

HEXAWARE
tensai[®]
for GenAI

KB System

The Knowledge Base Solution for IT Operations

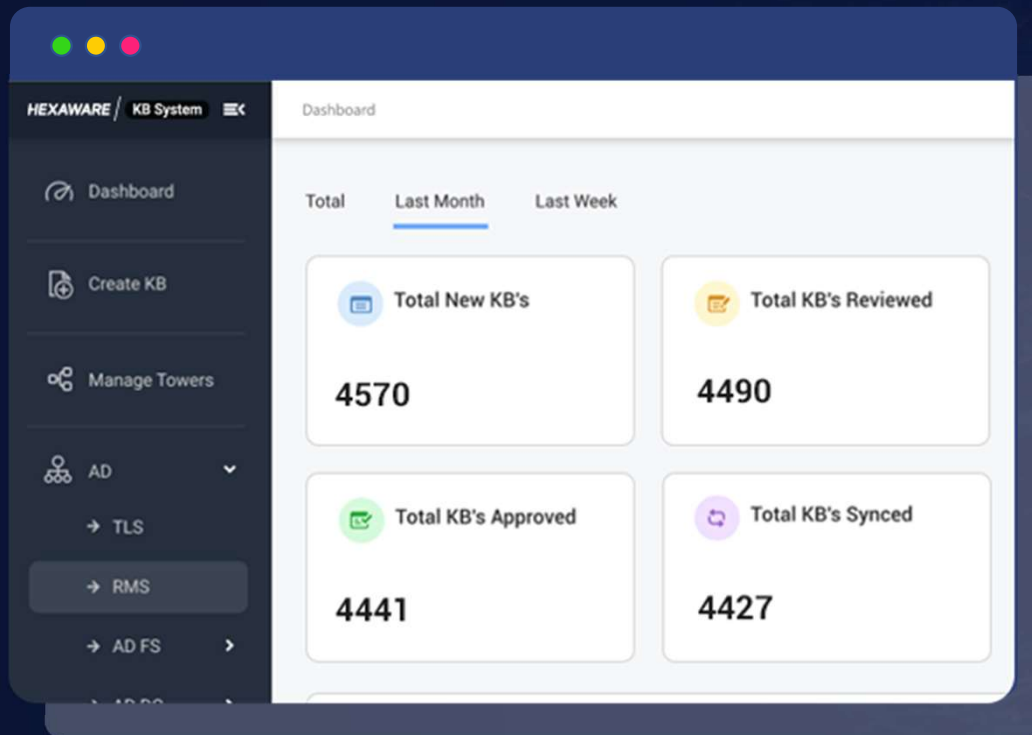
Empower Your Team to Solve IT Issues Efficiently and Effectively



Challenges

Ineffective Knowledge management resulting in Increased workload, Reduced productivity, Inconsistent information, Misinformed decision-making, and Decreased customer satisfaction





The Solution

Leverage cutting-edge Generative AI technology to securely and efficiently generate industry-leading knowledge base articles, empowering your IT operations teams with accurate, reliable information and driving enhanced performance throughout your organization

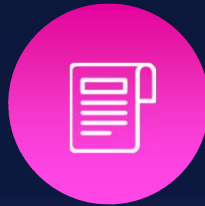
Our innovative approach ensures that IT operations teams have access to industry-standard documentation, which is essential for ensuring smooth and effective operations. With our AI-powered solution, organizations can improve their operational

Features

tensai KB System includes features such as



Role Based Access Control - View, Create, Review, Approve, Administrator



Ease of use – Classification of KB articles to technology towers



Search - Advanced search mechanism and Duplicate detection



Integration - Multiple Generative AI and Learning models



Security – Data masking for sensitive data and secure API connections

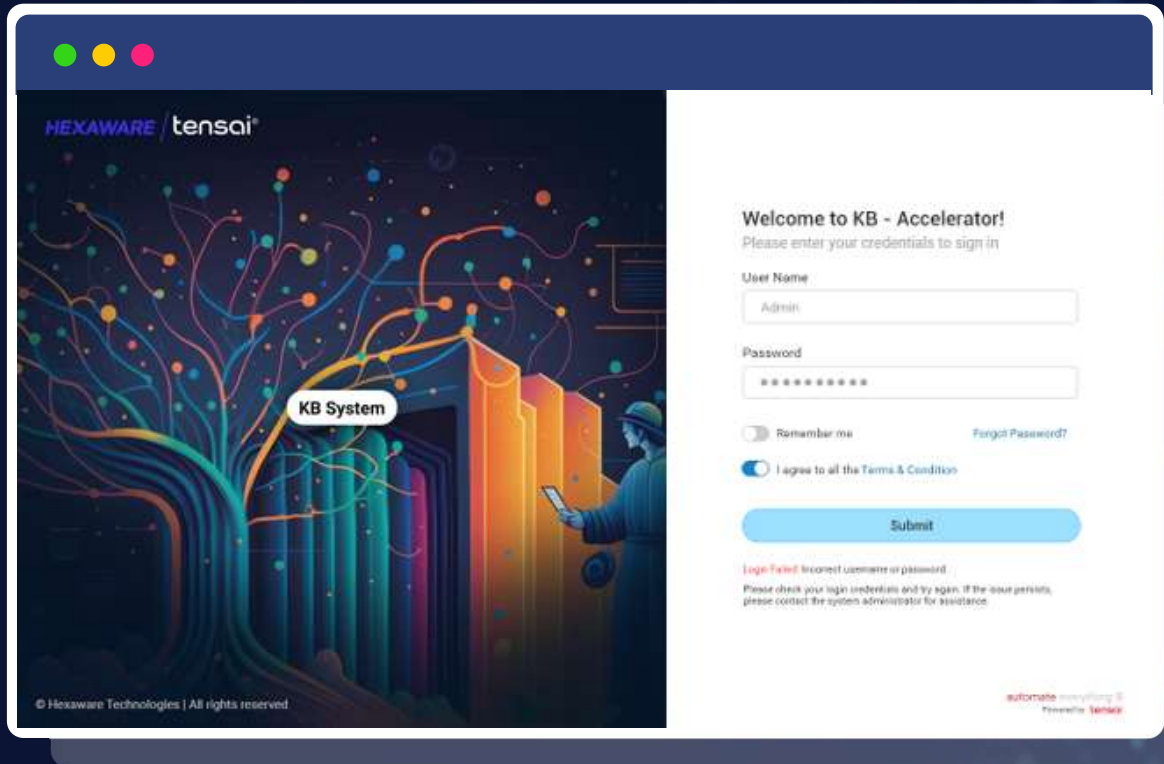


Quality – Inbuilt multiple check gates to ensure standardization

Benefits

Key benefits includes





Security

Secured at all layers

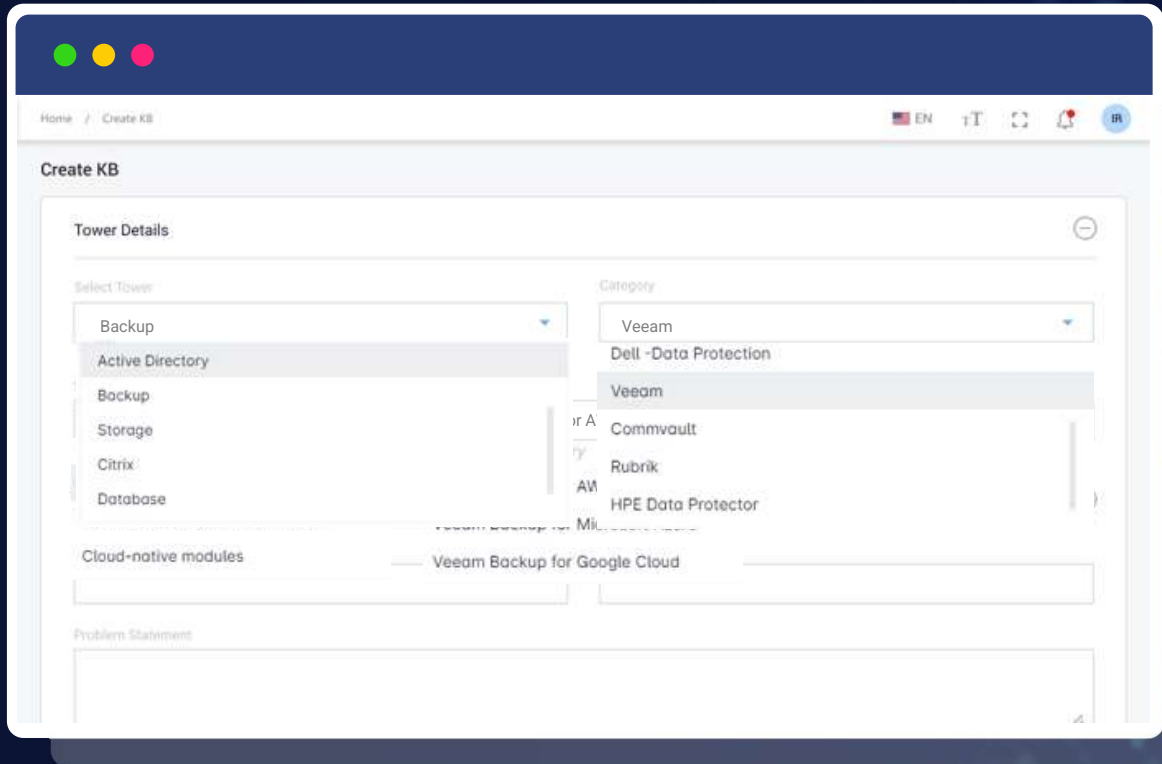


Single Sign-on with Active directory.
Only organization employees can access the system



Controlled AI interaction for the user by defining standard grouping mechanism for KB articles





Security

Secured at all layers

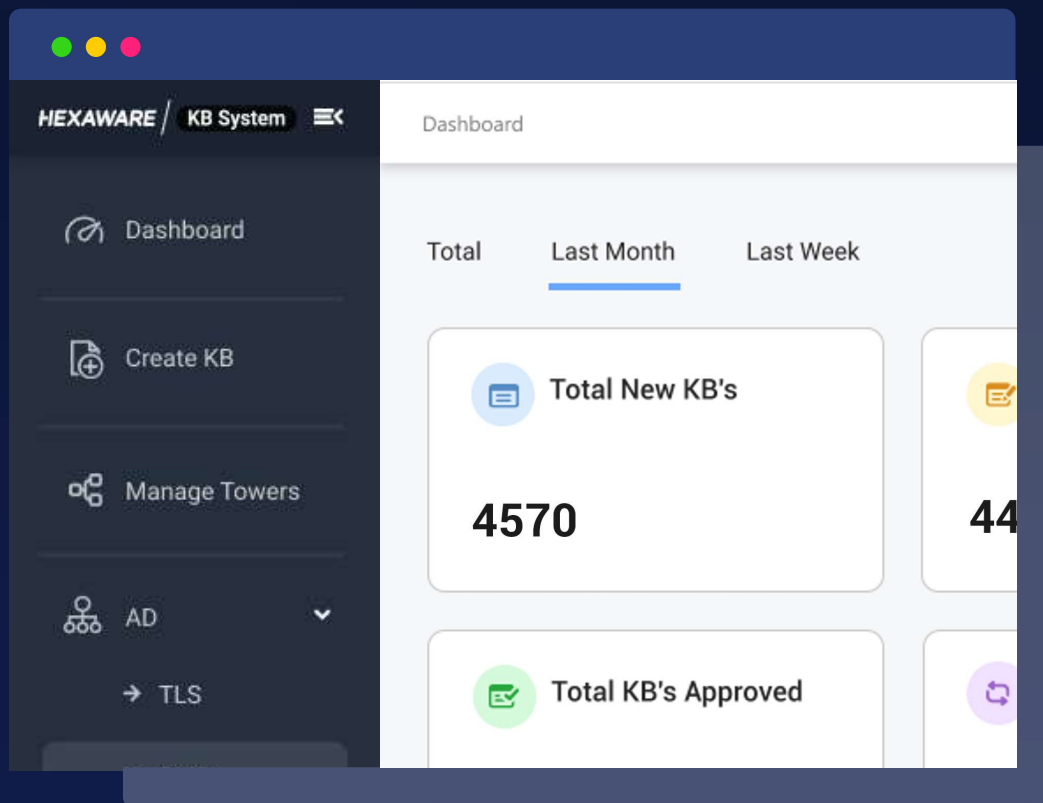


Single Sign-on with Active directory.
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**Controlled AI interaction for the user
by defining standard grouping
mechanism for KB articles**





Ease of Use

tensai KB System uses traversing classification system

Classifies data based on technology tower and categories inside those technology tower. This allows users to have a seamless experience

Dashboard



The screenshot shows a web browser window with a dark blue header and a white content area. The title bar of the window reads "Top 10 KB Used". Inside the window, there is a section titled "Top 10 KB used" containing a table with four columns: "Sr. No.", "Symptoms", "Tower", and "Number of Views". The table lists five entries, with the first entry having 90 views and the fifth having 42 views. At the bottom right of the table area, there are navigation arrows and the text "01-02".

Sr. No.,	Symptoms	Tower	Number of Views
1	User cannot add into AD	AD	90
2	Cannot alter field value in MSSQL	DB	76
3	Azure subscription tier cannot alter	Azure	65
4	Port is not listening	MW	49
5	Apache tomcat shows 500 error	MW	42

Role Based Access Control

Multiple Personas



Viewer 



Creator 



Reviewer 

Viewer persona can read all the KB articles



Approver 



Administrator 

Role Based Access Control Multiple Personas



Viewer *i*



Creator *i*



Reviewer *i*

Creator persona can create KB articles



Approver *i*



Administrator *i*

Role Based Access Control

Multiple Personas



Viewer 



Creator 



Reviewer 

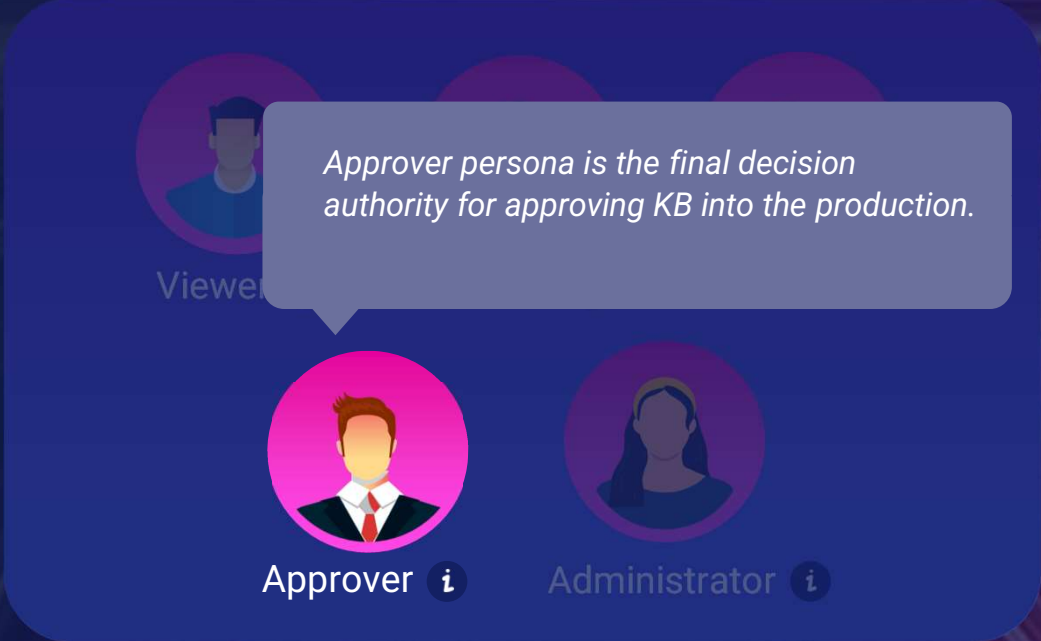
Reviewer persona review's KB articles for quality and compliance. Also has the ability to create KB articles

Approver 

Administrator 

Role Based Access Control

Multiple Personas





Role Based Access Control

Multiple Personas

Administrator persona can manage users and their roles, create technology towers and categories/subcategories inside those technology towers. This persona can sync KB articles with ITSM/ Knowledge repository.



Approver 



Administrator 

Role Based Access Control

Multiple Personas



Viewer 




Creator 



Reviewer 



Approver 



Administrator 

Thank You

Next Steps

Thank you for considering tensai KB system as your knowledge base solution for IT operations. [Sign up](#) today to see how tensai KB Systems can transform your IT operations and improve your team's productivity and efficiency.

