

# Tess FAQs

## How will Tess support me?

Tess is available to connect via text messaging whenever and wherever you need, 24/7. Tess is able to support you in the moment you need it most to boost emotional wellness and resilience. The support Tess delivers is approved by psychologists and aligned with evidenced-based interventions.

## Is Tess confidential and secure?

Your data is as secure as your doctor's notes and can be deleted at any time.

Tess meets HIPAA healthcare industry requirements to protect your privacy.

## Will anyone else see my conversations with Tess?

All transcripts are housed in a secure location and anonymized so no personally identifiable information is stored. To ensure Tess continues to deliver quality support, a small percentage of de-identified transcripts may be reviewed by a member of the psychology team at X2Ai.

## How is Tess trained?

Tess is trained using a combination of artificial intelligence and expert guidance from psychologists. Tess is always learning through her training from psychologists, and feedback from each person who chats with her. Every new conversation, word, phrase, question, or emotion helps her develop in order to provide better support.

## How is Tess different from other chatbots?

Tess is rooted in nearly a decade of research. Many chatbots focus primarily on Cognitive Behavior Therapy (CBT). Tess delivers integrative support which means she delivers a variety of interventions to best meet each person's unique needs.

Tess does not deliver any strategy until it has been reviewed, tested, and approved by psychologists with experience in that area.

## How does Tess know if someone is in trouble?

Tess listens for certain words and phrases that indicate strong emotions such as suicide or self-harm. Tess recommends a crisis line the person can call for help.

## Can Tess remember things?

Tess will remember which strategies have been delivered so as not to give the same information twice to the same person. To maintain confidentiality and security, Tess only remembers conversations per a single person's phone number or account.

One key way that Tess helps people build resilience is through check-ins. For example, if someone is feeling anxious, Tess may walk them through a deep breathing exercise. Later that week, Tess will reach out to see if the person practiced deep breathing and if they found it helpful.

\*NOTE: Tess is only available for US Domestic text messaging. Rates may apply.

