



# T-SYSTEMS SMARTCHAT

## Important notes for users

Last updated: September 25, 2025

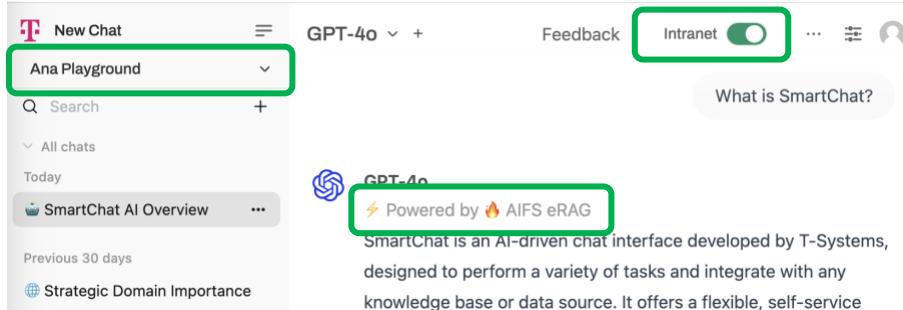
SmartChat Version: 1.28.1

## User Interface and Experience (UX/UI) Updates

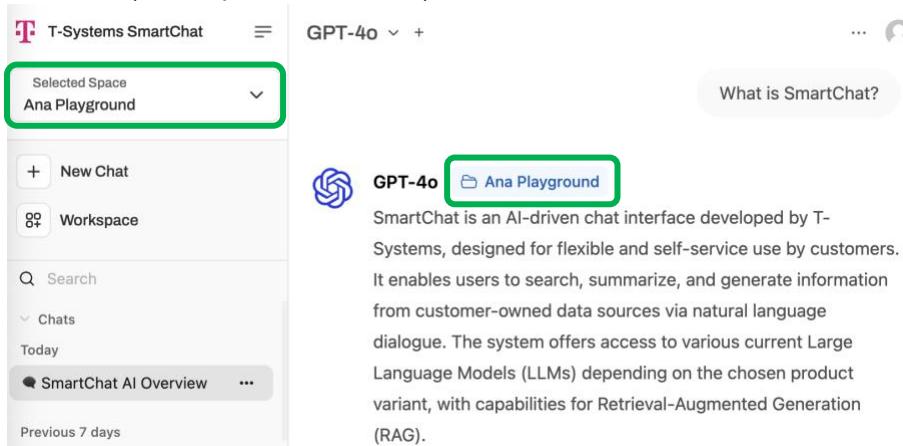
### Chat GUI:

1. Access to Retrieval-Augmented Generation (RAG): You can use RAG if you have at least one Space set up via the Admin Panel, filled with data, and available to you.

Previous version: To use RAG, use the “Intranet” toggle in the upper right corner.



New version: To use RAG, select a space in the “Selected Space” dropdown menu in the upper left corner. “My Space” is the default space, where one can use local data via document upload directly in the dialogue or the local data collections (“Workspace” > “Knowledge”) and custom assistants (“Workspace” > “Models”).



Please note that the source name is now displayed above the response.



2. Workspace: You can access advanced functionality via the “Workspace” button on the left-hand-side panel. Here, you can create and edit prompt templates, small knowledge/data collections, and custom GPTs / AI assistants / models.

**Assets created in Workspace can only be used when “Selected Space” is “My Space”.**

The screenshot shows the T-Systems SmartChat interface. At the top, there's a navigation bar with 'Models', 'Knowledge', and 'Prompts'. Below it, a sidebar has a dropdown menu set to 'Selected Space: My Space'. A green box highlights the 'Workspace' button in the sidebar. The main area displays two assets: 'Digital X 2025' and 'AIFS Knowledge Assistant', each with a delete icon.

You can share your assets with your team/space members (Access > Visibility > Private + Group). You can give your team a read or write access to your assets by clicking on the “Read/Write” icon.

This screenshot shows the 'Access Control' dialog for a template asset. Under 'Visibility', 'Private' is selected. In the 'Groups' section, 'AIFS-Internal' is listed with a 'READ' access button highlighted with a green box.

**Please do not make your assets public (Access > Visibility > Public). It will lead to them being shared with other teams, including those outside of your organization.**

This screenshot shows the 'Access Control' dialog for a template asset. Under 'Visibility', the 'Public' option is highlighted with a red box. The 'Groups' section shows a note: 'No groups with access, add a group to grant access'.



Further details on the assets you can create in the Workspace:

- a. **Prompt templates:** Create and edit your prompts via the “Prompt” tab in the “Workspace” area. To use a prompt template, please use slash (/) and select a template in the dialogue window.

Screenshot of the T-Systems SmartChat workspace showing the Prompts tab. The sidebar shows 'Selected Space My Space'. The main area shows a list of prompts: 'Test Ana Template /test-ana-template' by Anastasia.linnik@t-systems.com, 'Incident Agent /incident-agent' by Hugues-yannick-serge-lucien.mazouaud@t-systems.com, 'Prompt2 /prompt2' by Robot-mms, and 'Prompt /prompt' by Robot-mms. A green arrow points to the '+' icon next to the search bar.

Configure access to your prompt templates via the “Access” button in the GUI.

Screenshot of the T-Systems SmartChat workspace showing a prompt template named 'Test Template /test-ana-template'. The sidebar shows 'Selected Space My Space'. The main area shows 'Prompt Content' with the text 'This is my test prompt.' and instructions for variable usage. A green box highlights the 'Access' button next to the prompt name.

- b. **Knowledge:** Create and update local knowledge collections manually via the “Knowledge” tab. Click on the plus icon on the right to create a new collection. Drag and drop files.

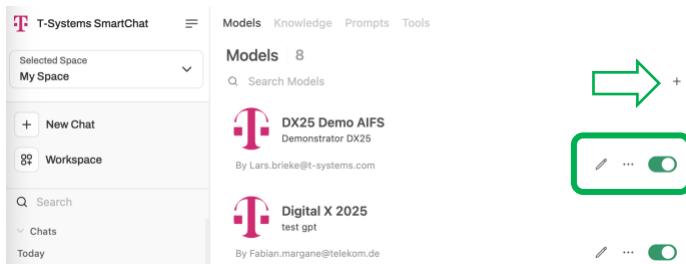
Screenshot of the T-Systems SmartChat workspace showing the Knowledge tab. The sidebar shows 'Selected Space My Space'. The main area shows a list of knowledge collections: 'AIFS Knowledge' (Basic information on AI foundation Services, updated 2 days ago) and 'OPEC-knowledge'. A green arrow points to the '+' icon next to the search bar. Another green box highlights the 'Access' button next to the 'AIFS Knowledge' collection.



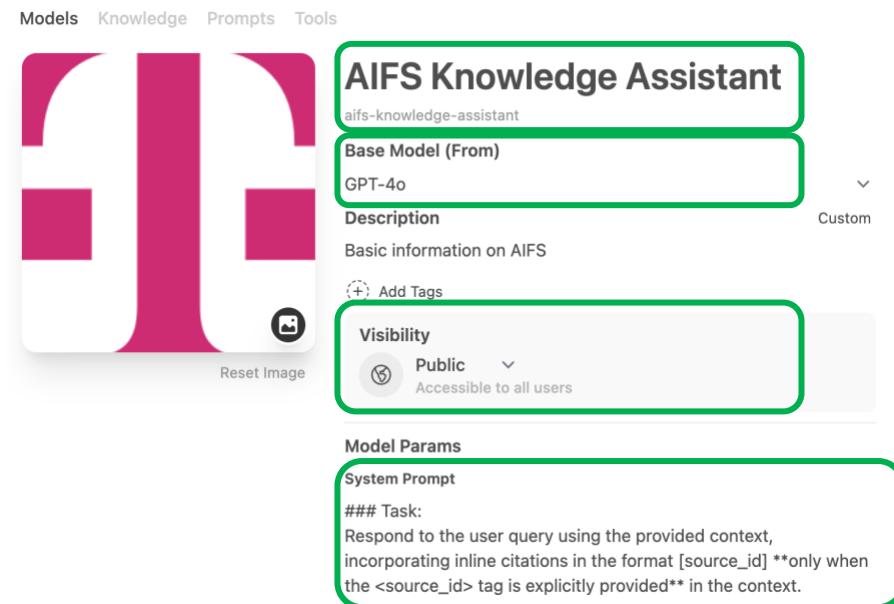
Add local knowledge collections directly to your dialogue window using hashtag (#) or added as context in custom assistants.



- c. **Models:** Create and edit custom GPTs / AI assistants / models via the Models tab. To create a new assistant/model/custom GPT, use the plus sign on the right-hand side. Activate/deactivate them via the toggle as necessary. Use the pencil symbol to edit.



Fill in the name, description, select the base model, and add a system prompt for your assistant. Share your assistant with your team/space members or organization.





Add knowledge and prompt suggestions to your assistant.

Advanced Params

Prompt suggestions

What is SmartChat?

Knowledge

To attach knowledge base here, add them to the "Knowledge" workspace first.

AIFS Knowledge Collection

Select Knowledge

Tools

To select toolkits here, add them to the "Tools" workspace first.

Filters

To select filters here, add them to the "Functions" workspace first.

Actions

To select actions here, add them to the "Functions" workspace first.

Capabilities

Vision  Usage  Citations

JSON Preview

Show

Save & Update

Select your assistant from the model dropdown menu. Users with read access to an assistant will only be able to see it in the dropdown. In the overview via Workspace, they will only see assets they created themselves and those they have write access to.

T-Systems SmartChat

GPT-4o +

Selected Space

My Space

New Chat

Workspace

Search a model

All Test

AIFS Knowledge Assistant

EU AI Act Assistant

My super Model

**Admin Panel:** No changes.

## Current limitations

- RAG and local data collections in the Chat GUI can only be used separately:** file upload and Workspace features Knowledge and Models (assistants/custom GPTs) cannot be used with RAG.
- Registration: use the link in the registration email, then "Forgot password" to create a new password.
- Audio input or output (text-to-speech, speech-to-text) is currently unavailable.