

Learning Path: Support Team Lead

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About This Path

This learning path is for the **Support Team Lead** in Atloria. It is designed for people who help customers get answers quickly by using documentation, support agents, and AI activity insights.

You will move from the basics of getting into Atloria, to setting up and managing support agents, to reviewing conversations, usage, and analytics so you can improve support outcomes over time.

The order matters because each step builds on the one before it. You first learn how to access Atloria, then how to create and manage support agents, then how to guide their behavior, review their activity, and use what you learn to improve documentation and self-service support.

Prerequisites

Before you begin, make sure you:

- Have your Atloria sign-in details ready
- Can access the Atloria workspace for your team
- Know which documentation your team wants support agents to use
- Have permission to view support agent settings and AI activity in Atloria
- Are ready to review both customer-facing support experiences and internal team workflows

Your Learning Journey

1. [Accessing and Registering Your Atloria Account](#) — Start here to understand how new and returning users enter Atloria and complete the first access steps.
6 min read | Beginner
2. [Signing In to Atloria and Solving Access Problems](#) — This helps you sign in confidently and handle common access issues before you begin support work.

5 min read | Beginner

3. [Creating and Managing AI Support Agents](#) — Learn how to create support agents and connect them to the documentation your team depends on.

8 min read | Beginner

4. [Chatting with Support Agents and Managing Conversations](#) — Use this to practice real conversations, review responses, and understand how support chats behave in Atloria.

7 min read | Beginner

5. [Configuring AI Settings for Your Organization](#) — This shows you the wider AI choices that affect how support experiences work across your organization.

8 min read | Intermediate

6. [Monitoring AI Usage and Request History](#) — Read this to track how AI is being used and to keep an eye on quality, volume, and oversight.

8 min read | Beginner

7. [Managing Support Agent Workspaces and Knowledge Setup](#) — This gives you a clearer view of where support agents are organized and how their knowledge is prepared.

7 min read | Beginner

8. [Configuring Support Agent Behavior and Availability](#) — Learn how to shape agent replies and decide where and when agents should be available.

8 min read | Intermediate

9. [Using Analytics to Prioritize Documentation Improvements](#) — This helps you turn support signals into better documentation decisions for your team and your customers.

8 min read | Intermediate

10. [Reading Published API and Technical Documentation](#) — Even if you are not a technical specialist, this helps you understand the kinds of published content customers may use for self-service.

6 min read | Beginner

11. [Viewing Technical Entities and Related Reference Details](#) — This builds your confidence when checking detailed reference pages that may influence support conversations.

6 min read | Beginner

12. [Managing Support Agent Knowledge Sources and Project Linking](#) — Use this to make sure each support agent is connected to the right project content.
7 min read | Beginner
13. [Managing AI Usage and Request History](#) — This expands your ability to review activity patterns and use them to guide responsible team operations.
8 min read | Intermediate
14. [Embedding and Operating Support Agents in Documentation Experiences](#) — Learn how support agents appear in reader-facing documentation and what to check before customers use them.
8 min read | Intermediate
15. [Managing Support Agent Setup and Availability](#) — This gives you another practical view of preparing agents for team use and customer-facing availability.
7 min read | Beginner
16. [Managing Agent Conversations and Chat History](#) — Read this to better review past chats, understand context, and restart conversations when needed.
6 min read | Beginner
17. [Monitoring AI Usage and Request Activity](#) — This helps you spot patterns in AI activity that may affect support quality or team workload.
8 min read | Intermediate
18. [Configuring Support Agent Behavior and Embedded Experiences](#) — Use this to refine how agents behave and appear inside documentation experiences.
8 min read | Intermediate
19. [Managing AI Configuration Across Organization Settings](#) — This gives you a broader view of organization-level AI choices that influence support work in Atloria.
5 min read | Intermediate
20. [Using Published Documentation as Support Agent Knowledge](#) — Learn the full workflow for using published documentation as the source behind support agent answers.
8 min read | Intermediate
21. [Managing Agent Conversations and Session Follow Up](#) — This helps you use chat outcomes to improve follow-up, support handling, and future agent behavior.
8 min read | Beginner
22. [Managing Reusable Prompt Templates for AI Workflows](#) — Read this to create more consistent support experiences across agents and team workflows.

8 min read | Beginner

23. [Reviewing AI Usage and Request Activity](#) — This strengthens your ability to review usage trends and make informed decisions about quality and cost.

8 min read | Intermediate

24. [Turning Analytics into Documentation Improvement Actions](#) — Finish here to turn everything you have learned into clear content improvement actions for your support program.

8 min read | Intermediate

What You'll Be Able to Do

After completing this path, you will be able to:

- Access Atloria, sign in smoothly, and resolve common entry problems
- Create support agents that use the right documentation for customer support
- Organize support agent workspaces and confirm knowledge sources are linked correctly
- Test support agents through chat and review how they respond to real questions
- Manage conversation history, restart sessions, and follow up on support interactions
- Adjust support agent behavior and availability for both team use and customer-facing experiences
- Understand how published documentation, including technical reference content, supports self-service answers
- Review AI settings that affect support work across your organization
- Monitor AI usage and request activity to support quality, visibility, and responsible team operations
- Use analytics and conversation patterns to identify gaps in documentation
- Turn support findings into practical improvements for documentation and self-service support in Atloria