




INDITION AI ASSISTANT

# Product Overview

Grounded, on-brand AI answers from your own approved content — built into the Indition platform.

AI Assistant Module · Version 1.0 · June 2026

 © 2026 Indition Corp. All rights reserved. Indition™ and the Indition logo are trademarks of Indition Corp. All other product names, logos, and brands are the property of their respective owners.

# Indition AI Assistant

AI answers your customers can trust — grounded only in your own approved content.

Indition AI Assistant turns your documents, help pages, and policies into a smart assistant that answers questions instantly, in your voice, with citations back to the source. You stay in control: it only knows what you give it, you see every conversation, and you set the limits. It's built into the Indition platform — no extra tools, no separate logins, no data leaving your account unnecessarily.

## Why teams choose Indition AI Assistant

- **Grounded, not guessing.** Answers come from your approved sources with citations — so customers (and you) can see exactly where each answer came from.
- **Live in minutes.** Upload files or point at URLs, attach an assistant, paste one embed snippet — and you're answering questions on your site.
- **You stay in control.** Review every conversation, set per-customer cost and usage limits, add security rules, and pin exact answers to common questions.
- **It gets better over time.** Built-in reports surface knowledge gaps, weak sources, and unhappy answers so you know exactly what to fix.

## Built for the whole team

Role	What they get
<b>Builders</b>	A guided creator and a single workspace for sources, settings, and testing.
<b>Support &amp; content</b>	An inbox of every conversation, feedback, and one-click "pin this answer".
<b>Administrators</b>	Per-customer quotas, cost control, model parameters, and security rules.
<b>Customers</b>	Fast, accurate, on-brand answers — with a graceful hand-off when needed.

# What makes it different

## Answers from your content — with receipts

Generic chatbots hallucinate. Indition AI Assistant retrieves from *your* indexed knowledge and cites the sources behind every answer. If it doesn't have a grounded answer, it says so and falls back the way you choose — instead of making something up.

## One workspace, end to end

Build a knowledge collection from files and web pages, attach an assistant, tune its tone and model, test it live, and embed it — all without leaving the page. When something needs fixing, the same workspace holds the inbox, the feedback, and the pre-configured answers.

## Control and governance baked in

- **Per-customer quotas** on assistants, storage, messages, tokens, and spend — daily and monthly — with friendly limit messages for end users.
- **Cost transparency** down to the model and assistant, so AI spend is never a surprise.
- **Security rules** per collection to keep answers on-policy.
- **Pre-configured Q&A** for the answers that must be exact, every time.

## Improvement you can see

Seven built-in reports turn usage into action: where customers engage, what they rate poorly, which questions go unanswered, and which sources actually earn their place. The dashboard ranks the next best thing to fix.

# Feature highlights

## KNOWLEDGE COLLECTIONS

Bulk-upload PDFs, Word docs, and text files, or point at URLs. Everything is indexed for retrieval, with clear status and one-click reprocessing.

## ASSISTANTS & CHAT APPS

Spin up an assistant with a guided wizard, set its tone and behaviour, and publish it as an embeddable chat app powered by one or more collections.

## GROUNDED ANSWERS

Citations, clarification prompts for ambiguous questions, and configurable fallbacks — plus pinned answers for the questions that matter most.

## INBOX & FEEDBACK

Read every transcript, filter by outcome and sentiment, collect thumbs-up/down with comments, and email transcripts to the right people.

## GOVERNANCE & COST

Per-customer quotas, blocked-attempt tracking, model-parameter control, and cost attribution by model and assistant.

## PROVIDER-FLEXIBLE PLATFORM

Powered by the Indition AI Core layer — provider-agnostic generation and embeddings, encrypted credentials, and full request logging for audit and cost.

**The bottom line:** Indition AI Assistant gives your customers instant, trustworthy answers from your own content — and gives you the visibility and controls to keep it accurate, on-brand, and on-budget.

## Ready to see it?

Ask your Indition administrator to enable AI Assistant, then create your first collection, add a few sources, and test-chat in minutes.