TAVANT

TMAP Knowledge.AI

Centralized AI-Driven Knowledge Base
for Aftermarket Service

Overview

Knowledge.AI, powered by GenAI, empowers your teams with advanced tools for smart search, content extraction, personalized Q&A, issue triage, and solution recommendations.
It also automates document generation, product suggestions, and service and claim summaries, catering to a broad spectrum of high-impact use cases.

Accuracy & Relevance
Highly accurate and contextually relevant search results and recommendations by leveraging AI and ML technologies.

Return of Investment
Significantly reduce time spent searching for information, improving decision-making process, and enhance overall productivity.

User Centric Design
Conversational, context-aware responses and user experience, minimize the learning curve and maximize adoption.

Deployment
Flexible deployment models that are cloud-agnostic to meet strict security and privacy requirements.

Features

Intelligent Search & Retrieval
Utilizes natural language processing for semantic understanding and auto-complete suggestions, enhancing technical service operations with deep understanding of complex documentation.

Personalization and Recommendations
Tailors content suggestions based on user behavior, preferences, and past interactions, accelerating warranty adjudication and customer support management.

Content Generation
Automatically creates service manuals, training materials, and support documentation from existing resources, generating tailored sales and marketing content.

Multi-Language Support
Supports multiple languages and automatic content translation, facilitating global accessibility and customer interaction.

Data Ingestion & Multimodal Capabilities
Integrates effortlessly with domain models and operational systems, processing diverse data formats for comprehensive insights.

Context-Aware Content Generation & Caching
Provides personalized, context-aware responses and retains interaction history for relevant guidance across OEMs, Dealers, and Customers.

Smart Search & Conversation

Enables efficient search and interaction across documents, images, and videos, with summarization and recommendation features for better case and claim management.

Automation Agents

Automates routine tasks like case creation, warranty order generation, and claim submissions, streamlining operations and reducing manual efforts, especially in pricing service parts and managing dealer experiences.

Continuous Learning

Utilizes machine learning to enhance system accuracy and user support continuously, ensuring that insights and recommendations become increasingly precise over time.

LLM Agnostic

Supports integration with the latest large language models, from open source to commercial, enhancing scalability and flexibility in service environments.

Why Choose Knowledge.AI?

Industry Expertise

Leading Digital Transformation in aftermarket operations for over 24 years, Tavant enables organizations to enhance service operations and customer value with AI-powered service knowledge.

Centralized Knowledge Access

Enhance your current data infrastructure with AI-driven insights without significant additional investments.

AI-Powered Decision-Making

Transform structured and unstructured data, including text, tables, and sensor inputs, into actionable insights for improved organizational decisions.

Scalable & Future-Proof

Adapt to emerging technologies and seamlessly integrate key enterprise systems like SAP, Oracle, and Salesforce, ensuring sustained value.

Security & Access Controls

Enable detailed permissions and robust security measures to comply with industry standards, suitable for cloud-based and on-premises deployments.

Deploy Today, See Impact in 12 Weeks!

TAVANT

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