

# Quick Start Guide for Solvia Chatbot

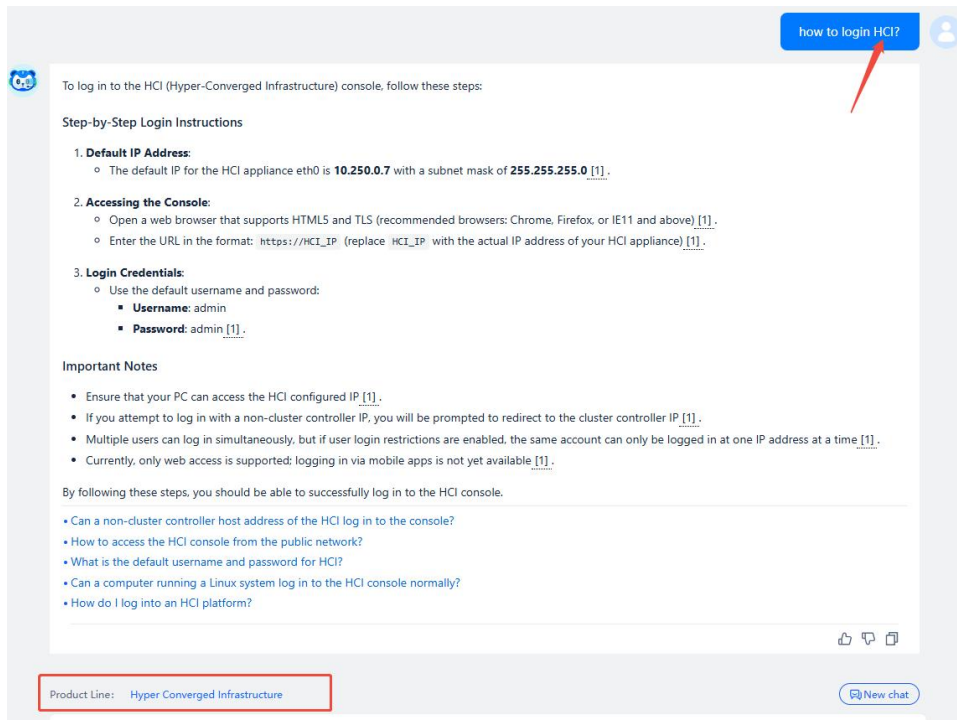
Welcome to Solvia, the Sangfor AI-powered Chatbot! This Quick Start Guide will show you how to leverage Solvia to provide an intelligent and automated support service. Let's get started in just a few steps.

## 1 Why do you need Solvia Chatbot?

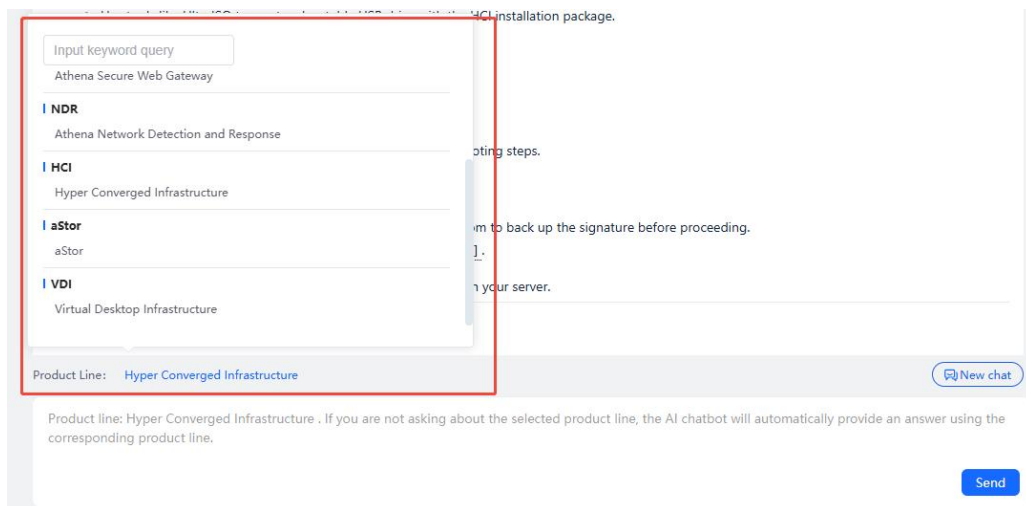
1. The extensive product knowledge base comprises over 35,000 question-and-answer entries and more than 17,000 technical documents.
2. Relevant Question Assistance and Follow-Up Questions Features streamline the user experience, facilitating precise and efficient inquiries.
3. Leveraging Sangfor's self-developed platform, deliver comprehensive and highly accurate responses.
4. Answers are fully traceable to the source, allowing users to view the original knowledge for deeper understanding.
5. Seamless integration of AI-powered services with human agents, one-click access to Live Support.

## 2 Tips for using Solvia Chatbot

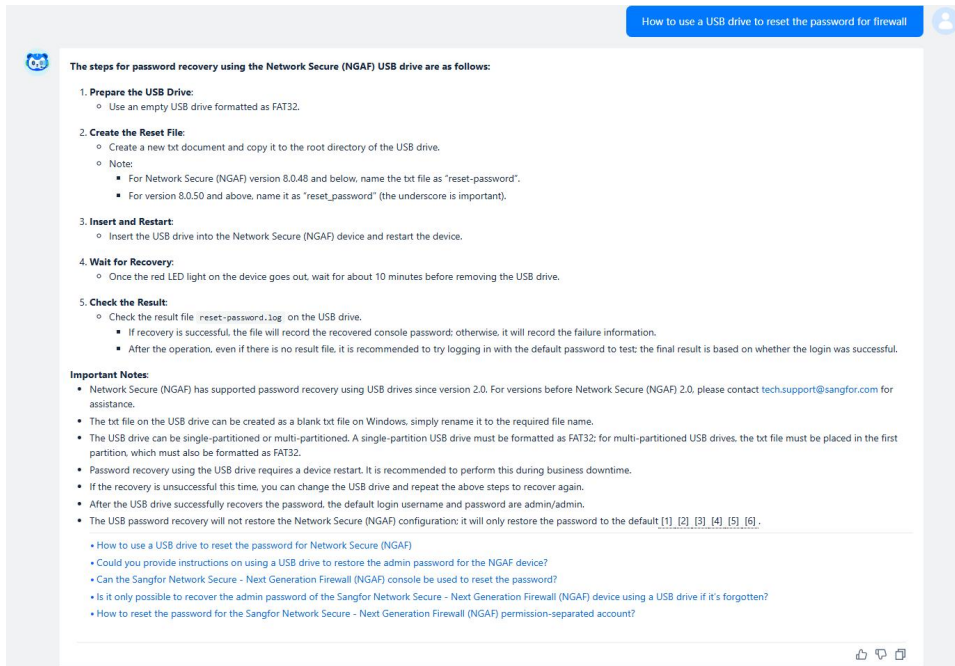
1. Make sure you are on the correct product line. Solvia can answer questions for eleven product lines: NGFW, HCI, EPP, SWG, VDI, NDR, aStor, XDR, aTrust, SASE, DMP, and Sangfor Checks.
  - a) If your question contains the name of the product, Solvia will automatically identify and switch to this product line.



b) You can manually switch product lines. This method is suitable for scenarios where the question does not contain a product line, or the automatic product line identification is inaccurate:

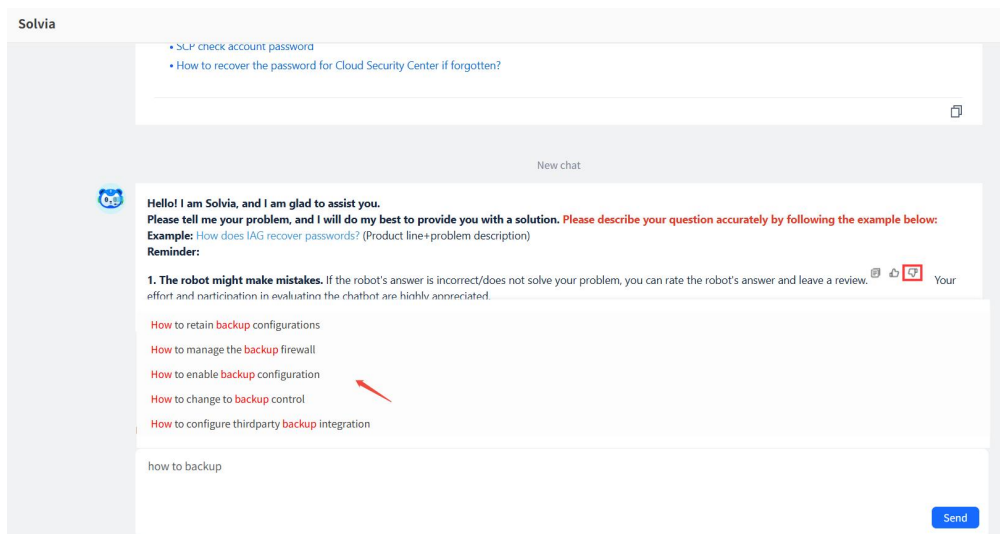


2. Please use the "Product line + problem description" format and provide as much detail as possible. For example: "How to use the USB to reset the password for the firewall?" is better than "How to reset the password for the firewall?"

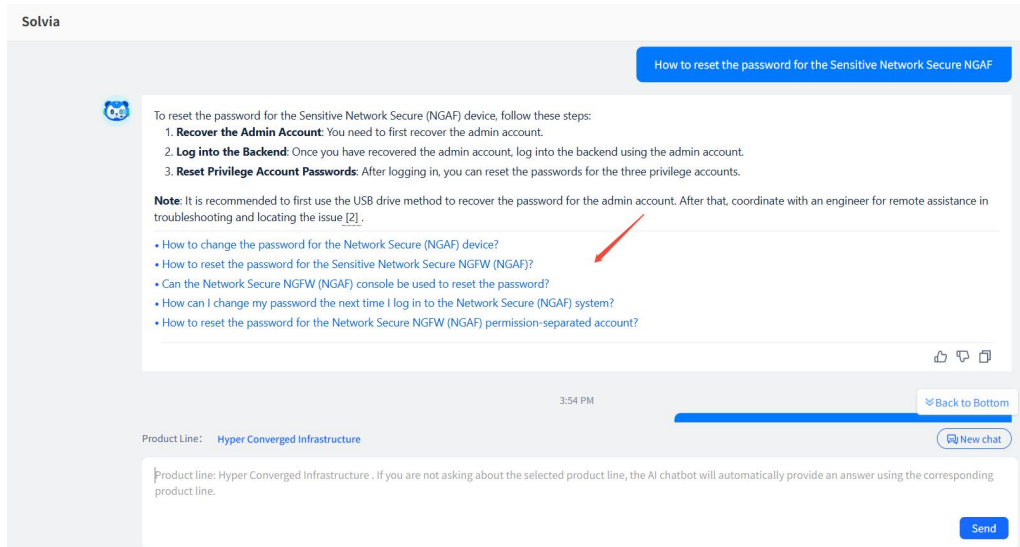


### 3. Relevant Question Assistance and Follow-Up Questions Features

a) The question input box recommends relevant questions in real time, prompting users to ask more accurately.

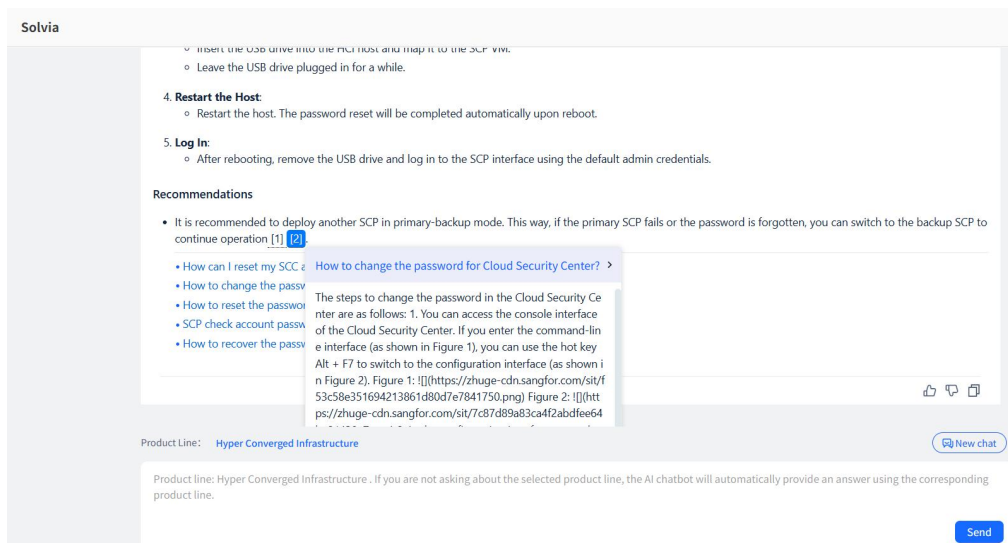


b) Based on the user's questions and the content of the answers, the chatbot will provide follow-up questions.

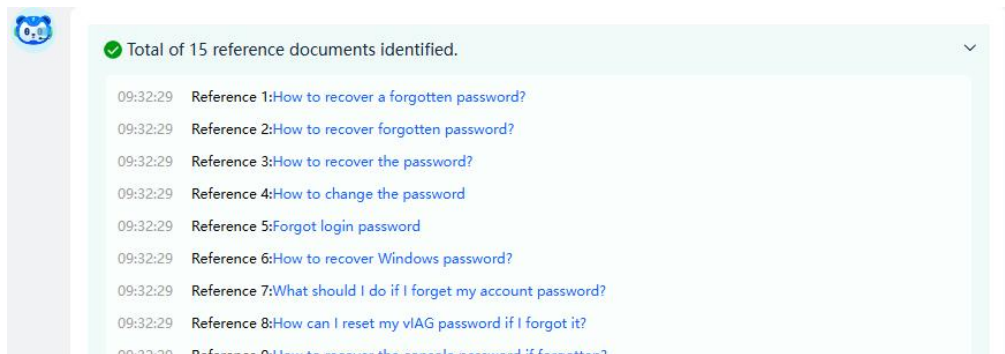
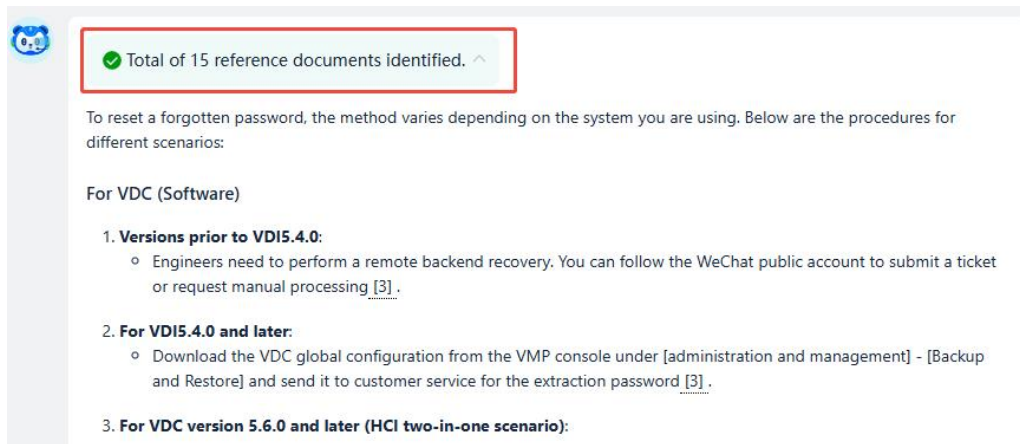


#### 4. Citations and Attributions

- a) Hovering your mouse over the reference number in the answer allows you to view the source of the knowledge.



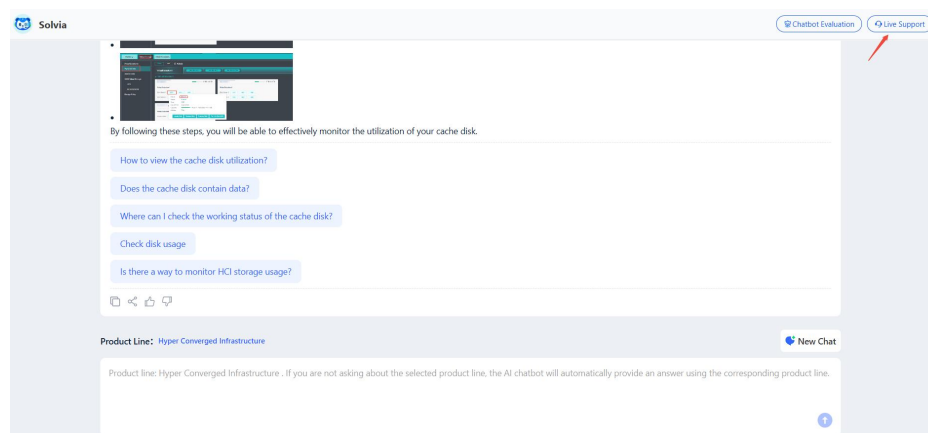
- b) The reference number corresponds to the retrieved reference documents. You can view the complete original content of the source document at the top of the answer:



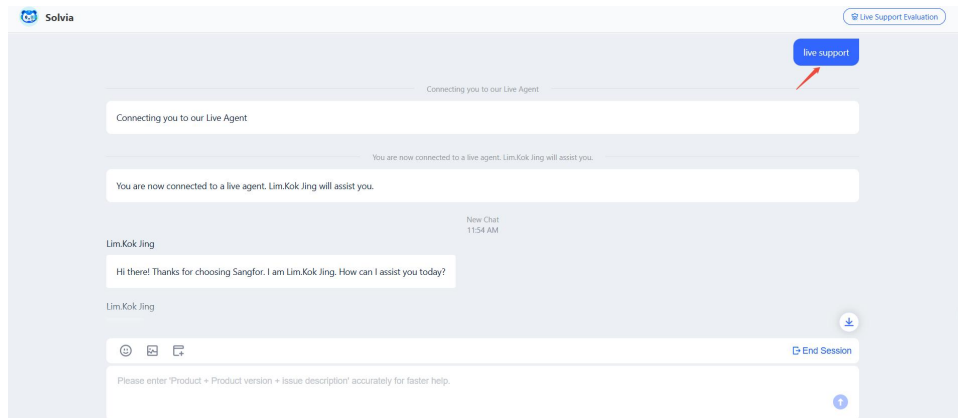
## 3 How to Connect to Live Support

If you are not satisfied with the AI's answer, you can chat with our Live Agent using the following methods:

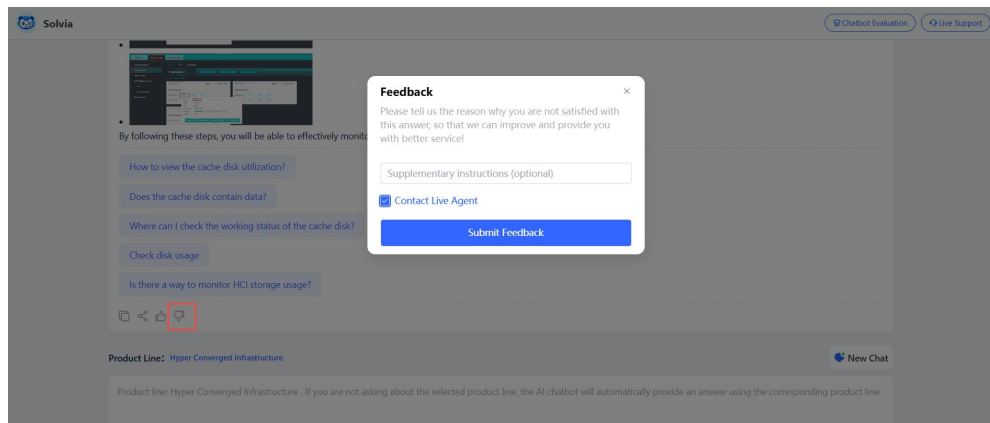
1. Click the "Live Support" button in the upper-right corner of the page. Please note that you must first ask a question in the chat for the "Live Support" button to become clickable.



2. Type "live support" or "chat with human" in the input box.




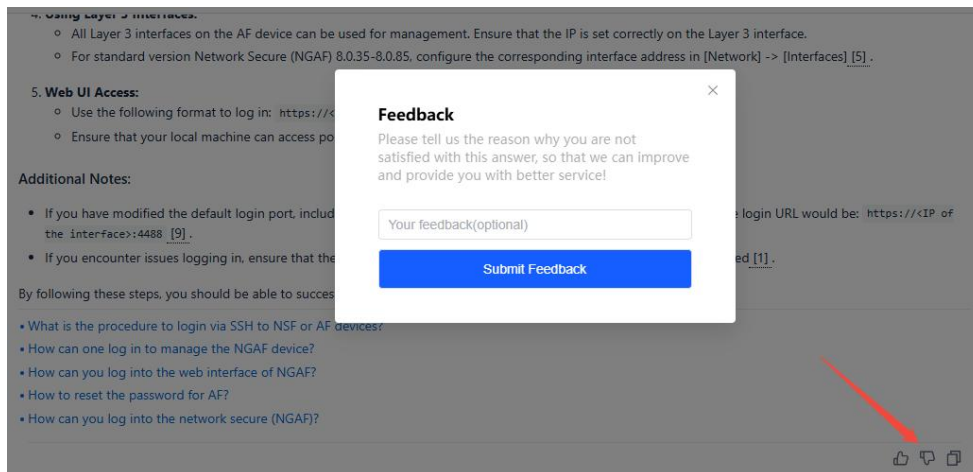
3. If you are dissatisfied with a specific response from the chatbot, you can click the "Unresolved" button below the answer to provide feedback. Check the "Contact Live Agent" checkbox and click "Submit Feedback" to chat with our Live Support Agent.



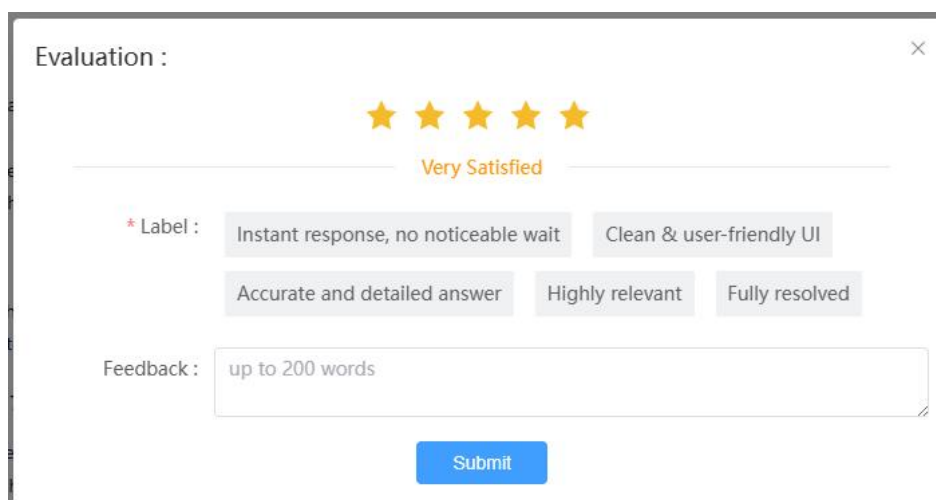
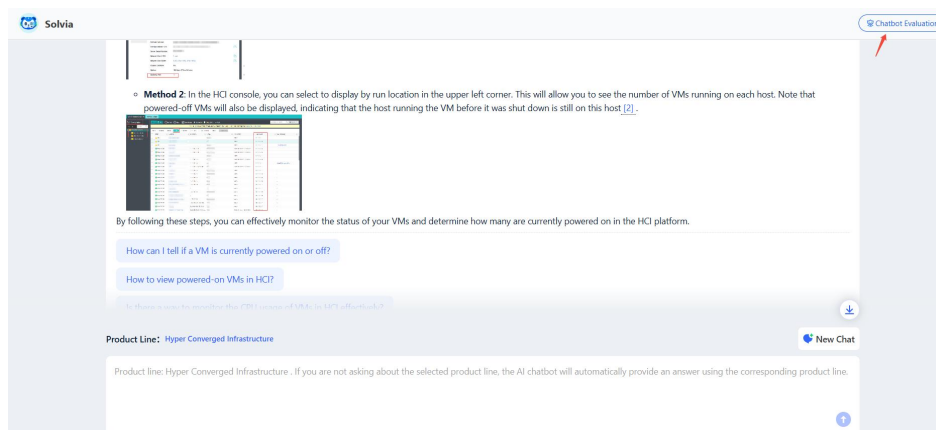
## 4 Your Feedback Matters

Your feedback is the most effective way to guide our development and help us refine your experience.

1. If the answer is wrong or incomplete, please click  and provide feedback to us:



2. Click the **Chatbot Evaluation** button in the top right corner to rate the service provided by the Solvia chatbot.



## 5 Data Security

1. Solvia's data is stored in compliant data centers located in Asia-Pacific countries. The sessions and data undergo security processing such as encryption and desensitization to ensure that user privacy is not compromised.
2. To ensure the accuracy and professionalism of the answers, Soliva is restricted to using only the Sangfor knowledge base (it does not use the data from generic large language models). If the user's question cannot be answered based on the Sangfor knowledge base, it will answer: **"Sorry, I couldn't find relevant information to answer your question at this time."** Users can click **"Live Support"** or call **+60 127-117-129 (7511)** or email [tech.support@sangfor.com](mailto:tech.support@sangfor.com) for assistance.