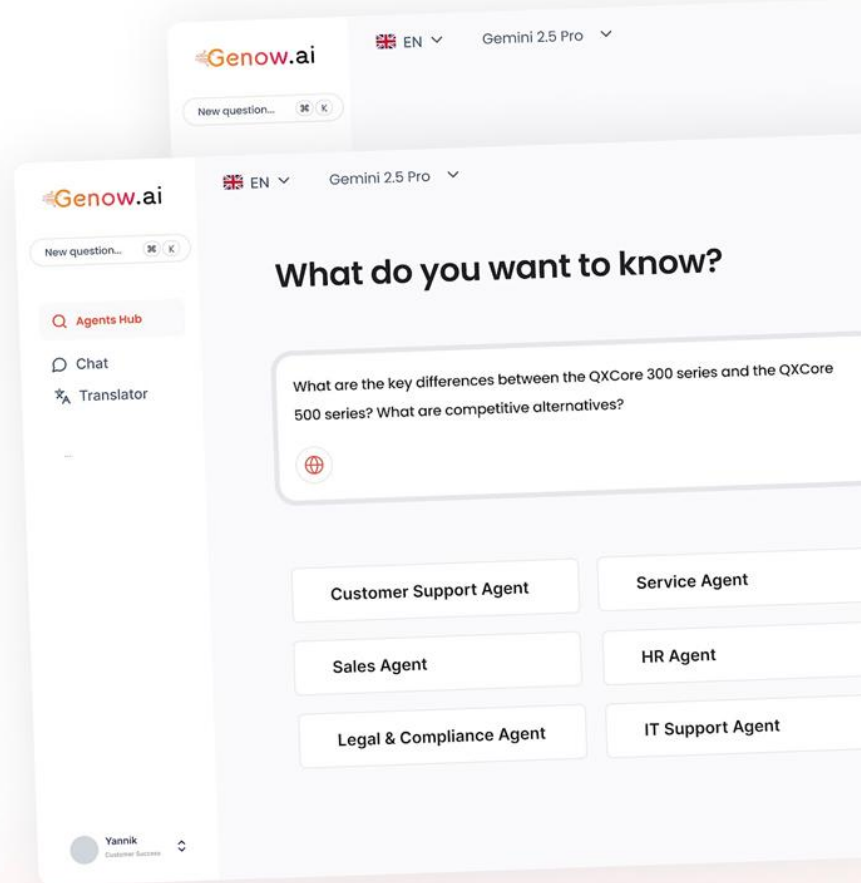




## Building and Scaling an Agentic Knowledge Platform in Service



# Your Enterprise Complexity is a Data Problem.

Generic AI Can't Handle This Chaos:



The Real-World Cost:

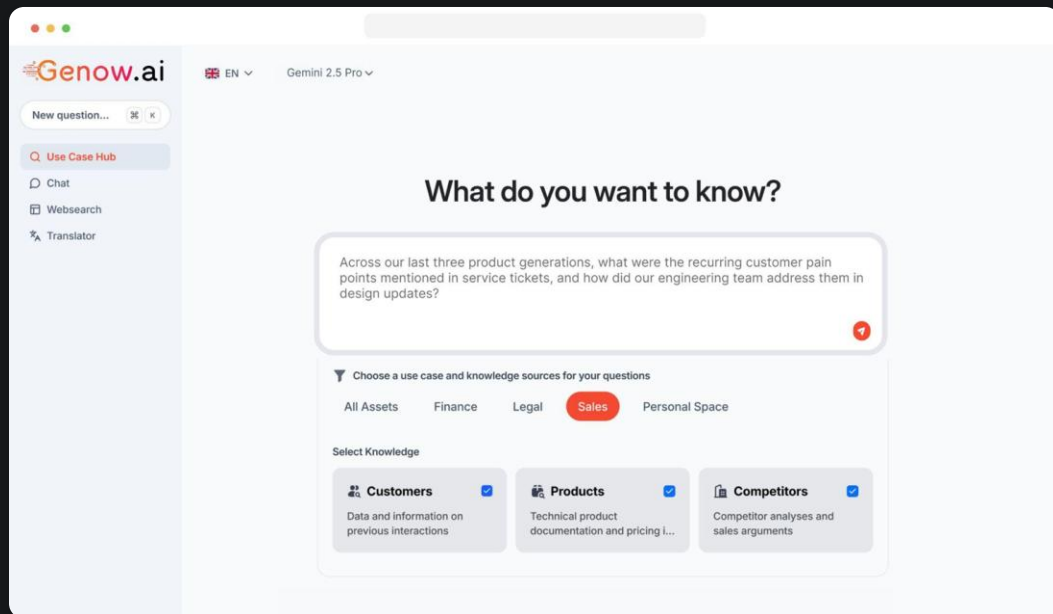
Support teams repeatedly handle the same issues.

Service technicians struggle to resolve issues for complex products.

Transformation projects & onboarding processes are delayed.

Our Agents thrive on this complexity.

# Go Beyond Generic AI with Specialized Agents



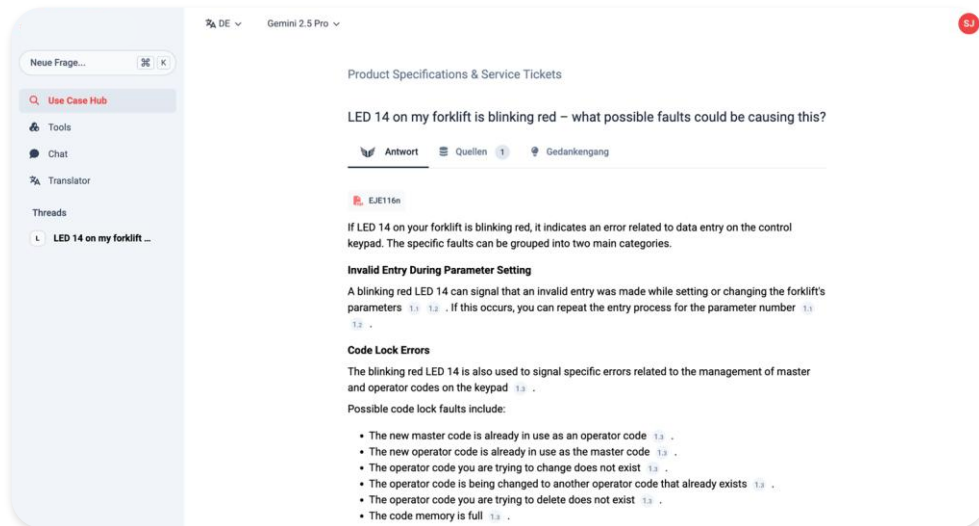
## What Our Agents Do For You:

- 1 Get Precise Answers, Not Just Links
- 2 Reveal What Employees Need to Know
- 3 Identify Actionable Knowledge Gaps

**> 80%**  
of service requests  
answered  
automatically

**> 60%**  
higher customer  
satisfaction ratings

# Boosting Field Service Productivity: +35% Efficiency in Servicing Complex Product Portfolios



## Service Agent

### Knowledge Access

Answers grounded in service events, product & customer information

### Knowledge Usage

Creates new event tickets based on individual customer issues

### Knowledge Building

Uncovers knowledge gaps, learns from new service requests

Increased  
service  
efficiency

Improved  
customer  
satisfaction

Reduced  
downtime



Configure and scale knowledge service agents in many fields such as HR, IT, maintenance,...

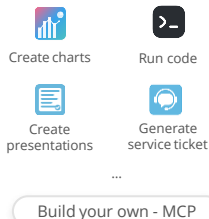
# Easily Build and Customize Your Knowledge Agents

## 1 Configure via Admin Interface

### Connect Relevant Data



### Select Tools



### Our Context Engine Enhances Your Data with AI

#### AUTOMATED

- Semantic Indexation
- Metadata Generation
- Keyword Extraction
- Contextual Filters
- ...

#### LEARNED FROM YOUR EXPERTS

- Use Case Context
- Glossaries
- Tonality
- Feedback Analysis
- ...

Knowledge Agents specialize on your use cases by learning from your data and input - no AI expertise required.

## 2 Activate Agent Mode for Deep Research

What is the best upgrade for my customer?

Answer Sources Thinking Process

1. Identify the *base model*
2. Find the *original price* for *\$baseModel*
3. Estimate the customer's *budget*: 20% of *\$originalPrice*
4. Identify best upgrade based on *\$budget* and customer goal

### Agent Mode

ADVANCED PROBLEM-SOLVING  
TRANSPARENT REASONING  
MULTI-AGENT COLLABORATION  
DYNAMIC TASK ORCHESTRATION  
...

## 3 Securely Roll Out Your Specialized Knowledge Agent

Gemini 2.5 Pro

What do you want to know?

What are the key differences between the QXCore 300 series and the QXCore 500 series? What are competitive alternatives?



EXISTING USER MANAGEMENT & SSO

GUARDRAILS & COMPLIANCE LAYER

WEB OR MOBILE  
API INTEGRATION

## 4 Learn Over Time

### User Analytics

Active daily Users  
**320**

Requests made  
**320**

Feedback  
**Positive**

Errors  
**12**

Detect Knowledge Gaps

Analyze Knowledge Needs of Customers and Employees

Usage Metrics + ROI Analysis

Track Search Patterns

Analyze Agent Quality

Detect Outdated + Conflicting Data

Analyze Expert Feedback

# Let's Build Your First Agent Together

We'll identify a high-value problem to solve.

We'll configure and launch a pilot agent.

We'll measure the results and build your long-term plan.

# Unlock Instant, AI-powered Knowledge for Your Enterprise

