

Digioh Help: Using Our AI Assistant in Slack

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What You'll Learn in This Article

In this article, you'll learn:

- What Digioh Help is and how it works
- The types of questions Digioh Help can assist with
- How to ask better questions to get more useful answers

What is Digioh Help?

If your team has Digioh Help set up in your shared Slack channel with us, you can tag **@Digioh Help** anytime to ask a question. It runs on the same technology as our onsite chat widget and is connected to our full documentation and playbooks, so it can help with the same range of questions.

Digioh Help is great for quick, self-serve answers. It's not a replacement for your Customer Success Manager or our support team. For anything account-specific, urgent, or that needs a closer look, reach out to your CSM directly, or ask Digioh Help to create a support ticket for you and our team will pick it up from there.

This is an AI with Digioh knowledge so it doesn't ensure 100% accuracy. While it is constantly optimized and tested, mistakes can happen. If you need some extra help or are not sure about the output, please reach out to support@digioh.com

Please never include any sensitive information such as passwords, credentials, or API keys.



If you don't see **@Digioh Help** available on Slack, please request access from your Customer Success Manager.

What Digioh Help Can Help You With

Campaign Setup Get guidance on building campaigns and setting up rules.

Examples include:

- Setting up display conditions and targeting
- Connecting campaigns to platforms like Klaviyo, Iterable, or HubSpot
- Understanding how to test a campaign before it goes live

Troubleshooting If something isn't working as expected, Digioh Help can point you toward the likely cause.

Examples include:

- A campaign not showing up on your site

- Form submissions not syncing with an integration
- Display rules behaving unexpectedly

Quick How-To Questions General product questions you'd normally look up in our help docs.

Examples include:

- Where a setting lives in the editor
- How a feature works
- The difference between two similar options (like Display Until vs. Max Displays)

How to Ask Better Questions

Digioh Help works best when you give it clear context. The more detail you include, the more useful the answer.

When asking a question, try to include:

- The campaign type (pop-up, inline, banner, quiz, etc.)
- What you expected to happen vs. what actually happened
- The integration platform you're using, if relevant
- What you've already tried, if you're troubleshooting

Tips for Getting the Best Results

- **Be specific.** Vague questions produce general answers.
- **Ask one question at a time.** Multi-part questions can produce scattered answers.
- **Follow up.** If the first response doesn't solve it, ask a follow-up question or let it know so it can try something else.
- **Provide full context when troubleshooting.** Include what you set up, what you expected, and what actually happened.
- **Use it for quick answers, not urgent issues.** For anything time-sensitive or account-specific, reach out to your CSM or ask Digioh Help to create a ticket.

How to create a support request from the chat

If Digioh Help isn't able to answer your question, or if you tell it that you'd like to escalate to support, Digioh Help will automatically create a ticket to loop in the Digioh Support Team. They will then be in touch via email. To do this, simply tell @Digioh-help to create a support ticket.

Still Need Help?

Digioh Help is here for fast answers, but our team is always available too. Reach out to your CSM, support@digioh.com, or ask Digioh Help to create a ticket and our support team will follow up promptly.
