

# 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:**

- Evaluate/Detect/Interpret***

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

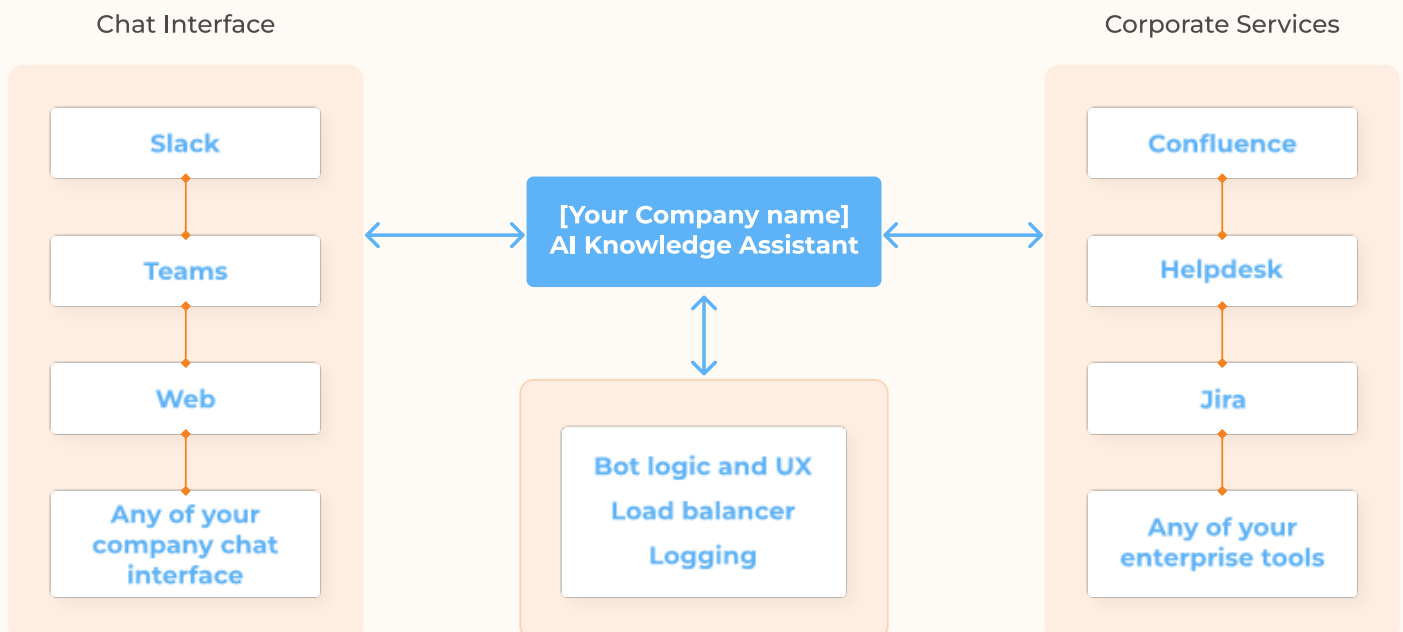
- **Data Hub:**

- 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 seamlessly understands the context, selects the right tool, and retrieves information or takes action immediately on your behalf.



## 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%**, 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	Hours, min-max
<b>Prototype</b>		
Prototype	Defining objectives and developing a high-level proposal outlining EKA system's architecture	8-24
	A basic prototype of EKA system	32-48
	Initial testing and validation of chosen LLM approach	24-32
<b>Implementation</b>		
1. Assessment & Planning	<ul style="list-style-type: none"> <li>Defining EKA system objectives and scope</li> <li>Developing a detailed architecture proposal</li> </ul>	40
2. Design & Setup	<ul style="list-style-type: none"> <li>Designing EKA system architecture and data integration methods</li> <li>Servers, databases, and networking components setup</li> </ul>	24-40
3. Data Integration & Migration	<ul style="list-style-type: none"> <li>Data mapping, cleaning and integration</li> </ul>	32-40
4. LLM Integration	<ul style="list-style-type: none"> <li>LLM Integration (Third-Party)</li> <li>LLM Hosting and Fine-Tuning (Own)</li> </ul>	40-80
5. Connect EKA to Client's systems	<ul style="list-style-type: none"> <li>Setting up a chat interface</li> <li>Integrating EKA with one or more systems</li> </ul>	8-80 (per system)
6. Testing and Validation	<ul style="list-style-type: none"> <li>System Testing</li> <li>User Acceptance Testing (UAT)</li> </ul>	40
7. Training & Deployment	<ul style="list-style-type: none"> <li>Training &amp; Deployment</li> </ul>	24-40
8. Post-Deployment Support & Maintenance	<ul style="list-style-type: none"> <li>Support and Monitoring</li> </ul>	40-80
<b>Total Hours</b>		<b>312-544</b>

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