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Q: Are Release Notes available for Litmos AI Assistant?

A: AI Assistant [Release Notes](#) are available and enhancements will be posted regularly as they are for other Litmos features.

Q: When will Litmos AI Assistant be available for everyone?

A: Litmos AI Assistant is available for all customers with Release 2415.

Q: Is Litmos AI Assistant available for trialists?

A: Yes, new trials may have access to Litmos AI Assistant.

PACKAGING AND PRICING

Q: Is Litmos AI Assistant included in my current package?

A: Litmos AI Assistant is part of 3 new packages: PlatinumAI, PremierAI, FoundationAI. These are new SKUs, which will be live for release.

Q: How much does Litmos AI Assistant cost? Is it priced by user?

A: Litmos AI Assistant is packaged as stated above and priced based on tiers. See Salesforce for more information.

Q: Is using Litmos AI Assistant optional?

A: Yes, using AI Assistant is optional. Existing packages without AI Assistant are available.

Q: What if my organization does not allow use of AI?

A: You do not have to use Litmos AI Assistant to discover world-class learning materials and perform routine actions – you’re already doing those the traditional way. If you do opt in for Litmos AI Assistant, you decide who gets access. You can limit to admins, select admins and supervisory roles, or extend the power of Litmos AI Assistant to all! See CONSENT, PRIVACY, SECURITY SECTION for more details.

GENERAL

Q: What is Litmos AI Assistant?

A: Litmos AI Assistant uses generative, artificial intelligence to understand and respond to your questions about learning materials in your Library.

Q: How do I use Litmos AI Assistant?

A: Simply type your question in the chat window, and Litmos AI Assistant will do its best to provide an answer that is relevant to your learning need. See HOW TO USE LITMOS AI ASSISTANT SECTION for more details.

Q: What kind of data can Litmos AI Assistant access?

A: Litmos AI Assistant accesses assets and course, as well as the additional resources contained with courses—all learning materials that have been opted into by your organization’s administrator.

Q: Will Litmos AI Assistant provide references or citations for its responses?

A: Yes, Litmos AI Assistant provides a citation and clickable course card to let users know where the information came from within the organization’s Library.

Q: Is Litmos AI Assistant available 24/7?

A: Yes, Litmos AI Assistant is available whenever you are logged into Litmos to help make your learning materials discoverable for learning, recommending, summarizing, and assigning.

Q: What powers the Litmos AI Assistant?

A: Litmos does not use OpenAI or chatGPT. Litmos AI Assistant is a private AI infrastructure comprised of a variety of LLM models running within Litmos’s own infrastructure, which is hosted in Azure. We rigorously test before release to production. Litmos chose to work privately to exercise optimal security, and privacy controls.

Q: Will Litmos update with new LLMs?

A: At this time, Litmos does not foresee adding or changing LLMs.

Q: Is there a limit to how many courses can be included?

A: No, add all your learning materials for discovery. Possible exceptions to certain file types may apply.

HOW TO USE LITMOS AI ASSISTANT

Q: Do I need to create a special account to use Litmos AI Assistant?

A: No, you don't need to create an account to use Litmos AI Assistant. Once your organization is enabled, and once you've been granted access by your admin, you can start conversing and discovering right away. Reminder: you, our customers control access to your admins, team admins, team leads, managers, and learners. Also, you control access to your learning materials by opting in. See CONSENT, PRIVACY, SECURITY for more details.

Q: Can I ask Litmos AI Assistant questions about [specific topic]?

A: It depends. Litmos AI Assistant provides information based on the wide range of topics available in the organization's library that YOU specifically have access to.

Q: Can I ask Litmos AI Assistant to provide follow-on explanations and actions?

A: Yes; think of engaging with Litmos AI Assistant as a conversation, so follow-on questions are a way to get more detail, better prioritized information, and more useful insights.

Q: Can I ask Litmos AI Assistant to provide course recommendations?

A: Yes, Litmos AI Assistant can provide course recommendations to help you better understand the topic of your query and appropriately curate the recommendations based on your inquiry. Once you peruse the recommendations provided, you may ask Litmos AI Assistant for more recommendations. Recommendations are offered in prioritized order, based on interpretation of the query.

Q: Can I ask Litmos AI Assistant to launch a course?

A: Yes, Litmos AI Assistant can launch a course, provided your admin has set it up for you to do so. If using the previous course citation or recommendation already in your conversation, you can simply prompt Litmos AI Assistant: "Launch this course for me." If you have multiple citations and recommendations, use the course name in your prompt. Or, simply click on the course card and you will effectively open the course details page, from which you can launch.

Q: Can I ask Litmos AI Assistant to summarize a course for me?

A: Yes, provided you have access. If using the previous course citation or recommendation already in your conversation, you can simply prompt Litmos AI Assistant: "Summarize this course for me." If you have multiple citations and recommendations, use the course name in your prompt.

Q: Do I have to have already taken the course to get a summary?

A: It depends on your level of access and how your admin has set up your access. For example, compliance courses usually must be taken before you may access a summary. See CONSENT, PRIVACY, SECURITY for more details.

Q: Can I ask Litmos AI Assistant to assign courses for me?

A: Yes, you may self-assign courses. And, if you have assigning privileges, Litmos AI Assistant can assign courses to others. Please use the following prompt structure: "Please assign [insert course] to [employee email]. Suggested prompt for assigning to teams is similar: "Please assign [insert course] to Team [team name]. See CONSENT, PRIVACY, SECURITY for more details.

Q: Can I ask Litmos AI Assistant to track my assignees' progress for me?

A: Yes, you may self-track your assignments. Tracking your own courses yields what you've assigned yourself, what's been assigned to you. If you have assigning privileges, Litmos AI Assistant can track courses you've assigned to others, by name, email, userID, as well as tracking a course by name for those assigned. At a glance, Track yields status by course card / percentage complete. Note: Track is designed for "status at a glance," at the individual level. Tracking at a team level is not available currently.

Q: Can I save my conversation with Litmos AI Assistant?

A: Yes, you can save your conversation with Litmos AI Assistant for future reference. For now, there is no cap on the number of conversations, but this is subject to change. Users can easily see their most recent 20 conversations along the left navigation on the AI Assistant screen. For earlier conversations, click "show more."

Q. Do my previous chats influence any new chats I initiate with Litmos AI Assistant?

A: No. Each time you begin a new chat, your AI Assistant also starts fresh. Previous chats (yours, others) do not have any impact on the new chat.

Q. Within my chat, do my questions impact the responses I receive from Litmos AI Assistant?

A: Yes, subsequent answers from Litmos AI Assistant are affected by your earlier conversation in the same chat. The memory of Litmos AI Assistant is only as long as each new chat conversation. If you want to start fresh, click the "New Chat" button to reset your context.

Q: Can I use Litmos AI Assistant on my mobile device?

A: Litmos AI Assistant is designed to be device-responsive. At release it is available to use on mobile devices, however it is not a native app.

Q: Can I ask Litmos AI Assistant to create assessment items for me?

A: At this time, Litmos AI Assistant cannot perform assessment generation actions, but check back with us on that—it's coming soon!

Q: Can I chat with Litmos AI Assistant in languages other than English?

A: At this time, Litmos AI Assistant cannot respond in languages other than English, but check back with us on that—it's coming soon!

Q: Can Litmos AI Assistant tag content for me?

A: At this time, Litmos AI Assistant cannot tag content, but check back with us on that—it's coming soon!

Q: What bulk actions can Litmos AI Assistant help me with?

A: At this time, Litmos AI Assistant cannot perform bulk actions, but check back with us on that!

Q: Will there be future development to assist with course creation?

A: Yes, we are looking forward to applying generative AI solutions to course creation and other tasks to make the experience easy and awesome for our users.

Q: Can Litmos AI Assistant surface images, such as pictures, illustrations, or diagrams?

A: At this time, Litmos AI assistant is not able to surface information from images.

Q: Will customers be able to personalize and brand the welcome message?

A: This customization is not available for Version 1 of the Litmos AI Assistant.

TROUBLESHOOTING

Q: How can I find out more about Litmos AI Assistant?

A: In your chat, click on “Learn more about AI” and find help documentation.

Q: What if Litmos AI Assistant doesn't understand my question?

A: Don't worry! If it doesn't understand your question, try rephrasing it or providing more context, and use model prompts for best results. If you expected to see something and it is not there, a feedback widget may be used to let us know.

Q. Why am I getting different responses when I start new chats?

A. The responses you receive may vary over time for several reasons. The courses and learning assets ingested over time may impact the response; the way you phrase your question may change the response; and even spelling, capitalization, or punctuation may change the response you receive.

Q: What if Litmos AI Assistant provides an incorrect answer?

A: We apologize if Litmos AI Assistant provides an incorrect answer. Please let us know so we can investigate and improve our performance. When you are using the app, you will see a feedback widget to flag a conversation interaction for reporting, analysis, and error correction.

Q: What happens when Litmos AI Assistant hallucinates?

A: A “hallucination” in Generative AI refers to when the model generates output that is not based on the input data or training examples. Litmos AI Assistant has been trained on the Litmos corpus in a closed environment, which should prevent such responses. While this is unlikely to occur, it is considered an error, and we invite our users to report such errors so we can make remedy.

Q: What happens when a new course is uploaded that replaces an older version?

A: Think of it as it happens in your library today on the LMS – the same replacement process occurs. The new course replaces the old one, and the Litmos AI Assistant only surfaces the current course. Put simply, the Litmos AI Assistant “forgets” about the old version.

Q: Is there a limit for how long I can save my searches and information surfaced by Litmos AI Assistant

A: Users can easily see their most recent 20 conversations along the left navigation on the AI Assistant screen. For earlier conversations, they will appear tabbed underneath.

CONSENT, SECURITY, AND PRIVACY

Q: How do I consent to use Litmos AI Assistant?

A: Litmos AI Assistant is designed for flexibly and governed intentionally. The customer decides to enable the Litmos AI Assistant in Account Settings. The customer decides which content is made available for its constituents.

Q: What controls are in place for access to Litmos AI Assistant across our instance (e.g. customer vs partner vs internal employees)?

A: The customer admin decides who has access based on role. For instance: Supervisors may have access, but not learners. Or, all users have access, but learners only have access to the content they have already completed. You can also modify consent and controls at any time.

Q: How does Litmos ensure our data and content is secure?

Q: Is my conversation with Litmos AI Assistant secure?

A: Litmos AI Assistant uses industry-standard encryption to ensure your conversation remains secure and private. Your conversations and organizational data are secure and private.

Q: What content is Litmos AI Assistant accessing to generate its answers?

A: Litmos AI Assistant accesses the content your organization licenses according to its terms of use. Your organization decides on the learning materials available – from Litmos, your organization, and/or third parties. The materials that are opted in by your organization comprise the body of work that the Litmos AI Assistant accesses, nothing else.

Q: How do you ensure that my proprietary information will not be used by anyone else?

Q: How does Litmos ensure that data never leaves the tenant instance or cannot be comingled with other tenants' data?

Q: Is my content, intellectual property protected?

A: Litmos AI Assistant operates within the Litmos data center, so no IP ever leaves this closed system. The same security and IP protections we have with our LMS exist for our AI Assistant. Your data is completely yours and never shared outside your instance of the LMS. Your intellectual property is protected in the same ways we always protect our proprietary learning materials that run on the Litmos platform.

Q: As a user in my organization, do other users (either in my organization or another entity) impact the way the AI Assistant answers me?

A. No. Other conversations outside of your own cannot influence your conversation or the responses the AI Assistant provides. Each conversation is unique and kept private from outside the organization.

Q: Can another user in another new chat instance impact my chat?

A: No. Each chat is unique and private from other AI Assistant chats happening at your organization and other organizations.

Q: How have you tested Litmos AI Assistant for reliability and veracity?

A: Litmos AI Assistant has been rigorously tested for reliability and veracity. It has been trained on the learning materials in the Litmos Library to intentionally guard against error.

Q: What are you doing to avoid bias in Litmos AI Assistant's responses and recommendations?

A: Litmos has rigorously tested on our private models and secure content. If you detect bias while using the app, flag the errant response for reporting, analysis, and error correction by clicking on the feedback widget. We are eager to improve and learn from any unintended errors, including bias.

Q: What is the governance structure for Litmos AI Assistant?

A: Litmos AI Assistant falls under our normal architecture and security review process. This ensures we do not include any PII in what is sent to the model, and that all data is properly secured at rest and in transit.

Q: Do you have an encryption policy?

A: Litmos has a cryptographic controls policy that defines encryption requirements for data in-transit as well as data-at-rest.

Q: Where can I find terms of use for Litmos AI Assistant?

A: <https://www.litmos.com/termsandconditions>

There are many ways AI can be useful. Litmos will answer ongoing questions here. As we add capabilities, we will add to the FAQ. Please check FAQs regularly.