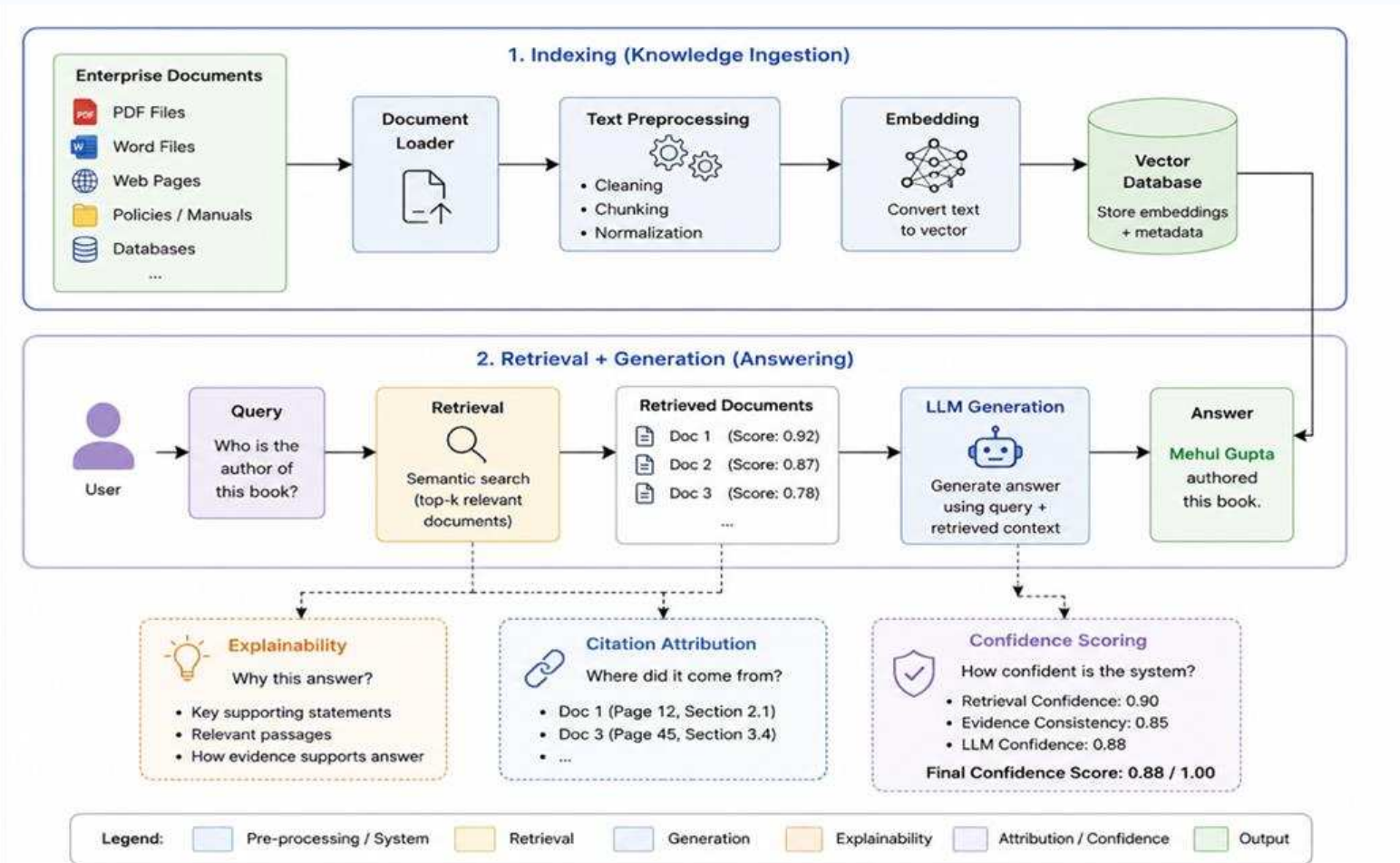
Existing studies solve separate pieces of the problem.

Capability	Existing Work	Proposed Research
Retrieval Quality	Strong	Hybrid Retrieval
Explainability	Partial	Explanation Layer
Citation / Source Attribution	Partial	Citation Attribution
Confidence Estimation	Limited	Confidence Scoring
Enterprise Benchmark	Available	Evaluation on EnterpriseRAG-Bench
Integrated Framework	Missing	Main contribution

Gap statement: A unified enterprise RAG framework integrating retrieval, explainability, citation, and confidence is still missing.

Proposed Framework

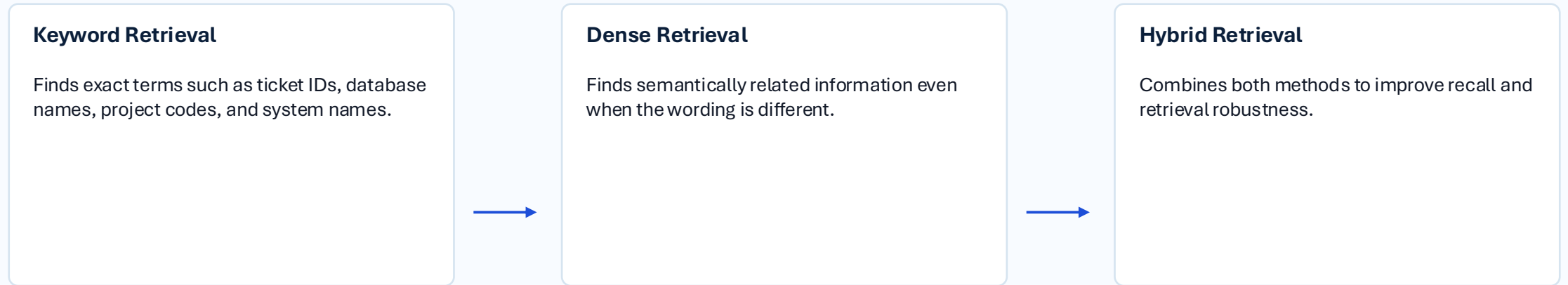
Trustworthy Explainable Enterprise RAG



Final output: Answer + Sources + Explanation + Confidence Score

Why Hybrid Retrieval?

Enterprise data contains exact terms and semantic meaning; both are needed.



Expected impact: better evidence selection before generation.

Evaluation Plan

The framework will be measured using answer, retrieval, citation, and trust criteria.

**Answer
Accuracy**

**Retrieval
Recall**

Faithfulness

**Citation
Accuracy**

**Hallucination
Rate**

**Confidence
Calibration**

**Answer
Relevance**

Comparison: Baseline RAG vs. Proposed Trustworthy Explainable Enterprise RAG

What Has Been Completed So Far

This presentation covers the finished Background & Related Work part.

Completed

- Topic direction selected
- EnterpriseRAG-Bench selected
- 15 studies collected
- Related Work drafted

Emerging Contribution

- Hybrid retrieval
- Citation attribution
- Explainability layer
- Confidence scoring

Next Step

- Finalize research objectives
- Confirm evaluation metrics
- Start methodology design

Thank you