

Cognitive knowledge assistant

Enterprise-grade
GenAI application



Cognitive Knowledge Assistant (CKA) is a chatbot that empowers users to quickly surface and assemble actionable insights from organizational knowledge, thereby eliminating information silos and enabling users to produce higher-quality, more innovative work at an accelerated pace. By harnessing the latest advancements in generative AI, CKA leverages powerful automation to optimize engagement with data and focus human attention where it has the most significant impact.

Benefits



Make better decisions

Quickly retrieve the most relevant organizational knowledge to the task at hand, compiled according to potential impact.



Act faster

Automate the process of digging through information silos and consume insights in the format and embedding of your choosing.



Boost productivity

Easily surface actionable insights and generate task-critical assets like summaries, creative copy, synthetic data, code and more.

How it Works

- Manages a variety of sources
- BU/role-based security
- Creates embeddings and persists as knowledge graph
- Integrates LLMs for generative AI

- Unstructured enterprise data (PDF, documents, Jira, Confluence, tickets, etc.)



Presents knowledge items in chat or integrated applications

Use Case Examples

Data analysis

Generate reports and summaries from comprehensive data on demand to promote engagement with data, identify patterns and trends and improve the quality and timeliness of business-critical decisions.

Data science

Generate large amounts of synthetic data for training machine learning models and automate tasks like data cleaning, feature engineering and generating base code to create models.

Data visualization

Generate fresh ideas for visualizations that help users understand and engage with data to derive insights more effectively.

Data engineering

Boost optimization capability by automating time-consuming tasks like data pipeline creation and deployment and dataset creation. Improve data governance by inferring process and data ownership and promote issue resolution via automated ticket summaries.

Features

Provides quick and comprehensive enterprise knowledge search

Generates insights from mesh of enterprise systems

Removes structural, lexical and grammatical ambiguity

Leverages unstructured enterprise data (PDF, JIRA, tickets, test data, etc.)

Streamlines data processing using natural language (GPT, BERT, etc.)

Presents relevant knowledge in customizable form and integrates with applications

Shortlists the most relevant knowledge articles, test cases, etc.

Generates summaries of relevant information (emails, tickets, etc.)

Generates synthetic data on demand

Ensures security and compliance by isolating data from external APIs and enabling owner-level restrictions

Success Story

We assisted the world's #1 PC/laptop manufacturer enhance customer service by empowering engineers to resolve tickets faster and more effectively utilize CKA to quickly explore over a million documents and break down information silos by connecting disparate data sources like Confluence, Test Vault and Jira.



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