IQ Assist

Frequently Asked Questions

The FAQ below contains general questions related to the sale of our new product offering, Riverbed IQ Assist.

Q: What is Riverbed IQ Assist?

Riverbed IQ Assist is opt-in functionality that customers may enable. Riverbed IQ Assist provides artificial intelligence functionality based on a large language model. It provides customers with a simple way to identify potential remediations for end-point issues from a list of potential remediations, and leverage a large language model within automations, that are specific to a customer's environment.

Q: Artificial Intelligence (AI) generally refers to systems that can perform tasks that typically require human intelligence. What type of AI is used by Riverbed IQ Assist?

Riverbed IQ Assist leverages a Large Language Model (LLM) application that has been configured by Riverbed to use a basic LLM which contains general knowledge about IT problems to assist in the identification of the issue for which customer is seeking assistance. It then provides analysis and suggests remediation(s) for the customer from the list of potential remediations previously configured by the customer.

Q: How is customer data used by Riverbed IQ Assist?

The customer is in complete control of the inputs (for example, prompts), and outputs (for example, results of the analysis) used by Riverbed IQ Assist. The prompts are only used in the context of that conversation or automation, and no training of the model is conducted. Neither the prompts nor any output is used beyond the specific conversation or automation. Riverbed IQ Assist does not retain any memory of the prompts or responses.

Q: How is data privacy (personal data) protected in Riverbed IQ Assist?

Riverbed takes the protection of personal data seriously. All customer data used by Riverbed IQ Assist remains within the customer's environment and is subject to the data processing protections in the contract between the customer and Riverbed. In addition, Riverbed is SOC 2 Type 2 and ISO 27001 compliant. Please refer to Riverbed Trust Center for details: riverbed.com/trust-center/.

Q: How is data confidentiality (customer data) protected in Riverbed IQ Assist?

Riverbed takes the protection of customer data seriously. All customer data used by Riverbed IQ Assist remains within the customer's environment and is subject to data handling and confidentiality protections in the contract between the customer and Riverbed. In addition, Riverbed is SOC 2 Type 2 and ISO 27001 compliant. Please refer to Riverbed Trust Center for details: riverbed.com/trust-center/.

Q: How secure is Riverbed IQ Assist?

Riverbed takes the protection of customer data seriously. All customer data used by Riverbed IQ Assist remains within the customer's environment and is subject to the data handling and security protections in the contract between the customer and Riverbed. In addition, Riverbed is SOC 2 Type 2 and ISO 27001 compliant. Please refer to Riverbed Trust Center for details: riverbed.com/trust-center/.

Q: Does Riverbed IQ Assist conform to the requirements of the EU AI Act?

Riverbed IQ Assist is considered low risk under the European Union's Artificial Intelligence (AI) Act. As a low-risk AI system, IQ complies with the transparency and accountability requirements outlined in the EU AI Act.