

Optimizes Plixer One usability with an expert AI assistant to maximize use and drive successful workflows for all.

Plixer leverages AI to make it easy to ramp usage, and experience full value of Plixer One.

Plixer AI Assistant enhances the usability of Plixer One for network and security teams – reducing the human effort and know how needed to investigate, troubleshoot, and respond. Whether resolving a performance issue, tracking down a threat, or onboarding a new analyst, the AI Assistant helps teams work faster and with less guesswork regardless of their level of expertise or familiarity with the Plixer One product.

What you can expect ...

The initial release simplifies how users interact with Plixer One – from navigating the UI to generating and editing reports. It will bring attention to meaningful insights and administrative functions more easily, so staff onboard rapidly to support operations with less challenges.

- **Simplify Plixer One on-boarding**
- **Increased confidence in AI adoption**
- **Maximize Plixer One usage**
- **Get the reporting you need most**

How Plixer AI Assistant Works

Using natural language prompts, the AI assistant engages to quickly help users navigate the UI to perform key tasks and understand the full state of the network and issues at hand. It transforms report generation for both complex, custom, and standard reports – automatically building queries, identifying data sources, selecting relevant metrics, KPI, and visualizations that best demonstrate impact and effectiveness.

Using large language models (LLMs) designed for network operations and security and trained on vast amounts of data the AI assistant easily understands and generates human language with each input. Native LLMs leverage decades of Plixer expertise with contextual embeddings that makes certain it communicates the right information and operational tasks in the best way and with speed. Organizations have the flexibility to tune models or leverage their own proprietary LLMs for increased assurance of effectiveness of the AI assistant in providing specific guidance, answers, and information with little to no human effort.

Just Ask - and begin to accelerate IT efforts

Task Guidance with UI Navigation

Ask how to perform specific tasks like creating a report or adjusting alert thresholds. The AI assistant will guide them to the right place in the UI, along with relevant documentation.

Why it matters

- Reduces onboarding time for new users
- Makes advanced features easier to access
- Cuts down time spent searching the interface or documentation

AI-Driven Report Generation

Describe a network issue in plain language to receive a relevant report. AI will provide an explanation of why the specific report was chosen.

Why it matters

- Accelerates root cause investigation
- Reduces dependency on senior staff
- Connects users directly with the data that matters

Smart Report Editing

Modify an existing report with a single request. Adjust time ranges, filters, metrics, or the focus on specific interface –without needing to dig through vast report configuration settings

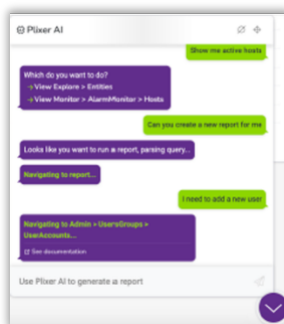
Why it matters

- Speeds efforts to adjust reports and refine analysis
- Enables newer team members to troubleshoot issues independently
- Reduces unnecessary escalations and guesswork

Have requirements for in-house LLMs or data privacy concerns?

Plixer helps you ensure responsible AI adoption. Our AI assistant can be implemented using your own proprietary LLMs or leveraging our LLM inference in AWS Bedrock. Bedrock allows us to easily provide guardrails for responsible AI which means it doesn't store prompts or completions, and no NetFlow/IPFIX/Network telemetry is sent to the LLM.

Proprietary LLMs must support tool calling (standard for high performance LLMs), and response quality will be directly tied to how "good" the model being used is. Smaller models that use fewer system resources may not perform as well as state-of-the-art models running on large GPU clusters, like those maintained by Plixer.



At Plixer we are committed to ensuring your data is kept private and is not used to improve base models. The below list represents the only data that gets used in LLM prompting.

Data elements used by Plixer AI

- Custom App definitions
- Device ID, name, group, and interface information
- IP Groups defined in Scrutinizer (*name, id, rules*)
- Alarm and policy data

When using LLM's from Plixer, prompts and completions are saved for review, diagnostic purposes, and to help improve prompt accuracy. None of the same data is used for LLM training. No data is stored when using third-party proprietary LLM.

Information about the use of AI in Plixer products and solutions

AI-Powered Features. Plixer product(s) includes features powered by artificial intelligence (“AI”), including but not limited to natural language processing, anomalous behavior, and automated insights. These features may analyze user-provided input or usage data to deliver recommendations, automate tasks, or enhance user experience.

Third-Party AI Models and Data Sharing. Some AI features may rely on large language model or models (“LLM” or “LLMs”) or other AI services provided by Plixer or its Third Party Software providers. When these features are used, certain user inputs and associated data may be transmitted to remote servers for processing. If you or your entity is not using its own internal LLM instance, the following categories of data may be used together with user prompts with Plixer's AI infrastructure: (i) custom App definitions; (ii) device, device group, and interface info (device ID / IP, device name, group name, interface name, interface direction); (iii) IP Groups defined in Plixer Product(s) (name, id, rules); (iv) observed alarm/policy data; or (v) any files a user might upload to a Plixer Product(s) “knowledgebase” (runbooks, security whitepapers, etc.) for the AI to reference in suggesting potential mitigation steps for observed alerts. If you or your entity hosts your own internal LLM instance, the aforementioned details will not be submitted to Plixer. but rather will be stored locally by you.

Data Usage and Retention. Plixer will use any data solely for the purposes of providing and improving AI-powered functionality and in accordance with its Privacy Policy, as defined below. Plixer does not use customer-submitted data to train or retrain its AI models.

AI Limitations and Disclaimers. AI-generated outputs may be inaccurate, incomplete, or misleading. The Plixer Product(s) does not guarantee the correctness or reliability of AI-generated responses or actions. You are responsible for verifying any decisions or insights generated by AI features before taking any action based on them. Plixer is not liable for any consequences arising from your reliance on AI-generated content.

User Control and Configuration. Administrators may configure whether AI-powered features are enabled or disabled in accordance with your policies. By enabling these features, you represent and warrant that you have obtained all necessary consents and authorizations to transmit data to Plixer and to permit processing by Plixer’s AI infrastructure.

Security and Compliance. Plixer implements appropriate technical and organizational measures to protect data used in AI processing as explained below. However, you are advised not to input sensitive personal information, protected health information, payment card data, or other regulated content into AI-powered interfaces unless explicitly permitted to do so and secured under a separate agreement.

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