# Article information:

Commands are grayed out and can't be accessed in a specific part in Inventor | Inventor | Autodesk Knowledge Network  
<https://knowledge.autodesk.com/support/inventor/troubleshooting/caas/sfdcarticles/sfdcarticles/Commands-are-grayed-out-and-can-t-be-accessed-in-a-specific-part.html>

# Article summary:

1. Autodesk Knowledge Network provides feedback via surveys and online forms using Qualtrics.

2. Akamai mPulse, Digital River, Dynatrace, Khoros, Launch Darkly, New Relic, Salesforce Live Agent and Wistia are used to collect data about user behavior on Autodesk sites.

3. This data is used to measure site performance and optimize user experience with email, customer support and sales.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

The article is generally reliable and trustworthy as it provides detailed information about the services used by Autodesk Knowledge Network to collect data about user behavior on their sites. The article also explains how this data is used to measure site performance and optimize user experience with email, customer support and sales. However, there are some potential biases in the article that should be noted. For example, the article does not provide any information about possible risks associated with collecting this data or how it might be misused or abused by Autodesk or third parties. Additionally, the article does not present both sides of the issue equally; instead it focuses solely on the benefits of collecting this data without exploring any potential drawbacks or counterarguments. Furthermore, some of the claims made in the article are unsupported; for example, there is no evidence provided to back up the claim that collecting this data will help enhance features or optimize user experience with email, customer support and sales. Finally, there is a lack of detail regarding how exactly this data will be collected and stored securely; while the article mentions that privacy policies exist for each service provider mentioned in the article, it does not provide any further details about these policies or what measures have been taken to ensure that users’ personal information remains secure at all times.

# Topics for further research:

* Data collection risks
* Data privacy policies
* Data security measures
* Data misuse and abuse
* Data collection drawbacks
* Data collection counterarguments

# Report location:

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