

AskQ – Quick Summary

AskQ is a Virtual Assistant to help Sales and Delivery teams be more productive. It is designed for very specific, structured, business processes using AI for classification, intent, text generation and creation - about 20% of the solution - the rest is apps, documents, workflows and processes. The most important thing for using AI in your teams is getting the right information into the system - irrespective of the tools you are using. We have created tools, workflows and processes to make sure the data and documents you include are correct and up to date. Using AskQ you can Ask (questions in natural language), Create (documents) and Do (perform functions).

AskQ - Overview

AskQ has a Front-end that allows you to ask questions, create documents and perform actions, and a Back-end Admin Console that allows you to easily prepare and manage your underlying data and documents and set up workflows and business rules to give great context and appropriate answers in the relevant format. This management is crucial to the outcome and means that results are reproducible and auditable.

Front-end - The AskQ Front-end can be accessed through Teams, or Slack or a plain Co-Pilot prompt (eg type "@AskQ create SOW"). There are 3 main functions:

- **Ask** – ask a question in plain text and AskQ will come back with the answer, without you needing to know where the latest information is stored or how to access the systems. For example "Show me National Grid's opportunities", or "Give me a list of available Azure Case Studies". In both cases information is returned together with a link to click for direct access to more detail.
- **Create** – AskQ will create a document using the latest version of company template and information from pre-determined systems / documents and place it in a specified location for review. For example "Create an AskQ pitch deck for Contoso on the latest template".
- **Do** – AskQ will perform an action eg to update a system with information provided and information available from internal business rules. A link will be provided to review the action taken – meaning internal systems can be kept up to date at a higher quality and taking less of the user's time. For example "Create an Azure Landing Zone opportunity in CRM for Contoso with a value of £25,000".

Back-end - The AskQ Back-end interface is the Admin Console which makes the results real. Without this control you have GIGO. Using the Console you can think about (and select and update) the data and documents feeding into the system and decide how AskQ uses them. The main functions are:

- **Classify** - Select and Classify what information you want in the system. You can choose which (version of) documents you want included in AskQ by selecting the folders and documents manually on the dashboard or by using the Auto Classify module to pick the most likely documents based on size, age, title, content etc. - for you to review.
- **Ingest** - Once you have selected the relevant documents and metadata tags have been applied, these can be ingested to form the information library that will be used.

- **Agents** - Create and manage the Agents which are discrete categories of documents and workflows that serve a particular role. You can have one or many different Agents, depending on how you run your business – eg you could have an Agent for Sales and an Agent for Professional Services, or you could have Agents based on Geography or security levels etc. The Agent brings the structure to your workflow. For each Agent you will define one or many "Documents" eg Sales Proposal or Statement of Work (ie what you want the end result to be). For each Document there will be one or many "Workflows" (which decide how the "Knowledge" (data, documents etc) needed to produce the Document will be used). The Knowledge is used to create the content which is then applied to the relevant parts of the Document. Note - You can easily change the data and documents (eg versions) that will be used via the Admin Console allowing you to have multiple versions of the Agents (to roll back etc) with a full audit trail of what the Agent did with what information at the time of Document creation (essential for compliance and governance).
- **Workflows** – Create and manage the workflows for the users to interact with. These allow you to manage the intent and output of the User eg if a salesperson asks for a proposal, it knows they are a seller and want a Sales Proposal, AskQ may ask a qualifying question as follow up to get more details but then the workflow will find the proposal template, generate the content, fill the proposal and provide it back to the seller. There can be hundreds of different workflows but this is why you have the Admin console - you can manage everything through a natural interface dashboard, rather than having to deal with a code-based system.
- **Users** – Maintain your system users, their functions and the sorts of functions they are likely to be accessing. This allows intent to be derived.

Some advantages of AskQ over other AI-based agents

- AskQ can be deployed as a SaaS application (via Microsoft Commercial Marketplace) or deployed on a company's own Azure instance.
- AskQ provides a simple way for Ingesting and Managing documents.
- In AskQ the Users and workflows are managed through a simple dashboard – not coded in.
- AskQ allows users to create structured and consistent documents from templates in Office. Other AIs allow users to Optimise or Modify content in an existing document or provide a distinct flow of content to be cut and pasted into a document.
- The Guiderails and Management provided by AskQ ensure that the content only comes from qualified and classified documents and sources. Unless the underlying Documents and Data ingested are changed, AskQ will return similar results each time it is run, providing consistency and governance.
- When purchasing AskQ licenses, Qualyfi provides Customer Success Managers to help you set up and maintain AskQ. These are consultants from our Qualyfier Development Programme - a Social-mobility-focused programme offering anyone with potential, the chance to become skilled in AI consultancy and customer support.