The Userlane AI Assistant

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What is the Userlane AI Assistant?

The Userlane AI Assistant is an intelligent assistant that automates routine tasks, provides real-time suggestions, and seamlessly integrates into your existing workflows. By leveraging natural language processing, the Userlane AI Assistant is there when and where your users need it. To ensure a consistent user experience, the Userlane AI Assistant can be embedded across various systems at your organization via the same simple and straightforward Userlane implementation.
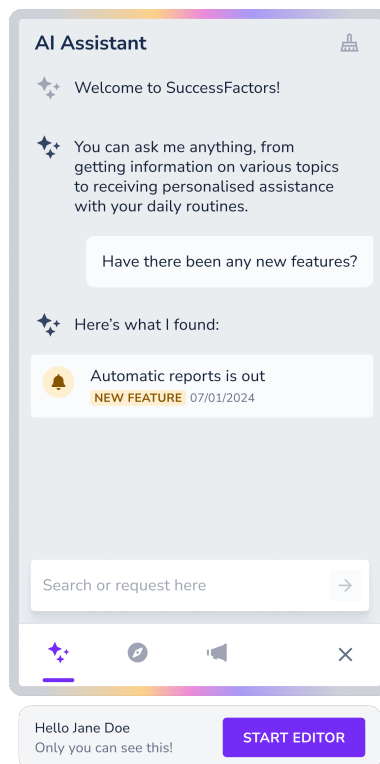
How can I activate the AI Assistant?

Please reach out to your Customer Value Manager to have AI Assistant activated or in case you have any questions.

In the Userlane Portal you will find a setting called 'Agentic Assistance' where you can enable the AI Assistant. You will need to apply a User Segment before you can activate the AI Assistant for your users. This allows you to choose a specific user group who will receive the AI Assistant, while all other users remain with the classic Userlane Assistant.

How is it different from the classic Userlane Assistant?

The Userlane AI Assistant introduces a conversational chat interface to our product and our users. Users can chat with the AI Assistant to ask for help in completing a task in their application. Much like LLM products that users are already familiar with, such as chatGPT, the Userlane AI Assistant will then find the most relevant answer to the user query from the existing Userlane content for that application. The AI Assistant can return Guides and Messages to the user query, as well as knowledge base articles if a knowledge base integration exists. The Guide can then be started as normal, but the AI Assistant will also automate all possible steps to help the user complete the task faster. In the event that no Userlane content is available to answer the user question, the AI Assistant will respond using its general knowledge to answer the user question.

What if I don't want to activate the AI Assistant?

That's no problem at all. It's up to you whether you'd like to activate the AI Assistant for all or some of your end users.

Will the AI Assistant be shown to all of my users?

No. We have curated a careful approach to how the AI Assistant will be rolled out to end users for this release. You will only be able to activate the AI Assistant for a subset of users who belong to a certain user segment. We recommend creating a new user segment with a smaller number of more advanced users in your application. We are also happy to support you in the user segment creation.

Do I need to prepare anything?

In order to enable the AI Assistant, you will need to select a user segment that represents your test group. Please review your existing user segments and, if needed, create a new one for the AI Assistant early access testing.

Otherwise, please review this help doc on how to optimize your content for the Userlane AI Assistant. This will ensure that the testing goes smoothly.