



24.4 Product Announcement Webinar Q&A

1. Is integrating Appian AI Copilot free for users with an Appian license?

AI Copilot pricing is available on [appian.com](https://www.appian.com). Please contact your account executive with other AI licensing questions.

2. Could you please provide more information about the cost structure associated with the Autoscale feature?

Contact your account executive for information on licensing Autoscale.

3. Will AI Skills support Arabic?

Our AI Skills that use generative AI are powered by large language models (LLMs) via our partnership with Amazon Bedrock. While documentation indicates these underlying models are "multilingual," they do not specify which languages. Our recommendation is to test the feature out to confirm if it works with your desired language.

Our non-generative AI Skills—document classification, document extraction, and email classification—do not support Arabic at this time. Supported languages can be found in our [documentation](#).

4. Is Arabic supported in the PDF-to-interface capability?

The PDF-to-interface capability is powered by large language models (LLMs) via our partnership with Amazon Bedrock. While documentation indicates these underlying models are "multilingual," they do not explicitly specify which languages. Our recommendation is to test the feature out to confirm if it works with your desired language.

5. Is Autoscale only available in Appian Cloud and not in on-prem?

Yes, Autoscale is only available for Appian Cloud at this time.

6. Is there an ETA for Autoscale for on-prem installations?

We have no timeline to share, but tune in to future product announcement webinars to hear the latest platform news.

7. Can we connect AI Skills with documents and record types directly and use them in process activities or directly within an interface component?

To use an AI Skill in Appian, you need to add an AI Skill smart service to a process model. Document and record information get fed to AI Skills as part of processes. A process can be triggered through an interface and can return information back to an interface.

8. Do the new features added in each version release increase the memory utilization on existing configurations, particularly in environments with a large number of objects? Is it recommended to upgrade to the latest version based on the system requirements?

We are always looking for ways to improve Appian's resource efficiency with each release. Whether your environment needs to be resized depends on your usage pattern. For concerns about high resource utilization, please open a support case.

9. Regarding failed sync records, how many times will the failed sync be restarted?

In the event that an immediate sync fails, a full sync will be attempted one time. If the full sync fails, then the synced data will remain invalidated and a system operator will need to resync the record.

10. What hardware components (process engines, memory, etc) will be scaled as part of Autoscale. Will it be upgrading only those that are needed?

Autoscale is a separate service with completely different components than the existing Appian architecture.

11. When will Case Management Studio be supported for non-EN US cloud-based customers?

You can import Case Management Studio into non-EN US environments right now. Just select a locale when downloading the Case Management Studio package from MyAppian.

12. Does the Start Process smart service replace the Subprocess smart service? Should all new process development use the Start Process smart service instead? Are there still situations where the older Subprocess is preferred over Start Process?

No, Start Process does not replace Subprocess. Start Process smart services cover many use cases that Subprocess smart services were previously required for, like those involving synchronous execution. But some use cases still require the Subprocess smart service, like activity chaining into a subprocess or passing variables by reference.

13. Long term, will the team deprecate subprocess nodes entirely? Once everything has shifted away from K process engines, will these subprocesses still function as expected in older models?

We have no timeline to share, but tune in to future product announcement webinars to hear the latest platform news.

14. Why modernize the data store interface when we're moving to synced records instead?

Data stores will continue to be required for existing applications implemented before synced records, or in cases where data sync is not enabled.

15. With new records features, are we able to connect to tables with multiple primary/foreign keys?

Records support a single primary key and can contain multiple foreign keys. No features in 24.4 have changed either behavior.

16. Is there a way to pull Process HQ dashboards into a report and display them on an interface?

No, not at this time. Tune in to future product announcement webinars to hear the latest platform news.

17. Can you please give more details about the end to support for Appian self-managed?

Support for Appian self-managed is not stopping. Appian 25.3 will be the last self-managed version of Appian with a containerless install. Beginning in Appian 25.4, all self-managed Appian installs must be deployed using Kubernetes. For more information, see our [migration toolkit](#).

18. Will the upgrade change from richTextField() to the new a!richTextField() that was mentioned?

When new functions are added or evolved, changes are not applied automatically to existing expressions. Instead, the expression will indicate that a previous version of the function is being used.

19. Where can I find the 24.4 Release Showcase Training to maintain my Appian certification? When will it be available?

You can find all available Release Showcase Trainings on the [Appian Certification Maintenance Requirements page](#) on Appian Community. The 24.4 Release Showcase Training will be available on November 22, 2024.

20. Will this slide deck be shared for reference?

Yes, the slide deck is on the [24.4 Product Release page](#) on Appian Community.