

Exalate AI Assist: FAQs

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How does the AI Assist generate scripts?

- The AI Assist generates scripts by analyzing your prompt and existing sync rules. It uses advanced algorithms to understand the context of your request and produce a script that aligns with your specified requirements. However, you always retain full control as you can review and modify the generated script before applying it. The interaction is stateless. The AI Agent will not store any configuration information locally or update its models automatically with the provided configuration.

Is the AI-generated script safe to use in production?

- Yes, you can use the AI-generated scripts in production. They are not different from manually crafted scripts and need to be handled as such. However, AI might make mistakes. Therefore, we recommend reviewing the scripts before applying them and testing them in a staging environment (on test issues) before using them in a production environment.

How is my data protected when using AI Assist?

- Your data is protected through robust security measures, including encryption in transit and at rest. Additionally, in accordance with ISO27001, access to the AI Assist and related logs is restricted to authorized personnel only. We also maintain detailed audit logs of all interactions to ensure transparency and accountability.

Who can access the scripts generated by AI Assist?

- The generated scripts are accessible only to the users with the appropriate permissions to access the Exalate console.

Can I customize or override the AI-generated scripts?

- Absolutely. AI Assist is designed to assist you by generating a script based on your input, but you have the final say. You can review, modify, or discard the generated script before applying it to ensure it perfectly matches your requirements.

Will using AI Assist affect my system's performance?

- AI Assist is designed to operate efficiently without negatively impacting your system's performance. Its processes are optimized to run in the background, ensuring minimal disruption to your workflow. Additionally, the AI functionality is only activated in the integration configuration and is not enabled during the synchronization process.

How does AI Assist ensure compliance with data regulations?

- We take data privacy and compliance seriously. The AI Assist operates within a framework that ensures all data handling practices comply with relevant regulations. This includes encryption, restricted access, and regular audits to ensure ongoing compliance.

Can the AI Assist be disabled if we prefer not to use it?

- Even though the AI Assist is an optional feature, right now it is not possible for users to disable it. If you need to disable AI Assist on your Exalate application, please reach out to us via the Exalate Support Portal. However, we believe it can significantly enhance your workflow by providing intelligent suggestions based on the latest sync rules.

Will the AI Assist learn from my data?

- No, the AI Assist does not learn, store, or process your specific data. It uses the latest algorithms and rules to generate scripts based on your input but does not retain or use your data for future learning. This approach ensures your data remains secure and private.

How is the data processed by the AI Assist secured?

- All data processed by the AI Assist is secured through encryption both in transit and at rest. This ensures that any information shared with the AI remains protected from unauthorized access at all stages of its processing.

Who has access to the data used by the AI Assist?

- Access to the data processed by the AI Assist is strictly limited to authorized personnel. Additionally, access to logs and interactions with the AI Assist is restricted and monitored to ensure compliance with security policies.

Are the scripts generated by the AI stored or logged?

- The AI-generated scripts are provided for user review within the script editor. Detailed logs of interactions with the AI Assist, including prompts and responses, are maintained for auditing purposes. Scripts (generated manually, or through AI Assist) are always and only stored in the configuration of the connection.

Does the AI Assist comply with GDPR or other data protection regulations?

- Yes, the AI Assist is designed to comply with GDPR and other relevant data protection regulations.

What types of data does the AI Assist have access to?

- The AI Assist only has access to the Incoming and Outgoing scripts in the sync rules editor and the prompts provided by the user aimed to adjust those scripts. It does not have access

to other parts of your system or data.

How are the AI Assist's logs protected?

- Logs of interactions with the AI Assist are stored securely. Access to these logs is restricted to authorized personnel and is subject to regular audits to ensure they are handled in accordance with our security policies.

Can AI Assist be used to generate scripts with sensitive information?

- While the AI Assist can generate scripts based on your input, we recommend avoiding the inclusion of sensitive or personally identifiable information in your prompts. Our system is designed to protect the data it processes, but limiting the exposure of sensitive information is always a best practice.

How does the AI Assist handle data retention and deletion?

- Data processed by the AI Assist is retained only for as long as necessary to complete the task. Logs of interactions are retained for 30 days, which are aligned with legal and regulatory requirements. Data can be deleted upon request to ensure compliance with privacy regulations.

Does the AI Assist have any third-party integrations, and how are they secured?

- Exalate AI Assist uses OpenAI services to generate the code snippets.

What is the difference between AI Assist and Aida?

- Exalate AI Assist and Aida are two distinct AI tools within Exalate, each designed for specific roles. **AI Assist** acts as an integrated copilot within the Scripting Sync Rules editor, providing real-time scripting support. This tool is aimed at enhancing efficiency and accuracy for users working directly with sync rules.

Aida, on the other hand, is an artificial intelligence documentation assistant, focused on the Exalate documentation knowledge base. It provides users with quick, accurate answers to product-related questions by drawing from Exalate's documentation.

What can you do with AI Assist that you can't do it with Aida?

- With AI Assist, you can create and update integration configurations with higher accuracy comparing to Aida.

What can you do with Aida that you can't do with AI Assist?

- With Aida, you can get documentation-based answers for Exalate functionalities and troubleshooting.

Does AI Assist ever output personal data?

- AI Assist does not retain or output personal data beyond the scope of the active conversation.

AI Assist processes user-provided data only during the interaction and may output it back to the same user as part of the conversation. However, due to its stateless architecture, AI Assist forgets all conversation data once the interaction ends.

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