



SECURITY FACT SHEET

Product Support Agent

April 2026



About Product Support Agent

Adobe Experience Platform Agents can improve productivity by simplifying repetitive tasks, surfacing new insights, and suggestion actions to a user, helping teams scale personalized experiences. [Product Support Agent](#) enables customers to troubleshoot product problems or concerns with Adobe Experience Platform or Adobe Experience Manager (AEM) in a self-service manner using product documentation or interacting with Adobe Customer Support teams through automated, context-rich support case creation and tracking.

Product Support Agent leverages the following domain-specific functional agent:

- **Case management agent** – Translates a question into a support case using context from the user’s prompt to automatically create and submit a pre-filled support case to Adobe Customer Support. The case management agent also enables case tracking for support tickets.

For more information about Experience Platform Agents, please see the [Adobe Experience Platform Agent Orchestrator and Agents security overview](#).

User Authentication and Authorization

All AI Assistant access requests are authenticated using [Adobe Identity Management Services \(IMS\)](#) and authorizations are enforced by the Adobe Experience Platform [access control service](#).

To enable a user to [access the AI Assistant conversational interface](#) and use one or more Experience Platform Agents, the customer’s Adobe Admin must grant relevant permissions in the [Permissions UI](#). For more information, please see the Adobe Experience Platform Agent Orchestrator and Agents security overview.

Accessing Product Support Agent

In addition to the above, the customer’s Adobe administrator must also assign the user to the “Support Administrator” role in the Adobe Admin Console.

For sample prompts that can be used with Product Support Agent, please see [Experience League](#).

Data Encryption

- **In Transit** – All data is encrypted in transit over HTTPS using TLS 1.2 or greater.
- **At Rest** – Any data stored is encrypted at rest using AES 256-bit encryption.

Security Architecture and Data Flow — Submit New Ticket

The following example illustrates how data flows when a user creates a new product support ticket in the AI Assistant conversational interface:

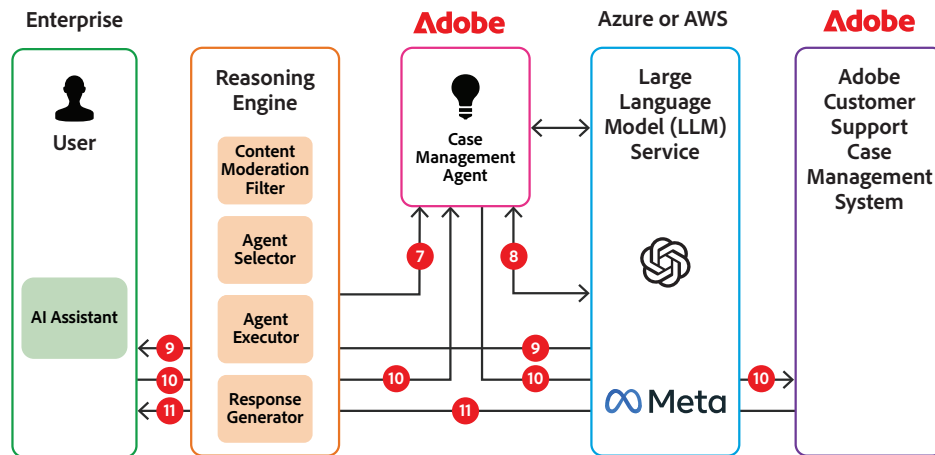


Figure 1: Product Support Agent data flow diagram for new ticket submission

Data Flow Narrative

Step 7: The reasoning engine routes the prompt to the case management agent, which auto-fills information from the user's conversation and their Adobe Experience Platform instance, including AI Assistant Chat ID, IMS Org ID, User ID, Page URL and Page Name.

Step 8: The case management agent sends the information from Step 7 to the LLM service, which summarizes the information and generates a draft support case.

Step 9: The LLM service sends the draft support case to the user for review in AI Assistant. The user can add, edit, or even remove any details from the summary before submitting the support case.

Step 10: When the user selects the option to submit the support case in AI Assistant, the case management agent sends the approved ticket to the Adobe Customer Support case management system. The case management system registers the support case and assigns a case number.

Step 11: The Adobe Customer Support case management system returns the case number to the user in AI Assistant for tracking purposes.

Security Architecture and Data Flow — Check Ticket Status

The following example illustrates how data flows when a user requests the status of an existing product support ticket in the AI Assistant conversational interface:

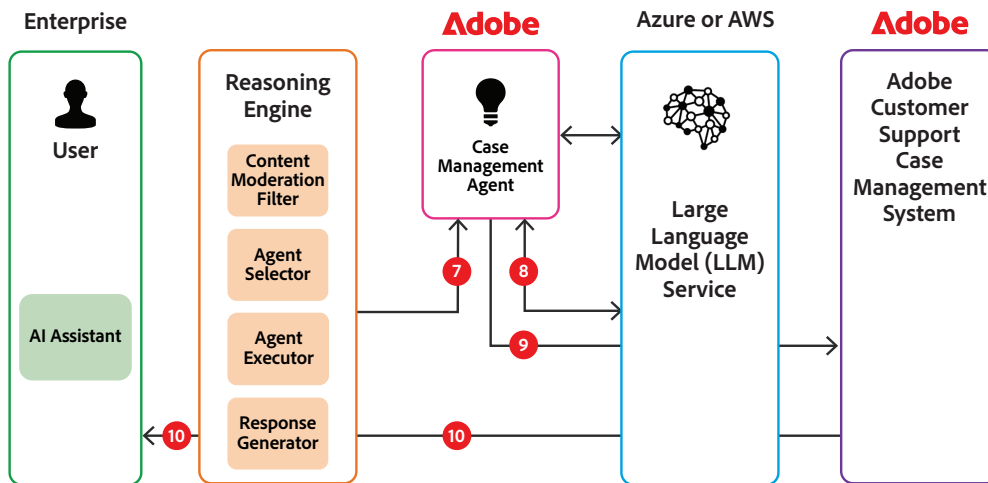


Figure 2: Product Support Agent data flow diagram for checking ticket status

Data Flow Narrative

Step 7: The reasoning engine sends the prompt to the case management agent.

Step 8: The case management agent sends the prompt to the LLM service, which extracts the case number and returns it to the case management agent.

Step 9: The case management agent sends prompt and the case number to the Adobe Customer Support case management system, which checks the status of the case.

Step 10: The Adobe Customer Support case management system returns the case status to the user in the AI Assistant interface.

Questions?

If you have any additional questions about the security posture and capabilities of Adobe Experience Platform, native applications, Adobe Experience Platform Agent Orchestrator and Experience Platform Agents, please contact your Adobe account manager. For all other questions about Adobe's security programs and processes and compliance certifications, please see the [Adobe Trust Center](#).