

# Ivanti Neurons Digital Assistant

## Getting Help

Ivanti Neurons Digital Assistant is an AI-powered Virtual Support Agent (VSA) that delivers an intelligent, personalized, conversational user experience for support interactions to maximize employee adoption and reduce Service Desk call volume. It's a cloud-based solution fully integrated with Ivanti Neurons for ITSM workflows.

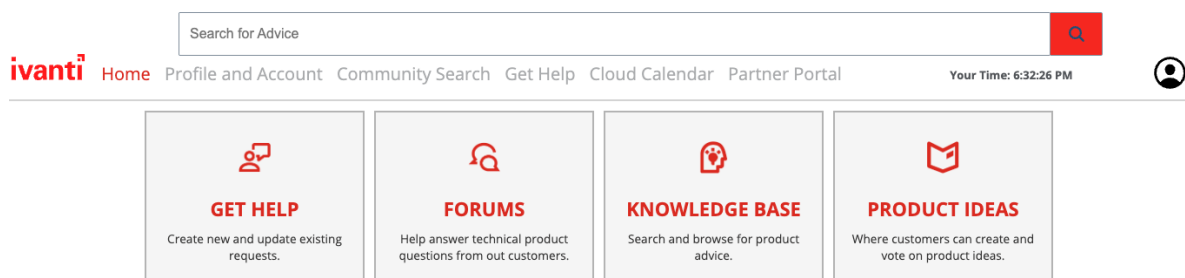
Ivanti Neurons Digital Assistant is supported by Ivanti Support. This document describes the support process for Ivanti Neurons Digital Assistant (DA).

### Prior to Requesting Help

- Before submitting support cases to Ivanti Support, please review the available user guide, how-to articles, release notes, and other online resources at <https://espressive.atlassian.net/servicedesk/customer/portals>. You'll find helpful resource for many common questions and issues.
- You also have the option to review resource and post questions about Ivanti Neurons Digital Assistant in the Ivanti Community.

### Submitting a Support Case with Ivanti Support

1. To submit a support case with Ivanti Support use the "Get Help" tile in your Ivanti Customer Portal.



2. Select Ivanti Neurons for ITSM product version and 'Digital Assistant' as sub-product / category.