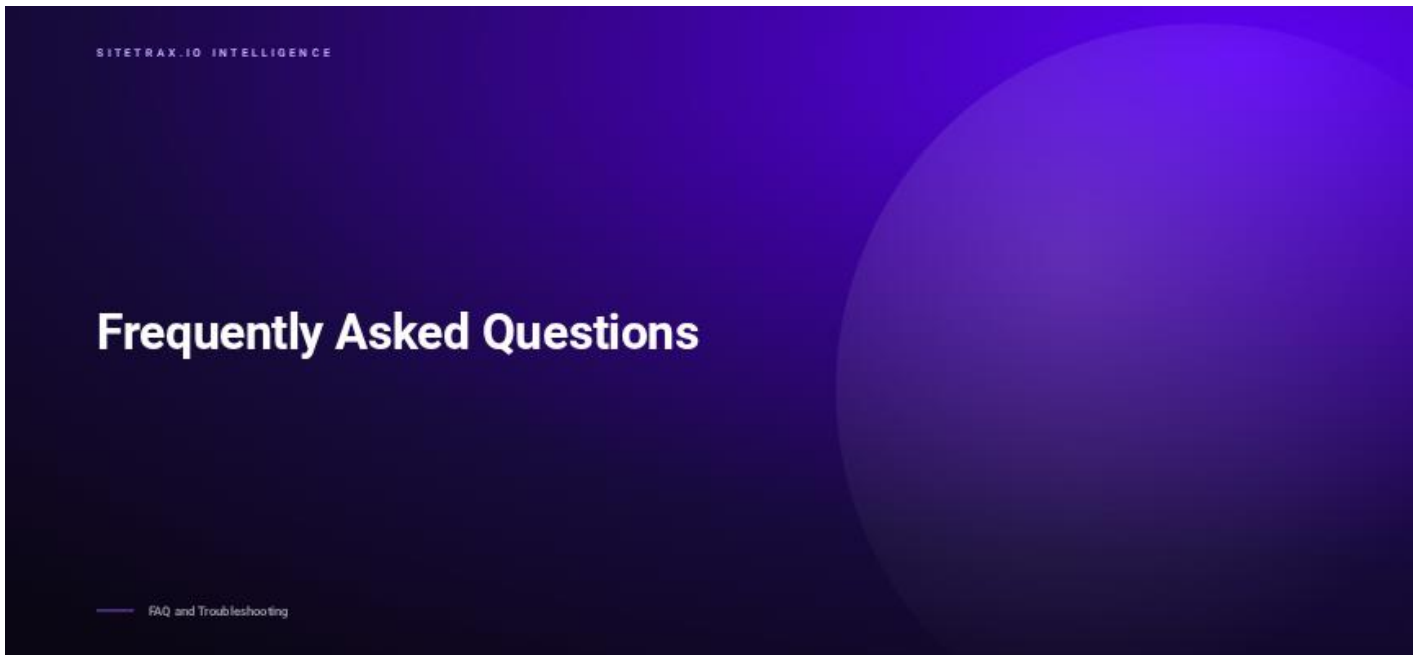


Frequently Asked Questions



About the product

Is SiteTrax.io Intelligence a separate product?

No. It is part of the SiteTrax.io application at app.sitetrax.io. There is nothing extra to install and no second sign-in.

What happened to the service portal?

It has been retired. The current experience is the application at `app.sitetrax.io`. Update anything that still points at `service.sitetrax.io`.

Does Intelligence store a separate copy of my data?

No. It reads the same SiteTrax.io records the rest of the application uses.

Is my data used to train an AI model?

SiteTrax.io provides scoped read access to your records at the moment you ask a question. For any commitment about how a specific assistant vendor handles what passes through it, check that vendor terms and your own agreement with SiteTrax.io.

About the profile

Do I have to complete the interview?

Yes, once. The Intelligence hub is not available to an account until that account publishes a profile.

How long does it take?

A few minutes. Your draft is saved as you go, and you can resume from the sidebar.

Can I change my answers later?

Yes. Reopen the profile and republish. Publishing creates a new immutable revision without replacing the history, and your published profile stays active while an edit is in progress.

Is the profile shared with my colleagues?

No. Profiles are per user account and shape only that person results.

What if I do not know my operating numbers?

Skip them. Question seven is optional.

What is the working brief?

A short summary generated from your published answers and stored with the revision. It is the context a connected assistant receives. Custom AI instructions are stored with the revision but kept separate from the brief.

About assistants

Which assistants can I use?

ChatGPT and Claude today. Microsoft 365 Copilot is listed in the application as coming soon. Other MCP-compatible clients can connect to the same endpoint. See [Supported AI Platforms](#).

Does connecting an assistant give it access to everything in SiteTrax.io?

No. It sees only the projects shared with the account that authorized it.

Can an assistant change my data?

Standard operational access is read-only. Only the separate notifications write scope allows anything to be created or cancelled, and it is approved separately.

Do I need to enter my SiteTrax.io password into the assistant?

No, and you should not. Authorization is completed on the SiteTrax.io sign-in screen.

Why are the answers generic?

Most often the assistant was authorized with a different SiteTrax.io account than the one that published your profile.

About the data

Why are there more records than units?

A record is one stored processing result. A unit can be read more than once, and combined container and chassis processing can add a synthetic row for the paired side.

Does a failed read mean the container is damaged?

No. It means the image could not be resolved into an identifier.

Why can I not see an image on a record?

Project configuration, retention, permissions or redaction can withhold media while still returning the operational metadata.

Why will SiteTrax.io not give me a dwell time?

Because the observations needed to pair entry and exit reliably are not available. SiteTrax.io reports the limitation rather than estimating a number.

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