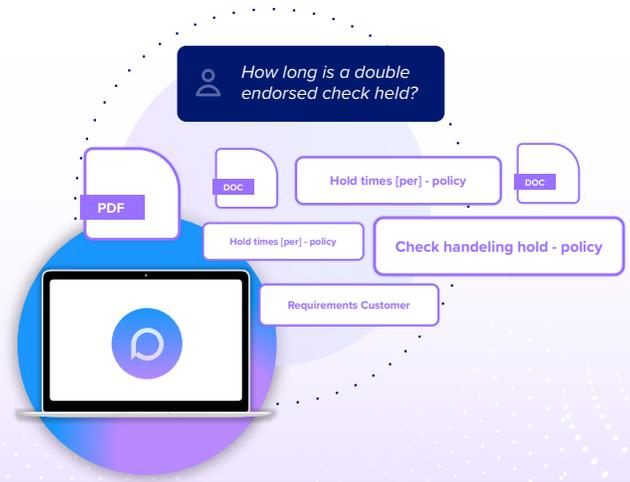


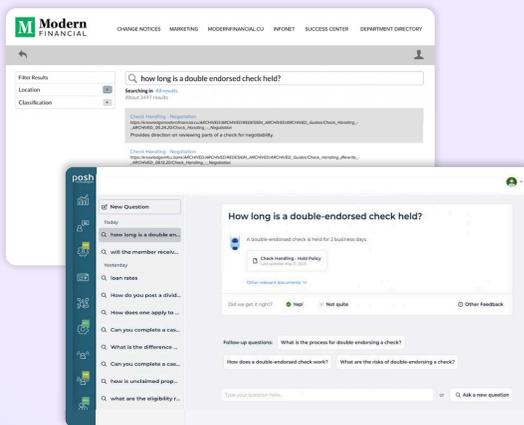
Knowledge Assistant

Revolutionize frontline operations with AI-Powered Knowledge Management

Provide employees with quick and efficient access to information. Knowledge Assistant reduces **average handle time**, accelerates **new staff training** for operational teams, boosts **employee productivity** by 14% and enhances **customer satisfaction**



Agents spend countless hours searching for answers they don't know



When agents don't know an answer, they:

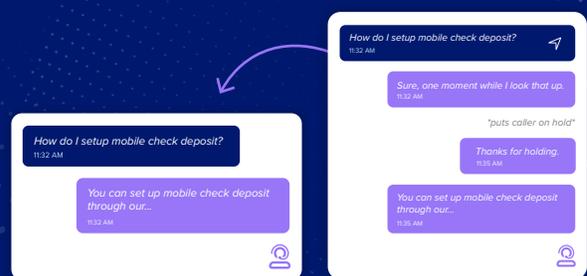
- Search Knowledge Bases - keyword search & ctrl+f within verbose articles.
- Instant message their peers.
- Directly ask a supervisor, manager, or "guru employee".
- Make a best guess.
- Affect customer experience through delays.

Challenges

- Searches are slow, arduous, and may not succeed.
- Answers come from inconsistent sources, distracts fellow staff.
- Managers and supervisors become bottlenecks.
- Accuracy suffers, reputation damage for mistakes.
- Customers get frustrated and hang up

Reduce handle time

Knowledge Assistant is a convenient, single-source access to knowledge via a Generative AI interface that returns one result based on meaning, reducing average search time from 7 minutes to 7 seconds.



Plug and play your knowledge

Knowledge Assistant requires no custom training or content tweaking, and accepts various document formats (.PDF, .DOCX, .XLSX, and more). We provide tips on improving knowledge and structuring it in an AI-friendly manner for optimal results.

Easy to use

Our advanced search technology utilizes semantic search and LLM/Generative AI, providing precise answers within seconds while eliminating time spent sifting through endless keyword search results.

Actionable insights

Improve your organization's knowledge gaps with analytics about trending searches, helpful and unhelpful queries, and pinpoint areas where the bot is unable to find answers. Leverage comprehensive usage data and ensure transparency in data handling.