



What Otto Can Do & FAQ



Explore how you can use your OpCon AI assistant, Otto, within the platform and find answers to all your questions about the friendly chatbot.

Use Cases

Otto has two primary capabilities:



completing persona-based skills



answering OpCon questions using the OpCon knowledge base

Here are the skills Otto can perform on your behalf when asked:

- Add a daily job
- Build a schedule
- Delete a daily job
- Get failed daily jobs
- Get failed daily schedules
- Perform a fast schedule check
- Restart failed jobs
- Update a job status
- Update a machine status
- Update a schedule status

Here are the resources included in Otto's knowledge base that will be searched when you ask Otto a question:

- OpCon product and integration documentation and FAQs
- Industry use cases
- Community knowledge base articles
- OpCon REST API specifications
- Automation case studies and best practices

FAQ

How does Otto process requests?

Otto uses natural language processing to understand and respond to your questions and commands in the chat.

Where can I find Otto in Solution Manager?

Otto is available at the bottom-right corner of the screen in Solution Manager. You can start a chat with Otto by clicking on the chat icon.

Am I able to use Otto in Enterprise Manager?

No, Otto is only available within OpCon's web-based user interface, Solution Manager.

How does Otto perform actions on my behalf when requested?

Skills are a way to perform specific tasks in OpCon directly via the Otto chatbot. They're designed to help users execute tasks in OpCon without having to navigate through the OpCon UI. Each skill is mapped to a specific API endpoint in OpCon and can be executed by directly asking Otto to perform the task. Each skill is defined in the OpCon API documentation.

How do I ask Otto to perform a specific skill?

To access and execute a specific skill, ask Otto to perform the task. If the skill is available and enabled, Otto will respond with a confirmation message before executing the task. If the skill is not available or enabled, or if the skill failed to execute successfully, Otto will respond with an error message.

When asking Otto to complete a specific skill or task, try to be as specific as you can in your request. Include at least two parameters like a date and schedule name, so Otto has everything needed to quickly and accurately complete the task.

Does Otto allow you to delete job schedules?

Currently, Otto will only allow you to delete jobs one at a time and only for one specific date. This particular skill is under consideration for future Otto releases.

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

Don't worry! Otto will always ask you to confirm what you're requesting before completing any task.



Are there any commands Otto can't follow?

Yes, Otto's capabilities are currently limited to the skills listed above. Additionally, Otto can only answer questions that have answers within the OpCon knowledge base. If you ask a question outside the scope of the OpCon platform, Otto will let you know.

When submitting a request through Otto, are the logs integrated in Solution Manager? How do we know who submitted the request through Otto?

Since Otto acts on the user's behalf, the logs will contain information about any API interaction or call that's taken place and refer to the user that's interacting with Otto. User credentials will always be associated with any Otto chat sessions.

Is there a max capacity for Otto on a daily basis?

There is not a max or cap, such as an RPM limit, on how much you can use Otto, so you can consult Otto as much as needed on a given day. There is, however, a token limit on how big your question can be, as well as Otto's response. That's currently about 750, which gives you a lot of space to ask meaningful questions and receive thoughtful, thorough answers from Otto.

Could you tell Otto to do something like "create a job to email a list of failed jobs for today"?

This capability isn't available with Otto's initial August 2023 launch, but it's definitely in line with the vision we have for Otto. We're currently researching this skill for an upcoming release.

Outside of basic operation requests, would Otto be able to review job errors out of the gate?

This skill won't be available when Otto launches in August 2023, but troubleshooting a job is a skill we're researching for the next release.

How do we know the difference between Otto submitting a request versus me doing the change myself?

Regardless of Otto being used, the audit history records indicate that the logged in user submitted a request.

What security protocol does Otto follow?

All of Otto's data remains within SMA's secure Azure cloud with military-grade encryption. Your chat history will remain accessible only for the duration of an active chat session, and Otto doesn't have any privileges beyond the user in the session.

How is my data and privacy protected when using Otto?

Otto uses Azure OpenAI Services. The Azure OpenAI Service is a cloud-based service that provides an API for generating human-like responses to text-based prompts. The service uses OpenAI's GPT-4o model to generate responses. The Azure OpenAI Service is fully controlled by Microsoft and is designed to provide a secure and private environment for generating responses to text-based prompts.

Your prompts (inputs) and completions (outputs):

- are NOT available to other customers.
- are NOT available to OpenAI.
- are NOT used to improve OpenAI models.
- are NOT used to improve any Microsoft or third-party products or services.
- are NOT used for automatically improving Azure OpenAI models for your use in your resource.
- are NOT used to fine-tune any models.

The Azure OpenAI Service is fully controlled by Microsoft; Microsoft hosts the OpenAI models in Microsoft's Azure environment, and the service does NOT interact with any services operated by OpenAI (e.g., ChatGPT or the OpenAI API). To reduce the risk of harmful use of the Azure OpenAI Service, the Azure OpenAI Service includes both content-filtering and abuse-monitoring features.

Can I disable Otto within OpCon?

Yes, Otto can be disabled for OpCon users within your environment at the admin level.

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

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

If I want to provide Otto feedback or requests, where should I go?

Kindly visit our [SMArt Ideas page](#) and submit a suggestion to share any Otto feedback or requests with us!

Want to know more about Otto?

Reach out to us [here](#) or connect with your CSM!