Extreme Agent ONE™ Coworker v10.1.0 User Guide

AI Agent Usage Instructions

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Abstract

The Extreme Agent ONE™ Coworker User Guide documents the Extreme Networks embedded AI assistant for the Extreme Platform ONE™ Networking environment. Version 10.1.0 introduces a new shortcut command that can be used to toggle the chat window on and off. Extreme Agent ONE Coworker is a conversational, natural-language helper that monitors a user's network from login, surfaces critical issues, provides contextual guidance, retrieves and analyzes telemetry, pulls relevant documentation, and assists with support-case creation and tracking. It operates through four default, always-on skills: Nudge, Talk to Data, Talk to Knowledge, and Talk to Support. The guide emphasizes that the assistant takes no autonomous action, never executes changes without explicit user approval, enforces role-based data access, and grounds responses in Extreme Networks sources to reduce hallucination. It covers the user interface, requirements, and step-by-step procedures for starting and managing chats. The intended audience is network administrators and security operations staff using Extreme Platform ONE Networking.

Preface

Read the following topics to learn about:

- The meanings of text formats used in this document.
- Where you can find additional information and help.
- How to reach us with questions and comments.

Text Conventions

Unless otherwise noted, information in this document applies to all supported environments for the products in question. Exceptions, like command keywords associated with a specific software version, are identified in the text.

When a feature, function, or operation pertains to a specific hardware product, the product name is used. When features, functions, and operations are the same across an entire product family, such as Extreme Networks switches, the product is referred to as *the switch*.

Table 1: Notes and warnings

Icon	Notice type	Alerts you to...
	Tip	Helpful tips and notices for using the product
	Note	Useful information or instructions
	Important	Important features or instructions
	Caution	Risk of personal injury, system damage, or loss of data
	Warning	Risk of severe personal injury

Table 2: Text

Convention	Description
`screen displays`	This typeface indicates command syntax, or represents information as it is displayed on the screen.
The words *enter* and *type*	When you see the word *enter* in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says *type*.
Key names	Key names are written in boldface, for example **Ctrl** or **Esc**. If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press **Ctrl**+**Alt**+**Del**
Words in italicized type	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles.
NEW!	New information. In a PDF, this is searchable text.

Table 3: Command syntax

Convention	Description
bold text	Bold text indicates command names, keywords, and command options.
italic text	Italic text indicates variable content.
`[ ]`	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
`{ x | y | z }`	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
x | **y**	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, such as passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, *member*[*member*...].
\	In command examples, the backslash indicates a “soft” line break. When a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

Documentation and Training

Find Extreme Networks product information at the following locations:

Current Product Documentation
Release Notes

Hardware and Software Compatibility for Extreme Networks products
Extreme Optics Compatibility
Other Resources such as articles, white papers, and case studies

Open Source Declarations

Some software files have been licensed under certain open source licenses. Information is available on the Open Source Declaration page.

Training

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit the Extreme Networks Training page.

Help and Support

If you require assistance, contact Extreme Networks using one of the following methods:

Extreme Agent ONE™ Coworker "Talk to Support"

For customers with Extreme Platform ONE™ ExtremeWorks / ExtremeWorks Premier subscriptions, technical support cases can be created using Extreme Agent ONE™ Coworker. This option requires that a user has an existing Extreme Networks Support Portal account login (using the same email address as used to log into Extreme Platform ONE™ Networking.) For more information about Extreme Agent ONE™ Coworker “Talk to Support”, see the Extreme Agent ONE™ Coworker documentation.

Extreme Portal

Search the GTAC (Global Technical Assistance Center) knowledge base; manage support cases and service contracts; download software; and obtain product licensing, training, and certifications.

The Hub

A forum for Extreme Networks customers to connect with one another, answer questions, and share ideas and feedback. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.

Call GTAC

For immediate support: (800) 998 2408 (toll-free in U.S. and Canada) or 1 (408) 579 2800. For the support phone number in your country, visit www.extremenetworks.com/support/contact.

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)

- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

Subscribe to Product Announcements

You can subscribe to email notifications for product and software release announcements, Field Notices, and Vulnerability Notices.

1. Go to The Hub.
2. In the list of categories, expand the **Product Announcements** list.
3. Select a product for which you would like to receive notifications.
4. Select **Subscribe**.
5. To select additional products, return to the **Product Announcements** list and repeat steps 3 and 4.

You can modify your product selections or unsubscribe at any time.

Extreme Support Portal

The Extreme Networks Extreme Support Portal provides access to:

- License management
- Firmware downloads
- Case management
- GTAC Knowledge base
- And more

To access the portal, you must first create an account. The Extreme Support Portal provides separate registration forms for End Customers and Partners.

Before you begin, gather the following: A valid corporate email address — required to receive the appropriate level of portal access. Your company details: company name, address, phone number (include country code if outside the US), job title, and job role. At least one supporting identifier: Sold-to number, serial number, contract number, or Purchase Order (PO) number.

Create an End Customer Extreme Support Portal Account

The Extreme Support Portal provides separate registration forms for End Customers and Partners. Use this task to create an End Customer account.

Note
If you are adding a new user to an existing account, the new user must complete and be vetted through the same registration process.

The portal registration page is at https://extreme-networks.my.site.com/.

1. Go to the Extreme Support Portal and select **Login or Signup** on the login page.
2. On the login page, select **Create a new Extreme Customer Portal Account** .

3. Complete all required fields (marked *). Use your corporate email address to ensure the appropriate access level.

   Important
   Do not register with a personal email address.

4. Read the Support Portal Terms of Use and select the acknowledgment check box to accept.

   Important
   You must accept the Terms of Use before you can submit the form. You can adjust or withdraw consent at any time through the Email Preference Center.

5. Select **Register**.

   A confirmation message appears on the page and a password setup email is sent to your corporate email address.

6. Open the password setup email and follow the instructions to create your portal password.

   Tip
   If the email does not appear in your inbox within a few minutes, check your spam or junk mail folder.

7. To log in to the support portal go to: https://extremesaas.my.site.com/.

Create a Partner Extreme Support Portal Account

The Extreme Support Portal provides separate registration forms for End Customers and Partners. Use this task to create a Partner account.

The portal registration page is at https://extreme-networks.my.site.com/.

1. Go to the Extreme Support Portal and select **Login or Signup** on the login page.
2. On the login page, select **Create a new Extreme Partner Portal Account**.
3. Complete all required fields (marked *). Use your corporate email address to ensure the appropriate access level.

   Important
   Do not register with a personal email address.

4. Read the following terms and select the required check boxes:
   - Support Portal Terms of Use
   - Extreme Networks Standard Reseller Terms and Conditions
   - Trade Compliance Terms and Conditions

   You can adjust or withdraw consent at any time through the Email Preference Center.

5. Select **Register**.

   A confirmation message appears on the page and a password setup email is sent to your corporate email address.

6. Open the password setup email and follow the instructions to create your portal password.



Tip
If the email does not appear in your inbox within a few minutes, check your spam or junk mail folder.

7. To log in to the support portal go to: https://extremesaas.my.site.com/.

Send Feedback

The User Enablement team at Extreme Networks has made every effort to ensure that this document is accurate, complete, and easy to use. We strive to improve our documentation to help you in your work, so we want to hear from you. We welcome all feedback, but we especially want to know about:

- Content errors, or confusing or conflicting information.
- Improvements that would help you find relevant information.
- Broken links or usability issues.

To send feedback, email us at Product-Documentation@extremenetworks.com.

Provide as much detail as possible including the publication title, topic heading, and page number (if applicable), along with your comments and suggestions for improvement.

Extreme Agent ONE Coworker Overview

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Extreme Agent ONE™ Coworker can make it easy to manage your network. Extreme Agent ONE Coworker is a virtual AI helper that is there to assist while you are working in Extreme Platform ONE™ Networking.

Extreme Agent ONE Coworker calls your attention to critical items that need to be addressed, provides guidance when you're unsure of next steps, retrieves relevant information and data, and helps you create and manage support cases when they're needed.

Extreme Agent ONE Coworker can reduce the amount of time that you spend searching for information and the amount of time that it takes you to resolve issues. As soon as you log in to Extreme Platform ONE Networking, Extreme Agent ONE Coworker is on and is monitoring, no matter where you are in Extreme Platform ONE Networking.

Extreme Agent ONE Coworker helps you by doing the following:

- Alerts you to critical issues that need to be addressed right away.
- Provides guidance when you are unsure of your next action.
- Nudges you to features and capabilities that you might not be aware of.
- Extracts and analyzes relevant telemetry information from your network.
- Pulls documentation that is relevant to your task.
- Helps you troubleshoot and address network issues.
- Helps you manage and track support cases: Case creation, analysis, detailed investigation, and suggested solutions. It can also isolate priority support cases for easier access and management.

You can use Extreme Agent ONE Coworker with ordinary human language. You simply type in your questions, commands, and text prompts in regular language and Extreme Agent ONE Coworker provides a response that always includes a written summary and may also include telemetry data, tables, visualizations, procedures, and perhaps its own questions to you.

Extreme Agent ONE Coworker has the persona of a knowledgeable and helpful team member who respects your authority and never initiates changes without your approval.

To help build confidence with its abilities, Extreme Agent ONE Coworker doesn't just provide you with suggested actions—it also includes reasoning for its decisions and analysis. If it doesn't know the answer, it tells you, and then provides possible alternatives. Also, if an investigation is going to take time to reach a decision, Extreme Agent ONE Coworker tells you so that you know a response is in progress.



Note
Extreme Agent ONE Coworker responses are generated by artificial intelligence and are designed to reduce the risk of hallucination (inaccurate or fabricated responses) by grounding answers in Extreme Networks documentation, GTAC knowledge articles, and release notes. However, like any AI, it can make mistakes, and you should check important information.

Extreme Agent ONE Coworker Skills

As an AI helper, Extreme Agent ONE Coworker offers skills that accomplish specific tasks. It comes with four default skills that it can access for various tasks:

- Nudge
- Talk to Data
- Talk to Knowledge
- Talk to Support

No configuration or setup is necessary to use these four skills as they are on automatically and configured by default. There is also no need to specify which skill to use—Extreme Agent ONE Coworker analyzes your prompt, determines which skill(s) will help it to complete the task, and automatically invokes the skill.

Nudge



Note
Nudges are supported in Extreme Platform ONE Networking only. Nudges are not supported in Extreme Platform ONE Security.

The Nudge skill is a proactive helper that tells you what to do next or calls attention to items of importance to you. This skill gives Extreme Agent ONE Coworker the ability to prompt you whenever it sees something on the network that needs your attention.

When Extreme Agent ONE Coworker prompts you, the Command Bar pulses gently and a text bubble displays with a brief message about the issue. Select the text bubble to launch the nudge in a full chat window where you can read a full analysis of the issue and ask follow-up questions.

There are three types of nudges:

- Informational Nudges
- Critical Nudges

- Unread Response Nudges

Note
Critical nudges have the highest priority. Unread response nudges have the second-highest priority. Informational nudges have the lowest priority. For example, if an admin is viewing an informational nudge and a critical nudge gets triggered, the critical nudge displays due to the higher priority ranking.

Informational Nudge

An informational nudge offers helpful information such as a tip or suggestion. Extreme Agent ONE Coworker bases the nudge on the context of where you are on the Extreme Platform ONE Networking site, what Extreme Agent ONE Coworker determines that you are trying to accomplish, your roles and permissions, and as much context as can be gathered about you and your network. In the Command Bar, informational nudges display alongside a blue dot ( ).

Extreme Agent ONE Coworker uses informational nudges to call attention to Extreme Platform ONE Networking features and capabilities that you may not know about, but which are well-suited to what you're doing, as well as tasks that are well-suited to where you are on the site. Informational nudges help you navigate the network and offer suggestions to non-critical issues when you appear to be unsure of next steps. The messages auto-dismiss within 20 seconds. You also have the option to snooze informational nudges for up to one hour.

Critical Nudge

A critical nudge is a high-priority prompt that Extreme Agent ONE Coworker provides to call your attention to critical network issues that require your immediate attention. The nudge gets sent whenever a Sev 1 alert arrives in the Extreme Platform ONE Networking Notification Center. In the Command Bar, critical nudges display alongside a red dot ( ).

Critical nudges can help improve acknowledgment time and resolution for critical network issues. Critical nudges contain a preliminary analysis that helps to begin the troubleshooting process. Once Extreme Agent ONE Coworker realizes that there is an issue, it completes a preliminary analysis by identifying what went wrong, which network elements and devices are affected, and the likely causes and fixes.

Selecting the nudge opens a new chat with the results of the analysis. You can issue an acknowledgment, open a support case, or ask follow-up questions to investigate the issue further.

Critical nudges do not auto-dismiss. They persist until you engage with them or snooze them. You have the option to ask Extreme Agent ONE Coworker in chat to snooze critical nudges for up to four hours.

Unread Response Nudge

A third type of nudge occurs due to an existing chat where Extreme Agent ONE Coworker requires extra time to provide an answer. Extreme Agent ONE Coworker informs you that it will nudge you when the response is ready. When it's ready, Extreme Agent ONE Coworker sends a nudge so that you can reopen the chat and read the response. Unread response nudges auto-dismiss after five minutes. In the Command Bar, unread response nudges display alongside a gray dot ( ).

Talk to Data

The Talk to Data skill provides you with relevant network data simply by asking for it using an ordinary human language request. Once you make your request, Extreme Agent ONE Coworker checks the available network data, and responds with whatever data you're asking for. For example, you could ask about a specific access point (AP) or network switch and Extreme Agent ONE Coworker responds with the relevant data. The response will typically include a written summary along with any data tables and graphs that help to convey the information.

What kinds of questions it can answer

- Fact lookup—*"What's the firmware version on AP site-3-floor-2?"*
- Correlation—*"Which sites have the highest error rates and which APs are in those sites?"*
- Trend analysis—*"Show me CPU utilization across my core switches over the last 30 days."*
- Root cause analysis—*"Why has client throughput at Site 14 degraded over the past week?"*
- Comparisons—*"Compare packet loss between Site 3 and Site 7 for the same time period last month."*

How responses are structured

Every Talk to Data response includes a natural-language summary of the answer. Depending on the data requested, the response may include data tables (with up to 10 rows with pagination) and widget visualizations. You can download the full result set as a CSV.

What it can't do

Talk to Data is a read-only skill that retrieves and analyzes data only. The skill does not change network configuration, push firmware, or modify any device settings. It only accesses the data that your role has permission to see—access controls are enforced at the data retrieval layer. Talk to Data covers wireless and wired data in this release. Extreme Platform ONE Security data is out of scope for the current release.

Suggested prompts to try

- *"How many clients are connected right now, broken down by site?"*
- *"Which APs have the highest error rate in the last 24 hours?"*
- *"Show me devices with firmware older than the current recommended version."*
- *"What's the average client count per AP at Site 14 over the last 30 days?"*
- *"Find APs with CPU utilization above 80%."*
- *"Compare device health scores between my Boston and Dallas sites."*

Talk to Knowledge

The Talk to Knowledge skill lets you ask technical networking questions using ordinary human language and Extreme Agent ONE Coworker pulls the relevant information from the Extreme Networks product documentation, support articles, and case studies.

What it can answer:

- Product documentation questions—Supported firmware versions, hardware specs, new feature explanations, and how-to-task procedures.
- Best practices—VLAN configuration, high-density Wi-Fi deployment, policy setup
- GTAC knowledge base—Factual Q&As, security advisories, field notices, best practices — the non-troubleshooting content
- CVE and security advisory information relevant to your product portfolio
- Questions about Extreme Agent ONE Coworker and Extreme Exchange™

What an answer looks like

Answers are summarized in natural language with citations and source references. If Talk to Knowledge can't find an answer with sufficient confidence, it says so—it will tell you it can't find it and suggest rephrasing with a specific product name or version.

Suggested prompts to try

- *"What are the known CVEs affecting my current firmware versions?"*
- *"What's the best practice for configuring VLANs on EXOS switches?"*
- *"What is the health score in Extreme Platform ONE?"*
- *"How do I set up RADIUS authentication on my switches?"*

Talk to Support

Talk to Support is the skill that helps you handle support-related tasks within Extreme Agent ONE Coworker. This includes troubleshooting issues prior to escalation as well as opening and tracking GTAC cases.

When a critical nudge fires and you engage with it, the nudge includes the **Troubleshoot** and **Open a Case** Call-to-Action commands. Clicking either command brings Talk to Support into the conversation with the pre-investigation context already loaded—the devices, the metrics, the preliminary findings.

Talk to Support can also be invoked by asking Extreme Agent ONE Coworker to investigate an issue.

What Talk to Support does:

- Self-resolution help desk (24-7)—When you describe a problem, Extreme Agent ONE Coworker routes the intent to Talk to Support, which searches the GTAC knowledge base and product documentation to narrow the issue to likely root causes and walk you through resolution steps.
- Automated evidence collection—Before a case is submitted to GTAC, Talk to Support compiles everything from the conversation—reported symptoms, troubleshooting steps, diagnostic observations—into a structured evidence package automatically.

- GTAC case creation—When self-resolution doesn't work, Talk to Support creates a pre-filled GTAC case formatted to best-practice standards. It shows you a preview and requires your explicit confirmation before submitting.
- Case status—Ask "What's the status of case 12345?" and Talk to Support retrieves it from Salesforce in real time. Admin users can see all cases for their tenant; other users see their own cases.

Troubleshooting

Troubleshooting capabilities let Extreme Agent ONE Coworker diagnose problems, troubleshoot your network, and provide remediation. For example, you could ask Extreme Agent ONE Coworker to analyze CPU and memory utilization, whether a device has sufficient power and cooling, or the effects of any recent configuration changes. Extreme Agent ONE Coworker provides you with a diagnosis, a suggested fix, and then asks whether you want to apply that fix. The remediation option is included for wireless networks only—with wired networks, Extreme Agent ONE Coworker diagnoses, but does not apply any fix.



Note
Remediation includes a Human-in-the-Loop (HITL) requirement. Extreme Agent ONE Coworker does not apply any fix unless you first authorize the fix. Also note that remediation is limited to problems that are within the ability of Extreme Agent ONE Coworker to fix. For example, if the resolution requires physical hardware to be changed, a trained technician may be required.

Open a Case

If the issue cannot be quickly resolved, ask Extreme Agent ONE Coworker to open a support case. Extreme Agent ONE Coworker creates a pre-filled GTAC case that includes everything from the conversation—reported symptoms, troubleshooting steps, diagnostic observations—in a structured evidence package that is formatted to best-practice standards. It shows you a preview and requires your explicit confirmation before submitting.

Note the following requirements for opening a case:

- To create or view cases, your account needs a Salesforce (SFDC) portal account. If you don't have one, Talk to Support tells you how to get one.
- Talk to Support depends on your device entitlements. If your device is covered under ExtremeWorks or ExtremeWorks Premier, the case proceeds. If it's under a co-delivery partner agreement, Talk to Support tells you to contact your partner instead.

Suggested prompts to try

- *"My APs keep dropping clients—help me figure out what's happening."*
- *"Open a support case for the Building 3 uplink issue."*
- *"What's the status of my open support cases?"*
- *"I'm seeing intermittent packet loss on VLAN 20—help me collect what I need to file a case."*

Chats

Interactions with Extreme Agent ONE Coworker take place in conversations called chats. You can use everyday human language to communicate back and forth by making requests, asking questions, and reading the Extreme Agent ONE Coworker responses. You use chats when answering nudges, requesting data, and managing support cases.

Chats take place in a chat window, which can be launched from the Command Bar or Command Center. A chat can have multiple prompts and responses before you get the desired result. Each individual chat has its own contextual background and each question and response within the chat adds to that contextual foundation. As a result, when you ask follow-up questions within the chat, there is no need to repeat background information that was established in earlier prompts and responses because Extreme Agent ONE Coworker already knows all the preceding context from that chat.

Note
The chat prompts and responses are only saved within a single chat. After you open a new chat, the previous chat context is not saved.

Archived Canvas

All existing canvases and widgets are archived and available using the Command Center. In addition, you can create new widgets using the chat.

Extreme Agent ONE Coworker does not currently support the ability to create new canvases or to add new widgets to a canvas. This functionality will be provided in a future release.

Best Practices for Communicating with Extreme Agent ONE Coworker

Chat with Extreme Agent ONE Coworker as if you were chatting with a colleague and requesting information. To get the most accurate and useful information, use the following communication best practices:

Be Specific

Provide as much detail as possible in your questions. For example, instead of asking "How do I configure a device?" ask "How do I configure VLAN settings on an Extreme Networks 5420 Series switch?"

Specify the name of the product: management application, software, or hardware model. If you do not specify the product, Extreme Agent ONE Coworker provides information about Extreme Platform ONE Networking by default.

Although Extreme Agent ONE Coworker can ask follow-up questions, it is better to include additional context, such as specific settings or error messages, in your original query.

Note
Additional context also helps to improve response time by limiting the size of the dataset to be scanned.

Example: Consider a large network with 70,000 users. The prompt "List all my Windows clients." could take considerable time to process. The following prompts include specific details such as time and region for faster, better results:

- "List all Windows clients connected in the last 24 hours."
- "List all Windows clients in the Toronto region."
- "List all Windows clients currently connected."
- "List all Windows clients currently connected, in the Toronto region."

Use Clear Language

Avoid overly technical language or acronyms that can have multiple meanings and be confusing. Use straightforward terms that are commonly associated with your query, and avoid complex sentence structure.

Ask One Question at a Time

If you have multiple questions, use a separate query for each. Break complex questions down into parts to make it easier for Extreme Agent ONE Coworker to provide detailed and accurate answers for each part of your request.

Example: Break the following query into two queries: "How do I configure VLAN settings and update the firmware for an Extreme Networks 5520 switch?"

- "How do I configure VLAN settings for an Extreme Networks 5520 switch?"
- "How do I update the firmware for an Extreme Networks 5520 switch?"

Follow up

If the initial response does not fully answer your question, follow up with additional queries. Extreme Agent ONE Coworker is designed to handle continuous conversations and to refine answers based on your feedback.

Restrictions and Controls

Extreme Agent ONE Coworker is not equipped with the ability to take autonomous action. Following are some of the restrictions and controls:

- Extreme Agent ONE Coworker never executes network changes or configuration modifications on its own.
- Extreme Agent ONE Coworker never accesses or displays PII beyond what is shown in Extreme Platform ONE Networking.

- Extreme Agent ONE Coworker limits Sev 1 pre-analysis to one notification at a time per tenant with a timeout of four minutes. If the timeout is not done within 4 minutes, a degraded nudge is delivered.
- All change requests that originate from an Extreme Agent ONE Coworker chat are logged and viewable from the **Audit** page on Extreme Exchange™.

Requirements

The following requirements exist to use Extreme Agent ONE Coworker:

- Users must have a basic subscription to Extreme Platform ONE Networking or Extreme Platform ONE Security.
- Users must have one of the following roles: **Admin** or **NetSecOps**.

There is no specific configuration requirement to set up Extreme Agent ONE Coworker. It's on as soon as you log in to Extreme Platform ONE Networking using your Extreme OS ONE login credentials for Extreme Platform ONE Networking. However, to use Extreme Agent ONE Coworker to monitor your network, you must first onboard your network to Extreme Platform ONE Networking. For onboarding information, see *Extreme Platform ONE Networking User Guide*.

Set Preferred Language

Extreme Agent ONE Coworker uses the preferred language setting from Extreme Platform ONE Networking to determine the language used for user interface elements such as text labels, shortcut commands, suggested actions, and nudges. Use this procedure to set the preferred language.



Note
The response to a user-initiated prompt is always provided using the same language that was used for the prompt, provided it's a language that Extreme Agent ONE Coworker recognizes.

1. In Extreme Platform ONE Networking, select your user initials in the top right of the header.
2. Select **Profile**.
3. Under **Language Preferences**, select the preferred language.
4. Select **Save Preferences**.

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User Interface

Extreme Agent ONE™ Coworker offers a chat interface that is woven throughout Extreme Platform ONE™ Networking. From most pages in Extreme Platform ONE Networking, you can always use one of the following user interface elements to engage with Extreme Agent ONE Coworker:

- **Extreme Agent ONE** launch page
- Command Bar (full-sized or minimized)
- Command Center dialog
- Chat window

User Interface Elements

Refer to Table 4 for a description of the Extreme Agent ONE Coworker User Interface elements.

Table 4: Extreme Agent ONE Coworker User Interface Elements

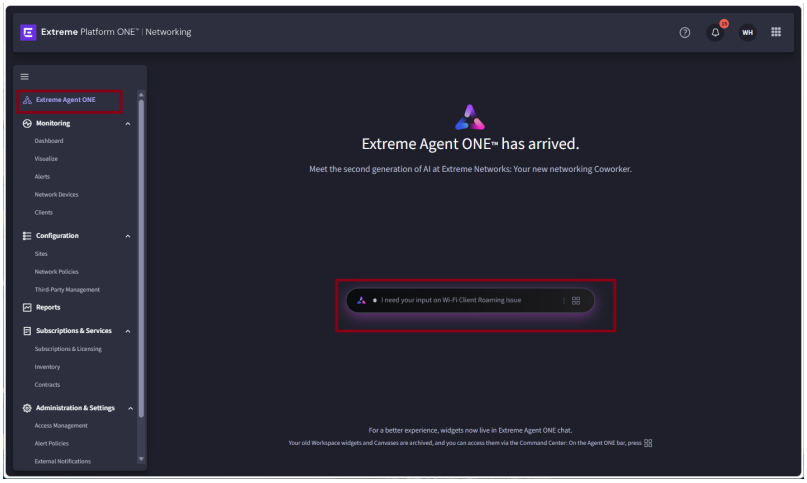
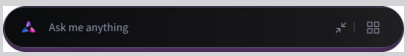
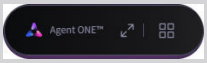
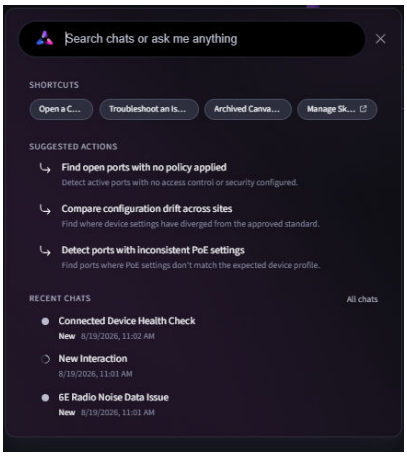
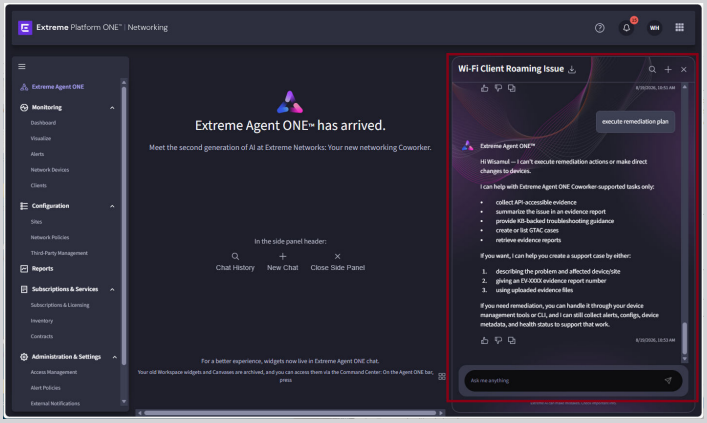
User Interface Element	Details
Extreme Agent ONE launch page	The launch page displays when you sign in to Extreme Platform ONE Networking or by selecting **Extreme Agent ONE** from the left navigation menu on Extreme Platform ONE Networking. The launch page provides announcements and includes a built-in Command Bar for text prompts. However, note that you do not need to be on this page to begin a chat.  **Figure 1: Extreme Agent ONE launch page in Extreme Platform ONE Networking**
Command Bar	The floating Command Bar is your main tool while working in Extreme Platform ONE Networking for initiating chats with Extreme Agent ONE Coworker. The Command Bar sits on the Extreme Platform ONE Networking user interface and is visible from most pages. You can start a chat by entering a text prompt or by selecting the options menu and then selecting one of the commands there, including opening the Command Center dialog. You can also move the bar around the screen by clicking and dragging it to where you want it to go.  **Figure 2: Command Bar (Full-sized)** Optionally, you can select (Minimize) to reduce the size of the Command Bar. The minimized Command Bar has the same options menu and functionality as the full-sized version, but with no text prompt field. To enter a prompt, you can select (Expand) to return to the full-sized Command Bar.  **Figure 3: Command Bar (Minimized)**

Table 4: Extreme Agent ONE Coworker User Interface Elements (continued)

User Interface Element	Details
Command Center	A full command dialog with multiple options for opening a chat, including entering a text prompt or selecting one of the shortcut commands, suggested actions, or chat history links. You can launch Command Center using the Command Bar's options menu or from the chat window by selecting (Command Center).  **Figure 4: Command Center**
Chat Window	The Extreme Agent ONE chat window opens as a right-hand sidebar once a chat is opened, either by entering a text prompt, answering a nudge, or by selecting one of the available shortcuts, suggested actions, or existing chats. The chat window displays the full chat, including the original prompt, any follow-up prompts, and the responses. There's also a built-in text prompt field so that you can enter additional prompts. The chat window cannot be moved. However, depending on the data that is returned, you can select (Expand) to view the results in the full window.  **Figure 5: The Chat Window**

Common Icons

Refer to Table 5 for a description of the common icons that Extreme Agent ONE Coworker uses.

Table 5: Common Icons used in Extreme Agent ONE Coworker

Icon	Description
	**Minimize** (Contract)—Select this icon from the main floating Command Bar to contract the Command Bar to a minimized version that contains no text prompt field. **Note:** This icon does not display when the Command Bar's text prompt field is built into the page (for example, on the Extreme Agent ONE launch page, Command Center dialog, and in the Chat window). This icon also displays if you previously selected the Expand option from the Chat window to view the analysis in an expanded window. You can select  to return the view to the normal chat window.
	**Maximize** (Expand)—Select this icon from the minimized Command Bar to return to the full Command Bar with its text prompt field. This icon also displays within the Extreme Agent ONE chat window when a table or screen is pulled that appears in the main Extreme Platform ONE Networking interface. You can select this icon if you'd like to see the results in the full Extreme Platform ONE Networking window.
	**Options**—Select this icon within the Command Bar (full or minimized versions) to view a list of command options, including the ability to launch Command Center, start a new chat, and snooze informational nudges.
	**Command Center**—This icon opens the Command Center dialog. From the Command Center, you can enter text prompts or select from various shortcut commands, suggested actions, and existing chats. Suggested Actions contains three suggested prompts that Extreme Agent ONE Coworker has provided. You can select the adjacent  (Dismiss) icon to remove an action in which case Extreme Agent ONE Coworker replaces it with a new suggestion. **Note:** If  is accompanied by the label **Search**, then this icon indicates a search box where you can enter a search query, such as a specific device.
	**Copy**—Select this icon to copy the chat. You can paste the result into another file such as a text file or Word document.
	**Download**—Select this icon to download the chat to a PDF file.
	**Snooze Informational Nudges**—To snooze informational nudges, select one of the two snooze timers: **15 min** or **1 hour**. **Note:** Critical nudges can only be snoozed using chat. You can snooze critical nudges for up to four hours.
	**New Chat**—Select this icon to open a new chat in the chat window.
	**Last Chat**—Select this icon to open the most recent chat in the chat window.
	**Bar/Panel Toggle**—Select this toggle icon to open or close the chat window.

Table 5: Common Icons used in Extreme Agent ONE Coworker (continued)

Icon	Description
	Manage Skills in Exchange—Select this icon to open Extreme Exchange™. You can use Extreme Exchange to view dashboards that monitor Extreme Agent ONE Coworker performance as well as audit logs for any changes that get implemented as a result of an Extreme Agent ONE Coworker conversation.
	Good response—Select this icon when you want to provide Extreme Networks with positive feedback for an Extreme Agent ONE Coworker response.
	Bad response—Select this icon when you want to provide Extreme Networks with negative feedback for an Extreme Agent ONE Coworker response.
	Close—Select this icon to close an active chat or feedback window.
	Rename—Select this icon in the Command Center to rename an existing chat. The new name must be 8–50 alphanumeric characters.
	Nudge—A solid dot that displays in the Command Bar alongside a prompt indicates a nudge. There are three types: • Blue dot—Informational nudge • Red dot—Critical nudge • Gray dot—Unread response nudge
or	**Read Chat**—A hollow dot that displays within the Chat History indicates a chat that has been viewed by the admin. If the hollow dot is red, the chat was initiated by a critical nudge. **Note:** If the dot is animated, it indicates a chat in which Extreme Agent ONE Coworker is processing a response.
	Delete—Select this icon in the Command Center to delete an existing chat. If the icon is accompanied by a (Delete All) label, the action deletes all chats.

Keyboard Shortcuts

Extreme Agent ONE Coworker includes a set of keyboard shortcut commands that you can use to quickly execute functions. To use a shortcut, Extreme Agent ONE Coworker must be the active window. If you are working in Extreme Platform ONE Networking, select the Extreme Agent ONE Coworker Command Bar or chat window to make it the active window and then press the shortcut key combination. Note that the key combinations differ slightly for Windows and Macintosh (Mac).

Note
Keyboard shortcuts are case insensitive.

Table 6: Keyboard Shortcut Commands on Windows and Mac

Windows Commands	Mac Commands	Description
Ctrl+I	Command+I	**Intro Chat**—Opens the introductory chat.
Ctrl+O	Command+O	**New Chat**—Opens a new chat window.

Table 6: Keyboard Shortcut Commands on Windows and Mac (continued)

Windows Commands	Mac Commands	Description
Ctrl+L	Command+L	**Last Chat**—Opens the most recent chat.
Ctrl+K	Command+K	**Command Center**—Opens the Command Center dialog.
Ctrl+E	Command+E	**Manage Skills in Exchange**—Launches Extreme Exchange.
Ctrl+B	Command+B	**Bar/Panel Toggle**—This toggle command opens or closes the chat window.
Ctrl+M	Command+M	**Snooze Informational Nudges**—Snooze or un-snooze informational nudges. Snoozes initiated using this command use the default snooze (15 min).

Getting Started with Extreme Agent ONE Coworker

An introductory chat is provided where Extreme Agent ONE Coworker introduces itself to you, tells you what it knows about your network, and provides you with helpful information and suggested prompts.

Note
It's a best practice to run the introductory chat when you first access Extreme Agent ONE Coworker.

Use this task to get started:

1. Sign in to Extreme Platform ONE Networking.
2. From the Command Bar, select the options menu.
3. Select (Intro Chat).

   The chat window opens at the introductory chat.

Note

- You can also open the introductory chat by pressing **Ctrl+I** on Windows or **Command+I** on Mac while Extreme Agent ONE Coworker is the active window.
- To sign out of Extreme Agent ONE Coworker, you must sign out of Extreme Platform ONE Networking. To sign out, select your user initials in the top right of the Extreme Platform ONE Networking header, and select **Sign Out**.

Start a New Chat

Use this task to start a new chat with Extreme Agent ONE Coworker.

1. From Extreme Platform ONE Networking, select the Command Bar.

2. Enter a text prompt.

   The Extreme Agent ONE chat window opens. Extreme Agent ONE Coworker thinks about your question, provides information on its reasoning, and then responds.

Note
You can also start a new chat by doing the following:

- Press **Ctrl+O** on Windows or **Command+O** on Mac while Extreme Agent ONE Coworker is the active window.
- From an existing chat window, select (New Chat).
- From the Command Bar, select the options menu and then select (New Chat).
- From the Command Center, select one of the suggested actions to open a new chat around the suggested topic.
- Answer a nudge. The nudge content displays in a new chat window once you answer the nudge.

Open Existing Chat

Use this procedure to open an existing chat.

1. Launch the Command Center using either of these methods:
   - From the Command Bar, select the options menu and then select (Command Center).
   - From the chat window, select (Command Center).
2. Under **RECENT CHATS**, search for the existing chat.

   If the chat that you want to view is older than the three most recent chats, select **All chats** to view the full list.
3. Select the chat that you want to view.

   The chat window opens with the selected chat displaying. You can reinitiate the chat by typing in a new prompt.

Note
You can also launch the most recent chat using either of these methods:

- From the Command Bar, select the options menu and then (Last Chat).
- Press **Ctrl+L** from Windows or **Command+L** from Mac while Extreme Agent ONE Coworker is the active window.

View Chat History

Use this procedure to access your Extreme Agent ONE chat history, which displays in the Command Center. By default, the Command Center displays the three most recent chats.

1. Launch the Command Center using either of these methods:
   - From the Command Bar, select the options menu and then select (Command Center).

- From the Chat Window, select (Command Center).

2. (Optional) Select **All chats** to expand the list of recent chats to include all chats.

Note

- Within the RECENT CHATS list, if the chat has an adjacent solid dot (for example,), the chat has not been viewed. If the dot is hollow (for example,), the chat has been viewed. If the dot is animated, Extreme Agent ONE Coworker is processing a response within the chat.
- To rename a chat, select the adjacent (Rename), enter a new chat name that is 8–50 alphanumeric characters, and press Enter.
- To delete a chat, select (Delete) and then select **Delete**. To delete all chats, select (Delete All).

Snooze Informational Nudges

Use this procedure to turn snooze on for informational nudges.

1. From the Extreme Agent ONE Command Bar, select the options menu.
2. Under **Snooze Informational Nudges**, select **15 min** (default option) or **1 hour**.

   The snooze icon displays in the Command Bar.

Note

- You can also snooze informational nudges by pressing **Ctrl+M** from Windows or **Command+M** from Mac while Extreme Agent ONE Coworker is the active window. The default snooze timer (15 min) gets applied to snoozes initiated using this method.
- Turn the snooze off from the Command Bar by deselecting the icon or by entering one of the preceding shortcut commands.
- Critical nudges can only be snoozed using the chat. You can snooze critical nudges for up to four hours.

Respond to Nudge

Use this procedure to respond to a nudge.

Note
You can tell that you have received a nudge, because the Command Bar pulses and a message displays.

1. In the Command Bar, hover the cursor over the nudge message.
2. In the nudge text bubble, select **See More**.

   The nudge opens in the chat window. The chat shows the nudge. For critical nudges, the chat also shows the Extreme Agent ONE Coworker preliminary analysis.
3. To respond to the nudge, enter a text prompt in the chat window or select one of the shortcut responses.

Open Archived Canvas

Use this task to access the **Archived Canvases** option, which lets you view archived canvases and widgets.

1. From the Command Bar, select the options menu.
2. Select (Command Center).
3. Select **Archived Canvases**.
4. Select the canvas that you want to view.

Note
To download information from the archived canvas:

- To download the canvas information in a zip file, from the top right of the canvas, select (Download). Depending on the types of widgets in the canvas, the zip file may include a .csv file for tabular data and a .png file for graphical information.
- To download information for a specific chart or table, from the top right of the table or chart, select the options menu and then select (Download). For tables, the download file is a .csv file. For charts, the download file is a .png file.

To delete information from the archived canvas:

- To delete the canvas information, from the top right of the canvas, select (Delete).
- To delete information for a specific chart or table, from the top right of the table or chart, select the options menu and then select (Delete).

Download Chat

Use this procedure to download an existing chat in PDF.

1. Open the Extreme Agent ONE Coworker chat that you want to download.
2. From the chat window, select (Download).

   A PDF with the chat dialogue downloads to your local computer.

Copy Chat

Extreme Agent ONE Coworker supports copy and paste from chat. Use this task to copy a chat. You can paste the chat into a text file or other document.

1. Open the Extreme Agent ONE Coworker chat that you want to copy.
2. Select (Copy).
3. Paste the chat into a text file or other document.

Submit Feedback

Use the feedback icons (or) to submit your feedback to Extreme Networks on the quality of the Extreme Agent ONE response. The feedback icons display in the chat window after the Extreme Agent ONE response.

Note
Your feedback is used by Extreme Networks to ensure the future quality of Extreme Agent ONE responses.

1. In the Extreme Agent ONE chat window, select the icon that matches your evaluation of the quality of the response:
   - (Good response)
   - (Bad response)
2. (Optional) In the feedback window, provide extra information to qualify your rating:
   - Select one of the shortcut buttons that matches your rating evaluation. For example, **Accurate** or **Incorrect**.
   - Enter a text explanation for your rating.
3. Select one of the following:
   - **Send Feedback**—Select this option to submit your feedback to Extreme Networks.
   - **Maybe Next Time** or (Close)—Selecting either option clears your qualifying information, but retains the initial or rating.

Note
To change your response, close the feedback window and select the other icon. To clear previously submitted feedback, select the same response icon that you selected previously and then select **Clear Feedback**.

Launch Extreme Exchange

Use this task to launch Extreme Exchange from Extreme Platform ONE Networking. You can use Extreme Exchange to view performance data, telemetry information, and audit logs for Extreme Agent ONE Coworker.

1. From the Extreme Agent ONE Command Bar, select the options menu.
2. Select (Manage Skills in Exchange).

Note
- You can also launch Extreme Exchange by pressing **Ctrl+E** from Windows or **Command+E** from Mac while Extreme Agent ONE Coworker is the active window.
- For information on Extreme Exchange, see Extreme Exchange User Guide



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