Enterprise knowledge assistants & copilots

Relevant answers from approved business knowledge, with traceable sources.

The business decision

Employees spend time finding documents and checking whether answers are current and reliable. A useful assistant needs appropriate knowledge sources, clear permissions, and a way to evaluate answer quality.

Approved sources — Retrieval — Grounded answers — Evaluation

Engineering and delivery considerations

Design ingestion and refresh, permission-aware retrieval, citation handling, and escalation for unsupported questions. Assess hosting, identity, sensitive data, latency, and evaluation coverage before selecting the deployment pattern.

What the engagement delivers

01 Knowledge-source review and assistant design

02 Document ingestion, retrieval, and source citations

03 Access controls and agreed system integrations

04 Answer evaluation, deployment, and user handover

Artifacts you can use

Source inventory; assistant architecture; retrieval and answer test set; access matrix; deployment and operating guide.

Acceptance and operational readiness

Answer correctness against agreed test cases; Quality of source citations; Appropriate handling of unsupported questions. Ownership, access, documentation, and support responsibilities are agreed before handover.

Start with: One knowledge domain, an agreed user group, and a pilot assistant.

Scope, schedule, platform costs, and acceptance criteria are agreed during discovery.

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