

FractalGPT use case spotlight: Knowledge Bot

CHALLENGE

- Internal teams face challenges in swiftly accessing pertinent information as needed.
- Traditional enterprise search tools yield numerous results, mandating users to open and search each document individually.
- This leads to increased response time, usage of state information leading to compliance risks or increased manual effort
- Employees lack a centralized source for promptly accessing relevant and succinct information.

SOLUTION

- Generative AI-powered knowledge assist solution offers precise and concise answers for organization-related queries.
- It empowers internal employees to access precise information from extensive repositories through a natural language interface.
- Expand beyond Q&A to enable employees to perform daily tasks like leave requests, reimbursements, and IT ticketing.

FEATURES

- Users can just upload the document and start asking questions. No training effort is required
- Harness the capabilities of Large Language Models (LLMs) and generative AI
- Support PDFs, Docs, and PPT formats, with optional integration of OCR for image-based content
- Solution can automatically pick up documents from knowledge repositories and undergo training
- Can handle complex documents, including ones containing tables
- Can disambiguate when the answer is available in multiple documents

IMPACT



Reduce the required to access information **20%** reduction in AHT in a contact center



Improves compliance as users will use latest and accurate information



Access over any channel, e.g., **Web or WhatsApp**

