

Sunrise Business AI Assistant

Service Description

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1 Sunrise Business AI Assistant in brief

Are you looking for a way to give your teams the productivity of modern AI, without your company data leaving Switzerland? Then Sunrise Business AI Assistant is the right product for you.

Sunrise Business AI Assistant is a secure, Swiss-sovereign AI platform built for everyday business use. It provides your users with an assistant for research, writing, summarisation, analysis and internal knowledge access, all through an interface designed to be as simple or as advanced as each user needs.

All data is processed and stored exclusively in Switzerland by a Swiss company that is not subject to the US Cloud Act. Customer data is never used for AI model training, ensuring full data sovereignty and compliance with Swiss data protection requirements.

The platform leverages a curated selection of Swiss AI models, such as Apertus, and leading open-source and open-weight models, providing AI capabilities without being reliant on proprietary foreign cloud providers.

An agentic architecture allows your organisation to build, share and deploy AI agents that act on behalf of users, connecting to business systems, automating workflows and collaborating across tasks.

1.1 Reasons to choose Sunrise Business AI Assistant

Different organisations, different levels of AI maturity, different requirements. Our product and service aim to ensure you can start where you are and grow at your own pace.

- Swiss data sovereignty: all processing and storage, live workloads and backups stay within Swiss borders, with Sunrise as your contracting party under Swiss law.
- No training on your data: uploaded documents, chat history and workspace content are never used to train or evaluate any model.
- Ease of use: Easy Mode lets users work with three intuitive AI profiles instead of technical settings, while Expert Mode gives power users the full model catalogue.
- Your company knowledge is usable: upload internal documents and datasets and get answers grounded in your own content rather than in general knowledge.
- Ready-to-use agents: a marketplace of specialised agents for recruitment, payment follow-ups, meeting notes, translation, invoices, customer care and market and competition research, plus the ability to build your own.
- Connected to your business systems: native integrations with Microsoft 365 and Atlassian.
- Self-service from day one: activation, user onboarding and single sign-on configuration are performed by your administrator, with no installation and no project phase.
- Transparent costs: a per-user monthly licence, with current usage visible at any time in the administration console.
- One provider, one invoice: for existing Sunrise Business customers, Sunrise Business AI Assistant is billed together with your other Sunrise Business products.

1.2 What do you get with Sunrise Business AI Assistant?

Benefiting from a platform built and operated entirely in Switzerland, we provide you with:

- A conversational AI assistant for research, writing, summarisation, analysis and general business queries
- Access to a curated catalogue of Swiss, open-source and open-weight AI models
- Knowledge Pools and Database Pools that make your company content searchable and usable by the assistant
- 5 GB of storage per user
- AI agents, including a marketplace of ready-to-use agents and the ability to create your own
- Built-in tools: web search, file search, transcription, code interpreter, artifacts and text-to-speech
- Business connectors for Microsoft 365 and Atlassian
- Single sign-on via Microsoft Entra ID with directory synchronisation, or standalone authentication
- An administration console for user, licence and usage management
- A monthly usage allowance included in every subscription, with additional usage credits available as a monthly add-on
- Swiss hosting, Swiss law and an ISO 27001 certified operating environment

1.3 Summary

The equation is simple:

Swiss-hosted AI models + your company knowledge + ready-to-use agents + business connectors
+ a per-user subscription = Sunrise Business AI Assistant

2 The components of Sunrise Business AI Assistant

With Sunrise Business AI Assistant, we distinguish between the assistant itself, the company data you make available to it, the agents and tools that act on that data, and the platform on which all of it runs.

2.1 Conversational AI assistant

An intuitive chat interface for research, writing, summarisation, analysis and general business queries. Conversations are auto-titled and organised chronologically, with full-text search across past conversations and the ability to bookmark specific chats for quick retrieval. A Temporary Chat mode is available for ephemeral, non-saved conversations. Users can run parallel conversations side by side to compare outputs.

2.2 Easy Mode and Expert Mode

Two interface modes match every user's comfort level:

- Easy Mode: a simplified interface with three intuitive AI profiles, Quick, Creative and Thoughtful, so that users can focus on their work, not on technical settings.
- Expert Mode: full access to the complete model catalogue, advanced configuration options, reusable presets and command shortcuts for power users who want fine-grained control.

2.3 Knowledge Pools and company data

Your organisation can upload internal documents and datasets to make them searchable and usable by the AI assistant via the Super-Storage companion module. Two pool types are available:

- Knowledge Pool: documents are chunked, embedded and made searchable. Users get answers based on company knowledge.
- Database Pool: CSV tables with typed, filterable queries. Upload structured data and interact with it in natural language.

Storage: 5 GB per user is included. Additional storage can be subscribed to at any time, with every offer. Files can also be attached directly in chat, as image or text, with drag-and-drop support.

2.4 AI agents

AI agents are included with every subscription. There is no extra cost per agent; like any other use, running an agent consumes credits from your monthly allowance. The built-in Agent Marketplace provides ready-to-use specialised agents:

	What it does
Recruitment	Creates job ads and HR messages
Payment follow-ups	Drafts reminders for unpaid invoices
Meeting notes	Summarises meeting notes and minutes
Translation CH	Translates content between German, French, Italian and English
Invoices	Explains invoice items and amounts
Customer care	Composes replies to customers
Market and competition research	Looks for market trends and competitors

New agents are continuously added to the marketplace.

Your users can also create their own custom agents. Each agent is tailored to a specific task with its own instructions, works just like the standard AI chat, and can be connected to your business applications.

Both custom agents and selected marketplace agents can be shared across your organisation, making them easily available to other users. Agent sharing is available with the Team and Professional offers.

The platform is agentic-ready: agents can act on behalf of users through business connectors, execute multi-step workflows and collaborate with other agents.

2.5 Built-in tools

- Web search: complement internal knowledge with up-to-date public information
- File search: search across uploaded documents and Knowledge Pools
- Transcription: speech-to-text conversion for audio files
- Code interpreter: run computations and data analysis, and generate visualisations
- Artifacts: rendered output previews for documents, tables and code
- Text-to-speech: configurable voices for audio output

2.6 Business connectors

Native integrations connect the Sunrise Business AI Assistant to your existing business systems, enabling agents and tools to access and act on real company data:

- Microsoft 365: Outlook (email), Outlook Calendar, OneDrive, Excel, OneNote, To Do, Planner, Contacts, Teams and Chats, SharePoint
- Atlassian: Jira, Confluence

Connectors are configured by your organisation's IT administrator and are not active by default. Additional connectors can be made available on request with the Professional offer, subject to a separate assessment and custom pricing. The connector catalogue is continuously expanding.

2.7 Personalisation

Configurable interface language (German, French, Italian, English), theme selection, font size and a range of chat behaviour settings. Users can save and switch between configuration presets.

2.8 AI models

Sunrise Business AI Assistant provides access to a curated, regularly updated selection of AI models focused on data sovereignty and transparency:

- Swiss models, including Apertus, developed and hosted in Switzerland
- Leading open-source and open-weight models, a multi-vendor catalogue of high-performance models from several providers

Swiss sovereignty comes from where models run, not from who created them: all models, including open-source and open-weight ones, are hosted and run on Swiss infrastructure, so data never leaves Switzerland.

A complete and updated list of all available models is available here:

<https://documentation.ai.sunrise.ch/maas/active-models/>

In Easy Mode, models are presented as three intuitive profiles: Quick, Creative and Thoughtful. In Expert Mode, users select directly from the full model catalogue. The model catalogue may evolve

over time. Sunrise may add, remove, replace or update AI models at any time, without any obligation to maintain a specific model.

2.9 Platform access

- Web application: full-featured browser-based interface
- Progressive Web App (PWA): installable on desktop and mobile for an app-like experience

Optimised for Google Chrome, Microsoft Edge and Firefox. An Internet connection is required.

2.10 User management and administration

- Single sign-on (SSO) via Microsoft Entra ID with directory synchronisation
- Standalone user authentication, built in
- Administration console available at portal.ai.sunrise.ch

The administration console is the single entry point for all Sunrise sovereign AI services. For Sunrise Business AI Assistant, your administrator uses it to:

- Onboard users and assign licences
- Purchase additional user licences and remove users
- Monitor usage across the organisation
- Purchase additional usage capacity

2.11 Security and data sovereignty

Sunrise Business AI Assistant runs exclusively on Swiss infrastructure. All processing and storage, live workloads and backups stay within Swiss borders, with Sunrise as your contracting party under Swiss law.

Data is encrypted in transit (TLS 1.3) and at rest (AES-256). Tenant separation is enforced down to the hardware layer. Customer-managed encryption key options (BYOK/HYOK) are available as a custom setup; please contact Sunrise for details.

Your data is never used to train or evaluate any model and is verifiably deleted on request.

The platform is operated under an ISO 27001 certified information security management system, independently audited to ISAE 3402 Type II, and designed to address the requirements of FINMA Circular 2018/3 on outsourcing, the Swiss Federal Act on Data Protection (DSG) and the GDPR.

2.12 Summary

	What is included
Assistant	Conversational AI chat with search, bookmarks, temporary chats and parallel conversations, in Easy Mode or Expert Mode

	What is included
Company data	Knowledge Pools for documents, Database Pools for CSV tables, 5 GB of storage per user
Agents	Agent Marketplace with ready-to-use agents, plus custom agents with OpenAPI connections
Tools	Web search, file search, transcription, code interpreter, artifacts, text-to-speech
Connectors	Microsoft 365 and Atlassian, additional connectors on request
Models	Swiss models, including Apertus, and leading open-source and open-weight models
Access	Web application and Progressive Web App, on Chrome, Edge and Firefox
Authentication	Single sign-on via Microsoft Entra ID, or standalone authentication
Administration	Administration console at portal.ai.sunrise.ch
Hosting	Exclusively in Switzerland, live workloads and backups

3 Offers, billing options and prices

Sunrise Business AI Assistant is available in three offers, determined by the number of users. The offer defines the features included.

	Starter	Team	Professional
Number of users	1 to 9	10 to 49	50 to 100
Assistant, AI models, Knowledge Pools, agents, built-in tools and connectors	Included	Included	Included
Storage	5 GB per user, additional storage available	5 GB per user, additional storage available	5 GB per user, additional storage available
Agent sharing across the organisation	Not included	Included	Included
Environment	Shared platform	Dedicated isolated environment	Dedicated isolated environment

	Starter	Team	Professional
Additional connectors on request	Not included	Not included	Included
Support	Standard support during business hours: first response within hours	Priority support during business hours: first response within 24 hours	Priority support during business hours: first response within 24 hours
Guided onboarding and agent building workshop	Not included	Not included	Included
AI Success Manager light	Not included	Not included	Included
Early access to new features	Not included	Not included	Included

Please note: The First Response solely includes the Sunrise acknowledgement of receipt of a support ticket during the applicable support hours. Such acknowledgement is administrative in nature only and may not include any assessment, investigation, diagnosis, workaround, proposed solution, commitment, status update or other substantive response regarding the reported issue. Response times do not constitute resolution or restoration times. No resolution or restoration time is guaranteed.

3.1 Billing options

Each offer can be subscribed to with one of three billing options. The billing option defines the commitment and the billing cycle; it does not change the features included in the offer.

	Option A	Option B	Option C
Commitment	No commitment	12 months	12 months
Billing	Monthly	Yearly	Yearly
Eligibility	All customers	All customers	Sunrise Business customers, with any active Sunrise Business service

3.2 Onboarding

No onboarding fee.

3.3 Usage allowance

Usage credits are determined by user tier volume and remain consistent across all pricing plans, with each user receiving a monthly credit allocation equal to the Loyalty Price value of their respective tier:

- Standard tier (1-9 users) per month: 9.90 credits per user, which cumulates up to 89.1 credits
- Plus tier (10-49 users) per month: 8.90 credits per user, which cumulates up to 436.1 credits •
- Pro tier (50-100 users) per month: 7.90 credits per user, which cumulates up to 790 credits

For customers who have 100+ users, a respective higher pooled credit is assigned.

Usage credits are pooled at the company level, and administrators are responsible for setting individual usage limits per user.

The platform also shows current usage as a simple percentage bar in the application and in the administration console, so that users and administrators can see at any time how much of the monthly allowance has been used up.

If additional capacity is needed, your administrator can subscribe to additional usage credits in the administration console. Additional usage credits are offered in three fixed monthly packages. Custom amounts are not available.

Additional usage credits are a monthly subscription: unless terminated by the end of the current billing month, the usage credits package automatically renews for each subsequent billing month and the corresponding number of usage credits is allocated again at the beginning of each renewed billing month.

The credit package can be terminated through the same channels as the main subscription.

3.4 Additional storage

Every subscription includes 5 GB of storage per user. If more capacity is needed, your administrator can subscribe to additional storage in the administration console. This add-on is available with every offer. Additional storage is added to your organisation's total capacity and can be allocated by your administrator across users. It is offered in three fixed monthly packages. Custom amounts are not available.

Additional storage packages are a monthly subscription: unless terminated by the end of the current billing month, the storage package automatically renews for each subsequent billing month and the corresponding amount of storage is allocated again at the beginning of each renewed billing month.

3.5 Number of users

A subscription covers from 1 to 100 users. Users can be added at any time. For more than 100 users, please contact Sunrise for a custom configuration.

3.6 Proof of concept

No trial period is available by default. A proof of concept can be arranged on request through Sunrise.

3.7 Custom configuration

For specific or tailored requirements, such as a dedicated instance, additional connectors, extended storage, custom data retention policies or enterprise-specific compliance needs, a custom setup and pricing can be provided on a case-by-case basis, according to your needs.

4 Setup and activation

Sunrise Business AI Assistant is a self-service product. Once the contract is signed, your organisation's IT administrator activates the service and onboards users without any installation, on-site work or project phase.

4.1 Activation steps

1. Contract signed by both parties.
2. Your nominated administrator receives an activation email for the administrator account.
3. The administrator configures the administrator account and signs in to the administration console at portal.ai.sunrise.ch.
4. The administrator onboards users, either by assigning licences individually or by configuring single sign-on with Microsoft Entra ID and synchronising your directory.
5. Users sign in through their browser and start working.

4.2 Lead times

The following periods are normally required for us to activate your service:

	Standard lead time
Delivery of the service, including the activation email for the administrator account	Immediate, 2 hours at the latest
Activation of additional user licences	Immediate, 2 hours at the latest
Activation of additional usage capacity	Immediate, 2 hours at the latest

Lead times are indicative estimates only and are not guaranteed delivery deadlines.

Administrator onboarding, user onboarding and single sign-on configuration are self-service steps performed by your administrator. The time required depends on the size of your organisation and on your identity management setup.

The split of responsibilities between you and Sunrise for the implementation and the operation of Sunrise Business AI Assistant is described below.

4.3 Services provided by Sunrise

Sunrise is responsible for providing the service and for operating the platform. This means we ensure that the service is available to your users from the moment your subscription is activated:

- Provision your subscription and issue the activation email for the administrator account
- Operate and maintain the platform, including the AI models, agents, built-in tools and business connectors
- Keep the model catalogue and the Agent Marketplace up to date
- Ensure that all processing and storage remains in Switzerland
- Monitor the platform and inform you about incidents and scheduled maintenance
- Provide documentation for administrator onboarding, user onboarding, single sign-on configuration and connector setup
- Provide support in accordance with your subscription option
- For the Professional offer, provide a guided onboarding session and an agent building workshop, a light AI Success Manager service and early access to new features

4.4 Customer responsibilities

Technical details are important. However, we attach just as much importance to ensuring that responsibilities are clearly specified. This is how we make sure that the service runs smoothly. The Customer remains solely responsible for all prompts entered into the platform, all uploaded data, all outputs generated by the platform, and any decisions based on those outputs. We rely on your active cooperation with the following:

- Nominate a single point of contact, person or team, for service requests and incident management
- Configure and maintain your administrator account, your user licences and your single sign-on setup
- For Microsoft 365 integration: hold an active Microsoft 365 subscription with the appropriate administrator access
- For Atlassian integration: hold an active Atlassian Cloud subscription with administrator access for Jira and Confluence
- Provide and maintain the Internet connectivity required to access the service
- Decide which company content is made available to the assistant through Knowledge Pools, Database Pools and business connectors
- Ensure that the data uploaded to the platform complies with your internal data governance policies and with applicable data protection law
- Inform your users that AI-generated output should be reviewed before it is used in a business decision or in external communication
- Retrieve any content you wish to keep before the end of the contract as all customer data is deleted within 30 days of the end of the contract

4.5 Supported platforms and connectivity

	Details
Browsers	Google Chrome, Microsoft Edge and Firefox, for an optimised experience
Progressive Web App	Installable via supported browsers for an app-like experience on desktop and mobile
Integrations	Microsoft 365 (Outlook, Calendar, OneDrive, Excel, OneNote, To Do, Planner, Contacts, Teams, SharePoint) and Atlassian (Jira, Confluence). Additional connectors available on request with the Professional offer
Connectivity	A stable Internet connection is required for accessing the platform and for data synchronisation with integrated services. Network connectivity remains your responsibility

5 Operation

5.1 Key information about our service levels

The following key information applies to Sunrise Business AI Assistant.

	Sunrise Business AI Assistant
Platform availability	98% monthly service availability during business hours
Business hours	Monday to Friday, 08:00 to 17:00 CET
Outside business hours	Best-effort availability
Exclusions	Swiss public holidays and scheduled maintenance
Fault reporting	Phone, email and Sunrise AI Support
Support hours	Monday to Friday, 08:00 to 17:00 CET, excluding Swiss public holidays
Guaranteed first response time	48 hours with Starter, 24 hours with Team and Professional
Support languages	German, French, Italian, English

Public holidays: New Year's Day, Berchtold's Day (2 January), Good Friday, Easter Monday, Ascension Day, Whit Monday, Swiss National Day (1 August), Christmas Day, St Stephen's Day (26 December).

5.2 Support

Support is provided according to your offer:

	Support
Starter	Standard support, guaranteed first response within 48 hours
Team	Priority support during business hours, guaranteed first response within 24 hours
Professional	Priority support during business hours, guaranteed first response within 24 hours, plus guided onboarding, an agent building workshop and a light AI Success Manager service

Sunrise guarantees to provide a first response within 48 hours with the Starter offer, and within 24 hours with the Team and Professional offers. Response times are counted from receipt of the request; requests received outside support hours are deemed to be received at the start of the next support day.

The response time applies to the first response to a request. No fixed resolution times apply.

Channels: phone, email and Sunrise AI Support.

Phone: 0800 550020 / 0800 111555

Email: businesssupport@sunrise.net

Sunrise AI Support: <https://support.ai.sunrise.ch/>

Languages: German, French, Italian and English.

As a customer obligation, you nominate a single point of contact, person or team, to open incidents and requests and to act as the main interface with Sunrise.

5.3 Availability

Platform availability is 98% per month, measured during business hours, Monday to Friday from 08:00 to 17:00 CET. Swiss public holidays and scheduled maintenance are excluded from the measurement. Outside business hours, the platform remains available and monitored; support requests are handled on the next business day.

No service credits apply if the availability target is not met. This document does not constitute a Service Level Agreement.

5.4 Maintenance and change notification

Scheduled maintenance is performed outside business hours and is announced in advance, within a reasonable time frame.

You will be informed about incidents and about changes to the service through our status page and by email.

5.5 Data protection and data handling

All data processed by Sunrise Business AI Assistant is stored and processed exclusively in Switzerland by a Swiss company. The service is not subject to the US Cloud Act. Data processed within the service is not stored on any medium owned or controlled by a US enterprise.

	Details
Model training	Customer data, including uploaded documents, chat history and workspace content, is never used for AI model training
Encryption	In transit (TLS 1.3) and at rest (AES-256)
Data retention	Data is retained for the duration of the active service. No retention limit applies during the contract term
Custom retention policies	Available for organisations with more than 100 users, as part of a custom configuration
Post-termination	All customer data is deleted within 30 days of the end of the contract
Sub-processor	Phoeniqs (Phoenix Technologies AG), sole sub-processor and service operator
Certifications and standards	ISO 27001 certified information security management system, independently audited to ISAE 3402 Type II, designed to address the requirements of FINMA Circular 2018/3, the revDSG and the GDPR

You remain responsible for ensuring that data uploaded to the platform complies with applicable data protection laws and with your internal governance policies. The General Terms and Conditions for Business Customers and the Terms of Service apply.

5.6 Invoicing

Sunrise will issue an easy-to-read invoice.

Option A is billed monthly. Options B and C are billed yearly. Users can be added at any time, and charges for additional users apply from the date of activation. Additional usage credits are invoiced monthly for as long as the credit package remains active.

6 Service boundaries

The following scenarios fall outside the scope of the standard Sunrise Business AI Assistant subscription and may require a separate assessment:

- Fine-tuning or training of custom AI models
- Custom integrations beyond the standard supported connectors
- Data migration from other AI platforms or tools
- End-user training and change management programmes
- On-premises deployment or private cloud hosting
- Custom data retention or deletion policies requiring a legal assessment

AI-generated content, recommendations, analyses and outputs may be incomplete, inaccurate, misleading, or otherwise erroneous. The Customer is solely responsible for independently reviewing, verifying and validating any such content before using or relying upon it. Sunrise makes no representations or warranties, whether express or implied, regarding the accuracy, completeness, reliability, suitability or fitness for any particular purpose of any AI-generated content and shall have no liability whatsoever for any loss, damage, cost or claim arising out of or in connection with the use of, or reliance on, such content.

7 Additional services

For your service, additional elements can also be set up upon request and negotiation:

- Additional business connectors, subject to assessment and custom pricing
- Storage beyond the additional storage packages available in the administration console
- Subscriptions for more than 100 users
- Dedicated special specification instance
- Custom data retention policies
- Enterprise-specific compliance requirements
- Onboarding sessions and agent building workshops beyond those included in the Professional offer
- Proof of concept

Custom setup and pricing are provided based on your needs. Please contact your Sunrise sales representative.

8 Appendix

8.1 Glossary

	Explanation
AES-256	An encryption standard used to protect stored data. The number refers to the length of the encryption key.
Agent (AI agent)	An assistant configured in advance for a specific purpose, with its own instructions. An agent can carry out several steps in a row and, where connectors are configured, act in your business systems on behalf of a user.
Agent Marketplace	The built-in catalogue of ready-to-use agents provided with every subscription.
Apertus	An AI model developed and hosted in Switzerland, available in the Sunrise Business AI Assistant model catalogue.
Artifact	A rendered preview of an output such as a document, a table or a piece of code, displayed next to the conversation.
Code interpreter	A built-in tool that runs calculations and data analysis and generates visualisations from data provided by the user.
Connector	A native integration between Sunrise Business AI Assistant and a business system such as Microsoft 365 or Atlassian.
Database Pool	A collection of structured data, uploaded as CSV tables, that users can query in natural language.
Data sovereignty	The principle that data is subject to the laws of the country in which it is stored and processed. With Sunrise Business AI Assistant, that country is Switzerland.
Easy Mode	The simplified interface, offering three AI profiles, Quick, Creative and Thoughtful, instead of technical settings.
Expert Mode	The advanced interface, giving access to the full model catalogue, configuration options, presets and command shortcuts.
FINMA Circular 2018/3	The Swiss Financial Market Supervisory Authority's requirements for outsourcing by banks and insurers.

	Explanation
ISAE 3402 Type II	An international audit standard. A Type II report confirms that controls were not only defined but also operated effectively over a period of time.
ISO 27001	An international standard for information security management systems.
Knowledge Pool	A collection of documents uploaded by your organisation and indexed, so that the assistant can find the relevant passages when answering a question.
LLM (Large Language Model)	The type of AI model behind the assistant. It produces text by predicting what comes next, based on patterns learned from large volumes of training data.
Microsoft Entra ID	Microsoft's identity service, formerly Azure Active Directory, used to manage company accounts.
Open-source model	An AI model released under an open-source licence, with its weights published and, depending on the licence, its code and training details as well. It can be inspected, adapted and hosted independently of the organisation that created it.
Open-weight model	An AI model whose parameters, the weights, are published, so that it can be inspected and hosted independently of the organisation that created it, even where the training data and code are not released.
Prompt	The instruction or question a user gives to the assistant.
Usage credits	Capacity purchased in addition to the monthly allowance included in the subscription. Running the AI consumes credits; the amount consumed depends on the models used and is shown in the application as a percentage of your allowance. Credits expire at the end of each billing period.
PWA (Progressive Web App)	A web application that can be installed on a desktop or mobile device and behaves like an installed app, without going through an app store.

	Explanation
RAG (Retrieval-Augmented Generation)	The technique behind Knowledge Pools. Relevant passages are retrieved from your documents and given to the model, so that answers are grounded in your content rather than in general knowledge.
revDSG	The revised Swiss Federal Act on Data Protection.
Single sign-on (SSO)	A method that lets users sign in with their existing company account, instead of creating and managing a separate password.
Temporary Chat	A conversation mode in which nothing is saved to the conversation history.
Tenant	The isolated environment that holds one organisation's users, data and configuration.
Text-to-speech	A tool that reads written output aloud, with a configurable voice.
TLS 1.3	The protocol that encrypts data while it travels between a user's device and the platform.
Transcription	Automatic conversion of spoken audio into written text.
US Cloud Act	A United States law that can compel US-based providers to hand over data they hold, including data stored outside the United States. Sunrise Business AI Assistant is operated by a Swiss company and is not subject to it.

Usage allowance

The monthly volume of AI usage included in each subscription, shown in the application and in the administration console as a percentage bar.