



T-SYSTEMS SMARTCHAT

Important notes for users

Last updated: September 25, 2025

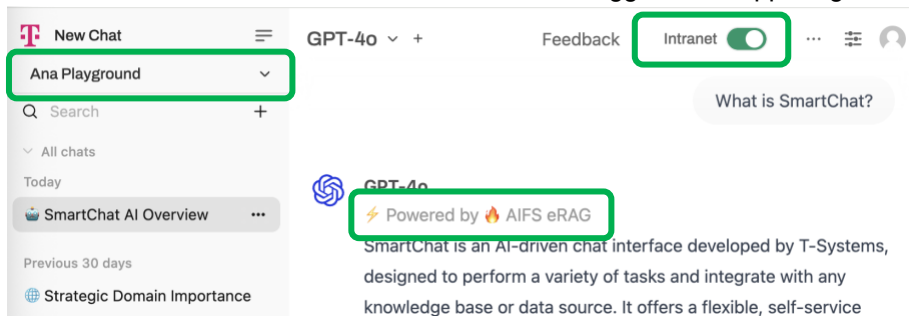
SmartChat Version: 1.28.1

User Interface and Experience (UX/UI) Updates

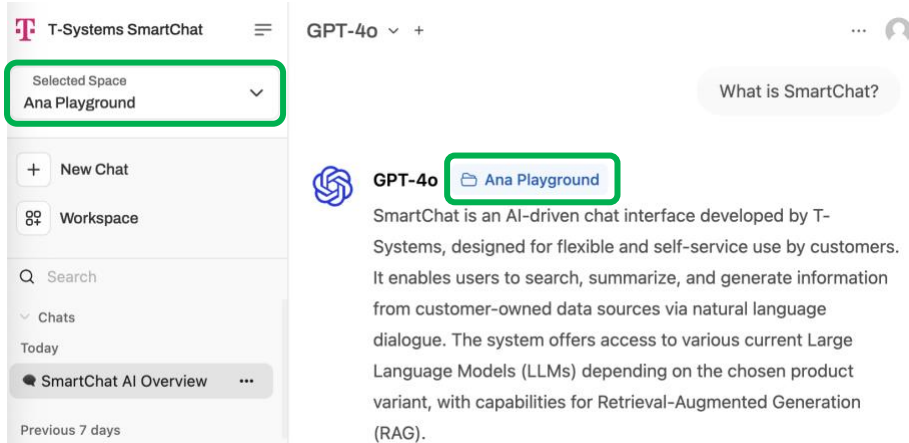
Chat GUI:

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”).

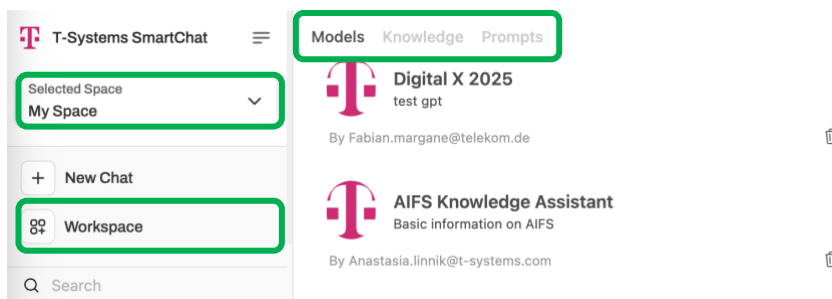


Please note that the source name is now displayed above the response.

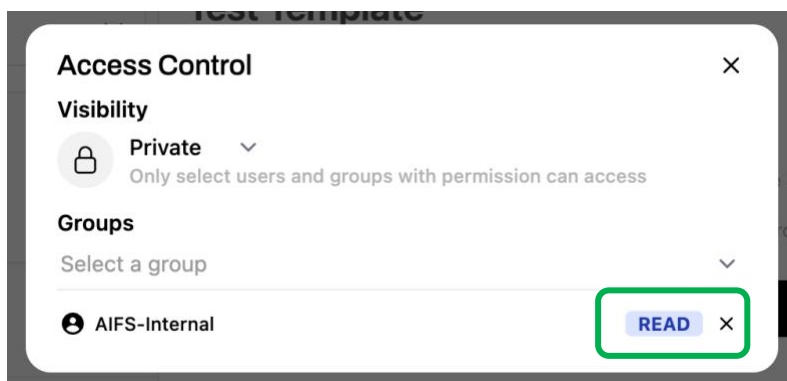


2. Workspace: You can access advanced functionality via the “Workspace” button on the left-hand-side panel. Here, you can create and edit prompt templates, small knowledge/data collections, and custom GPTs / AI assistants / models.

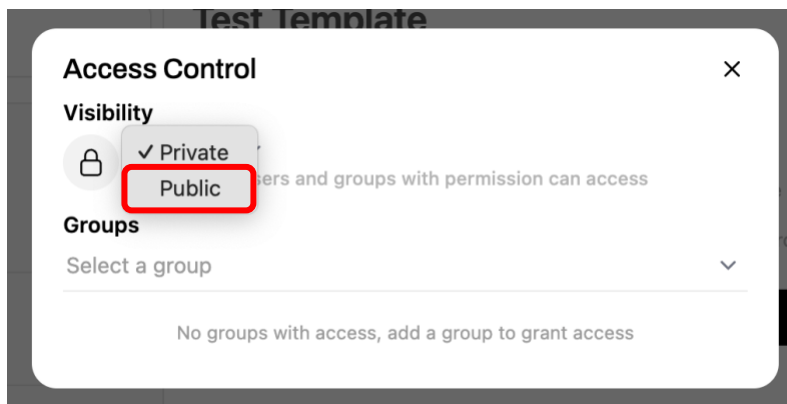
Assets created in Workspace can only be used when “Selected Space” is “My Space”.



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.



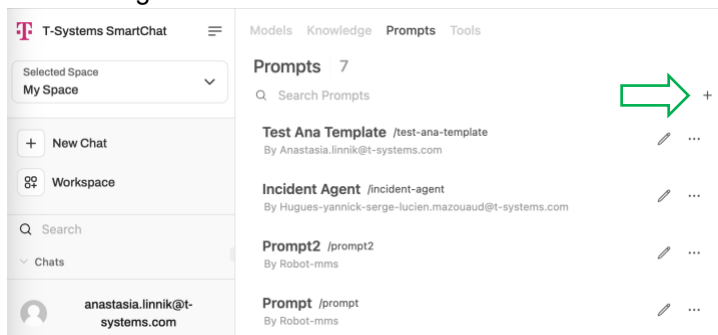
Please do not make your assets public (Access > Visibility > Public). It will lead to them being shared with other teams, including those outside of your organization.



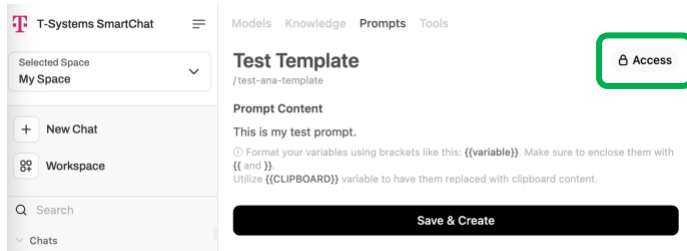


Further details on the assets you can create in the Workspace:

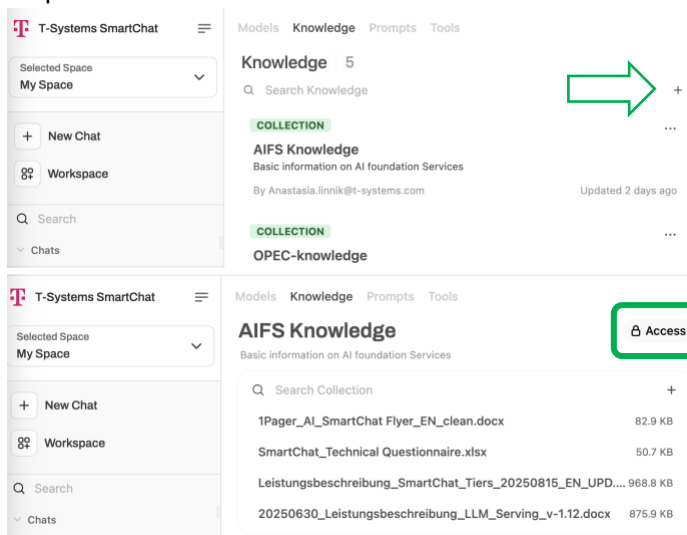
- a. **Prompt templates:** Create and edit your prompts via the “Prompt” tab in the “Workspace” area. To use a prompt template, please use slash (/) and select a template in the dialogue window.



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



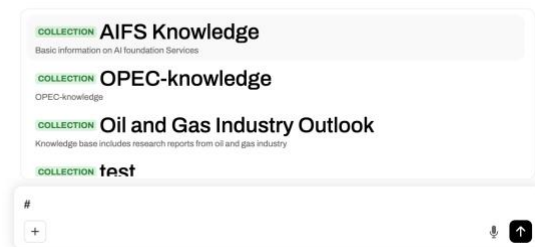
- b. **Knowledge:** Create and update local knowledge collections manually via the “Knowledge” tab. Click on the plus icon on the right to create a new collection. Drag and drop files.



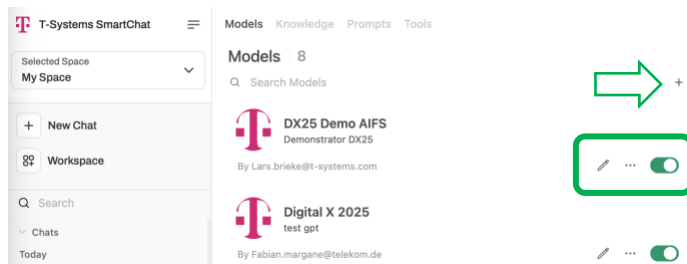


Add local knowledge collections directly to your dialogue window using hashtag (#) or added as context in custom assistants.

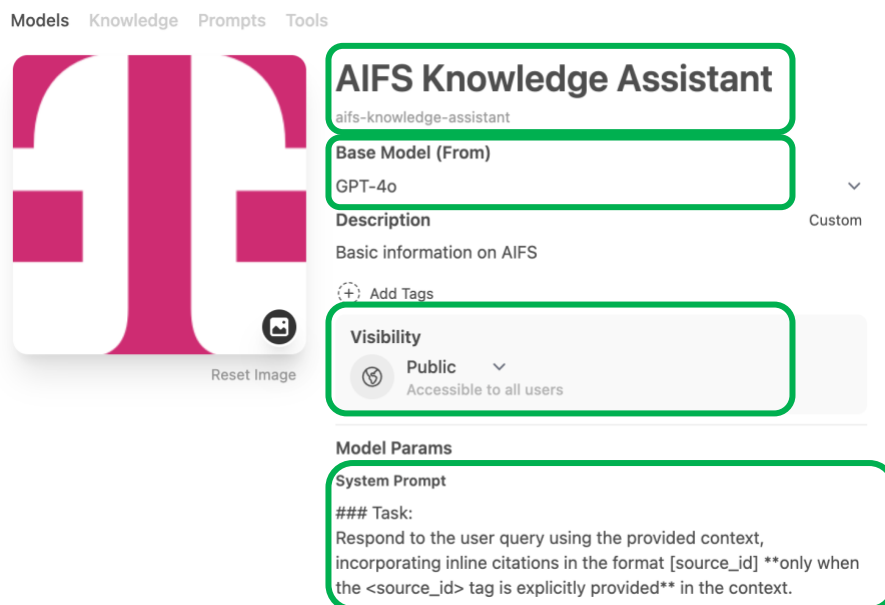
GPT-4o v +
Set as default



- 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 Show

Prompt suggestions

What is SmartChat?

Custom +

x

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.

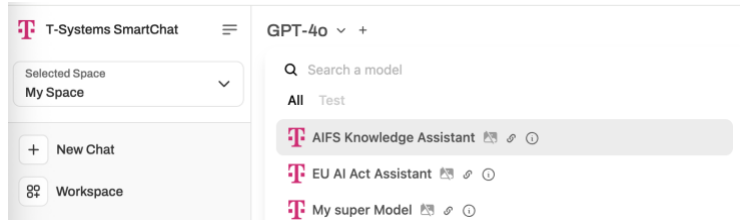
Capabilities

☒ 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.



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.