Iris
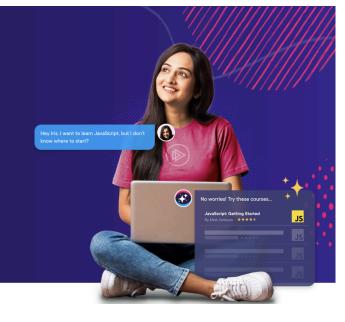## Pluralsight's AI Assistant

Make it easier and more efficient to connect learners to their goals in a conversational way

Hey Iris, I want to learn JavaScript, but I don't know where to start?

No worries! Try these courses…

JavaScript: Getting Started
By Mark Zamoyta ★★★★★

Frequently asked questions (FAQ)

General questions

What is Iris?

Iris, Pluralsight's AI assistant, makes it easier and more efficient to connect learners to their goals in a conversational way. Iris can help learners understand complex concepts, map out learning journeys, or find resources to solve a technical challenge. Iris also provides personalized content recommendations based on unique interests and needs to:

- Drive learning engagement
- Accelerate skill development
- Improve training outcomes

What are the benefits of using Iris?*

Key learner outcomes

- **Personalized learning:** Iris can tailor learning experiences to individual preferences, goals, and skill levels, ensuring each learner receives a customized and efficient experience.
- **Consistent support:** Iris provides consistent and standardized support, ensuring all learners receive the same level of high-quality assistance.
- **Time-saving:** Iris saves learners time by automating routine tasks and providing instant answers, allowing them to focus on more important or complex assignments.
- **Interactive learner engagement:** Iris can create interactive and engaging learning experiences through natural, conversational interfaces.
- **Reducing time to technology content:** Our product accelerates access to relevant, customized information to the learner, minimizing the time spent searching for and retrieving content and boosting overall efficiency.
- **Career growth opportunities:** Learners can leverage our product to acquire new skills that contribute to professional development and can potentially open avenues for career growth.
- **Study helper:** Iris serves as a dedicated study companion to help find, organize, and summarize content to enhance the learning experience.

Key leader outcomes

- **Improves training outcomes:** Iris serves as a dedicated study companion to help learners answer common technical questions and quickly locate courses, labs, and skill assessments on Pluralsight Skills to enhance the learning experience.
- **Enhances learning and development programs:** Our product serves as a content curator to help leaders upskill their team, transition to new technologies, or stay current on technology trends.

- **Scales easily:** Iris can support a large number of learners simultaneously, making it easy for organizations to scale up their training programs without additional resources.
- **Increases workforce productivity:** Iris not only helps learners understand new technical concepts but also guides them in applying these skills effectively in real-world scenarios.
- **Enables strategic content curation:** Leaders can efficiently curate learning paths and guide their developers in shifting to new technologies, fostering a strategic approach to skill development and technology adoption within the team.

What are some sample prompts that can be used?

The following includes sample prompts:

- Sample prompt: I am a senior developer, looking to learn soft skills. Is there anything recommended for growing my career?
- Sample prompt: I am a Junior Specialist IT Infrastructure Systems and I would like to become a Database Administrator, where do I start?
- Sample prompt: I am transitioning my team to [tech topic] what courses do you recommend and what is the order our team should follow? I would like also to practice my [SQL] skills.

Technical questions

Which large language model (LLM) platform is Iris built on?

Iris is currently built on OpenAI (ChatGPT 3.5 turbo), a third-party LLM provider that has a strong data privacy policy to never train over input data and a commitment to storing data encrypted at rest and in transit. For more information on data privacy, review how data is captured.

What data is used to train Iris?

We use the Search API. We do not train the model on any other sources or data at this time.

How is data handled in the Iris experience?

During a learner's first engagement with Iris, a session ID is created for each learner that will persist for the lifetime of their interactions with the assistant. This session ID is stored by Pluralsight Skills as the source of truth and is appended to each message for a particular session for the purpose of history hydration and analytics.

The front end of Iris is accessed through the top navigation bar with a button labeled Iris. Clicking the Iris button will launch a new tab as shown below.

As this page loads, the front end will verify if the learner has an existing session. If there isn't an existing learner session, a new learner message will appear with instructions on how to use Iris effectively. At that time, a session ID is created.

The bottom text bar, "Message Iris," is the entry point for learners of this application. This bar allows the learner to enter any text and get a response from the assistant. When a learner enters text in this bar and hits Enter, the text is parsed by our front end and placed into a message with the session ID (if it exists), which is all sent to the back end.

What back-end data is captured?

The back end delivers this message to storage with learner handle, session ID, timestamps, and other metadata. This data is encrypted in transit and at rest and available only to Pluralsight's data science team, who are using the data to improve the responses. These messages, up to a limit, are fetched as part of each subsequent request in the same session. Every time we fetch these messages, the data is encrypted while in flight.

Messages are sent as part of requests to OpenAI, a third-party LLM provider that has a strong data privacy policy to never train over input data and a commitment to storing data encrypted at rest and in transit.

- OpenAI is compliant with GDPR requests and your prompts (inputs) and completions (outputs), embeddings, and training data are NOT:
  - Available to other customers

- ○ Available to OpenAI
- ○ Used to improve OpenAI models
- ○ Used to improve any Microsoft or third-party products or services
- ○ Used for automatically improving Azure OpenAI models for your use in your resource

We are continuing to evaluate and support additional LLMs as we gain access and hear interest on which models learners prefer.

How long does it keep the data?

Pluralsight will keep the data indefinitely unless the learner makes a request to delete their data.

Are there limitations on Iris?

Currently, Iris is limited to recommending only Pluralsight video courses, skill assessments and labs. It also has some limitations to search terms due the current infrastructure.

How does your AI product address bias?

We avoid using data that could lead to bias in our AI products and, if needed, we can employ algorithms to help mitigate bias to ensure fairness.

How do you ensure ethical use of AI?

We have internal policies and procedures in place to ensure ethical use of our AI technology, including an AI Review Board that meets regularly to review our products and practices.

How transparent is your AI product?

We are committed to transparency and document the methodologies and data used to train our AI models.

How do you ensure the quality of your AI models?

We employ rigorous validation processes, including online/offline monitoring and individualized deep dives by Data Scientists.

Do you conduct regular evaluations of your AI models?

Yes, we conduct regular evaluations and updates to monitor and improve the performance and quality of our AI models.

How do you protect user data?

We implement robust security measures to protect user data, including encryption, access controls, and regular security audits.

Where is user data stored?

User data is stored in secure third-party data centers that adhere to industry best practices for data security.

What measures do you take to protect user privacy?

We adhere to strict data privacy regulations and guidelines, including user consent mechanisms and regular audits and adherence to data privacy law such as GDPR.

Do you share user data with third parties?

We only share user data with third parties when necessary for providing our services.

How accurate are your AI models?

We continuously evaluate and improve the performance of our AI models to ensure high accuracy and reliability.

How do you monitor the performance of your AI products?

We have robust monitoring systems in place to track the performance of our AI product in real-time and address any issues promptly.

What actions do you take if performance issues are detected?

If performance issues are detected, we take action to investigate and address the root cause, including model updates or system optimizations.

Account questions

Is it possible to give access to only some people on the plan?

No. They will need to create a sub plan that has the specific learners who want access on a Plan ID.

Can managers/admins have a way to see what their team asks?

No. Team managers and admins are not able to see the queries and conversations their teammates have with Iris.

What terms of use are in place?

The Iris user interface includes the following disclaimer:
Do not disclose sensitive personal data; chat logs may be utilized for product enhancements. AI recommendations may be inaccurate, verify independently. By continuing you agree to AI/ML T&Cs and the Privacy Policy.

Does our organization incur any costs using Iris?

No. Pluralsight covers all costs associated with the usage of Iris.

How can my company opt in to this new in-app feature?

Please reach out to your customer success manager or account executive to opt in to Iris. If you don't have a customer success manager or account executive assigned to your account, you may submit a request to our support team and include "Iris opt-in" in the subject line.

Additional questions?

Please contact your customer success manager or Pluralsight Support at https://help.pluralsight.com/help/contact-us.