



FAQ

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Q: What is Griot?

A: Griot is a communication and knowledge sharing app for workers in the skilled trades. It is designed to be intuitive and easy to use in the field, enabling technicians to collaborate, solve problems, and share their knowledge with coworkers.

Q: What are the key features of Griot?

A: Griot brings together text, audio, and video communication, with collaboration and knowledge sharing features that allow information to flow between conversations, text threads, and a permanent knowledge base. Key features include:

- Knowledge base: A searchable, permanent collection of knowledge and experience generated by your team, organized by how you operate your business
- Channels: Group messaging centered around specific topics
- Direct and group text messaging: Ad hoc individual and group messaging
- Voice and video calling: Call your coworkers and discuss issues in real time
- Annotated photo sharing: While on a call, take a photo, draw on it to illustrate your point, and share it with everyone on your call
- Call recording: Record the audio and video of your call to preserve it for future reference
- Seamless inter-mode information sharing: Share information between the knowledge base, messaging threads, and video calls with a few taps, all without leaving the app!

Q: Is Griot private? Can my competitors see content on Griot?

A: Griot is private to your team and anyone you invite into your workspace. Specifically, content in the Knowledge Base is viewable by anyone in your workspace. Content in channels is viewable only by those in the channel, and content in DMs and group chats is viewable only by those directly involved in those conversations. Your competitors cannot see content posted to Griot (unless you invite them to your workspace!)

Q: How many people can I put in my Griot workspace?

A: There is no limit to the absolute number of teammates you can have on Griot. Consult your company's Griot administrator to see how many licenses are included in your current plan.

Q: What types of content can I put on Griot?

A: Griot currently supports PDFs, photos, videos, web links and YouTube links, which allows you to upload process documents, site maps, manuals or any other content that your team might find useful. We are always evaluating new types of content to support - please contact us if you have suggestions!

Q: How do I prevent inaccurate or inappropriate information from getting on to Griot?

A: Since each workspace is private to the team that owns the space, we depend on teams to police information themselves. To aid in this, all posts and chats can be deleted by an administrator. Additionally, posts and chat messages may be edited by their authors.

Q: What mobile devices does Griot support?

A: Griot supports mobile phones running iOS 11 and later, and Android 8 and later. There is also a web version that can be run from any web browser.

Q: Where does Griot save the content my team posts to the platform?

A: Griot content is saved on secure servers in the cloud.

Q: I have files on local computers and other services that I want to put on Griot, how do I do this?

A: Ensure you are using a plan that provides access to the web-based version of Griot, and then you can upload files from desktop and laptop computers to your Griot workspace.

Q: Do I need to be actively in the app to receive messages and calls?

A: No, Griot will send notifications if new messages are received. Incoming calls will ring the user's phone, similar to FaceTime or WhatsApp. (Note for Android users: For call notifications to work properly, Griot must be set to allow "appear on top" and be enabled under "Calling accounts".)

Q: How many people can I have on a group call?

A: Griot currently supports a maximum of 4 people on a group call.

Q: How much bandwidth does Griot use? Do I have to be on WiFi?

A: Griot will work on both WiFi and Cellular networks, if the user's phone is set to allow data over cellular networks. The Griot video calling feature adjusts its image quality based on the amount of bandwidth available.

Q: Can I integrate Griot with my existing software tools, such as my work order management, service ticket management, knowledge base or CRM?

A: Griot is currently a standalone platform, but our future plans include integrations with major cloud storage providers, work order and customer relationship management tools, major knowledge base and training platform vendors, as well as an API.

Q: Can I import information from my existing knowledge base to Griot?

A: At this time, the best way to include information from your existing knowledge base is to post a link to that information in Griot. As with our other integrations, we are talking to our customers to understand the best way to exchange content between Griot and existing knowledge base tools.

Q: Can I export from Griot to my existing knowledge base?

A: Not at this time. As with our other integrations, we are talking to our customers to understand the best way to exchange content between Griot and existing knowledge base tools.

Q: How much does Griot cost?

A: Please visit <https://griot.co/pricing> to learn more.

Q: How do you pronounce “Griot”?

A: Griot is pronounced “gree-OH”. A Griot is a West African historian and storyteller - a revered and important community leader who passes knowledge between people. We see this important cultural icon as a great inspiration for our mission - to facilitate the tradition of sharing knowledge within the skilled trades, by augmenting their in-field communication and knowledge sharing with modern, simple, and reliable tools that help skilled technicians in all size organizations and in all trades get their work done on time and in one trip.