

## Knowledge Pilot:

A conversational agent that empowers knowledge worker to create a difference.

Digital Transformation Acceleration



In today's digital age, information is more abundant than ever before. But with so much information available, it can be difficult to find what you need when you need it. This leads to lost productivity, poor customer service, and bad decisions.

### Typical challenges

#### Search Cost

Information stored across multiple systems and documents.

#### Information literacy

Inexperienced workers may not know where to look for information or how to frame their questions effectively.

#### Chatbots

Significant lead time to Go-Live, high maintenance cost and mechanical responses.

### Knowledge Pilot

Introducing Knowledge Pilot, the AI-powered knowledge search tool that makes it easy to find the information you need, quickly and easily. Some features are listed below:



#### Super easy to train and use.

Knowledge Pilot uses Generative AI to learn from your documents so you can easily add new knowledge to your knowledge base. And with **Explainable AI**, you can see the reasoning used by Knowledge Pilot to produce the output. This makes it easy to understand how Knowledge Pilot is working and to troubleshoot any problems.



#### Integrates with your existing knowledge repositories.

Knowledge Pilot can integrate with your existing knowledge repositories, so you can keep all of your knowledge in one place. And with its integration with ServiceNow KEDB and incident data, support engineers can get the information they need to resolve tickets quickly.



#### Predicts follow-up queries.

Knowledge Pilot can predict what follow-up queries users might have, so it can provide them with the information they need before they even ask.



#### Granular control over who has access to what information.

Create multiple agents that are specific to a domain and knowledge, and limit access to those agents based on who needs it. This gives you granular control over who has access to what information.

### Business benefits

Ability to intake unstructured data in multiple formats, including text, audio, and video.

Reduce search cost and increase Productivity by 30% for knowledge workers

Better decisions, happier customers, more confident workers

Knowledge Pilot is the future of knowledge search. It's easy to use, powerful, and secure.