

Management of knowledge is a significant challenge in modern organizations

Alongside the increasing role of technology and advancing task specialization, proper knowledge management within organizations becomes one of the greatest challenges facing today's organizations.



The departure of experienced employees

Experienced employees with years of service in the company hold a wealth of knowledge accumulated over time. When they leave for another company or retire, a gap is created that is challenging to fill.



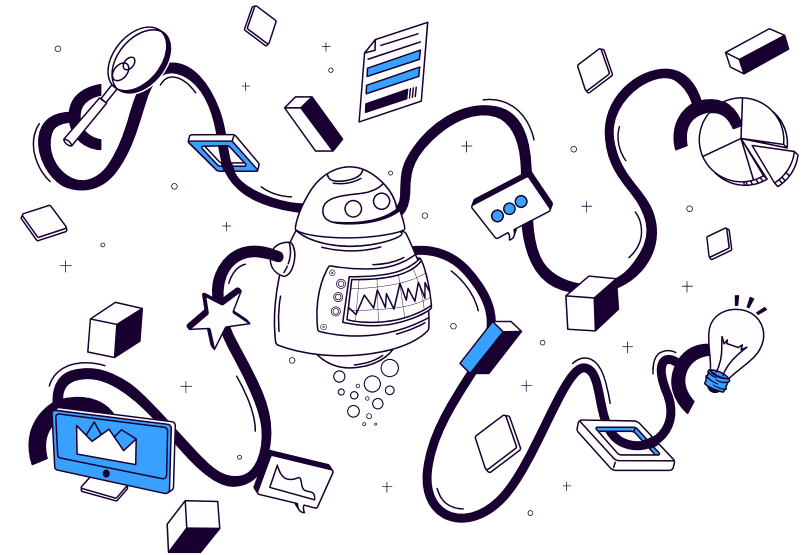
The increasing number of information sources

With each passing year, the number of available information sources grows. They are stored in various information systems, communication channels, or technical documentation. This generates increasing informational complexity.



Finding the right information

Finding information takes time, especially today, when the number of available information is growing exponentially. The time employees spend searching for information can be a significant source of cost for the enterprise.



AI assistant supports employees by using company data in various formats



Search and synthesis of information

AI enables the retrieval of information within CRM systems, ERPs, various PDF and TXT documents, emails and messaging platforms.



Suggestions based on programmable rules

AI can function as an assistant by suggesting solutions to common cases based on rules that we can manage.



Providing rich context for the analyzed matter

With explainable AI rules, we provide the user with a comprehensive set of information – case data, dates, case abstracts, etc.



Generating abstracts and documents

After resolving a case, AI assists users by creating a summary of the matter, such as writing a report, note or email.



It's the human who makes decisions

AI searches for information on behalf of the user, organizes it, generates summaries and ideas. However, it's the human who decides and it's the human who implements changes.

Example mockup of an AI system

Case information
Client: John [Salmon](#)
Case ID: HH6079P4
Boat type: [Happy Fisherman](#)
Ticket date: [February 23, 2024](#)
Maintenance: [November 14, 2023](#)

Case description

- Engine [doesn't](#) to work
- In the [middle](#) of a [lake](#), no [need](#) to [rescue](#)

Potenital causes

- No [fuel](#) ([even](#) if [interlocutor](#) [denies](#) it)
- [Broken](#) [ignition](#) [circuit](#)
- [Damaged](#) [structure](#) of the [boat](#)

Advised solution

- [Check](#) if there [fuel](#), if there is [none](#) – [repair](#) in the [nearest](#) [facility](#)

Fisherman: The engine on my boat has stopped working, and now I don't know what to do with it. I've already been towed to shore, so I'll manage. [But](#), honestly, I don't know what to do. Should I report it for repair, and if so, where? And what about the engine?

[.....]

Chat: [It's likely](#) that the [cause](#) is [broken](#) [ignition](#) [circuit](#) or [low](#) [battery](#). Both can be [fixed](#) at nearby [Fisherman's Heaven](#).

...

Documents

- [Service booklet](#)
- [Boat Manual 6.1: Fuel monitoring and issues](#)
- [Recent email exchange](#)
- [Similar cases](#)

Case resolution

- [Repair in Fisherman's Heaven](#)
- [Repair in Barracuda Bay](#)
- [Replacement of the engine](#)
- [Case dismissed](#)
- [Manual resolution of the issue](#)

How can we support you



AI tools **training** + creating a **use case**

Objective: Understanding the possibilities offered by utilising assistants built on proprietary data and preparing a use case

Scope: AI technological stack, agent utilization, prompt techniques

Training options:

- Non-technical – 4 hrs.
- Technical – 8 hrs.

Project deliverables:

- Increased organizational knowledge
- Collaboratively built use case
- Use case implementation plan [PDF]



AI Assistant **deployment** based on company data

Objective: Building an AI Assistant to support employees in the company, utilising company data

Sample Stack: LangChain, Azure AI Studio, AI Agents

Project duration:

- Proof of Concept – 2 months
- Production deployment – to be determined individually

Project deliverables:

- Functional AI Assistant
- Training employees on how to use the AI Assistant

