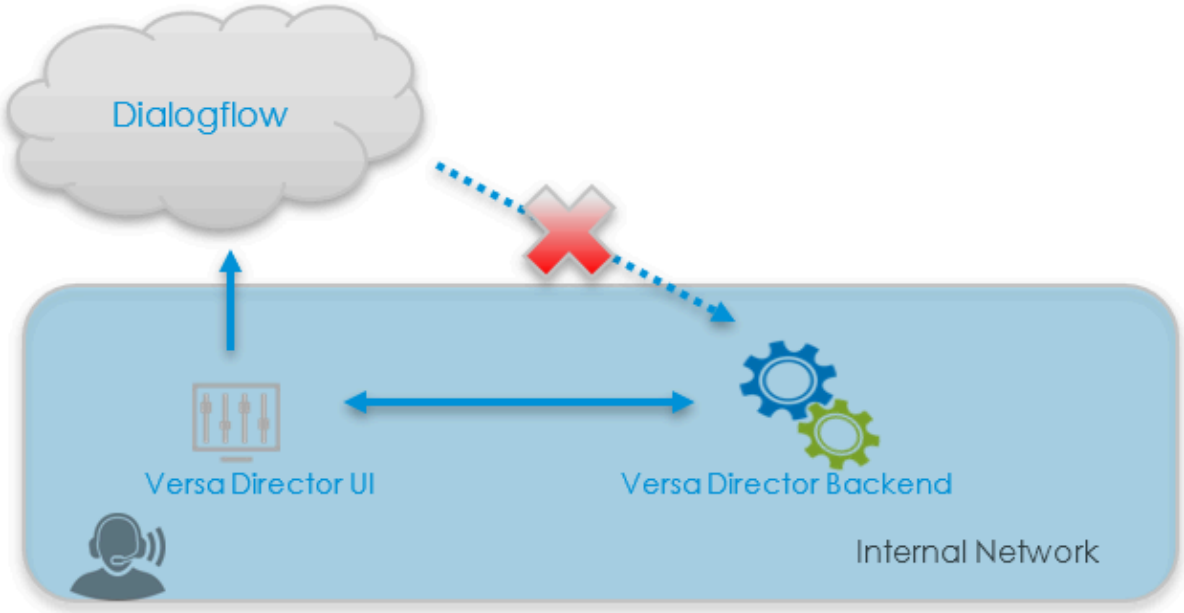
Use Versa Chatbot

For supported software information, click here.

The Versa Verbo platform is an intelligent, context-sensitive chatbot assistant that uses natural language processing (NLP), artificial intelligence (AI), and machine-learning (ML) to allow you to ask questions and receive answers about Versa Networks technology and the Versa Director, Analytics, and Concerto GUIs.

You can use the Verbo chatbot to help troubleshoot common network issues, such as branch connectivity, quality of service (QoS), CPU and memory load, and Analytics clusters. For advanced troubleshooting, the Verbo chatbot can guide you through debugging steps so that you can share information with Versa Networks Customer Support.

The Verbo chatbot uses Dialogflow, which is a Google service that converts an English statement or question into a function call that can be handled by any web infrastructure. However, all the data associated with a particular deployment is on-premises with no access to public internet. The Verbo chatbot provides advanced functionality using Dialogflow without exposing internal data.



The Verbo chatbot exposes an NLP-based frontend to a rule-based debugging or troubleshooting assistant, and it adds more rules based on user input. The Verbo chatbot automates various activities and creates an automated response for

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troubleshooting steps, such as verifying a configuration, checking the running state of the system, executing Linux commands such as ping and traceroute, and text response.

After each interaction, the Verbo chatbot provides a downloadable transcript detailing the commands, command-line interfaces (CLIs), configurations, and logs that it used to resolve the problem. You can use the transcript to better understand the process and to share the information. When you raise a support issue, you can share the transcripts with the Versa Networks Customer Support team to help to quickly and accurately resolve the issue.

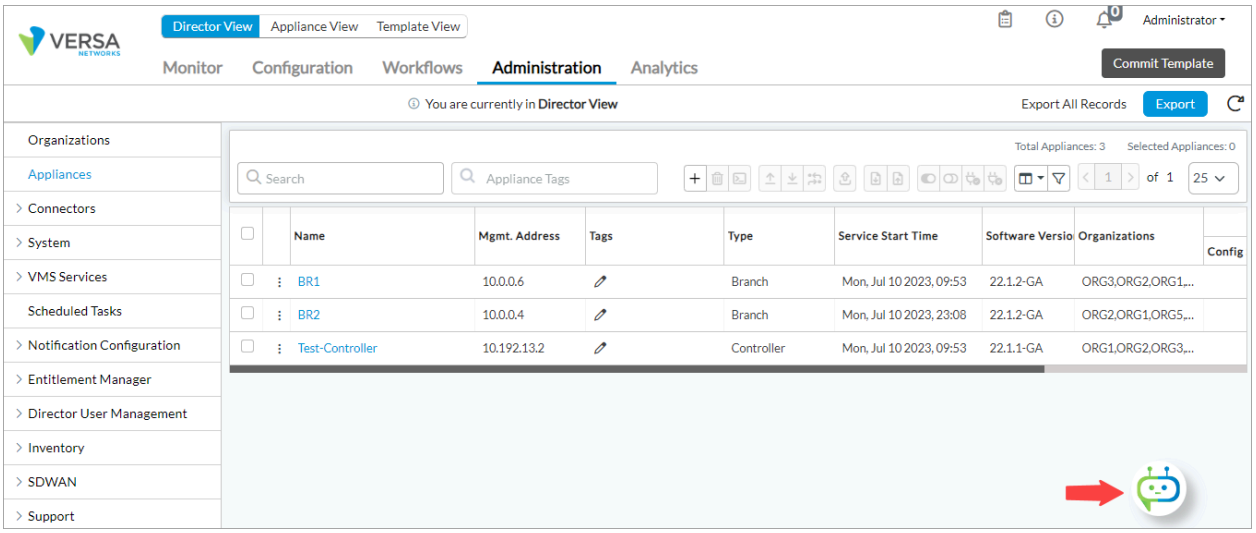
Use the Verbo Chatbot for Queries

The Verbo chatbot icon is displayed at all times in the Director GUI. To activate the Verbo chatbot, you click on the chatbot icon. Activating the Verbo chatbot establishes a brief session between the chatbot and Google Dialogflow, and also establishes a session between Dialogflow and the Director backend services. The session uses the same role-based access control (RBAC) that Versa Director supports, ensuring that a user can access only the data allowed based on their user role.

For the Verbo chatbot to function, the browser on which the Director GUI is running must be connected to the internet.

To use the chatbot:

1. In the Director GUI, click the chatbot icon.



The Verbo chatbot popup window displays.

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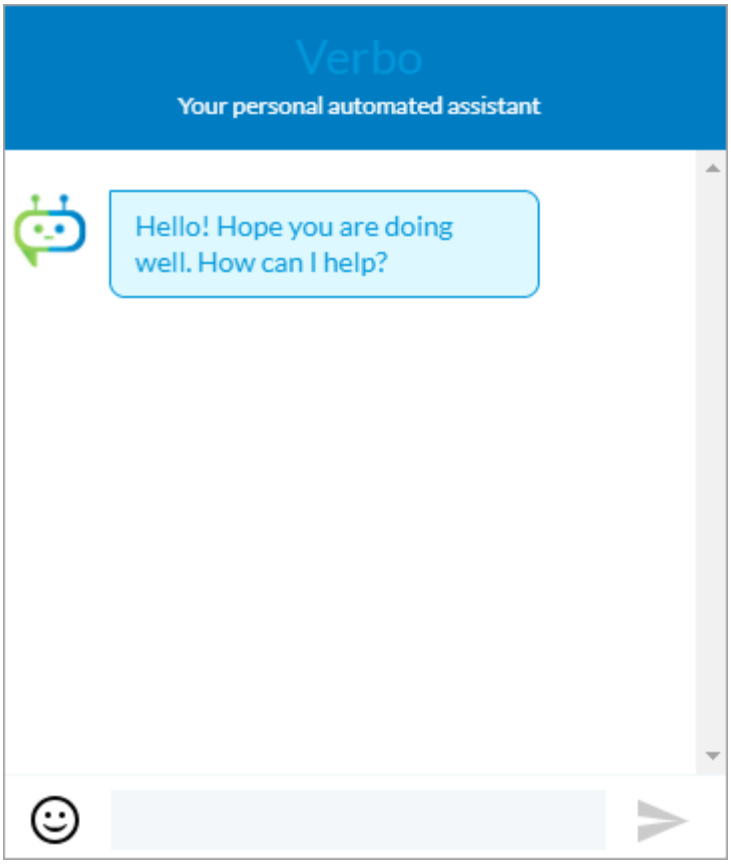

2. To start an interaction with the Verbo chatbot, enter your query. When you enter the query, the Verbo chatbot tries understand your intent and may ask for particular parameters if it needs more information to respond to the query. For example, if you enter "traffic is slow," the Verbo chatbot may ask for the device or branch name and the tenant organization name that has issues. The Verbo chatbot then tries to diagnose the issue. For example:

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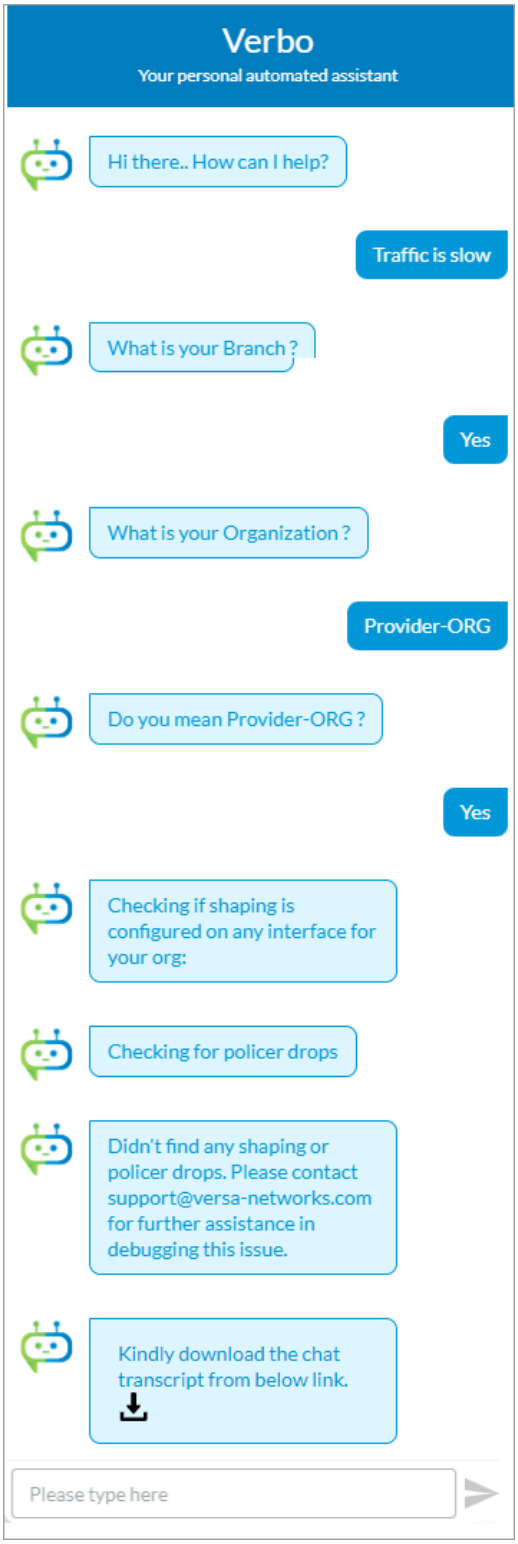

To download a transcript of your interaction with the Verbo chatbot:

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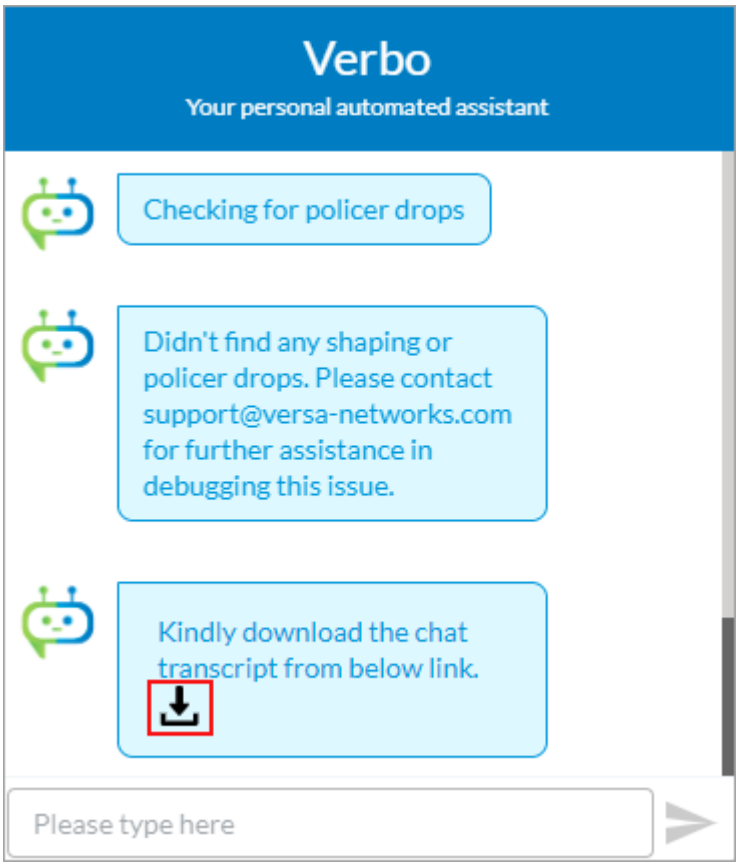
1. Click the Download icon. This icon displays at the end of each interaction with the Verbo chatbot. The downloaded file is a .txt file that records the interactions with the chatbot and backend verifications performed by the Verbo chatbot.



2. Select a folder and save the file.

The following example shows an interaction with the Verbo chatbot to verify connectivity of a branch. Press Enter or click the Send icon to share your queries to the Verbo chatbot in each of the steps below.

1. Open the Verbo chatbot.
2. When the Verbo chatbot asks "Hello! Hope you doing well. How can I help?", enter your query. In this example, the query is "Please check my branch connectivity."
3. The Verbo chatbot asks the name of the branch, and after you enter it, asks you to confirm the name.
4. Respond to the Verbo chatbot queries. Then, the Verbo chatbot checks the connectivity.

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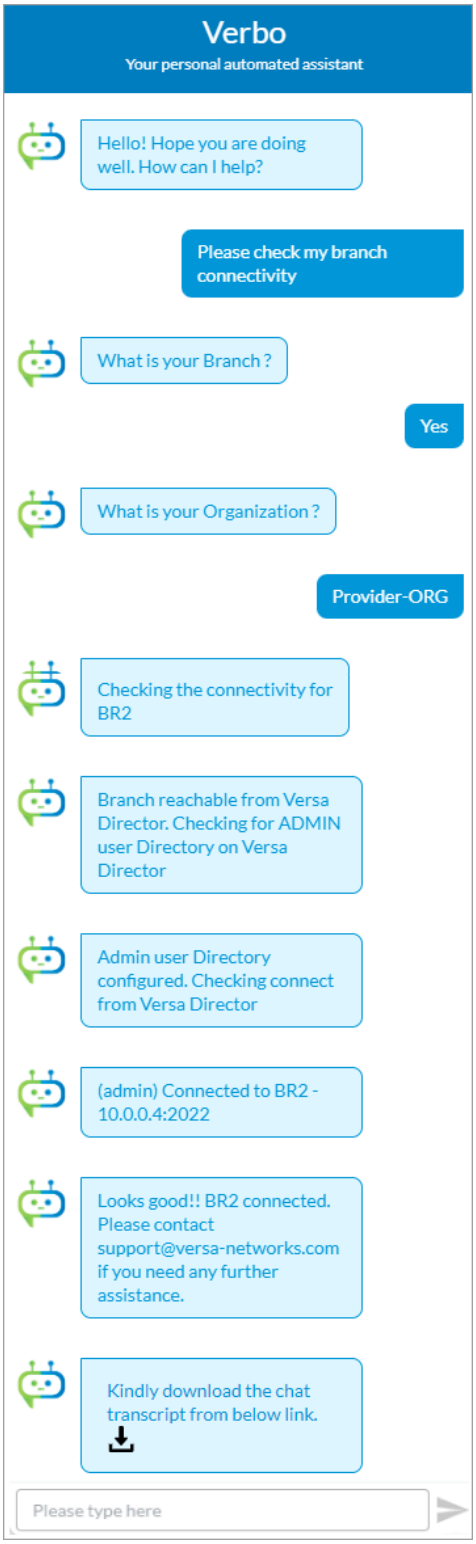

5. Download the transcript, to share your interaction with Versa technical support or to verify the interaction.

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Disable the Verbo Chatbot

1. In the Diretor GUI, click Administrator in the top bar.
2. Select Toggle Chatbot. The chatbot icon is then no longer displayed in the Director GUI.

3. Select Toggle Chatbot again to enable the Verbo chatbot.

Use VersaGPT

Note: Before you use VersaGPT, contact Versa Networks Customer Support.

VersaGPT is a generative AI-powered tool that provides access to documentation and knowledge base articles about Versa Networks technology and the Versa Director and Concerto products. VersaGPT offers guided experiences, how-to guides, configuration information, recommendations, and other information. It can also suggest solutions, provide step-by-step troubleshooting guidance, and redirect you to the appropriate settings in the management console.

VersaGPT is embedded in Verbo on Director and Concerto nodes. It is also embedded in the search engine on the Versa Networks website (versa-networks.com).

To use VersaGPT for configuration assistance, enter a query, and VersaGPT provides a response. For example, if you ask "How do I configure SNMP?" on a Director node, VersaGPT displays the steps to configure SNMP, as shown below, and also displays links to open any relevant configuration pages.

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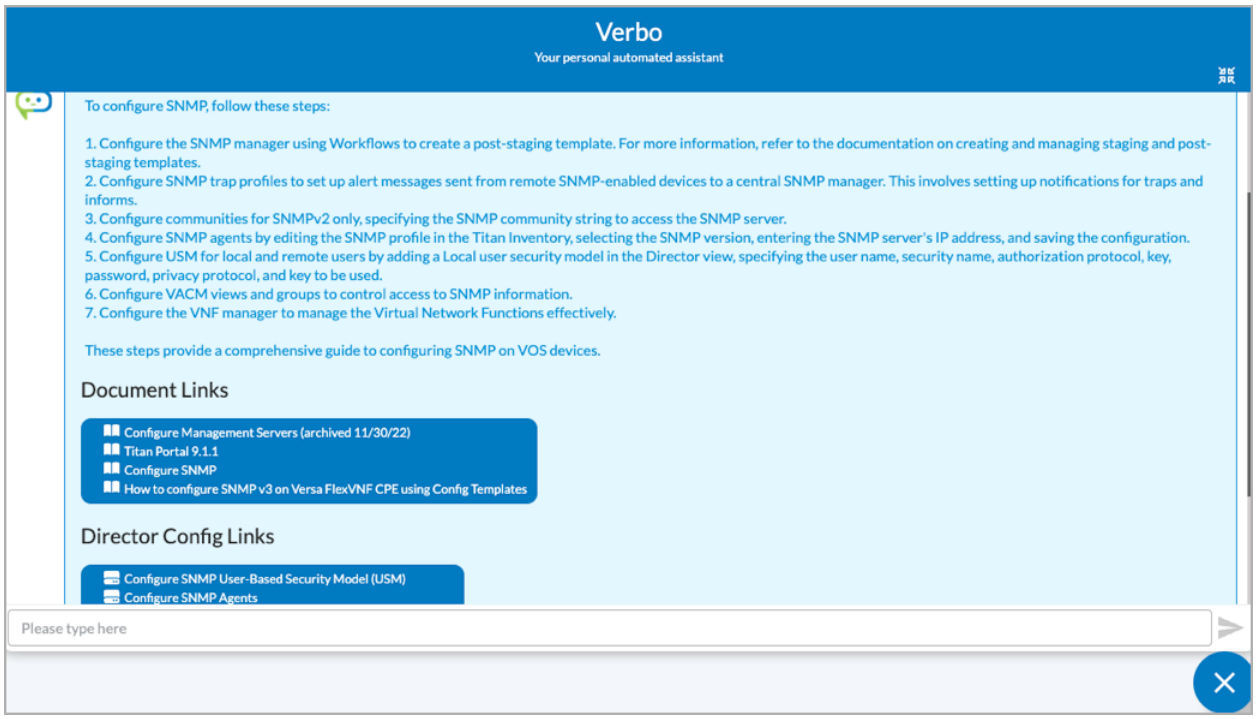

Supported Software Information

Releases 21.2.3 and later support all content described in this article, except:

- Release 22.1.4 adds support for VersaGPT.

Additional Information

Director GUI Overview

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