

SDONAMUSI INC.

AI FAQ TEMPLATE

15+ questions covering general, privacy, fairness, support

For websites, intranets, or documentations

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FAQ AI SHEET

GENERAL QUESTIONS

Q1

What is AI?

Artificial Intelligence (AI) refers to computer systems that can perform tasks that typically require human intelligence, such as learning from experience, recognizing patterns, making decisions, and understanding language. Think of it as software that can learn and adapt rather than just following pre-programmed rules.

Q3

What types of AI are you using?

We use different types of AI for different purposes :

- [Type 1, e.g., 'Machine Learning']: For [use case: e.g., 'predicting customer needs and personalizing recommendations']
- [Type 2, e.g., 'Natural Language Processing']: For [use case: e.g., 'understanding and responding to customer inquiries']
- [Type 3, e.g., 'Computer Vision']: For [use case: e.g., 'quality control and inspection processes']
- [Link to more technical explanation: e.g., 'Learn more about our AI technologies']

Q2

Why is [Organization] using AI?

We're using AI to [primary reason: e.g., 'improve customer service, increase operational efficiency, enhance decision-making'] while [secondary benefit: e.g., 'maintaining our commitment to quality and innovation'].

Specifically, it helps us:

- [Benefit 1: e.g., 'Respond to customer inquiries faster and more accurately']
- [Benefit 2: e.g., 'Automate repetitive tasks so employees can focus on complex problems']
- [Benefit 3: e.g., 'Make data-driven decisions that improve outcomes']

Our goal is to [ultimate objective: e.g., 'deliver exceptional value to our customers while supporting our employees'].

Q4

Where is AI being used in [Organization]?

Currently, we use AI in:

- [Function/Department 1]: [Specific application: e.g., 'Customer Service - chatbots and inquiry routing']
- [Function/Department 2]: [Specific application: e.g., 'Operations - inventory optimization and demand forecasting']
- [Function/Department 3]: [Specific application: e.g., 'Human Resources - resume screening and candidate matching']

[View complete list: [link to comprehensive inventory](#)]

FAQ AI SHEET

EXPERIENCE QUESTIONS

Q1

How does AI affect me as a [customer/employee/user]?

AI may affect your experience in these ways:

- [Change 1 with benefit: e.g., 'Faster response times - AI helps us answer common questions instantly']
- [Change 2 with benefit: e.g., 'More personalized service - AI learns your preferences to provide better recommendations']
- [Change 3 with benefit: e.g., 'Proactive support - AI identifies potential issues before they become problems']

Q3

Can I choose not to interact with AI?

[Your organization's policy. Example:]

- For [Service A]: You can request human-only service by [method: e.g., 'clicking Request Human Agent or calling our support line']
- For [Service B]: AI use is necessary for [reason: e.g., 'processing large volumes of data'], but human oversight is always involved

For [Service C]: AI use is optional and you can opt out in [location: e.g., 'your account settings']

Q2

Will I know when AI is being used?

Yes. We disclose AI use through [method: e.g., 'clear labels on our website, notifications in our app, and disclosures in communications'].

You'll see [specific indicator: e.g., 'an AI assistant icon or explicit text'] when AI is involved in [process/decision].

Q4

How do I know AI won't make mistakes?

No system—AI or human—is perfect. We minimize errors by:

- [Safeguard 1: e.g., 'Testing AI systems extensively before deployment']
- [Safeguard 2: e.g., 'Monitoring performance continuously']
- [Safeguard 3: e.g., 'Training AI on diverse, high-quality data']
- Maintaining human oversight
- Continuous monitoring and improvement

If an error occurs, [explanation of recourse/support: e.g., 'you can contact our support team immediately, and we will investigate and correct the issue within 24 hours'].



FAQ

AI SHEET

PRIVACY QUESTIONS

Q1

What data does the AI use?

The AI systems use:

- [Data category 1: e.g., 'Account information']
- for [purpose: e.g., 'personalizing your experience']
- [Data category 2: e.g., 'Interaction history'] -
for [purpose: e.g., 'improving service quality']
- [Data category 3: e.g., 'Product preferences']
- for [purpose: e.g., 'making relevant recommendations']

They do NOT use:

- [Explicitly excluded data types: e.g., 'Social Security numbers, financial account numbers, or sensitive health information']

Q2

Is my personal information safe?

Yes. We protect your data through:

- [Security measure 1: e.g., 'Encryption of all data in transit and at rest']
- [Security measure 2: e.g., 'Regular security audits and penetration testing']
- [Security measure 3: e.g., 'Strict access controls and authentication requirements']

We comply with [relevant regulations: e.g., 'GDPR, CCPA, HIPAA, and other applicable data protection laws'].

[View full privacy policy: [link](#)]



FAQ AI SHEET

FAIRNESS AND BIAS QUESTION

Q1

How do you prevent AI bias?

We take multiple steps:

- Use diverse, representative training data
- Test for bias across demographic groups
- Monitor outcomes for disparities
- Have humans review AI recommendations
- Conduct regular audits
- Update systems when issues are found

Q2

What if I think AI treated me unfairly?

Yes. We protect your data through:

- [Security measure 1: e.g., 'Encryption of all data in transit and at rest']
- [Security measure 2: e.g., 'Regular security audits and penetration testing']
- [Security measure 3: e.g., 'Strict access controls and authentication requirements']

We comply with [relevant regulations: e.g., 'GDPR, CCPA, HIPAA, and other applicable data protection laws'].

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FAQ AI SHEET

GETTING HELP QUESTIONS

Q1

Something went wrong. What should I do?

Immediate help:

- [Support channel 1: e.g., 'Phone: 1-800-XXX-XXXX (24/7)']
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- [Support channel 2: e.g., 'Live chat on our website']
- [Support channel 3: e.g., 'Email: support@organization.com']

Average response time: [timeframe: e.g., 'within 15 minutes for phone/chat, 2 hours for email']

Q2

I have a concern about AI use. Who do I contact?

General questions: [Contact information: e.g., 'ai-support@organization.com or 1-800-XXX-XXXX']

Privacy concerns: [Data protection officer contact: e.g., 'privacy@organization.com']

Ethical concerns: [Ethics office contact: e.g., 'ethics@organization.com']

Complaints: [Complaint mechanism: e.g., 'complaints@organization.com or file online at [URL]']



FAQ AI SHEET

DECISION MAKING QUESTIONS

Q1

Does AI make final decisions?

[Your organization's policy. Example:]

- For [low-stakes decisions: e.g., 'product recommendations']: AI may make automated decisions
- For [high-stakes decisions: e.g., 'loan approvals, employment decisions']: Humans always make final decisions
- For [medium-stakes decisions: e.g., 'service prioritization']: AI provides recommendations that humans review

Q2

Who is responsible if AI makes a mistake?

[Organization] is responsible for all decisions, whether AI-assisted or not.

If you believe an error occurred:

- [How to report: e.g., 'Contact us at [email/phone]']
- [What happens next: e.g., 'We will investigate within 2 business days']
- [Timeline for response: e.g., 'You will receive a response within 5 business days']

Customisation Checklist



- ☐ Replace [Organization] with your organization name throughout
- ☐ Update all contact information (phone, email, websites)
- ☐ Customize AI use cases to match your actual implementations
- ☐ Add relevant privacy regulations and compliance frameworks
- ☐ Include links to actual support resources and documentation
- ☐ Review with legal team for accuracy and compliance
- ☐ Add questions specific to your industry or use cases
- ☐ Update regularly based on actual questions received
- ☐ Add date of last update at top of document
- ☐ Consider adding a feedback form for additional questions