

AI-Powered Knowledge Assistant

Instant, accurate and source-cited answers from your website and approved knowledge content.



Overview

NeoStats Knowledge Assistant helps organisations convert static website content, FAQs, documents and help pages into a conversational self-service experience. Customers ask questions in natural language and receive clear answers supported by trusted source references.

Business value at a glance

24/7 self-service Always-on assistance for customers, employees and partners.	Source-cited answers Responses point users back to approved knowledge sources.	Lower support effort Reduce repetitive queries reaching service teams.
Faster discovery Find relevant information without navigating many pages.	Azure-ready Designed for secure, scalable Microsoft Azure deployment.	Continuous improvement Usage trends reveal gaps in content and experience.

Turn knowledge into a guided digital experience

The Knowledge Assistant brings together automated content ingestion, enterprise search and Generative AI to give users a more human, helpful and trustworthy way to access information.



Core capabilities

- 01 Website, FAQ and document content ingestion
- 02 RAG-based information retrieval
- 03 Natural language question answering
- 04 Source links for response transparency
- 05 Simple web or portal embedding
- 06 Analytics for common queries and content gaps

Where it fits best

- 01 Customer support and help centres
- 02 Government and public service portals
- 03 Banking, insurance and telecom websites
- 04 Employee policy and HR knowledge hubs
- 05 Product documentation and user guides
- 06 Partner or vendor self-service portals

Outcome-led impact

Improve experience Users get direct answers instead of searching through multiple pages.	Reduce workload Support teams spend less time responding to repeated information requests.	Build trust Source references help users verify where answers came from.
Scale knowledge Existing content becomes accessible through a conversational interface.	Accelerate adoption A clean assistant experience can be launched across web and portals.	Review gaps Analytics highlight missing, outdated or unclear content areas.

Simple to deploy. Easy to trust. Built to improve.

The solution is designed around a practical workflow: ingest approved content, retrieve the right context, generate a clear answer and keep improving based on usage.

zz01

Connect knowledge sources

Link approved website pages, FAQs, documents or knowledge repositories.

02

Ingest and index content

The solution organises content into a searchable knowledge base.

03

Ask in natural language

Users enter questions through a website or portal assistant.

04

Retrieve relevant context

RAG identifies the most useful content for the query.

05

Generate trusted answers

The assistant responds clearly with source references.

06

Monitor and optimise

Teams review usage patterns, common questions and knowledge gaps.

Product information summary

Empower users with instant answers. Reduce support effort. Make knowledge easier to access.