

Managing the Knowledge Management Lifecycle with GenAI

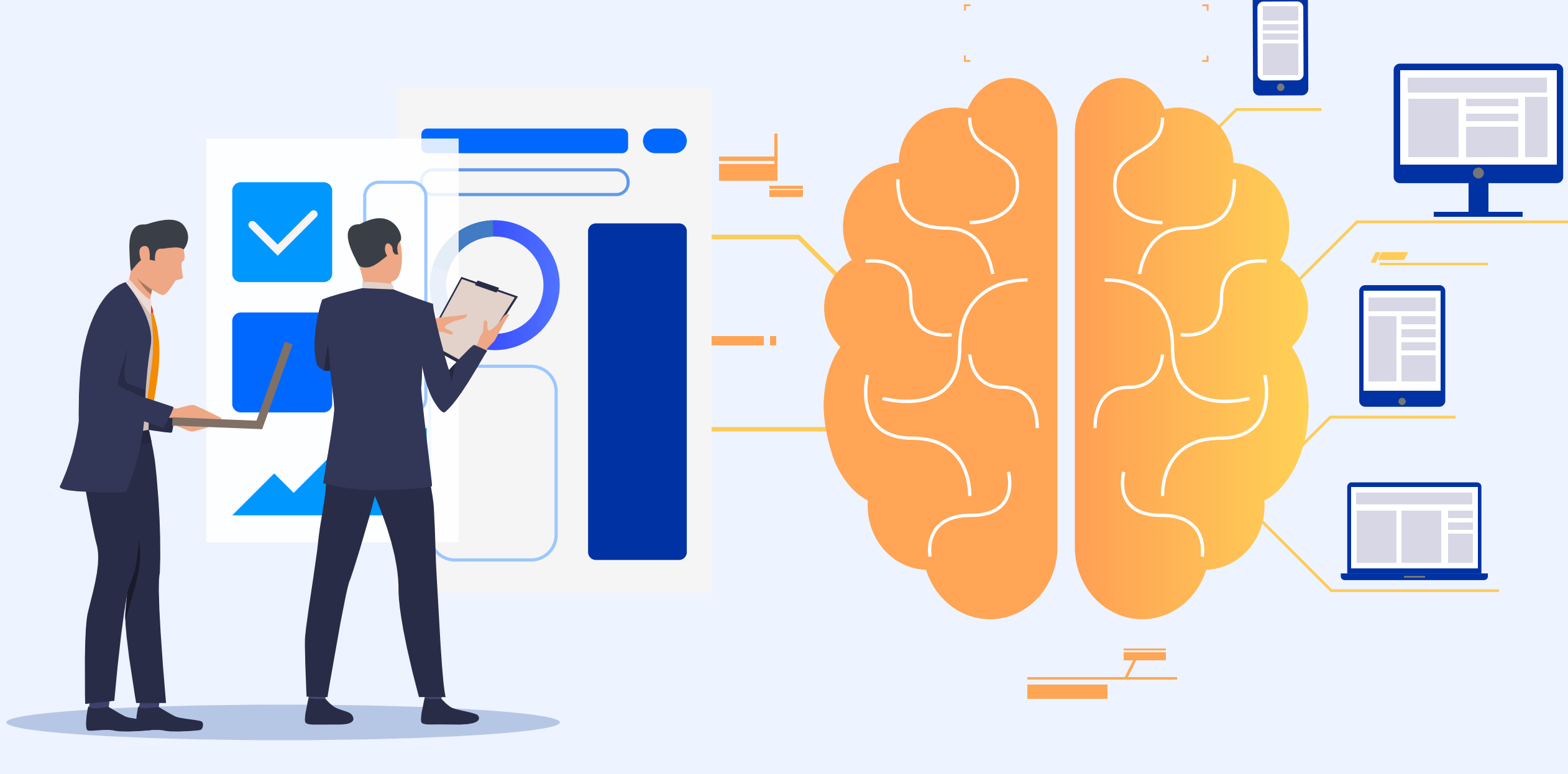
01 Knowledge Sourcing

Challenge

Identifying and gathering information from various sources to build a robust knowledge repository.

Solution

ML helps to identify knowledge gaps & suggest topics for knowledge generation, ensuring a comprehensive and efficient knowledge backlog.



02 Knowledge Generation

Challenge

Agents invest considerable time in creating accurate, relevant, and secure content that reflects the customer voice.

Solution

Leveraging LLMs, agents can draft content quickly, maintaining the customer's context and documenting key case details in the solution.



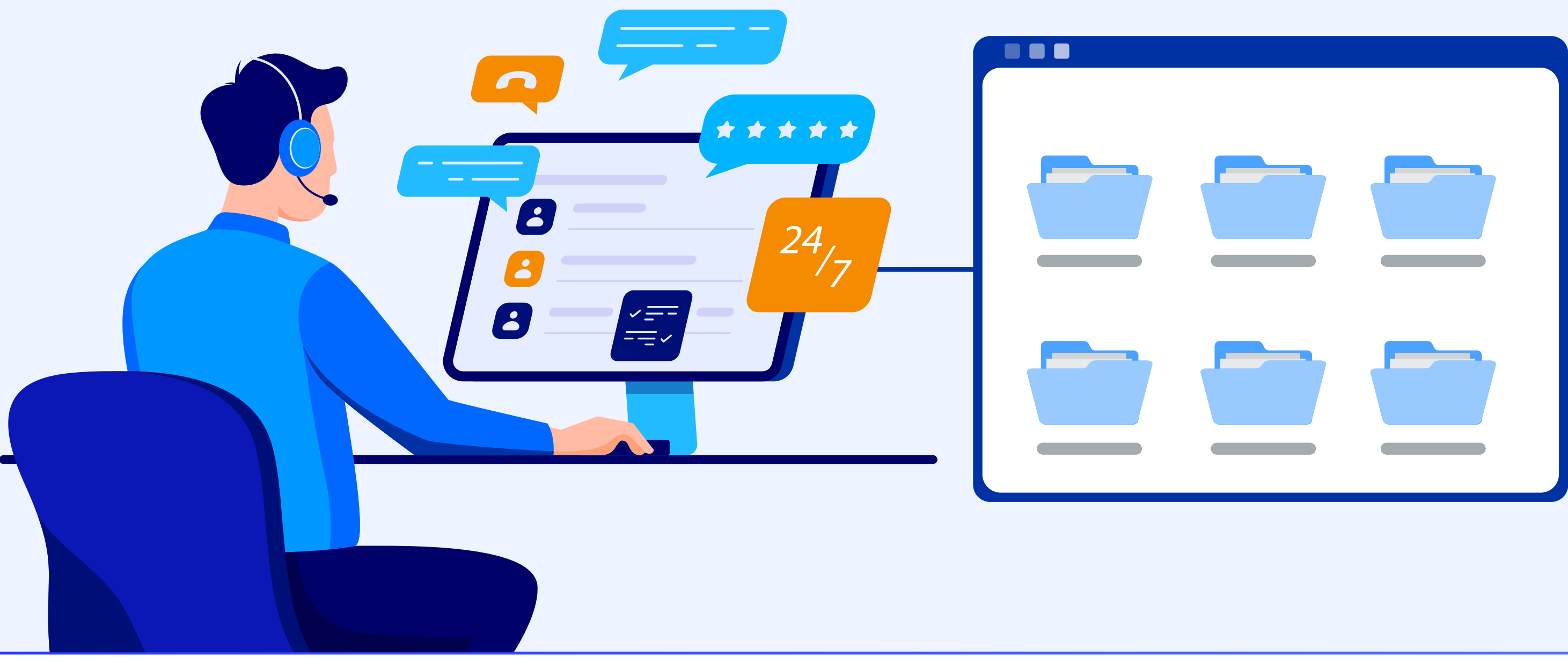
03 Knowledge Structuring

Challenge

Organizing content with consistent taxonomy and metadata to achieve accuracy and relevance.

Solution

Agents use predefined templates to easily create, categorize, and structure knowledge articles.



04 Knowledge Discovery

Challenge

AI hallucinations exacerbate the challenge of finding relevant information in vast datasets.

Solution

Leverages SearchunifyFRAG™ powered by AI to deliver accurate, secure, and personalized knowledge.



05 Knowledge Optimization

Challenge

Maintaining knowledge base health and relevance.

Solution

Use intelligent analytics to identify the content gaps, flagging duplicate and obsolete content to optimize the KB.

