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Short Guide to Creation of Your Enterprise Knowledge Assistant (EKA)

EKA is an advanced AI-driven solution that utilizes **Gen AI, NLP, and ML** to automate and speed up information retrieval, customer support, and task management within organizations **by 30-50%**.

EKA Capabilities

- **Digital Content Production:** *Generate/Create/Edit*

  Create job descriptions, draft PTO requests, and outline software requirements tailored to your company's needs—no unnecessary fluff.

- **Knowledge Hub:** *Question Answering/Customer Support/HelpDesk*

  Answer internal user questions with the expertise of a 30-year veteran employee. Ensure high-quality outputs and a productivity boost through custom GenAI training based on your corporate knowledge base.
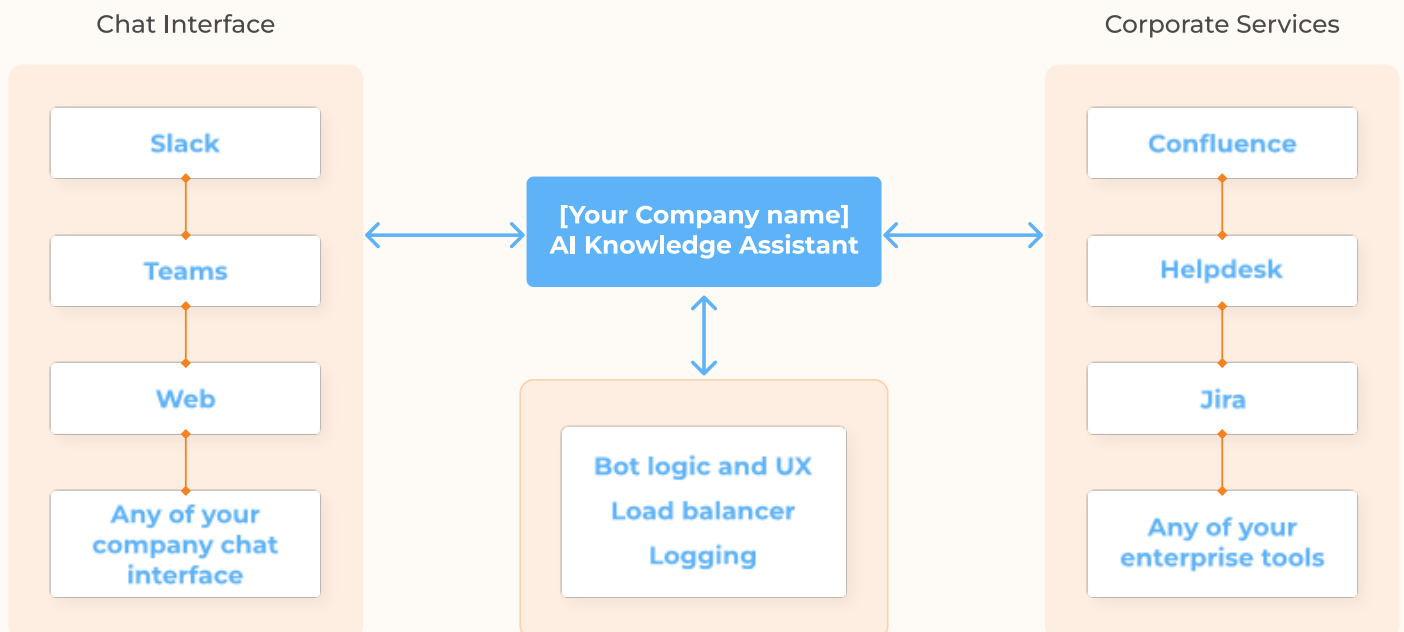
- **Sentiment Analysis**

  Analyze unstructured communications to gain actionable insights, identify priorities, issues, churn risks, and retraining needs.

- **Data Hub:** *Extract/Summarize/Classify*

  Extract structured data from unstructured texts, summarize large bodies of text and other media, and classify data efficiently from your company knowledge systems, like Confluence or SharePoint.

How It Works

Knowledge Assistant is seamlessly integrated with platforms like Slack and Microsoft Teams, available through a simple chat interface. Just send a message, and EKA intuitively understands the context, selects the right tool, and retrieves information or takes action immediately on your behalf.

Chat Interface: Slack, Teams, Web, Any of your company chat interface ↔ [Your Company name] AI Knowledge Assistant ↔ Corporate Services: Confluence, Helpdesk, Jira, Any of your enterprise tools. Bot logic and UX, Load balancer, Logging.

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Key Features and Benefits

⭐ **Customizable AI**
Get a personalized common Large Language Model (LLM) with your unique corporate data.

⭐ **Increased Productivity**
EKA can reduce the time employees spend searching for information **by up to 50%**, saving hours per week, and speed up key business decisions **by 20-40%**.

⭐ **Cost Savings**
Automating 40% of routine inquiries and cutting training time **by 30-50%** can significantly reduce the need for additional staff or overtime.

⭐ **Improved Customer Service**
Faster, accurate responses can boost NPS and CSAT scores **by 10-20%** and improve first-contact resolution **by 20-30%**.

⭐ **Extensive Integration**
Unlimited integrations, enhancing functionality across all business operations.

⭐ **Operational Efficiency**
Automating tasks can improve process throughput **by 20-40%** and reduce human error rates **by 50-70%**.

⭐ **Enhanced Knowledge Management**
Better utilization and retention of knowledge assets can improve **by 30-50%**, reducing redundancy and knowledge loss.

⭐ **Compliance and Risk Management**
Automated compliance handling can reduce fines **by up to 50%** and **lower operational risks by 20-30%**.

EKA Implementation Steps

Phase	Tasks	Duration (weeks)
MVP/Pilot Development – 3 weeks		
MVP/Pilot Development	Defining objectives and developing a high-level proposal outlining EKA system's architecture	1
	A basic prototype of EKA system	1
	Initial testing and validation of chosen LLM approach	1
Implementation – 29+ weeks		
1. Assessment & Planning	• Defining EKA system objectives and scope • Developing a detailed architecture proposal	3
2. Design & Setup	• Designing EKA system architecture and data integration methods • Servers, databases, and networking components setup	6
3. Data Integration & Migration	• Data mapping, cleaning and integration	5
4. LLM Integration	• LLM Integration (Third-Party) • LLM Hosting and Fine-Tuning (Own)	6
5. Connect EKA to Client's systems	• Setting up a chat interface • Integrating EKA with one or more systems	2 (per system)
6. Testing and Validation	• System Testing • User Acceptance Testing (UAT)	4
7. Training & Deployment	• Training & Deployment	3
8. Post-Deployment Support & Maintenance	• Support and Monitoring	0

Book a consultation today to leverage all the benefits of AI in EKA solution tailored to your specific needs!