



Getting Started with Veeam Intelligence

Your built-in AI assistant



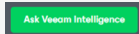
What is Veeam Intelligence?

Veeam Intelligence is an AI assistant built directly into most Veeam solutions, including Veeam Data Platform. It answers questions in plain language, explains errors, and guides you through your backup environment. No tickets, no waiting.

How to Access

Step 1

- In the applicable product, click the Veeam Intelligence icon in the top bar.
- In the [Veeam Help Center](#): select 'Ask Veeam Intelligence'. No login needed.



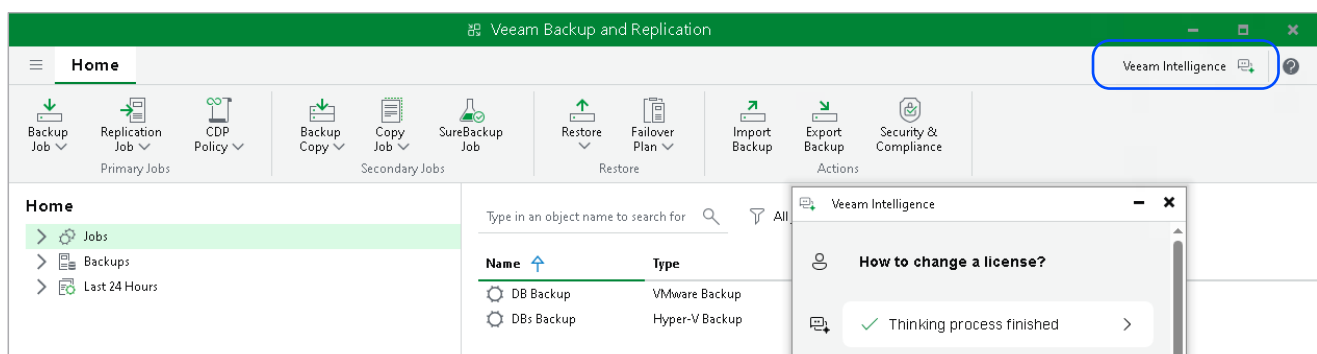
Pro Tip

Veeam Intelligence has two modes:

- Basic mode** is available in all Veeam Data Platform editions and pulls answers from Veeam documentation instantly.
- Advanced mode** (Veeam Data Platform Advanced & Premium) connects to your live environment, so answers reflect your actual jobs, repositories, and data rather than general guidance.

Step 2

Type your question in plain language, just like a chat.



Need inspiration? Discover sample prompts on the next page.

Try These Prompts

Start with one of these to see what Veeam Intelligence can do in seconds. The more context you give (e.g., a job name, a virtual machine (VM), a time frame, your role, or your goal), the sharper and more relevant the answer will be.

What to do	What to ask	Why it works
Build a deployment plan from scratch Basic + Advanced Mode	Best in Veeam Backup & Replication <i>I'm new to Veeam. Walk me through how to plan and set up data protection for my environment, step-by-step. I run [VMware / Hyper-V / physical servers], need to protect [N] workloads, and my goal is [daily] backups with a [24-hour] recovery point.</i>	Turns a blank slate into a clear, best-practice plan. Works in Basic mode, so you don't need anything connected yet.
Apply best practices before you build Basic + Advanced Mode	Best in Veeam Backup & Replication <i>What's the recommended way to protect against ransomware with Veeam? Walk me through immutable backups and the 3-2-1-1-0 rule, plus the steps to set it up.</i>	Best-practice guidance straight from Veeam's documentation, before you change any configuration.
Get a prioritized risk snapshot Advanced Mode	Best in Veeam ONE <i>Evaluating my environment as it exists today, what are the three top concerns I need to know about, keeping data resilience in mind? Give me a table with possible concerns, the reason for each, and recommended remediation steps ranked by priority.</i>	A 30-second read on what's protected and what needs your attention.
Confirm your VMs are covered Advanced Mode	Best in Veeam Backup & Replication <i>My team provisioned new VMs last week. I want to confirm they are tagged correctly and protected at least daily. Please provide protection status details for: [VM name 1], [VM name 2].</i>	Validates protection coverage on new workloads in seconds. Replace VM names with your own.
Troubleshoot backup errors and failed jobs Basic + Advanced Mode	Best in Veeam Backup & Replication <i>I'm seeing this error in Veeam Backup & Replication: [paste the error message or code].</i> Or: <i>Why did backup job [Job Name] fail last night? Show the error code, the affected VMs, and the exact steps to fix it.</i>	Understand the issue in plain language and get recommended fixes. It can provide a clear starting point for troubleshooting or resolve the issue completely.
Check restore readiness Advanced Mode	Best in Veeam Backup & Replication <i>What is the last successful restore point for [VM Name], and is it clean and recent enough to meet a [24-hour] recovery point goal?</i>	Confirms you have a clean and recent backup before anything goes wrong.

Discovered a great prompt? Share it with the [Veeam community](#) and help others get more from Veeam Intelligence.

What Customers Achieve

<1

Minute average
time to answer

0

Support tickets
needed for
everyday questions

Any

Language
supported

24/7

Always on,
any time zone

About Veeam Software

Veeam is the Data and AI Trust Company, specializing in helping organizations ensure their data and AI are fully understood, secured, and resilient to enable the acceleration of safe AI at scale. As the market leader in both data resilience and data security posture management, Veeam is built for the convergence of identity, data, security, and AI risk. Headquartered in Seattle, with offices in more than 30 countries, Veeam protects over 550,000 customers worldwide, including 82% of the Fortune 500. Learn more at www.veeam.com or follow Veeam on LinkedIn [@veeam-software](https://www.linkedin.com/company/veeam) and X [@veeam](https://twitter.com/veeam).



Ready to give it a try?
Open Veeam Intelligence and
unlock smarter data resilience.