

ENZO™ AI Chat Assistant – Getting Started Guide

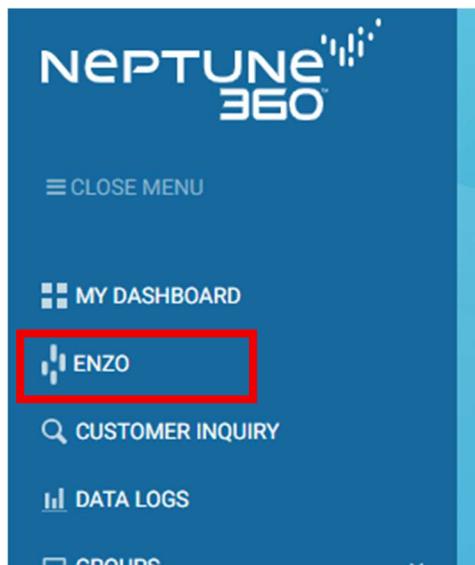
What Is ENZO™?

ENZO is an AI-powered chat assistant built directly into the Neptune® 360™ platform. It's designed to help utility users get instant answers to questions about Neptune 360 features, workflows, and best practices — without needing to leave the application, search through help documentation manually, or wait for a support call.

Think of ENZO as an always-available Neptune 360 expert that users can turn to at any point during their workday.

Where to Find ENZO

ENZO is accessible from the **left navigation panel** within Neptune 360. Users simply click the ENZO icon to open the chat interface and begin asking questions. ENZO is available to all Neptune 360 users **except** those with the Neptune 360 Partner or Field Manager Technician user roles.



What ENZO Can Do Today

ENZO is currently powered by Neptune 360's comprehensive **Help documentation and knowledge base**. This means it can provide immediate, conversational answers across a wide range of topics:

Training & Onboarding Support

ENZO is a valuable resource for users who are new to Neptune 360 or need a refresher. Instead of reading through lengthy help articles or scheduling formal training sessions, users can ask ENZO questions in plain language and get guided answers in real time. This makes ENZO ideal for:

- **New employees** who are learning Neptune 360 for the first time and need step-by-step guidance on navigating the platform, understanding terminology, and completing common tasks.

- **Existing employees** who need a quick refresher on features they don't use often, or who want to learn about functionality they haven't explored yet.
- **Back office staff** who handle customer inquiries and need fast answers about how Neptune 360 works so they can respond to customers confidently.

General System Information

Users can ask ENZO about any Neptune 360 feature or process covered in the Help documentation. Common examples include:

- How to navigate to a specific page or feature in Neptune 360
- How to set up or configure system settings (e.g., Billing Services, Utility Management)
- How meter reading, routes, and data collection work within the platform
- How to use reporting features
- General troubleshooting guidance and FAQs

Faster Self-Service

ENZO reduces the need for users to contact Neptune Customer Support for routine "how-to" questions. By enabling self-service answers, ENZO helps users stay productive and resolve questions on the spot.

Sample Questions Users Can Ask ENZO

Here are examples of the kinds of questions ENZO handles well today:

- "How do I create a new route in Neptune 360?"
- "What does the Dashboard show me?"
- "How do I set up alerts for a customer?"
- "What browsers are supported?"
- "How do I upload meter reading data from the field?"
- "What is the Customer Inquiry page used for?"
- "How do I configure billing services settings?"
- "What reports are available in Neptune 360?"

What ENZO Does NOT Do (Yet)

It's important to set accurate expectations. Currently, ENZO is focused on answering questions based on Neptune 360's Help content. ENZO does **not** currently:

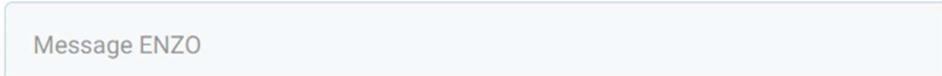
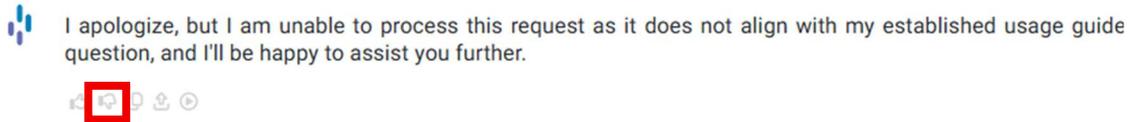
- Access or query live customer data (e.g., pulling up a specific account's consumption history)
- Execute actions within Neptune 360 (e.g., creating a route, modifying settings)
- Provide answers about topics outside of Neptune 360's Help documentation

Coming soon: Full platform integration is planned for future phases, which will expand ENZO's capabilities to include deeper data insights, consumption analytics, reporting assistance, and more.

Questions or Feedback?

If you have questions about ENZO, encounter issues during customer conversations, or have feedback on how ENZO can be improved, please reach out to the ENZO product team: XXXXXX@neptunetg.com

Users can also provide feedback in the app directly. If the user does not like the response provided by ENZO, they can use the 'thumbs down' button under the response.



This will open a feedback pop up, allowing them the opportunity to provide Neptune feedback on the responses, so we can adjust and make improvements to future responses.

