

LCBO Gateway SmartAssist is an AI-powered chatbot designed to provide fast, consistent answers to common Gateway questions, and step-by-step guidance through key processes such as onboarding, navigation, and actioning POs.

How SmartAssist helps you

SmartAssist makes it easier for you to find information and resolve common inquiries quickly:

- **24/7 access to support** - Get answers whenever you need them without waiting for business hours.
- **Consistent information** - Responses are based on existing documentation and support resources found on the [Gateway page](#) on Doing Business with LCBO.
- **Improved self-service** - Reduce the need to submit Support Requests for common inquiries.

For complex issues or requests requiring action (e.g., account changes or system errors), please continue to submit a Support Request in Gateway (or email lcbogateway@lcbo.com if you don't have access).

How to use SmartAssist

- SmartAssist can be accessed through the [LCBO Gateway page](#) on Doing Business with LCBO, or from within LCBO Gateway in the Updates & Alerts app.
- Access is only available to authorized LCBO Gateway users. Login with the same credentials you use to access Gateway.
- Ask questions in natural language – simply type your question as you would ask a support representative. For example, “how can I acknowledge a PO from the PO notification screen?”.

[**Take me to LCBO Gateway SmartAssist!**](#)

Important note:

- SmartAssist does not access live system data and is designed to provide guidance on routine knowledge found in existing documentation and support resources. It has no knowledge of real-time order/invoice/payment/system statuses, or specific issues that the Support Team is better suited to address.

We will continue to enhance SmartAssist over time based on feedback and usage patterns to better support your experience.