

Rightpoint Knowledge AI and Search Offering

We help organizations unlock knowledge by architecting solutions from Microsoft technologies including generative Artificial Intelligence (AI), Cognitive Search, Microsoft Graph, Microsoft Teams Messaging Extensions, Viva Topics, Chatbots, and SharePoint Premium. We help Microsoft become the trusted place where employees get information regardless of the other systems the company has purchased.

In-App Search

Microsoft-powered ability to search in apps (Teams, Salesforce, ServiceNow) and generate answers from various sources.

Source of Truth

A Microsoft solution to create a unified index of knowledge repositories (Sharepoint, Teams, ServiceNow, Salesforce, Jira, etc.).

Microsoft Multiplatform

Integration of Microsoft Premium and Viva Topics for document and content intelligence.

Speed to Value

Rightpoint, Microsoft's 2022 and 2023 EX Partner of the Year, leverages our Knowledge AI Accelerator to market faster, realizing value in weeks, not years.

Increased Productivity

Call centers and knowledge workers benefit from an 11-14% increase in productivity, driving increased customer satisfaction, reduced handle time, and faster onboarding.

Knowledge Harvesting

Harvest Teams conversations through workflows, enabling a continuous feedback cycle that enriches the knowledge base.