



Tridium Assist

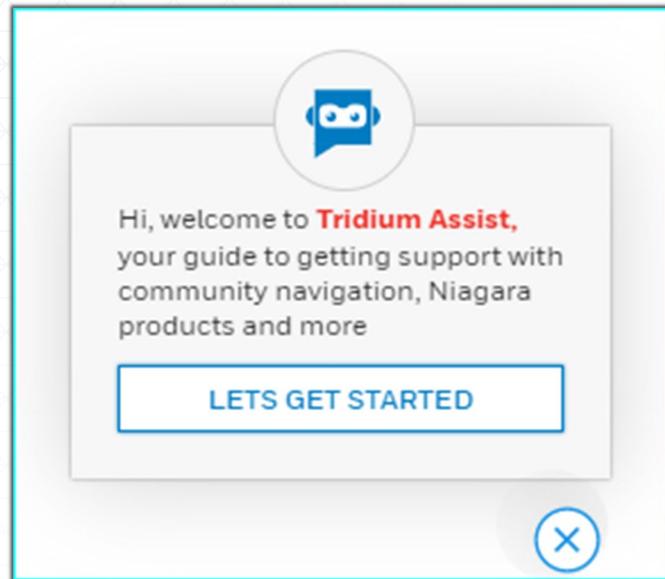
User Guide

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Tridium Assist – General Presentation

The Tridium Assist chat bot is here to help a user become familiar with Tridium products, navigate the community or send a request to Tridium business experts with minimum effort. The bot will allow experienced users to access data sheets, release notes and articles with fewer clicks.

The Tridium Assist is represented by a small blue icon found at the bottom right of your screen.



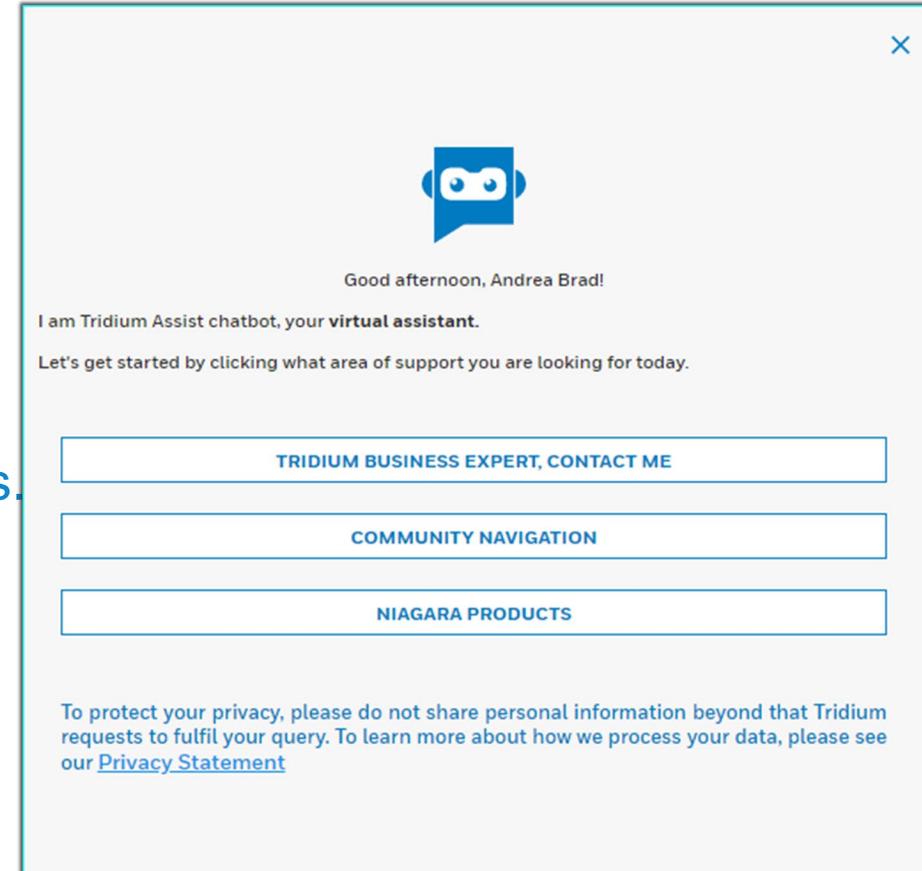
Tridium Assist – General Presentation

Once the customer clicks “Lets Get Started” the bot will open.

The following 3 options are displayed:

- Tridium Business Expert, Contact Me
- Community Navigation
- Niagara Products

Tridium’s Privacy statement is displayed below the categories.



Tridium Business Expert, Contact Me

Click Tridium Business Expert, Contact Me.



Good afternoon, Andrea Brad!

I am Tridium Assist chatbot, your **virtual assistant**.

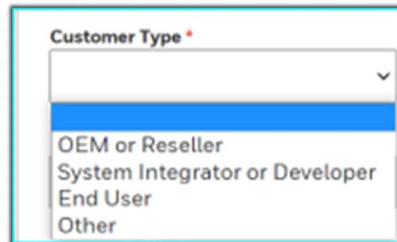
Let's get started by clicking what area of support you are looking for today.

TRIDIUM BUSINESS EXPERT, CONTACT ME

Tridium Business Expert, Contact Me

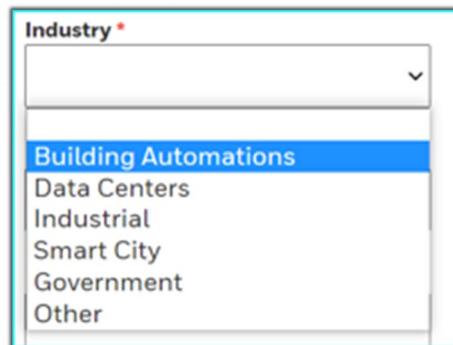
The form is an intuitive dropdown that allows multiple choices:

Customer Type:

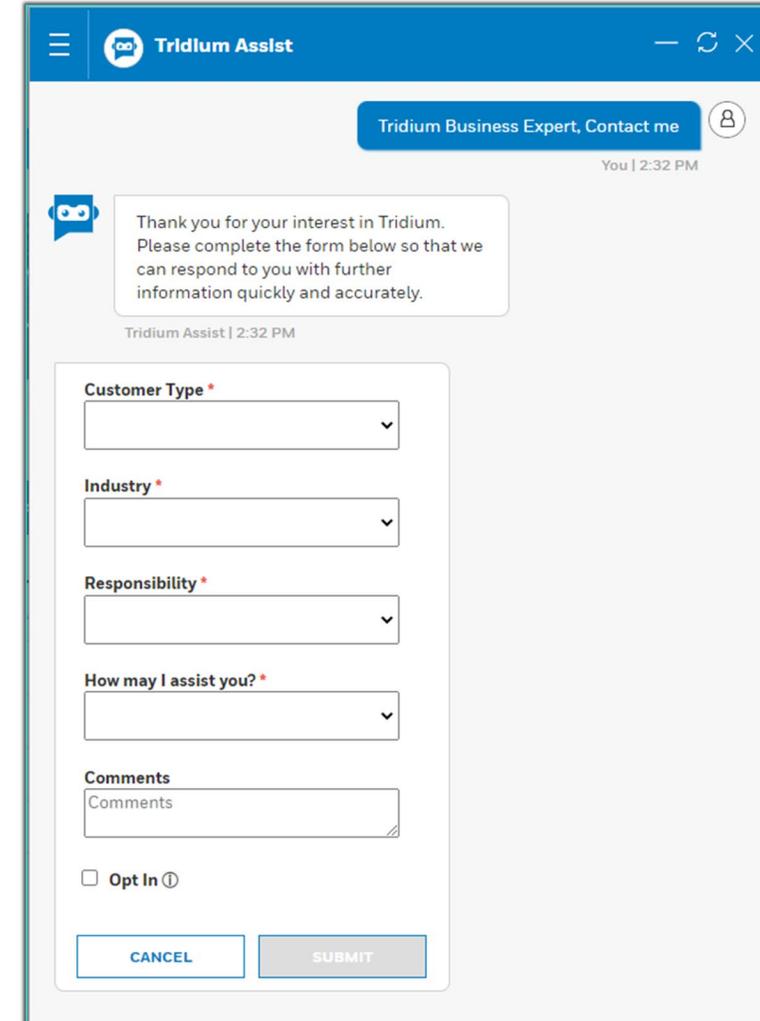


A screenshot of a dropdown menu titled "Customer Type *". The menu is open, showing four options: "OEM or Reseller", "System Integrator or Developer", "End User", and "Other". The "OEM or Reseller" option is currently selected and highlighted in blue.

Industry:



A screenshot of a dropdown menu titled "Industry *". The menu is open, showing five options: "Building Automations", "Data Centers", "Industrial", "Smart City", and "Other". The "Building Automations" option is currently selected and highlighted in blue.



A screenshot of the Tridium Assist chat interface. The header shows the Tridium Assist logo and the title "Tridium Business Expert, Contact me". A message from the chatbot reads: "Thank you for your interest in Tridium. Please complete the form below so that we can respond to you with further information quickly and accurately." Below the message is a form with the following fields: "Customer Type *", "Industry *", "Responsibility *", "How may I assist you? *", and "Comments". There is also an "Opt In" checkbox. At the bottom of the form are "CANCEL" and "SUBMIT" buttons.

Tridium Business Expert, Contact Me

Responsibility

Responsibility *

▼

- Applications Engineer
- Business Development
- Consulting Engineer
- Corporate Management
- Energy Management
- Facility Management / Building Engineer
- Financial
- IT
- Operations Management
- Product Development
- Other

How May I Assist you?

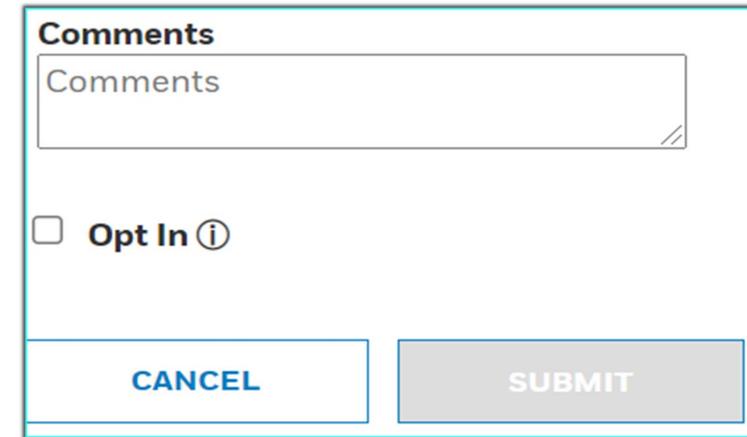
How may I assist you? *

▼

- Developer Inquiry
- End User Assistance
- General Inquiry
- Media Inquiry
- Niagara Marketplace
- Partner Inquiry
- Sales Inquiry
- Request a Demo
- Tridium Professional Service
- Tridium University
- Corporate Information / Proposal Request
- Industrial

Tridium Business Expert, Contact Me

Comments box



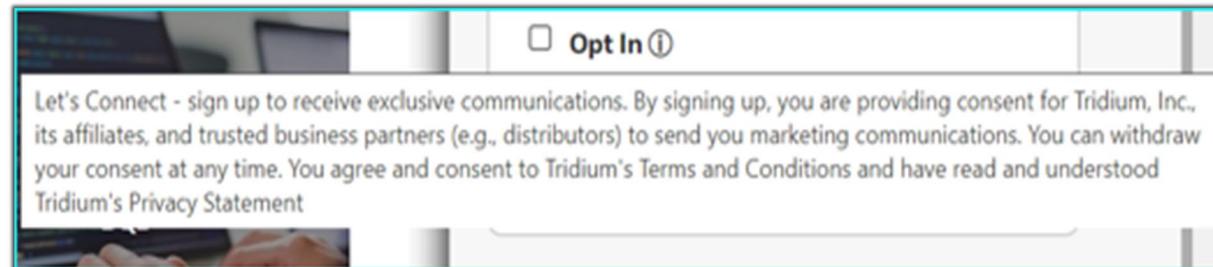
Comments

Comments

Opt In ⓘ

CANCEL **SUBMIT**

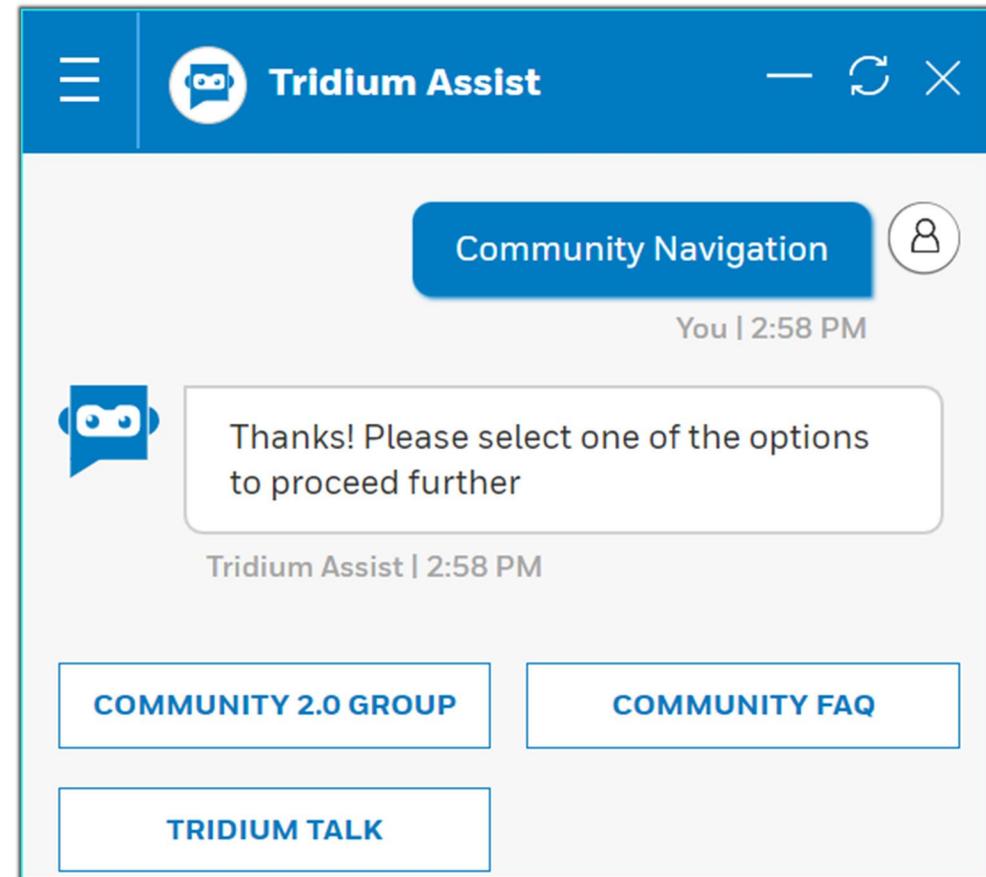
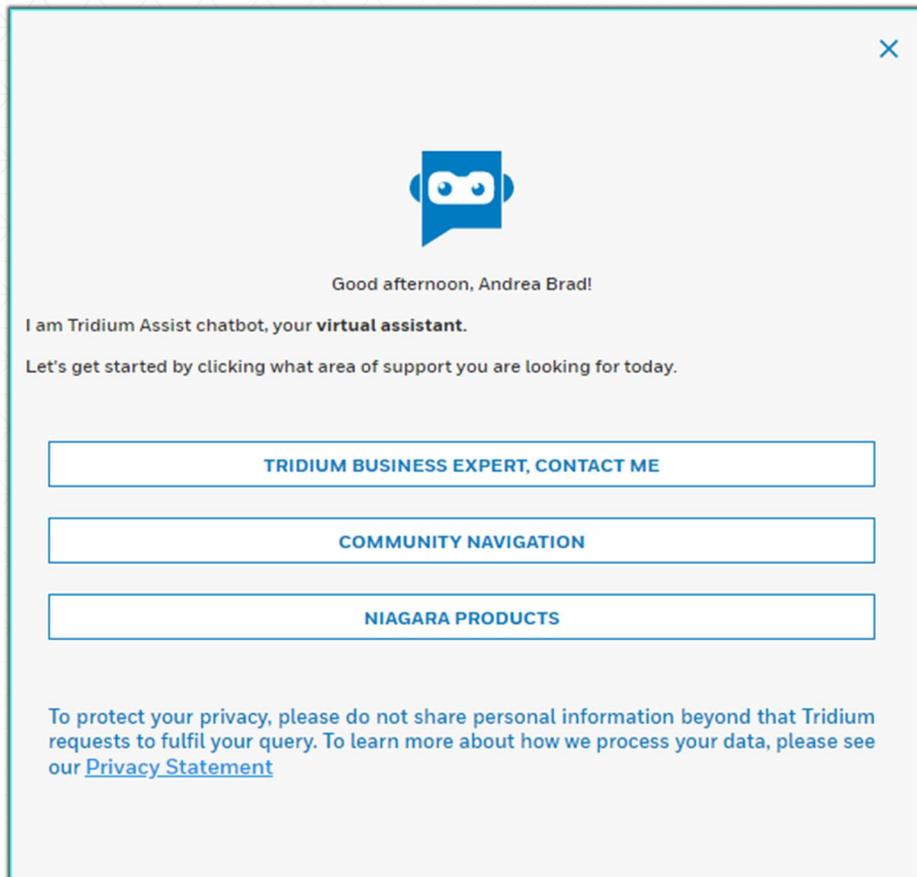
To enable the submit button the user must select Opt in. Hovering your mouse over the tooltip icon will display the disclaimer message.



Once the submit button is clicked the request will be sent.

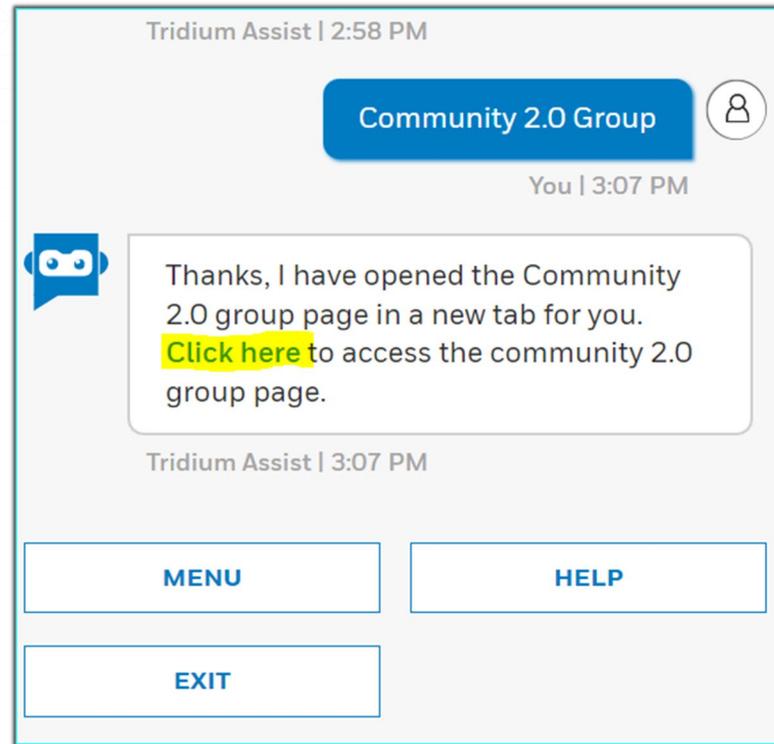
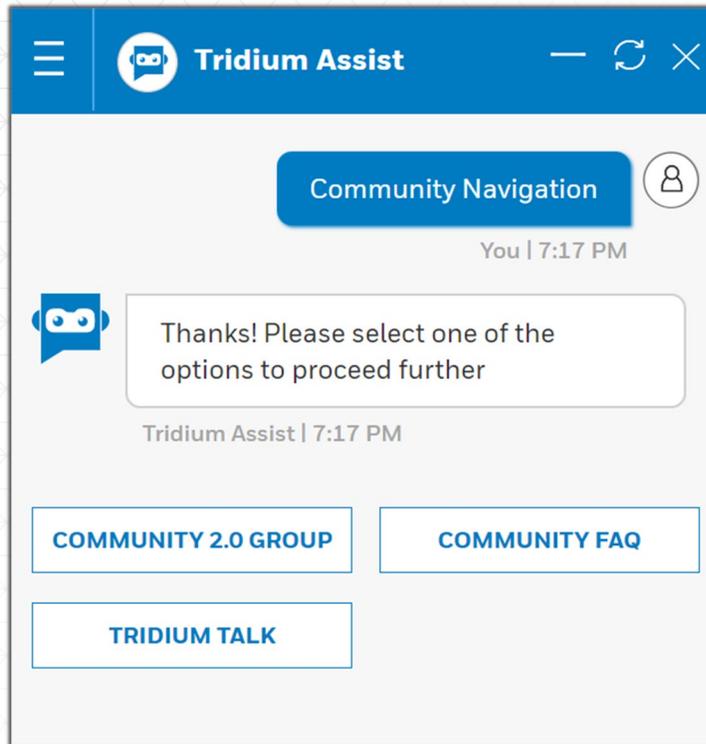
Community Navigation

To access the Community information, you will need to click Community Navigation.



Community Navigation

When the user selects Community 2.0 Group button, the bot will open the Community Group in a new page.

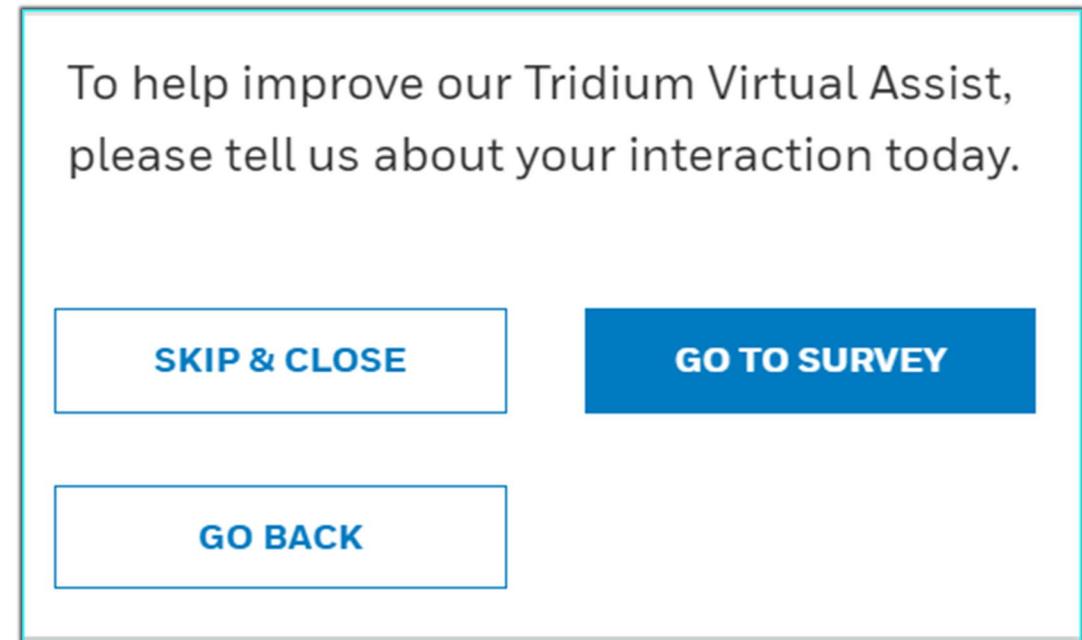
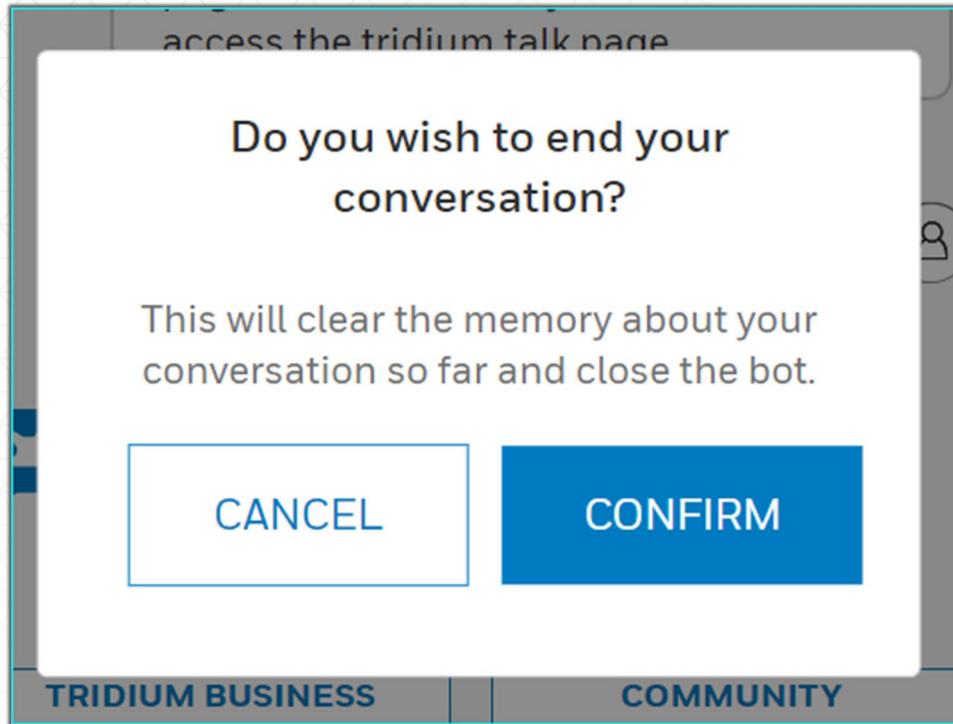


If the user doesn't need any additional information from the bot, then click Exit.

If the user needs more information, click Menu or Help, and they will be redirected to the main menu of the bot.

Community Navigation

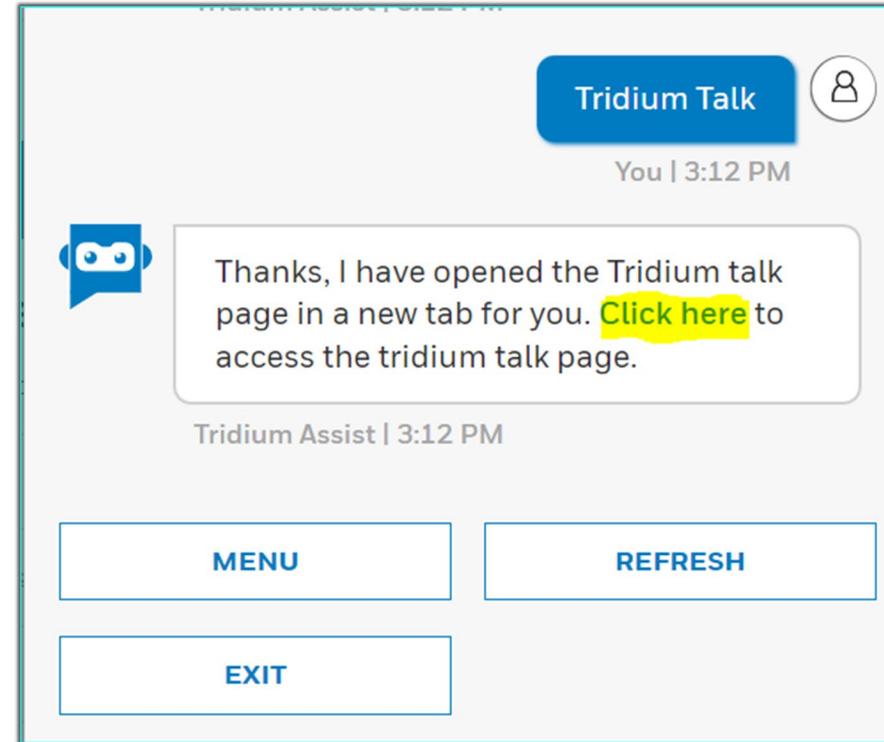
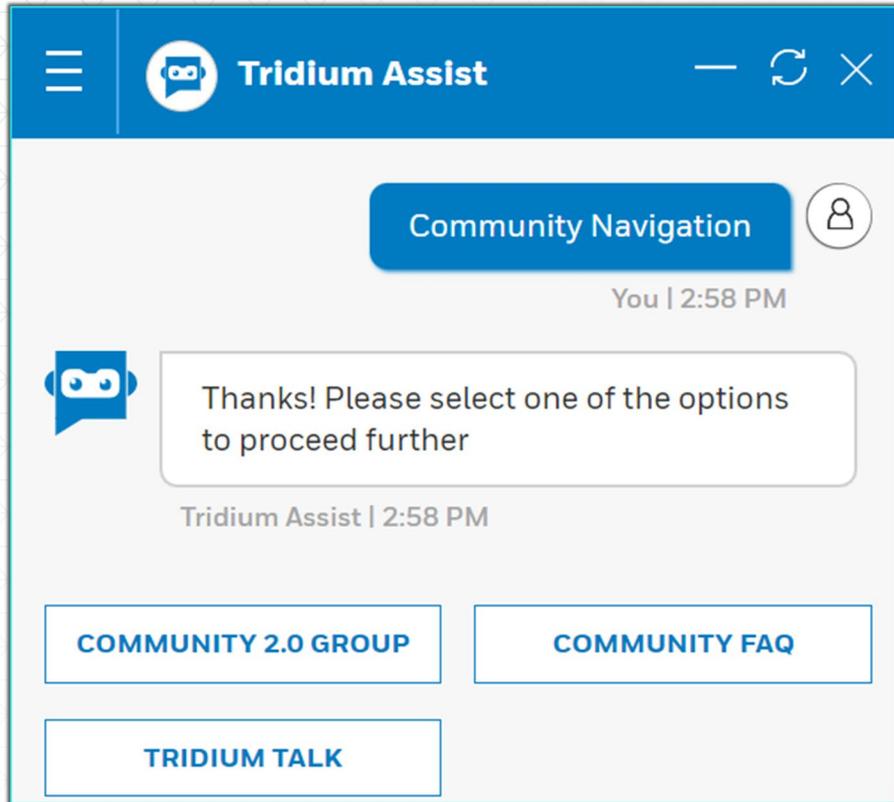
Selecting **Exit** the system will provide a pop up:



Once the user has confirmed the exit option, the system will display the customer satisfaction survey.

Community Navigation

When selecting Tridium Talk the bot will open the Tridium Talk Video as a new page with the requested information.

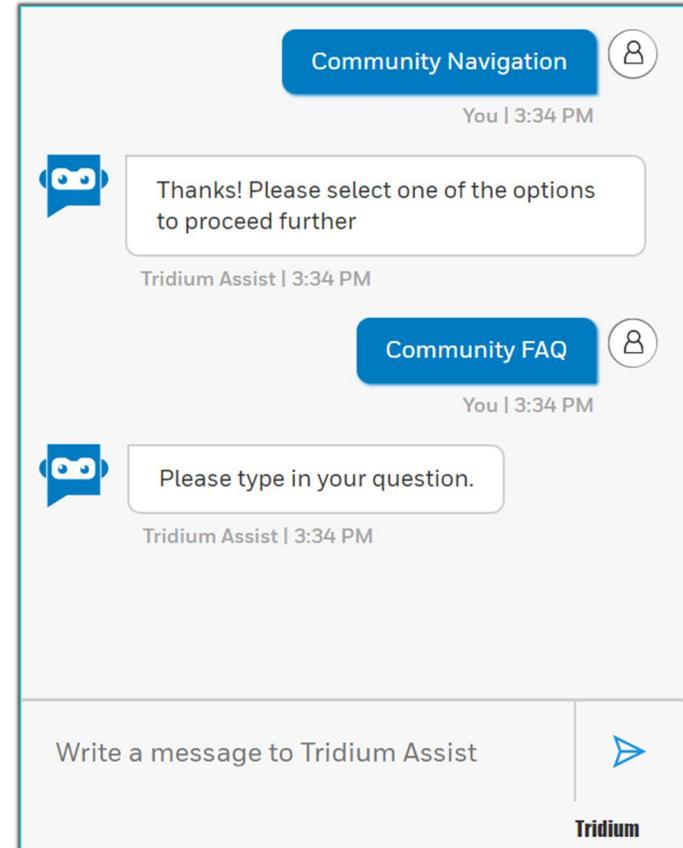
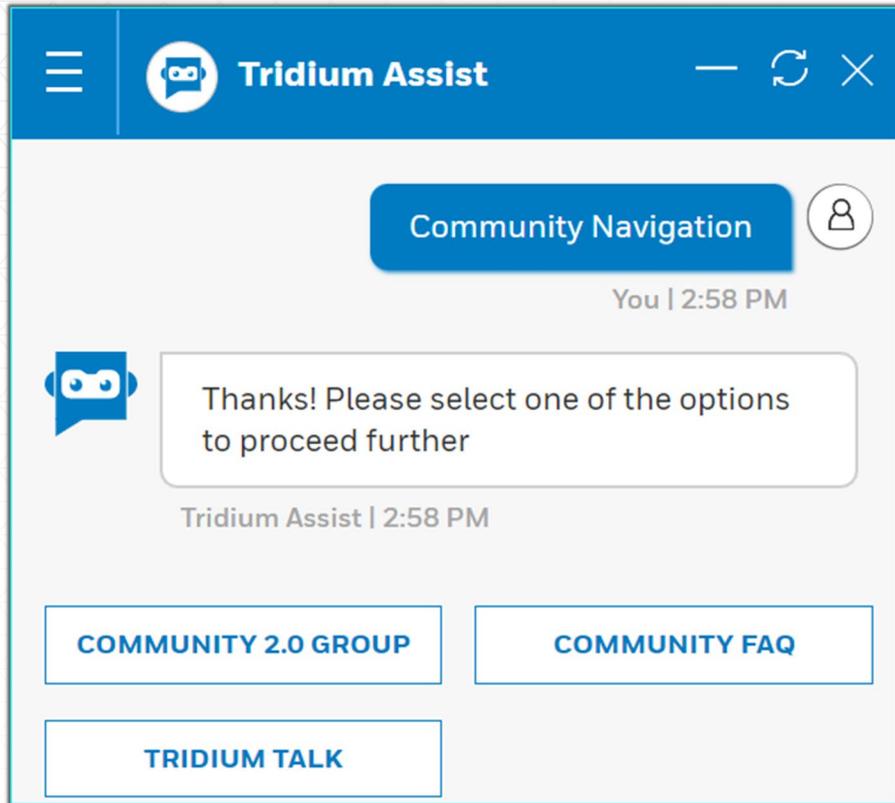


If the customer doesn't need any additional information from the bot, click Exit.

If the customer needs to continue their conversation with the bot, click Menu. The system will take the user back to the main menu.

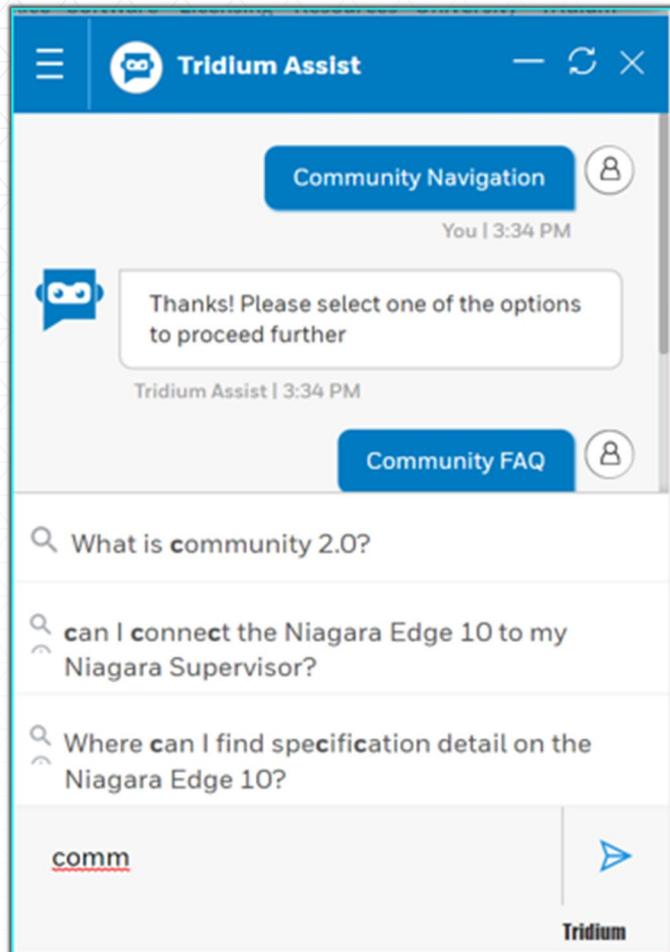
Community Navigation

When clicking Community FAQ, a text box will appear. The bot will return results based on key words that have been uploaded into the application.



Community Navigation

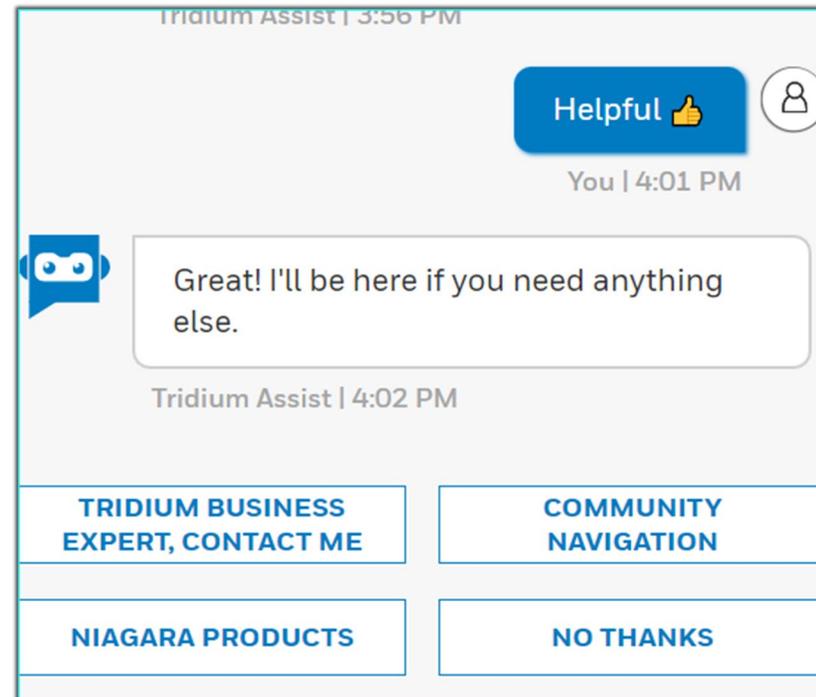
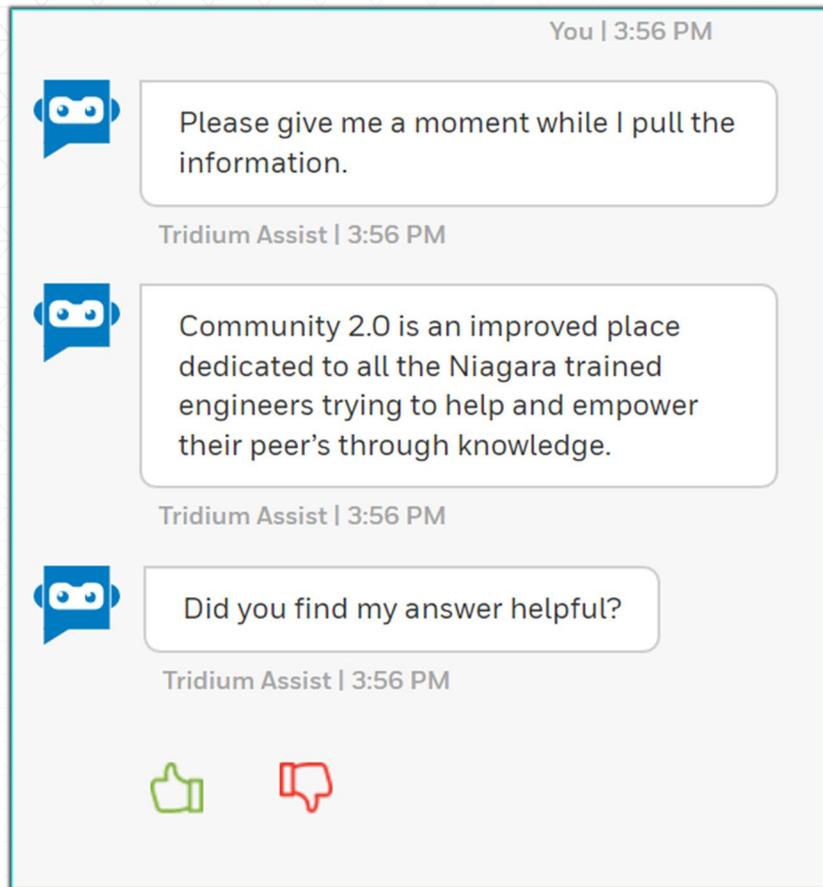
Once the user starts typing, the bot will begin to auto populate suggestion questions. The user can select from the suggestions, or they can continue typing their question.



Community Navigation

Once an answer has been provided the user can either like or dislike the answer.

After a Like/Helpful selection, the bot will return to the main menu and display a “No Thanks” option.

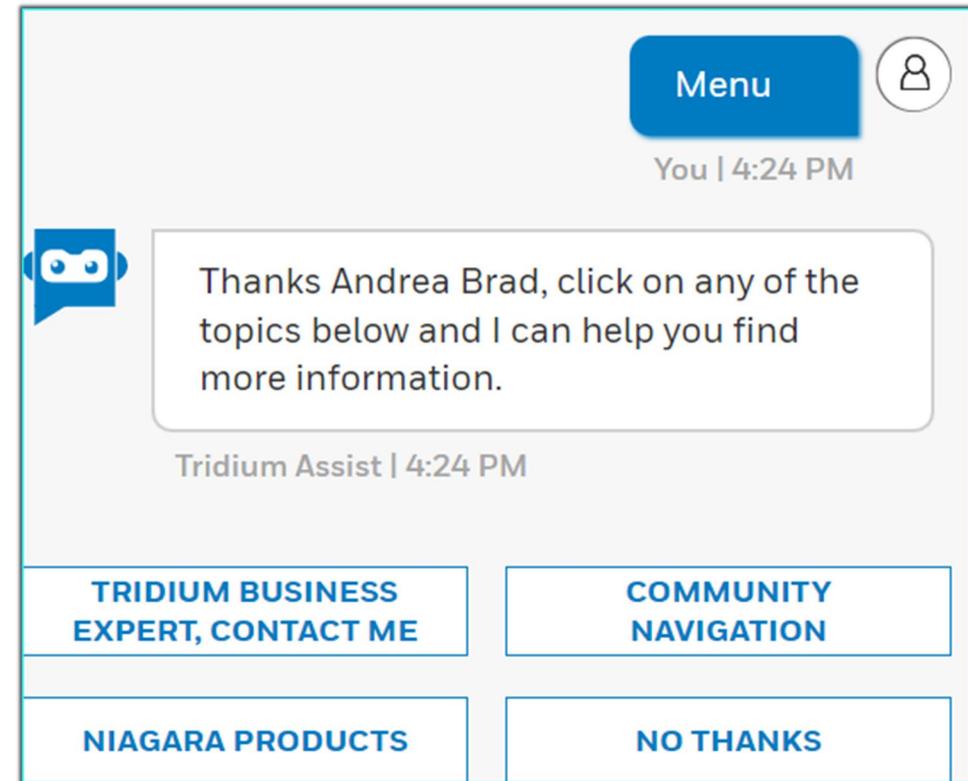
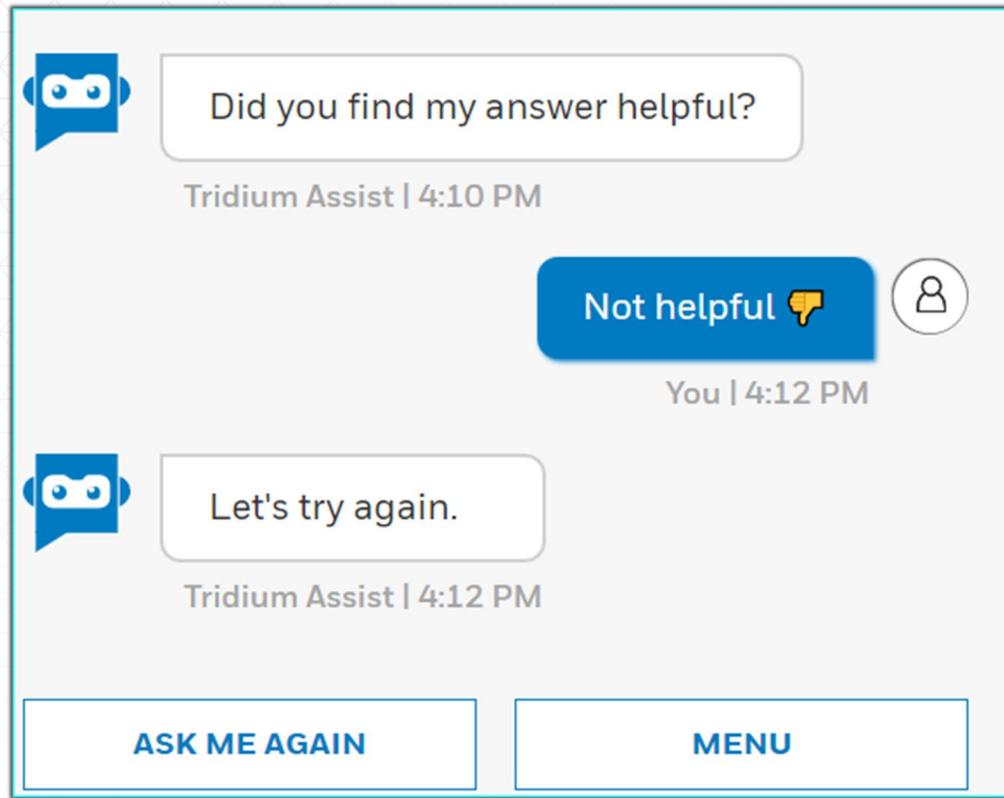


Community Navigation

If the user is not satisfied with the answer, the system will allow them to re-type the question or use the Menu button.

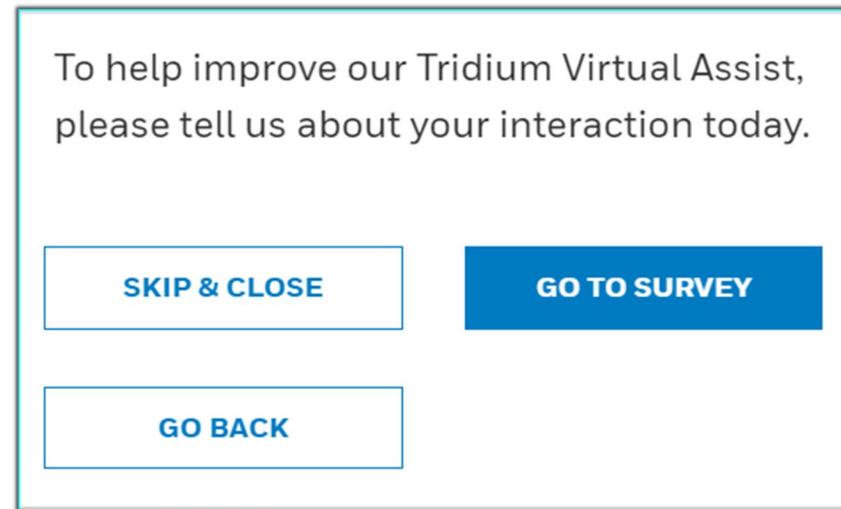
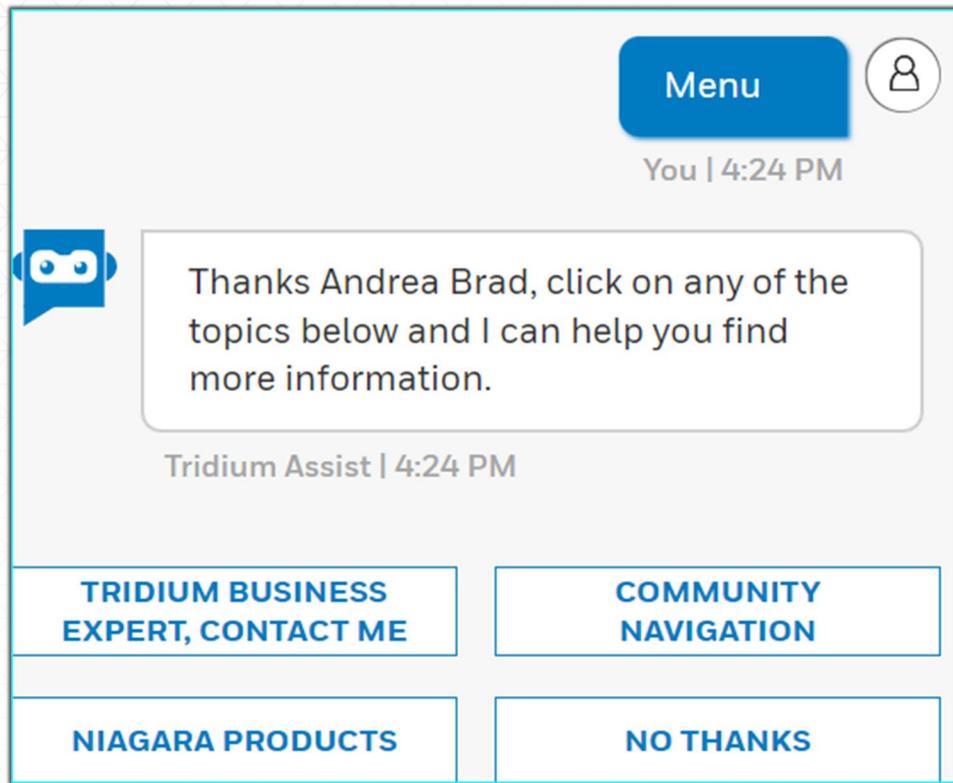
If the user chooses to re-type their question the workflow is triggered again.

If the customer selects the “**Menu**” option, they are redirected to the main menu.



Community Navigation

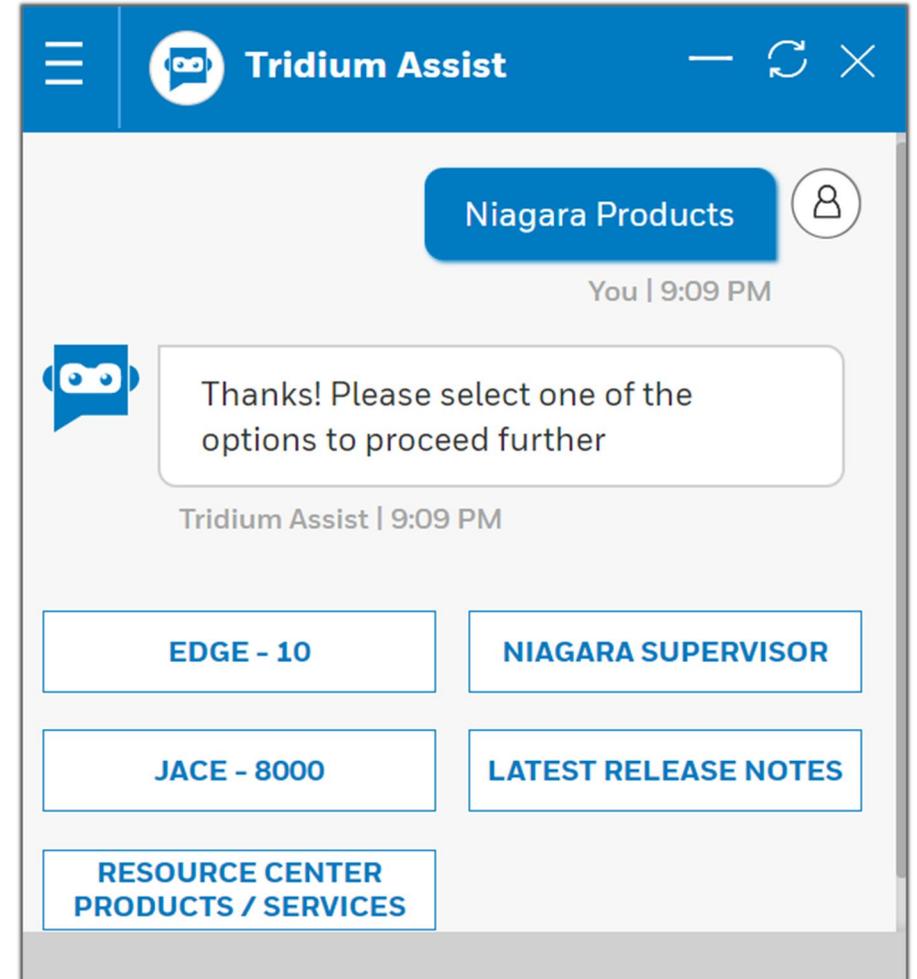
If the user clicks the “**No Thanks**” button the system will provide the customer with the satisfaction survey.



Niagara Products

Selecting **Niagara Products** will display the following 5 selections:

- Edge-10 FAQ
- JACE-8000 FAQ
- Niagara Supervisor
- Resource Center Product / Services
- Latest Release Notes

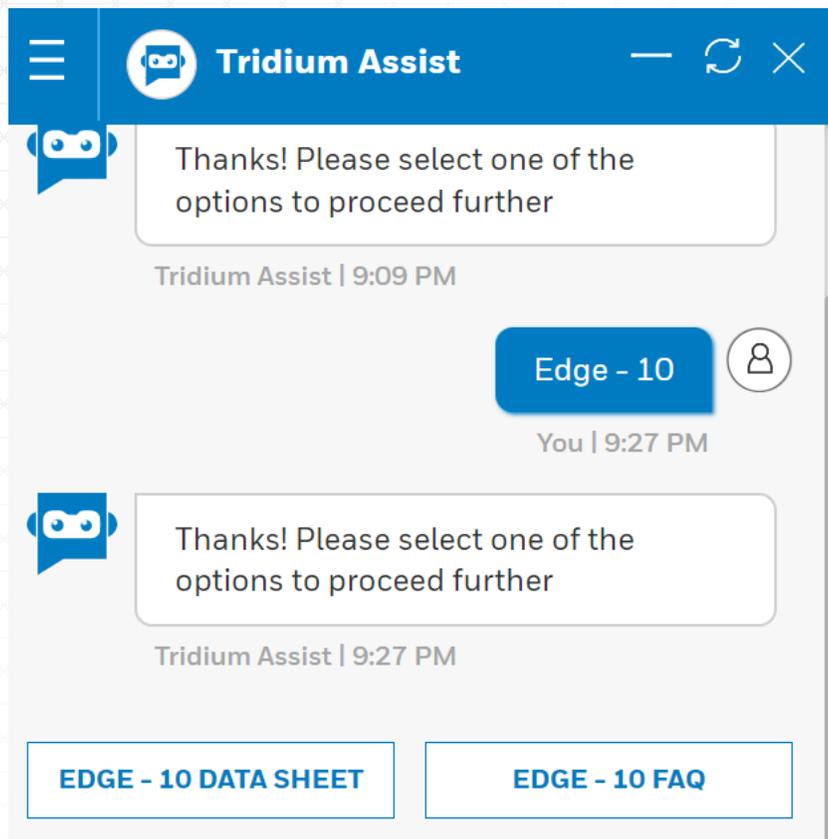


Niagara Products

Selecting Edge-10 will display the following options:

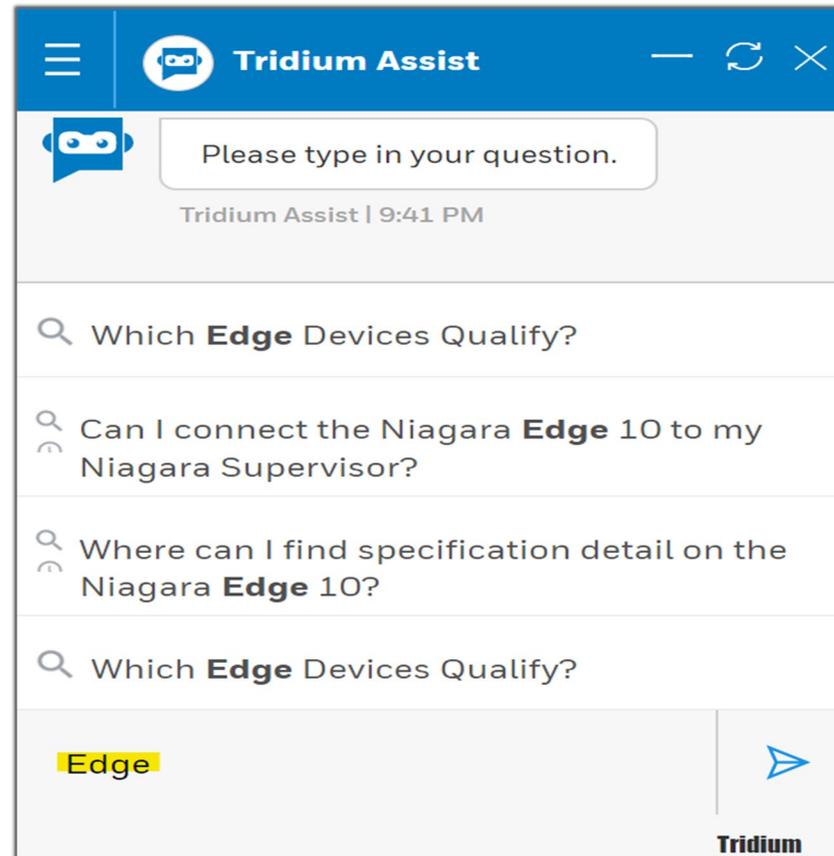
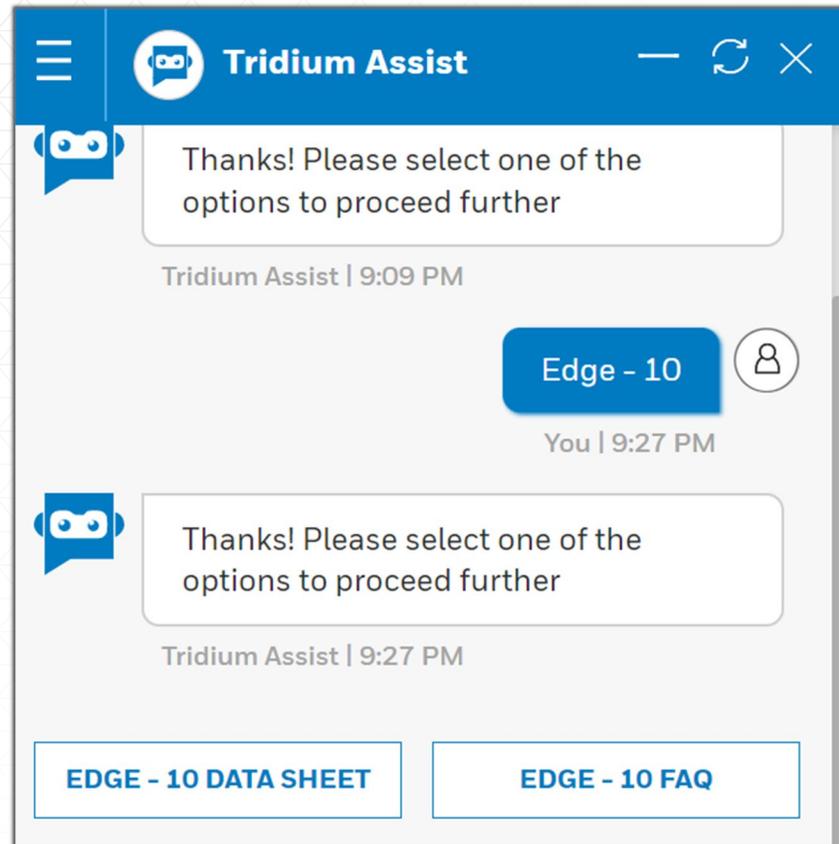
- Edge-10 Data Sheet
- Edge-10 FAQ

Selecting Edge-10 Data Sheet, will open the Edge-10 Data sheet in a new window.



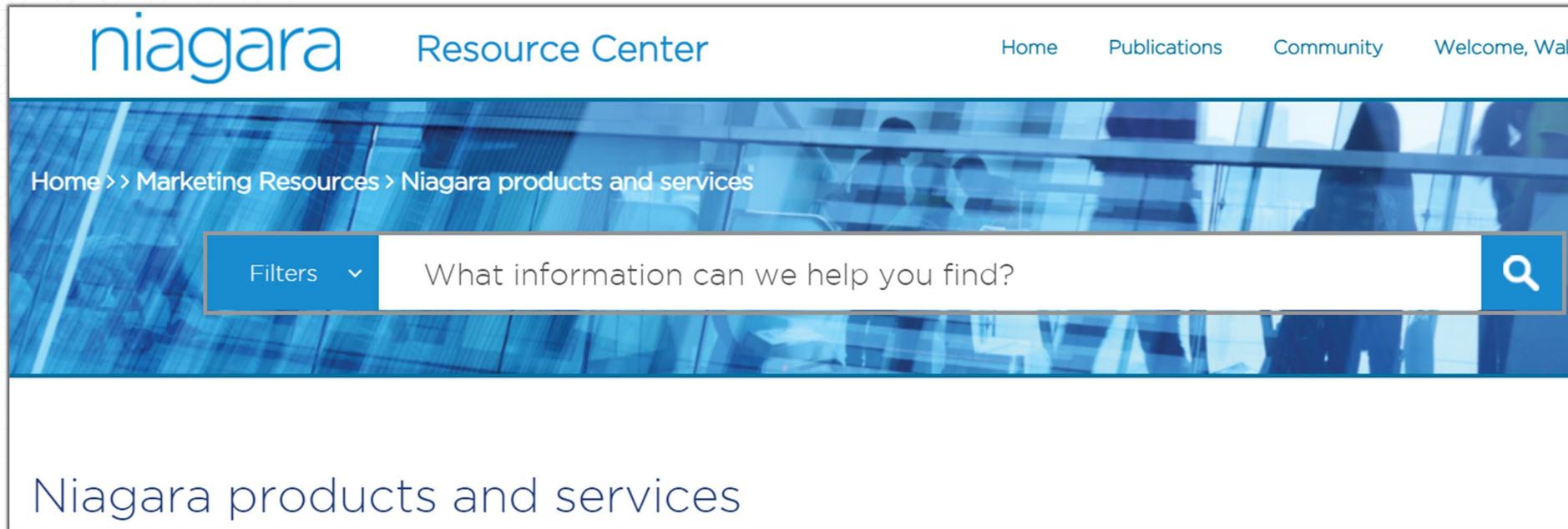
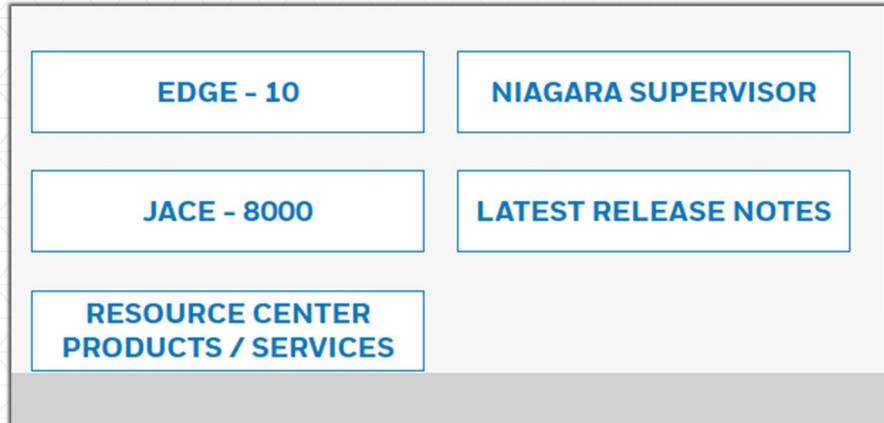
Niagara Products

Clicking Edge-10 FAQ, a text box will appear. Once the user starts typing, the bot will begin to auto populate suggestion questions. The user can select from the suggestions, or they can continue typing their question.



Niagara Products

Clicking **Resource Center Products / Services**, a new window will open in the Resource Center.



Niagara Products

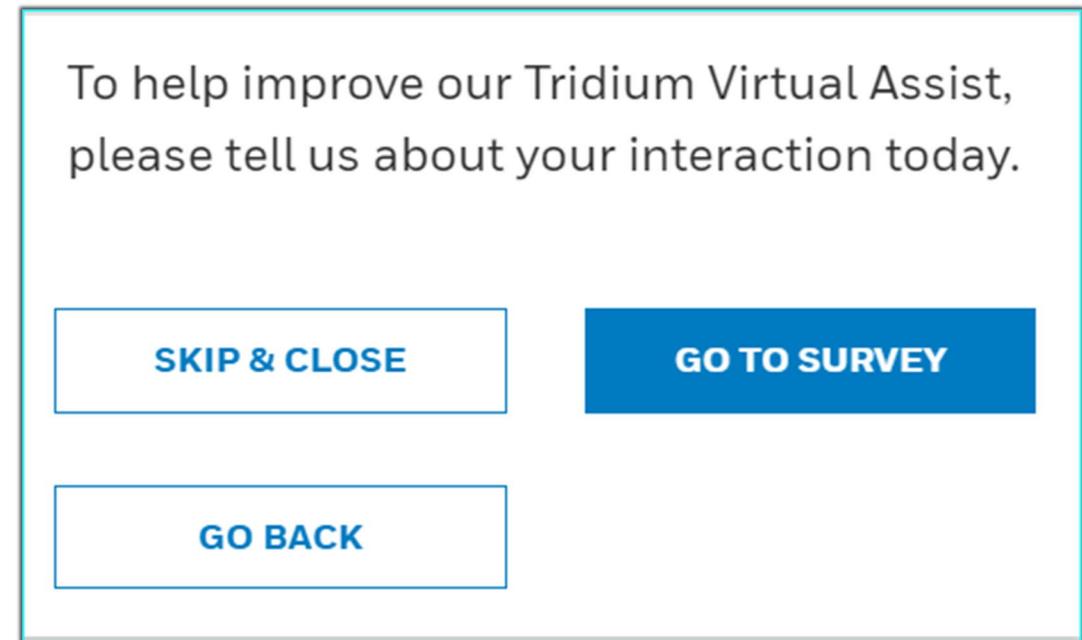
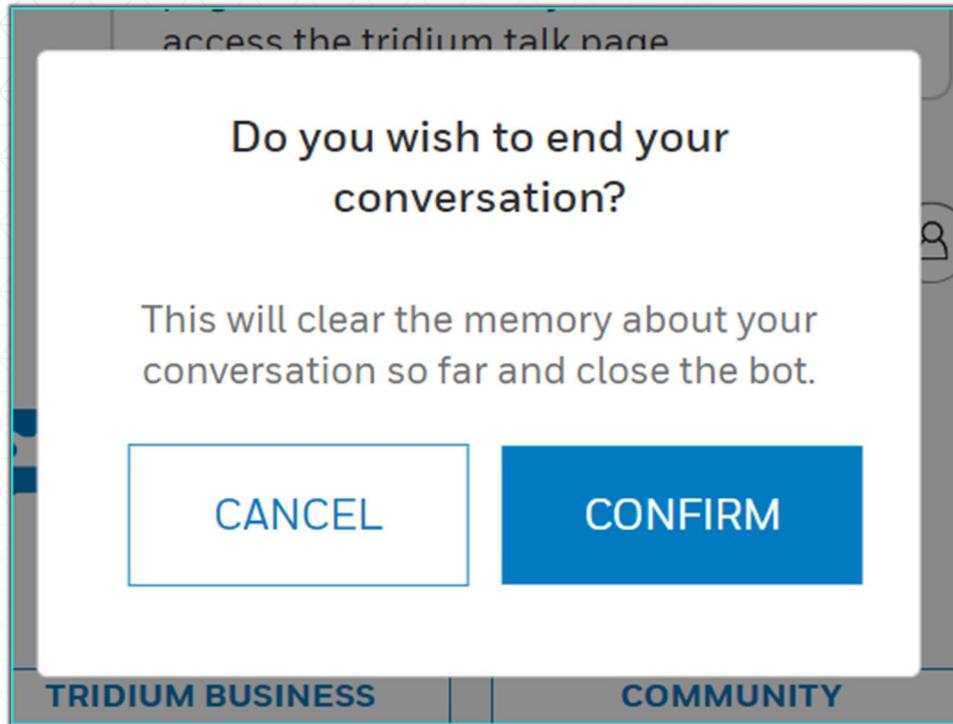
Clicking **Release Notes** will open a new window in the Nagara Community within Articles

HOME TOPICS ▾ GROUP BOOKMARK FEED ARTICLES INNOVATION HUB

Articles Types	Articles
Business_Document	Niagara 4.9 Release Notes Type : Release_Notes, ArticleNumber : 000025205, views : 12330
Developer_Document	Niagara 3.8U5 Release Notes Type : Release_Notes, ArticleNumber : 000025183, views : 456
FAQ	Niagara AX 3.8U1 Release Notes Type : Release_Notes, ArticleNumber : 000024338, views : 4035
Known_Issue	Niagara Consolidated Patches Image Version 4.6.96.28 Type : Release_Notes, ArticleNumber : 000024330, views : 428
Operations_Document	Niagara Analytics 2.1 Release Notes Type : Release_Notes, ArticleNumber : 000024340, views : 530
Product_Announcement	NiagaraAX 3.8 Release Notes Type : Release_Notes, ArticleNumber : 000024322, views : 12740
Product_Guide	
Release_Notes	
Tech_Tip	

Niagara Products

Selecting **Exit** the system will provide a pop up:



Once the user has confirmed the exit option the system will display the customer satisfaction survey.