

## SmartSupport Cloud - Onboarding Manual

This manual explains how to onboard your team to SmartSupport Cloud.

1. Create an account and invite your teammates.
2. Upload your existing FAQ documents and product manuals.
3. Configure your AI agents for general Q&A and document-based support.
4. Connect SmartSupport Cloud to your helpdesk or chat widget.

For security:

- All connections use TLS.
- Access control is role-based with audit logging.