



SOP Unified AI

**GenAI-Driven SOPs for the
Future of Work**

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genpact





SOP Unified AI

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1.Introduction

SOP Unified AI is an advanced, AI-powered platform designed to streamline the creation, approval, and dissemination of Standard Operating Procedures (SOPs) during the knowledge transfer phase. It leverages generative AI to automate and enhance the traditionally manual and time-consuming SOP creation process, especially from video content, the entire lifecycle of Standard Operating Procedures (SOPs) - from creation to approval to intelligent query resolution. It is purpose-built to support knowledge transfer, accelerate onboarding, and enhance operational efficiency.

Key Components - SOP Unified AI tool is composed of three seamlessly integrated modules:

1. **Knowledge Builder** - Converts MP4 videos and existing documents into structured SOPs. This module is particularly useful during knowledge transfer sessions, where video recordings are common.
2. **SOPflowscape** - Manages multi-level approval workflows for the generated SOPs. This ensures that SOPs are reviewed and validated before being published.
3. **Knowledge Assist** - A Microsoft Teams-based application that allows users to interact with the SOPs through a Q&A interface. Users can ask questions and receive answers based on the approved SOP content.

Key Features and Capabilities -

1. **Video-to-SOP Conversion**
 - Supports MP4 files ranging from 250 MB to 4 GB.
 - Achieves approximately 80% accuracy in SOP generation from video content, significantly reducing manual effort.
2. **Real-Time Information Flow**
 - Offers direct integration with SOP storage, ensuring that users always access the most current information.
 - Eliminates the need for manual updates or maintenance of SOP repositories.
3. **Source Validation**
 - Provides references to the original source documents, allowing users to verify the accuracy of responses and SOP content.
4. **Reporting and Metrics**
 - Includes reporting capabilities to track adoption rates, usage metrics, and other performance indicators, helping organizations monitor the effectiveness of the platform.



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2. Business Challenge

In fast-paced, knowledge-intensive environments, organizations face significant hurdles in capturing, validating, and disseminating critical operational knowledge, especially during transitions such as onboarding, role changes, or project handovers. Traditional SOP creation is often manual, time-consuming, and inconsistent, leading to:

- Delayed knowledge transfer and prolonged ramp-up time for new or transitioning employees.
- Inconsistent documentation quality, with limited traceability to source materials.
- Inefficient approval workflows, resulting in outdated or unapproved SOPs being used in production.
- Lack of real-time access to validated knowledge, hindering productivity and increasing dependency on SMEs.
- Limited visibility into SOP usage, adoption, and effectiveness across teams.

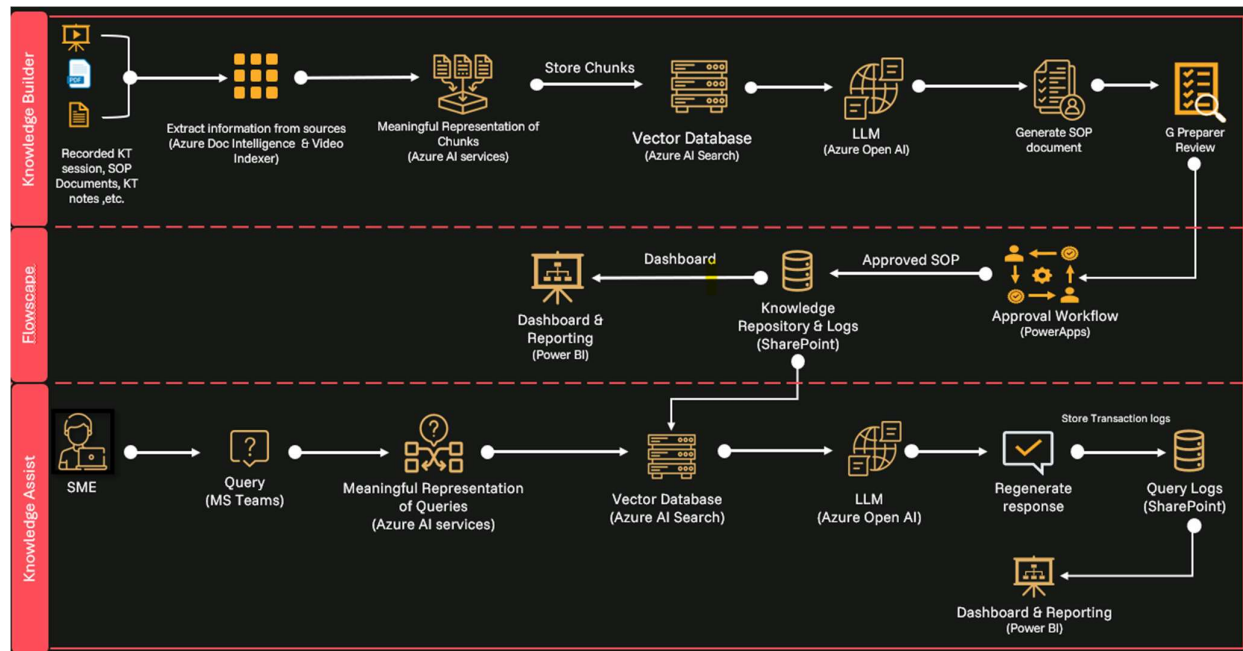
These challenges not only impact operational efficiency but also pose risks to compliance, quality, and employee experience.



3.Our Solution

SOP Unified AI is an advanced, AI-powered platform designed to streamline the creation, approval, and dissemination of Standard Operating Procedures (SOPs) during the knowledge transfer phase. It leverages generative AI to automate and enhance the traditionally manual and time-consuming SOP creation process, especially from video content, the entire lifecycle of Standard Operating Procedures (SOPs) - from creation to approval to intelligent query resolution. It includes three key components -

1. **Knowledge Builder** - This agent uses AI and Machine Learning (ML) for accurate extraction and classification from video recording and creation of SOPs.
2. **Flowscape** - From SOP Ingestion to SOP review and sign off process, this workflow agent uses RPA, ML and real-time analytics.
3. **Knowledge Assist** - This uses GenAI models for SOP extraction, classification for faster query resolution and accelerated upskilling.





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4.Features and Value

4.1 Features

- AI and ML-based SOP extraction and classification
- Real-time analytics and dashboards
- Power Platform integration with PowerApps, Power Automate, and Power BI
- Azure OpenAI for summarization and translation
- Notification and visualization capabilities
- Admin roles for feedback monitoring

4.2 Values

- Improved efficiency and reduced operation time
- Enhanced visibility and standardization
- Reduced manual effort in SOP creation
- Real-time insights and reporting
- Scalable and secure deployment in client environment



5. High-Level Solution Overview: How the SOP Unified AI Tool Works

The solution uses a vector database and LLM to extract and classify information from various sources like recorded KT sessions and SOP documents. It supports SOP approval workflows, dashboards, and real-time query resolution.

1. Knowledge Acquisition & SOP Creation - The Knowledge Builder agent uses GenAI, AI, and ML models to extract and classify information from:

- Existing documents & MP4 video recordings (250 MB to 4 GB)
- It automatically generates structured SOPs with high accuracy, reducing manual effort during knowledge transfer.

2. SOP Review & Approval - The Flowscape agent manages the SOP ingestion, review, and sign-off process using:

- Robotic Process Automation (RPA) for workflow automation.
- Real-time analytics to track progress and bottlenecks.

This ensures SOPs are validated, version-controlled, and compliant before being published.

3. Activation of Knowledge Assist - Once SOPs are approved, the **Knowledge Assist agent** is activated. It integrates with Microsoft Teams to provide a Q&A interface where users can:

- Ask natural language questions.
- Receive instant, context-aware answers based on the approved SOPs.

This helps employees stabilize faster in their roles by offering guided, on-demand support.



Thank you