Ask Merlin

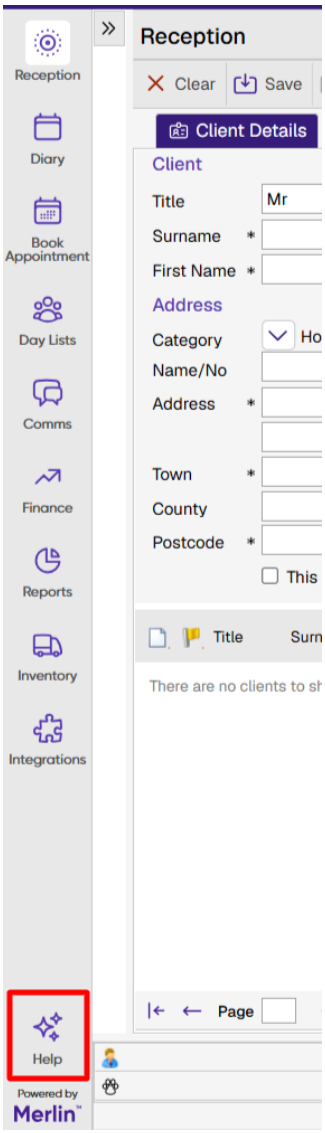
18/11/2026 11:39 am GMT

Summary

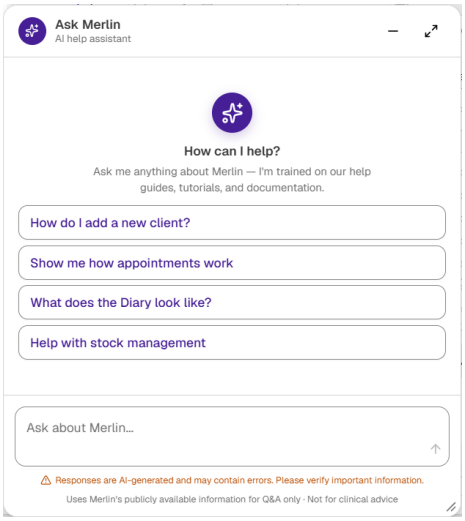
Ask Merlin is an AI powered tool to help you quickly find clear, practical answers to common questions.

Details

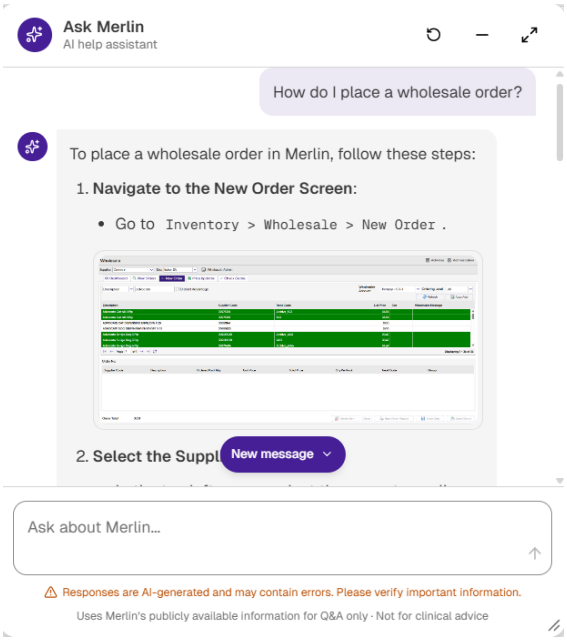
Ask Merlin is located at the bottom of the Primary Navigation on the left-hand side under Help:



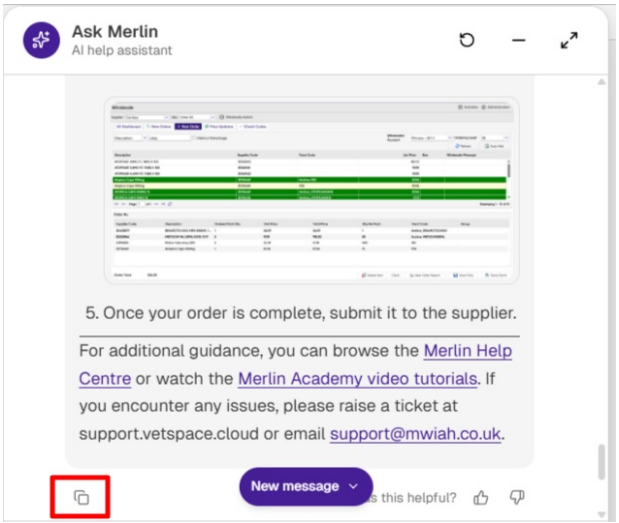
Once clicked, you will be presented with the following window. This can be maximised via the arrow and can be moved around your Merlin screen:



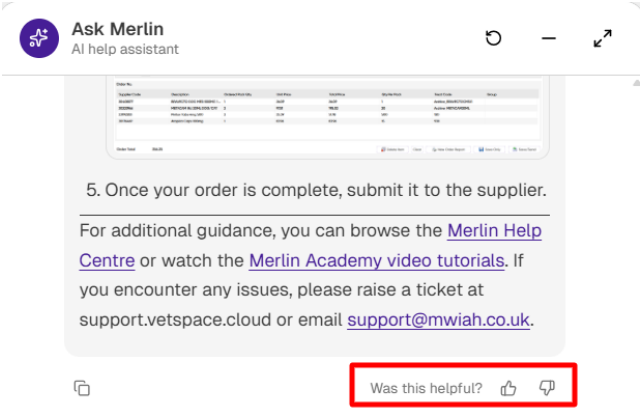
Any questions relating to Merlin, MWI Pet and Merlin Mobile can be asked. For example, if we ask how to place a wholesale order, it will give provide us with a step by step guide:



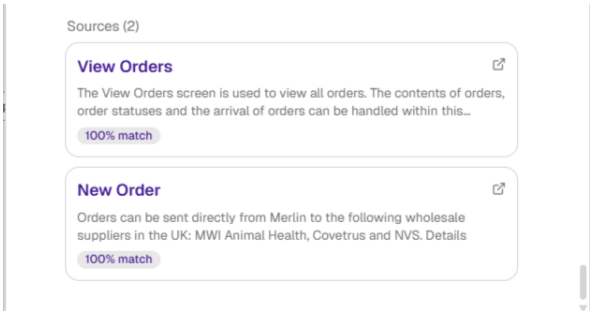
Users can copy the generated text via the 'Copy to clipboard' icon:



Users can also give some feedback as to whether the information given was helpful. MWI will receive this feedback:



At the bottom of this window, you will see all the sources it has pulled the information from. You can click on these to open the Help Centre.



Notes - Ask Merlin is trained on Merlin help documentation only. It does not look at practice data and is not for clinical advice. Answers are AI generated and may contain errors, so please check important information.