Help Us Improve the AI

Tell us when the AI gives you wrong guidance, and how we use that report to make the next session better — with a clear promise about what we do NOT collect.

Why This Page Exists

FrameworX includes several AI-driven tools — the AI Tutor that walks you through a lesson live in Designer, the AI Designer connector that helps you build solutions, the AI Console that authors configuration as JSON files, and the docs-aware search that points you at the right page on this site.

These tools occasionally get things wrong: a tool might recommend a field name that doesn't exist, a lesson might describe behavior from a previous version, or a search result might miss the obvious page. When that happens, we want to know — not so we can blame the AI, but so we can fix the underlying knowledge stack (the docs page, the tool description, the skill content) that taught the AI the wrong thing.

What We Do NOT Collect

> **No automated data collection.** FrameworX does not send your AI session content to Tatsoft. Every report you make is something you choose to send, in your own words, through a normal support or forum channel. There is no telemetry, no transcript collection, no background "phone home" of any AI conversation.

Specifically:

- We do not collect your prompts, your AI's responses, or any session transcript automatically.
- We do not log which tools the AI called or which docs pages it fetched.
- We do not send your solution content, tag names, or configuration to Tatsoft for AI training or analysis.
- We do not retain anything from an AI session beyond what you explicitly share with us in a support ticket or forum post.

Your AI session content stays on your machine (or your AI provider's infrastructure if you use a cloud AI), governed by your AI provider's own privacy terms. Tatsoft has no view into it.

How to Report When the AI Gets It Wrong

If you notice the AI gave you incorrect guidance — a wrong field name, a missing tool, an outdated procedure, an answer that didn't fit your version — please tell us through one of the normal support channels:

Channel	When to use	What to include
support.tatsoft.mobi — open a ticket	You're a paying customer or registered system integrator and the AI's wrong answer affected your project work.	What you asked, what the AI said, what was wrong about it, what version of FrameworX you're on. A screenshot or copy-paste of the AI's response is ideal.
forum.tatsoft.com — post in the AI feedback thread	You want to discuss publicly with the community, or you found a pattern others might recognize.	Same as above. Avoid pasting anything proprietary — the forum is public.

You don't need to know what's "really" wrong — just describe what you asked and what you got. Diagnosing whether it's a docs gap, a tool-schema problem, or a skill-content issue is our job.

What We Do With Your Report

Every report you send is reviewed by hand — no automated pipeline, no AI auto-triaging your message before a human sees it.

1. The support engineer who receives your ticket reads the report and confirms the AI's answer was indeed wrong (or escalates to dev if uncertain).
2. If confirmed, the engineer files an internal backlog item tagged for AI-knowledge review.
3. The product lead personally reviews every AI-knowledge item on a weekly cadence, decides which AI surface needs updating (the docs page, the tool description, the skill content, the context injection), and routes the fix into the development queue.
4. The fix ships in a future product update. You'll see the corrected behavior when you next update FrameworX.

If you opened the report through a support ticket, you'll get a reply when the fix lands — or sooner, if we have a workaround that helps you in the meantime.

What This Is Not

This page is about reporting when the AI's **knowledge** is wrong — outdated docs, missing tool descriptions, misleading skill content. It is NOT a place to file:

- **Bugs in the AI's reasoning** — if Claude or another AI provider made a mistake that wasn't about FrameworX-specific knowledge, that's a question for your AI provider, not Tatsoft.
- **FrameworX product bugs** that the AI happened to reveal — file those as normal support tickets without the AI angle.

- **Feature requests for the AI itself** (e.g., "make the AI Tutor cover topic X") — those go through the normal feature request channel.