

OneInsight: Unlock Insights, Empower Decisions

Developed by Datalens Technologies

OneInsight is a premier enterprise-grade solution designed to bridge the gap between complex data and actionable intelligence. This document provides a comprehensive overview of how OneInsight facilitates a seamless enterprise journey toward artificial intelligence, powering smarter decisions across your organization.

Executive Summary

OneInsight is a robust **Enterprise Search and Conversational AI solution** that leverages Generative AI to provide direct answers and precise information retrieval. Designed to support various content types, it features seamless integration capabilities and tailored access controls. As a core component of the comprehensive **OneClick platform suite**, OneInsight is engineered to facilitate highly efficient and effective enterprise-wide communication for both your customers and employees.

The AI Core: Profundity

OneInsight goes beyond surface-level search by utilizing its proprietary AI Engine, **Profundity**.

- **Independent Capabilities:** Profundity provides powerful generative AI, translation, Natural Language Processing (NLP), and Natural Language Understanding (NLU) capabilities without relying on third-party APIs.
- **Advanced Reasoning:** Built for complex enterprise use cases, it features advanced reasoning and supports Retrieval-Augmented Grounding (RAG).
- **Hybrid Search:** It utilizes a hybrid search approach combining Vector, Keyword, and Contextual Retrieval.

Beyond Search – Delivering Answers

Traditional tools point you to documents; OneInsight provides actual answers.

- **Data Aggregation:** The platform indexes and aggregates data from a vast array of enterprise sources, including databases, document stores, intranets, Google Drive, SharePoint, and OneDrive.
- **Grounded Knowledge:** By combining Large Language Models (LLMs) with retrieval-augmented generation, the system delivers factual, context-aware responses grounded exclusively in your organization's internal knowledge sources.

Advanced Conversational AI

OneInsight features an advanced conversational interface designed to understand the user and their context.

- **Personalized Memory:** The system delivers tailored experiences by remembering past interactions and securely utilizing user-specific data.
- **Dynamic Conversations:** It supports both static and dynamic LLM conversational flows, allowing for fluid, on-the-fly flow updates using natural language.
- **Contextual Continuity:** The platform expertly maintains query context and handles follow-up questions seamlessly.

Multilingual & Multimodal Reach

Communicate with your audience globally, in the format they prefer.

- **Language Translation:** The platform features comprehensive multilingual support, allowing users to communicate in their language of choice while the system translates and responds accurately.
- **Omnichannel Deployment:** OneInsight can be deployed across textual chat, WhatsApp, voice assistants, mobile apps, email, webpage widgets, Teams, Slack, and IVR.

Agentic AI & Workflow Automation

OneInsight transitions from answering questions to executing tasks through **Agentic AI**.

- **Real-Time Integration:** Execute actions such as ticketing, order updates, and meeting scheduling via pre-built connectors and custom APIs.
- **Multi-Agent Skill Routing:** The system supports the orchestration of specialized agents (e.g., HR, IT, Sales) with dynamic context and skill sharing.
- **No-Code Extensibility:** Business users can leverage visual agentic AI configuration and visual flow builders to set up multi-step responses without coding.

Data IQ & Smart Content Management

Unlock the full potential of your data and documents with smart extraction features.

- **Data IQ:** This powerful module enables users to query databases on the fly using natural language and supports the creation of new dashboards.
- **OneInsight Core:** The platform supports automatic document summarization, keyword extraction, and smart QA generation.

- **Format Flexibility:** It supports multi-format ingestion, handling various document formats seamlessly.

Comprehensive Reporting & Analytics

Data-driven insights into how your enterprise searches and interacts.

- **In-Depth Visibility:** OneInsight delivers comprehensive analytics on search patterns and user behaviors.
- **Customizable Dashboards:** Administrators can build or modify analytical dashboards powered by AI.
- **Data Export & BI:** The system supports autonomous reporting, report automation, and exporting data via open interfaces (JSON) or direct connectors to tools like Power BI.

Enterprise Security & Governance

Security is embedded into the foundation of OneInsight.

- **Role-Based Access:** The platform guarantees enhanced security with customizable access permissions, strict data control, and Role-Based Access Control (RBAC).
- **Data Privacy & Compliance:** Ensures data privacy through encryption, role management, and detailed audit logs.
- **Flexible Deployment:** To meet strict IT requirements, OneInsight offers complete deployment flexibility, including SaaS, On-Premise, and Hybrid models.

Competitive Advantage

OneInsight drastically outperforms basic chatbot and NLP products.

- **Database Querying:** Unlike basic competitors, OneInsight queries databases, Excel, and Databricks directly.
- **Agent Support:** It provides real-time translation, AI authoring, and response support for live agents.
- **Knowledge Management:** Offers full document versioning, text search, and summarization, alongside deep multi-lingual translation.

Case Study – Overcoming Language Barriers

The Challenge: A company faced a major customer service gap where 16% of queries were left unresolved and 40% of non-English-speaking customers were underserved due to language barriers. **The Solution:** The company integrated OneInsight to automatically translate and rephrase customer queries from Indian languages into English, while identifying the correct product. **The Outcome:** Query resolution rates increased significantly, successfully supporting the non-English-speaking base and boosting inclusivity.

Case Study – Elevating Agent Support

The Challenge: Support agents struggled with regional languages and technical knowledge, leading to delays and leaving 60% of non-English customers underserved. **The Solution:** OneInsight was implemented to translate incoming queries to English, suggest highly accurate responses to the agents, and retranslate the final reply back into the customer's preferred language. **The Outcome:** Agent response quality improved by over 40%, guaranteeing consistent, professional communication across the entire customer base.

Technical Architecture

OneInsight is built on a highly scalable and robust architecture.

- **AI Core (Private Cloud/SaaS):** Houses the Gen Model, ASR Model, and NLU/NLP Model, integrated with a Prompt Optimization layer.
- **Integration Layer:** An API Gateway manages rate limiting, logging, and load balancing for API clients and websites.
- **Data Lookup Module:** Utilizes plugins, APIs, and SDKs to securely connect and collect information from various enterprise sources to generate smart responses.

Implementation Roadmap (INIT to POST)

Our structured roadmap ensures a smooth transition to live AI.

- **INIT (Assessment & Config):** We assess hardware needs (GPUs, servers, storage), deploy essential databases, and configure the system securely on your infrastructure.
- **QA (Testing & Training):** Comprehensive testing verifies AI response accuracy. We help establish user access controls and train your team.
- **GOLIVE & POST (Monitoring):** We support administrators during the launch. Post-launch, we conduct regular audits of AI responses, refine AI prompts to enhance efficiency, and provide ongoing technical assistance.