

## Exciting News: Improved New Support Chatbot!

We are thrilled to announce the launch of our new **Support Chatbot!** This new AI tool is designed to provide you with immediate assistance and answer your questions related to the documentation of STEP.

### What Can the Support Chatbot Do?

- **New:** \*Knowledge Base powered by fixes for existing tickets
- **New:** \*Knowledge Base powered by software fixes provided for similar problems
- **New:** "Raise Support Ticket" functionality improving the ticket fulfillment
- **Knowledge Base:** Powered by the STEP Documentation.
- **Conversation History:** Keep track of your previous interactions for future reference.
- **Interactive Feedback:** The option to provide feedback on each response to help us improve the solution.
- **Document Referencing:** Responses are referenced directly to the STEP documentation for accuracy and transparency.

**Please Note:** The Support Chatbot is designed to assist with information sourced from the STEP documentation. It includes information about PDX and Instrument, but does not have access to specialized resources such as the REST API documentation or the Scripting API documentation etc. Therefore, while the chatbot can still respond to queries on topics that are only partially covered by the STEP documentation, the responses may not encompass all the nuances or specifics found in those specialized resources. **Be aware** that AI models can make mistakes and should not be relied upon 100% for any given answer.

**We Would Love Your Feedback!** Please share your experiences and insights with us. Your feedback will help us improve and make the Support Chatbot even better.

### [Feedback form](#)

**What's Next?** We're already working on enhancements that will make the chatbot even more sophisticated, enabling it to answer a wider range of questions. Stay tuned for these exciting updates!

### Find the chatbot here

