

# Niagara Community - Tridium Assist

## Frequently Asked Questions

### **Q: What is the Tridium Assist?**

A: Tridium Assist is a Chat Bot.

### **Q: How do I access the Tridium Assist?**

A: The Tridium Assist can only be accessed after signing up on the Niagara Community.

### **Q: Can I access the Tridium Assist on Tridium University, Licensing, or Marketplace?**

A No, Tridium University, Licensing, and Marketplace are currently not loaded within the Tridium Assist initial release.

### **Q: What information can be found in the Tridium Assist?**

A: The Bot allows the user to access Niagara Products FAQ's, latest release notes, Tridium talks, data sheets and Resource Center information.

### **Q: Can a user contact Tridium through Tridium Assist?**

A: Yes, Tridium Assist offers a form that the users can submit for Tridium's Business Experts support. Tech support inquiries cannot be submitted through Tridium Assist.

### **Q: Does the Tridium Assist use Artificial Intelligence to improve responses?**

A: Yes, Tridium Assist uses Artificial Intelligence internally to look up frequently used answers regarding Tridium products.

### **Q. How does the Tridium Assist prioritize responses to questions?**

A: The Tridium Assist will first review the FAQ for Tridium products, if an answer is found matching the question it is displayed. If the Tridium Assist cannot find an answer in the FAQ, it will search the Niagara Community discussion questions and Knowledge Articles to display top results or allow the user to view all results in the global search directory within Niagara Community.

### **Q: Does asking a question in the Tridium Assist appear in the Community discussion board?**

A: No, questions asked in the Tridium Assist are not linked to sharing in the Niagara Community discussion board. A user can only post to the global discussion board by selecting the ask a question button within the Niagara Community.