



Intelligent Agent for Existing Knowledge-based Answers

This Zensar solution introduces an intelligent agent designed to provide precise and contextually relevant answers based on an existing knowledge base. Initially deployed as a proof of concept, this agent unlocks and utilizes the valuable knowledge contained within systems. Future expansions aim to support service desk agents, aiding them in training and handling production queries.



Need for this offering

Organizations often struggle with efficiently accessing and utilizing the wealth of information stored in their knowledge bases. This challenge can lead to delayed response times, inconsistent information delivery, and increased workload for support

teams. An intelligent agent that can quickly and accurately retrieve and present information is essential for improving service efficiency and support quality.



Features

- **Contextual answering:** Provides precise and relevant answers by understanding the context of the query
- **Knowledge base integration:** Seamlessly integrates with existing knowledge bases to retrieve and manage information; also leverages current knowledge bases, creates new ones based on ticket flow, and automatically generates knowledge articles for known bugs
- **Proof of concept deployment:** Initial deployment to demonstrate value and effectiveness utilizing robust analytics
- **Scalable architecture:** Designed to expand visualization capabilities over time, including supporting service desk agents
- **User-friendly interface:** Simple and intuitive interface for ease of use by both internal teams and end-users



Key differentiators

- Unlike traditional search tools, the intelligent agent understands the context of queries, providing more accurate answers
- Planned enhancements to support service desk agents in training and query handling
- Streamlines access to information, reducing the time and effort required to find answers
- Enhances support for internal teams and end-users, improving overall service quality



Benefits

- Reduces the time to find and deliver accurate information, speeding up response times
- Ensures consistent and reliable information is provided across the organization

- Supports service desk agents with training and query handling, improving their effectiveness
- Makes it easier for users to access the information they need, when they need it
- Scalable design ensures the solution can grow with the organization's needs



Use cases

- **Internal knowledge management:** Streamlines access to company-wide information for employees, improving internal communication and productivity
- **Service desk support:** Assists service desk agents in quickly resolving queries by providing instant access to relevant information
- **Employee training:** Aids training new employees by offering easy access to training materials and company knowledge
- **Customer support:** Enhances customer service by enabling support agents to respond quickly and accurately to customer inquiries
- **Policy and procedure access:** Provides employees immediate access to company policies and procedures, ensuring compliance and consistency

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