

 **How does it work for users ?****How does the app work ?**

Konsistent analyzes in real time the sentence structures and the terms used in each of them. The goal is to detect and prevent toxic or inappropriate behavior when you receive or write messages.

**Can I still send a message even if Konsistent doesn't think it is appropriate ?**

Yes, of course. Konsistent is not an authoritarian tool, its purpose is to inform that a statement is inappropriate or dangerous. Users always have the option to ignore Konsistent feedback and communicate knowingly.

**Does Konsistent only analyze words ?**

No, Konsistent is able to analyze words, expressions, emojis, urls and emotions.

**What are the cognitive risks and biases that Konsistent seeks to prevent ?**

We analyze the contents under 4 main categories and following subcategories :



Moral integrity – Pressure at work, denigration or humiliation, insults, threats



Sexual integrity – Categorized here are all comments with a sexual connotation.



Exclusion – Racism, sexism, discrimination based on sexual orientation and gender identity, discrimination based on physical appearance, age, religion, disability.

🙄 Decorum – Respect for the principle of secularism, prevention of colloquial language in the workplace and prevention of personal issues: origins, sexual orientation, age, family situation, etc.

Of course, the list of subjects covered will be enriched and brought to evolve to always be in line with new mores and societal changes.

### **How am I alerted about a potentially inappropriate message ?**

#### On demand :

Analyzes only start when you decide.

If you have any doubts or feel the need to check the conformity of your message, just click on the Konsistent analysis button to start a check. A pop-up opens at this time with all the details regarding your message.

This choice of option is recommended if you want to retain exclusive control of which messages should or should not be scanned.

#### Push :

The analyzes start automatically but discreetly.

While writing your message, the Konsistent logo will change color depending on the content of your message, but no pop-ups will appear.

The colors are as follows:

Green, if Konsistent detects that your message is compliant.

Yellow, if it detects that your message contains biased comments.

Red, if it detects that your message contains dangerous language.

You can always view Konsistent scan details by clicking on the logo to display the pop-up.

This choice of option is recommended if you want your messages to be constantly scanned but want the most discreet display possible.

### Real-time :

Your messages are analyzed in real time and feedback is displayed directly in the body of your message.

When hovering over the words and expressions concerned, a mini pop-up appears automatically and summarizes the analysis results.

You can always view the results in detail by clicking on the Konsistent logo to display the pop-up.

This choice of option is recommended if you want both your messages to be analyzed in real time and to check at a glance the content of non-compliant results.

All these analysis options are customizable by each user.

To do this, simply open your Konsistent extension and go to the 'use' tab.

Refreshing the page may be necessary for the changes to be taken into account.

If one of the options is not available, your administrator has not authorized the option in question. You can contact him to request it 😊.

### **Why are messages parsed with different colors ?**

Our application has a rating system that classifies analyzed content as yellow (questionable) or red (dangerous). A message will be classified yellow if we believe that there is a good chance that the comments are biased but on which we lack information or context to be completely certain.

A message will be classified red when there is enough information and context to affirm that the comments analyzed are highly biased.

### **Does Konsistent work on all web browsers ?**

No, but Konsistent works on major web browsers, namely **Google Chrome** and **Safari**.

**Does Konsistent work on mobile or desktop apps ?**

**No, Konsistent is not yet compatible with mobile or desktop applications, but it will be soon.**

At the moment, Konsistent is only available as a Google Chrome or Safari extension. Therefore, it can only analyze your content when you are logged into your browser.

**On which platforms or communication channels can I use Konsistent ?**

Konsistent can analyze your content on different communication channels: Gmail, Outlook, Teams web, Slack web, Whatsapp web, Messenger, Facebook, Notion, Hubspot, Zendesk.

**Does Konsistent analyze my messages on all communication channels ?**

By default, Konsistent scans your content on all compatible messengers. However, your administrator may choose to disable communication channels that they do not deem necessary to analyze on behalf of your company.

**Does the app work without the internet ?**

No, the extension only works when you are connected to the internet.

**Why can't I access the site or download the extension ?**

Your company may use certain firewalls that prevent extensions from being installed on your browser. In this case, you can contact your IT department to authorize the installation of Konsistent on your workstation and those of your colleagues.

### **Can I change the language of my extension ?**

Yes. Just go to your profile  from the extension and change App language. For the moment Konsistent is available in French and English.

### **I forgot my password, what do I do ?**

From your connection interface, simply click on forgotten password. You will be redirected to a new page where you will need to enter your login email. You will receive an email that will allow you to reset your password.

### **How can I delete my account ?**

From your connection interface, simply click on forgotten password. You will be redirected to a new page where you will need to enter your login email. You will receive an email that will allow you to reset your password.

### **What if I disagree with Konsistent's analysis ?**

If you do not agree, you can always send your message as is. Nevertheless, your feedback is very important to improve our model. We therefore invite you, if you wish, to inform us of your disagreement directly via the "I do not agree" button. All your messages will then be forwarded to the dedicated teams who can make the necessary changes so that our analysis results are more relevant the following times.

### **Why do I need to include my analyzed message when I send feedback to the Konsistent team ?**

Without the content of your message, the Konsistent teams cannot identify the possible error in the analysis. Your message is kept for 30 days, 100% anonymously, then automatically deleted after this period.

### **Where can I ask all my questions ?**

A chat is available from your administrator area and is open from 9 a.m. to 5 p.m. You can ask all your questions about this time slot, or write to us by email at [contact@konsistent.app](mailto:contact@konsistent.app). Our teams will respond to your request as soon as possible.

 **How does it work for admin ?****What are the specificities of the different roles ?**

The user role only allows the use of Konsistent for editorial purposes. He does not have access to the company rules management portal and cannot consult the activity reports.

The administrator role gives access to the management portal of his company. It can therefore perform the following tasks:

Configure the rules for your company Manage the users of your company:

invitation of new members, modification of roles, team management

Consult the activity report

The owner and co-owner roles are both equivalent. They have the same specificities as the administrator role, but they own the company account

The CSR role is an additional function that can be added to any role (User, Administrator, Owner and Co-owner). The CSR(s) are the identified people who will collect user feedback within the company.

**Why can't I add other members of my company ?**

You may have reached the maximum number of licenses. In this case, you just need to add licenses to unlock this limit.

**What is the purpose of creating teams ?**

The creation of teams can be used to manage a group of users by granting them the same rights, roles, specificities. The teams you create can match the actual teams in your organization, but can also be completely different. In this second scenario, you will for example create a team made up of referents from various teams and grant them specific rights (administrator for example) so that they can in turn manage the users of their respective team.

This is important to have more accurate dashboards. By placing your collaborators in the appropriate team, you will obtain behavior statistics by team. This fine analysis will allow HR to understand whether a phenomenon is generalized or isolated and to act in a more targeted manner.

### **Do I have to configure all of the rules before i can start using Konsistent ?**

No, because we offer a default configuration out of the box. You can then make changes if you wish to have rules that better suit the uses of your company.

### **Can I disable a rule if it doesn't suit me ?**

Yes, it is possible to independently disable each of the Konsistent rules. Our goal is to allow each company to benefit from an experience in accordance with its HR policy.

### **Can I change the language of the admin interface ?**

Yes. All you have to do is go to your Profile then Language and change the interface language. For the moment Konsistent is available in French and English.

### **Where can I ask all my question ?**

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 **Privacy and confidentiality****Are the messages analyzed by Konsistent anonymous ?**

At Konsistent, user privacy is a top priority in the same way as well-being at work or the prevention of psychosocial risks in your company. This is why we do not identify the senders and recipients of messages regardless of the channel used. Data anonymization at Konsistent meets the three crucial criteria of individualization, correlation and inference.

All these anonymization measures allow us to comply with the applicable GDPR rules.

**Are the analyzed messages kept in the system ?**

The vocation of Konsistent is to help HR to prevent all forms of cognitive biases and to anticipate psychosocial risks.

To achieve this, we provide them with macro data analyzes in the form of a dashboard that will allow them to measure the social climate of the company by analyzing words, feelings, emotions, in order to analyze trends and developments. This would be impossible without collecting and storing the data.

The data being kept anonymously, Konsistent is in full compliance with the GDPR regulations.

Can my company see the messages that i send

Konsistent does not allow viewing messages written in real time by users. In addition, the scanned messages are not saved, so it is impossible for your company to see the messages you send.

## **What does Konsistent do when it comes to securing data ?**

In addition to anonymizing the data, Konsistent makes every effort to strengthen the security around the stored data. We encrypt all messages via a key and we exclusively use servers based in France.

## **How are analyzed messages stored ?**

Analyzed messages are anonymized and stored on our servers.