

Knowledge Pilot

AI powered knowledge search tool that makes it easy to find the information you need, quickly and easily.

What We Offer

- Integration with existing knowledge repositories, e.g.: ServiceNow KEDB, incident data, etc.
- Ability to intake unstructured data in multiple formats, including text, audio, video.
- Follow-up query prediction.
- Granular control over who has access to what information.
- Reduced search cost and ~30% productivity increase.



Knowledge Pilot

How it Works

- Integrates with your existing knowledge repositories, including ServiceNow KEDB and incident data
- It learns from your documents using Generative AI
- Predicts what follow-up queries users might have, so it can provide them with the information they need before they even ask

Execution Strategies and Solutions

- Build filtered knowledge source repositories
- Identify relevant knowledge documents for the current query
- Using LLM generates query responses citing sources and explaining the chain of thought to derive a response.
- Support multiple knowledge bots through logical grouping of knowledge documents

Knowledge Pilot

Customer Outcomes

Knowledge Bank for the entire Enterprise

IT Ops Productivity Boost

Maintenance Manuals

Customer Success

Company: Large Airline Company

Solution: Maintenance Manuals

Outcome:

- Generating clear and concise instructions, explanations, troubleshooting steps and procedures
- Quick Reference Guide to provide summarized lengthy sections of manuals
- 24/7 support outside of regular business hours

Company: Large French Service Company

Solution: IT Ops

Outcome:

- Leverage GenAI to build “KEDB on Steroids”
- Learn from 100,000+ past ticket data
- Ingest 5000+ knowledge articles
- Boost service request ticket resolution productivity by 30%

Company: Large Bottling Company

Solution: Knowledge Bank

Outcome:

- Make knowledge available at the fingertips
- Collate knowledge from structured, semi-structured, and unstructured documents
- Leverage secure Azure OpenAI platform and encrypt all data at rest