

FICTIONAL EXAMPLE

CEDAR CLOUD SOFTWARE

AI in our product

This page lists the AI features in Cedar Cloud, what each one does with your data and what you can control.

Smart Reply Support desk

What it does	Suggests replies to support tickets from the ticket text.
On by default, and how to control it	On by default. Can disable at account level. Setting: Settings, AI features, Smart Reply (account admins)
Model and provider, as recorded	Northwind Models API, business tier, reply model nw-reply-4 (fictional), version noted Oct 6, 2026. Third-party API. US region (fictional example)
Data it processes	Customer content, Personal data of customers' users
Retention	Provider: 30 days (checked Oct 6, 2026). Cedar Cloud Software: 90 days
Customer content used for training	Off, checked Oct 6, 2026. We do not fine-tune or train models on customer data
Human oversight	The agent edits or discards every suggestion before it is sent. Nothing is sent automatically.
Known limitations	Suggestions can be wrong or incomplete, and can repeat details from the ticket.

Ticket Triage Support desk

What it does	Routes new tickets to the right support queue.
On by default, and how to control it	Admin-enabled. Can disable at account level. Setting: Settings, Routing, Automatic triage
Model and provider, as recorded	Larkspur open-weights model (fictional), classifier version 2.3, run on Cedar Cloud servers, noted Oct 4, 2026. Self-hosted open-weights. US region (fictional example)
Data it processes	Customer content
Retention	Provider: No outside provider. Cedar Cloud Software: Routing history is kept with the ticket for 12 months.
Customer content used for training	Not applicable: no outside provider. We do not fine-tune or train models on customer data
Human oversight	Queue owners correct misrouted tickets, and each correction is logged.
Known limitations	New kinds of tickets can be misrouted until a queue owner corrects them.

Limits and open items

- **Smart Reply:** Logs pasted into tickets may contain personal data; the redaction check is open (A-02).

Last reviewed Oct 9, 2026 by Engineering manager.

This page describes our current records of these features. We review it whenever a feature's model, provider or data scope changes.

Questions about this page: Support team, through the help center

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