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What Interweb AI does, and what it does not

Support & Account

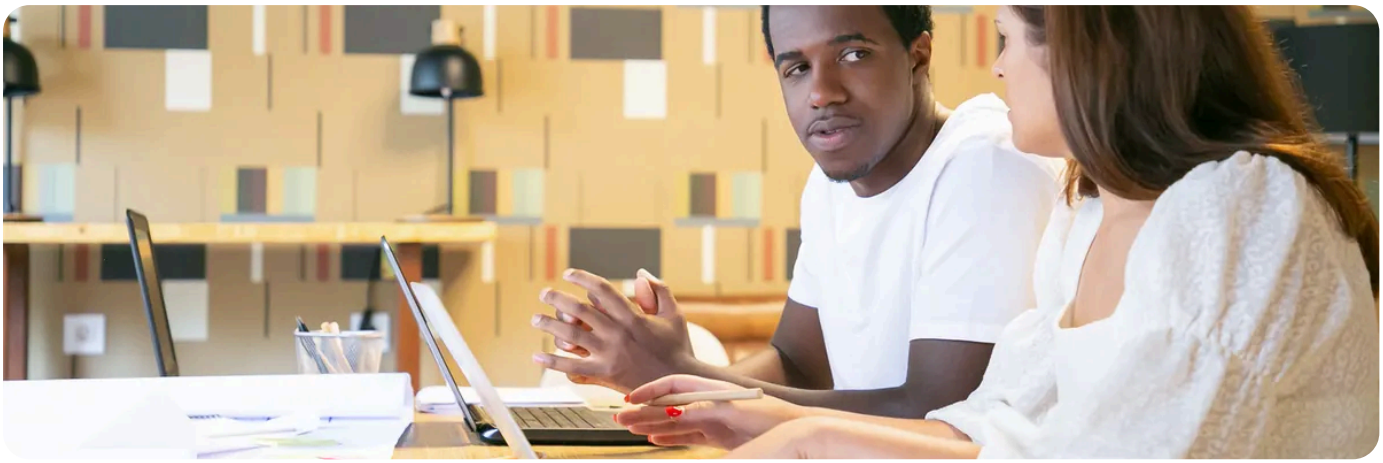
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What Interweb AI does, and what it does not

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Interweb AI is the automated assistant that answers in the chat on our website and inside My Interweb, and that can also prepare replies to support requests. It is a machine and not a colleague, and this article says plainly what it does for you and where it stops.

You can always see who is writing. Every message it sends is signed **Interweb AI**. If someone from our team joins the conversation, a line appears with that person's name and the assistant steps aside.

What it does

What you ask	What happens
Plans and prices	It reads this brand's own catalogue: the plans, the price for each billing cycle, what each plan includes and how long it takes to be ready. The figures come from our system, and it is told never to work one out or invent one.
A domain name	Type the name and it is looked up there and then. A card appears under the reply saying whether the domain is available and at what price per year, with a button that takes that domain straight to the cart.
Something about your own account	Only when you are signed in. It then sees your services, your domains and your invoices, and points you to the exact page for each one. Signed out it knows nothing about you, and no name, e-mail or customer number you type in the chat will change that.
In English or in Portuguese	It answers in the language you wrote in.
A request for a person	It turns the conversation into a support request, with everything you have already written inside it.
A copy of the conversation	The envelope button in the chat window e-mails you the transcript. At the end of the conversation it is sent on its own to the address you gave.

What it does not do

This is the part worth reading twice. **The assistant only writes text.** It has no way of acting on your account, and it should never tell you that it has.

It does not	What that means for you
Touch your account	It does not reactivate a suspended service, does not change DNS, does not issue, alter or cancel an invoice, does not cancel a service and does not change any password. It tells you where that is done in My Interweb, or it hands the matter to a person.
Settle money matters on its own	On support requests, subjects such as billing, refunds, cancellations and complaints - or any message with an amount of money in it - never get an automatic reply. They always go to a person. In the chat it can tell you which invoices you have and where to pay them, but it changes none of them.
See passwords or payment details	It does not have them and it will never ask you for them. Nobody here asks for a password in a chat - not the assistant, and not a technician.
Read the files you attach	Images and PDFs are stored with the conversation, but the assistant does not open them. As soon as you attach one, the conversation is marked for a person.
Speak for the company	Its replies are written by a machine and can be wrong or incomplete. They do not replace an answer from a technician.

What the assistant writes does not bind us.
It is not a promise, a quote or a warranty. If what it tells you differs from our **Terms & Conditions**, the Terms prevail. You can ask a technician to confirm at any time, and it is that confirmation that counts.

How to reach a person

Ask. Say in the chat that you would rather speak to someone, or simply say what you need: when the subject calls for a person, the assistant offers to open a request and an **Open a request** button appears under the reply. One click and the request is created with the whole conversation inside it, so you do not have to write it all again.

1. If we do not have your e-mail yet, it asks for that first. It is where the reply goes.
2. The request is created and the number appears in the chat, with a link to open it. One request per conversation: ask a second time and you get the same number back, because what you need is an answer to that one.
3. The reply reaches you by e-mail. If you have an account, the request is also in My Interweb, under Support.

If the button does not appear, open the request yourself at **Open a support request**. It lands in the same queue.

On support requests

Some replies to support requests may be prepared, or sent, automatically. When that happens the reply says so: a line at the bottom states that it was prepared automatically from our knowledge base, and it is signed **Interweb AI - Virtual Assistant**, never with the name of a technician. Every automatic reply that goes out is put in a review queue on our side.

Your data

The chat asks for your consent before you write anything. After that we keep the name, e-mail and phone number you give us, the transcript of the conversation and the IP address you write from; and, so that a reply can be produced, what you write is sent to an external artificial intelligence provider. What is collected, what is sent, how long it is kept and how to ask us to delete it are all set out in our **Privacy Policy**.

Frequent questions

Am I talking to a person or to a machine?

To a machine, whenever the message is signed Interweb AI. If a colleague of ours joins the conversation, a line says so and from then on each reply carries that person's name.

Why can it not see my invoice?

Because you are not signed in. Sign in to My Interweb in another tab and come back to the chat: it then sees your services, your domains and your invoices.

It sounded as though it had done something. Did it?

No. It cannot act on anything at all. If a reply reads that way, treat it as a mistake and ask a person to confirm.

Does it read the file I attached?

No. The file is kept with the conversation and a person looks at it.

NEED A HAND?

Would you rather a person looked at this? Tell us and we will take it from there.

Open a support ticket →

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- How to contact Interweb →
- How to open a support ticket and see the history →

How far our support goes: what we handle and what is yours →

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