

Fact Sheet

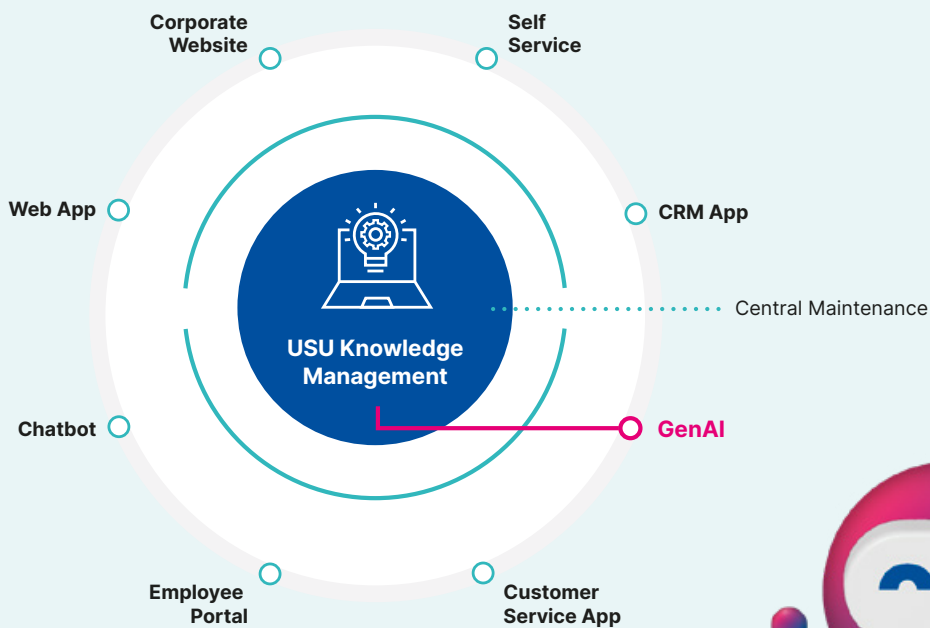
The Future of Customer Service

USU Knowledge Management and GenAI

USU blends cutting-edge Knowledge Management solutions with the power of Generative AI (GenAI).

Our knowledge base software is the cornerstone of exceptional service. You get the right information at the right time, in the right format, and through your preferred channel. With seamlessly integrated AI, our tool delivers precise and reliable answers to every question. This revolutionary approach transforms customer service by enhancing self-service options and easing the burden on service teams.

Future-ready with our centralized GenAI-powered knowledge platform



Hello I am **KAI**, the virtual AI assistant in USU Knowledge Management.



Connecting to GenAI Services

With the introduction of ChatGPT, Large Language Models (LLMs) have become indispensable in service. The integration of Generative AI has transformed the role of knowledge bases as tools for storing and managing information. The key to effectively utilizing GenAI lies not in the AI itself, but in how the content it accesses is crafted and structured.

A well-structured knowledge base is fundamental to the successful use of Generative AI. GenAI is only as powerful as the knowledge base it draws from. Connecting knowledge bases to Generative AI technologies is crucial, as it significantly enhances the quality, efficiency, and accessibility of information.

KAI – Your Virtual Assistant

To further align our knowledge base with service needs, we've integrated GenAI into USU Knowledge Management as a virtual assistant known as Knowledge AI, or simply KAI. KAI helps with writing, organizing content, and performing specific tasks.

KAI isn't just an isolated feature – it's a comprehensive tool that supports editors, quality managers, developers, and management. It provides quality-assured information based on our knowledge base, optimizing content so that GenAI can assist in more areas.

KAI unlocks new possibilities within your knowledge base by generating quality-assured responses for service agents and self-service customers. It optimizes your content for AI usage while giving you control over

the answers and outcomes. KAI reduces editorial workload through automated document review, creation, and translation. Its advanced language processing enhances communication, ensuring smooth collaboration.

KAI also automates service processes by independently initiating workflows, saving valuable time for editors and service agents while boosting customer satisfaction.

→ [Meet KAI](#)



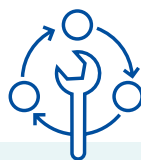
KAI provides support in these areas



Editors &
Service Teams



Quality
Manager



Architects &
Software Developers

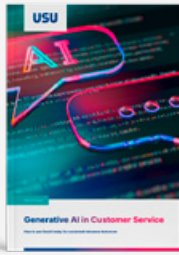


Management



Talent
Developer

Learn more about Knowledge Management



Customer Service with Generative AI

How to use GenAI today for sustained relevance tomorrow

[Download now](#)



Webinar: How to Implement GenAI in Service

A practical guide for beginners

[Watch now](#)



Simplify and Streamline Your Knowledge Management

GenAI takes USU Knowledge Management to the next level

[Download now](#)

Make your customer service future-ready

Do you need further information, a live demo, or do you have any questions?

Most questions can best be clarified in direct contact. I look forward to answering your questions and requests. [Schedule an appointment now.](#)



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