

Fictional sample of what your client receives. Cedar Cloud Software and Brightline Retail are fictional companies, and these answers describe fictional practices. AI Questionnaire Response Kit, Software edition: the client version of the buyer response pack.

Cedar Cloud Software - Responses to your AI questionnaire

Prepared for: Brightline Retail (fictional)

Date: October 7, 2026

These answers describe practices in place on October 7, 2026.

Is customer data used to train AI models?

SupportDraft is the AI assistant our support team uses to draft replies to customer tickets. On our company Business plan, the setting that lets the vendor use our workspace content to improve its models is off. We checked it on October 6, 2026. This answer covers SupportDraft in our company workspace.

Supporting evidence: Vendor AI assessment records

How are AI outputs reviewed by people?

A support agent reads and edits every SupportDraft reply before it reaches a customer; replies are never sent automatically. In engineering, the engineering manager reviews generated code, dependencies and test results before anything is merged.

Supporting evidence: Human oversight procedure

Not part of the pack: the internal record, with response IDs, statuses, owners, reviewers and reasons, stays with Cedar Cloud Software's team. Reviewed and released by: Engineering manager.