SMA TECHNOLOGIES

Meet Otto:
Your Friendly AI OpCon Companion

Discover how our new chatbot, Otto, can help you learn and do even more within OpCon.

Getting to Know Otto

Who are you?

I'm a conversational, GPT-based chatbot that will be available with the cloud-hosted version of OpCon.

What do you do?

I can perform light tasks in OpCon on your behalf, and I can answer a variety of questions about how to use and navigate OpCon. All you have to do is ask!

What if I ask you to do something by accident or change my mind?

Don't worry! I'll always ask you to confirm what you're requesting I do before I complete any task.

What kinds of tasks can you do?

You can ask me to perform tasks like:

• [Add or remove] [job name] from [schedule name] for today.

• Provide a list of today's failed jobs in [schedule name].

• Force a restart of today's failed jobs in [schedule name].

• Build a schedule for [job name] for [today or a date in the future].

• Perform a schedule check on [schedule name] for today.

• And more!

Try to be as specific as you can with your task request. Include at least two parameters like a date and schedule name, so I have everything I need to quickly and accurately complete the task!

What types of questions can you answer?

You can ask me things like:

• What's the best practice for handling [insert process] in OpCon?

• What jobs failed today?

• What does [error code] represent?

• How can I use [feature/process] in OpCon?

• What version of OpCon am I using?

• Am I due for an OpCon upgrade?

• How can OpCon help me automate my integrations with [insert specific core]?

• And much more!

How do you answer a question?

I will find answers to your questions within my knowledge base, which includes OpCon product and integration documentation, FAQs, industry use cases, community knowledge base articles, OpCon REST API specifications, and automation case studies and best practices.

Will you be able to do more things in the future?

Yes! My knowledge base and skillset will continue to grow. The automation experts at SMA will let you know each time my abilities are upgraded.

Can I ask you anything?

My knowledge base is limited to what's known about OpCon, so I can't answer every question you send my way if it's outside the scope of the platform. For example, I can't answer, "What's the capital of Canada?" (hint: it sounds a bit like my name!)

If you ask me something I can't answer, I'll let you know.

What security protocol are you following?

All my data remains within SMA's secure Azure cloud with military-grade encryption. Our chat history will remain accessible only for the duration of an active chat session, and I don't have any privileges beyond the user in the session. Initially, I will only be enabled for administrators, but all users can be granted the privilege to access my chat.

Want to know more about Otto?
Reach out to us [here](#) or connect with your CSM!