eGain AI Knowledge Ops

easy with eGain

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eGain AI Knowledge Method

eGain's expertise from customer deployments, in one method

CORE PRINCIPLE
The knowledge you need, not the knowledge you have

A CONTINUOUS FOUR-STEP LOOP

1. Discover questions
2. Synthesize and curate answers
3. Personalize and publish
4. Measure and optimize

- **Automated end to end**, with AI and experts in the loop
- **Built to last:** a solid knowledge foundation, kept current

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Scaling AI is harder

Scaling AI

Knowledge is the instruction set for AI

START WITH
A solid, trusted knowledge foundation

THEN, TO SCALE, MASTER

- Benchmarking
- Grounding
- Testing
- Guardrails
- Orchestration
- Managing drift

...AND KEEP DOING IT, CONTINUOUSLY

That takes DevOps-style discipline.

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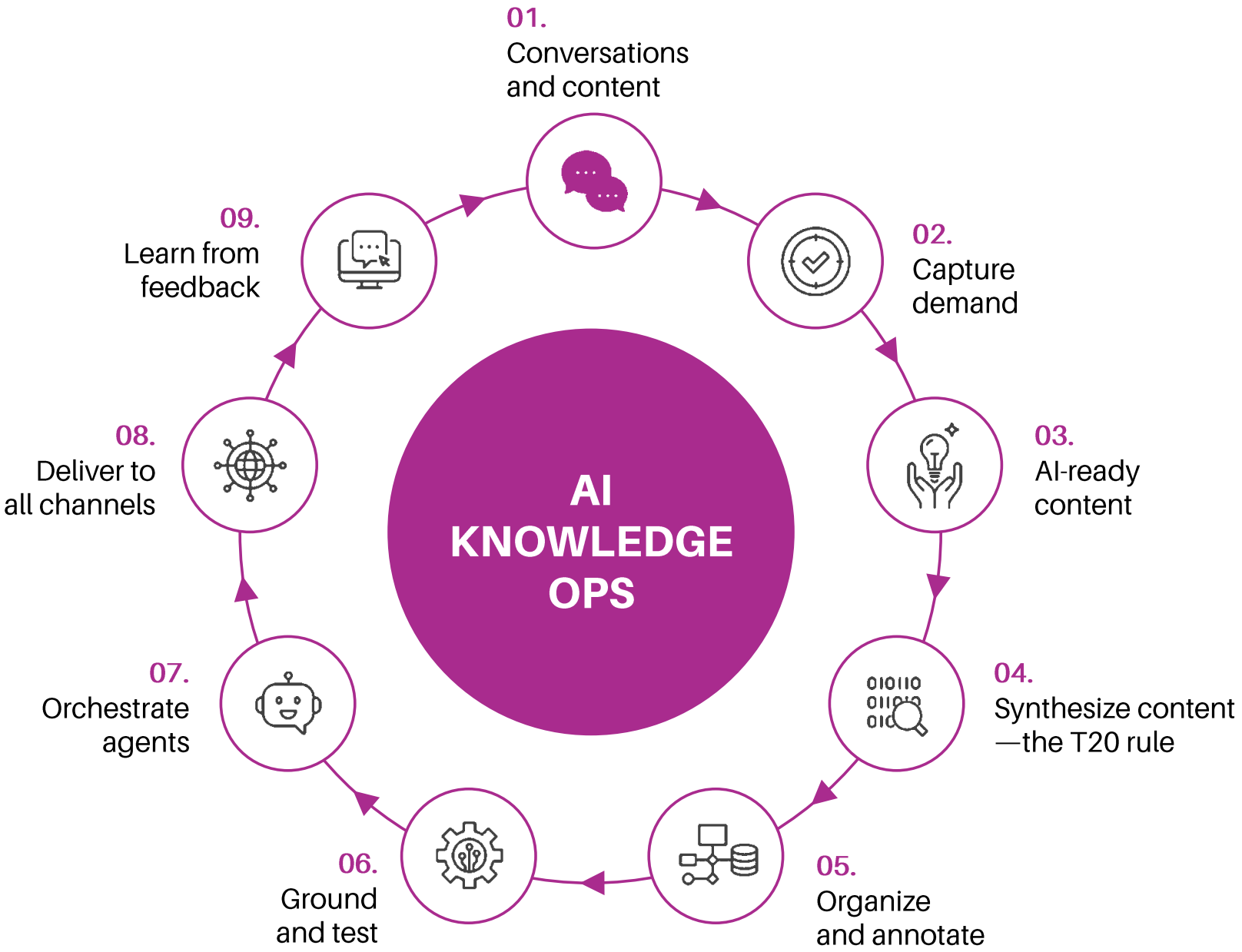
AI Knowledge Ops

Continuously turn conversations and content into living knowledge for trustworthy AI.



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Welcome back, John Smith!

Last updated 2 mins ago

NORTH STAR
Resolved AI agent interactions **84%** +4% in 30 days

Deliver to all channels →

1 Source and Capture demand

Healthy

What your customers ask

Questions
2,460 ↑ +124 this week

Intents	Entities	Channels
186	1,240	4

Knowledge Orchestration · Connectors

Review 124 new questions

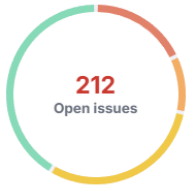
2 AI ready content

Action needed

Issues blocking AI-ready content

198 · 15%
Articles with issues

76
Fixed issues



- 38 Correctness
- 22 Compliance
- 64 Consistency
- 88 Consumability

Knowledge Intelligence · kForge

Fix 212 issues

3 Synthesize content

Action needed

Your top 20% knowledge: what you have vs what you need

KI coverage	Conflicts and duplicates	Knowledge gaps
62%	58	24
Target 80%	5% of articles	13% of intents

Knowledge Intelligence · Knowledge Orchestration

Review 24 gaps

8 Learn from feedback

Attention

Ratings and suggestions into better knowledge

CSAT	Instant answer feedback
4.3 / 5	91%
Target 4	Target 85%

Approved suggestions	Time to publish
142	6 days
18 pending approval	Target 5

Analytics Hub

Approve 18 suggestions

AI Knowledge Hub

Trusted knowledge, organized and governed

Portals	Articles
16	1,284

Articles by stage + last 30 days

212 +38 Draft → 48 +27 In review → 1,024 +31 Published

AI Knowledge Hub

Approve 48 in review

4 Organize and annotate

Attention

Knowledge graphs, Taxonomy and Metadata

42 Topics **1,180** Graph nodes

In a knowledge graph **69%** · 886 articles
Target 80%

With topics **96%** · 1,232 articles
52 without topics

Knowledge Graphs

Tag 52 articles

7 Deliver to all channels

Healthy

Answers wherever your customers are

Interactions **128K**

- 86K 18 AI agents for self-service
- 31K 11 AI agents for contact center
- 11K 7 Intelligent Voice Assistants

Outcomes **84%** resolved
Target 80%

- 84% Resolved
- 5% Abandoned
- 11% Escalated

Approval rating **93%**
Target 85%

Conversation Hub · Analytics Hub

Review escalations

6 Orchestrate agents

Healthy

Knowledge graphs, Actions, MCPs and Agentic workflows

36 AI agents

Knowledge networks	Actions	Agentic workflows
4	28	12

0 failed runs this week

Agentic Studio

Manage actions

5 Ground and test

Attention

Benchmark, diagnose and refine answers

Pass rate
Previous **91%** −3 pts Drift Current **88%**
Target 90%

Benchmark health **97%**
Target 95%

Evaluator

Diagnose drift

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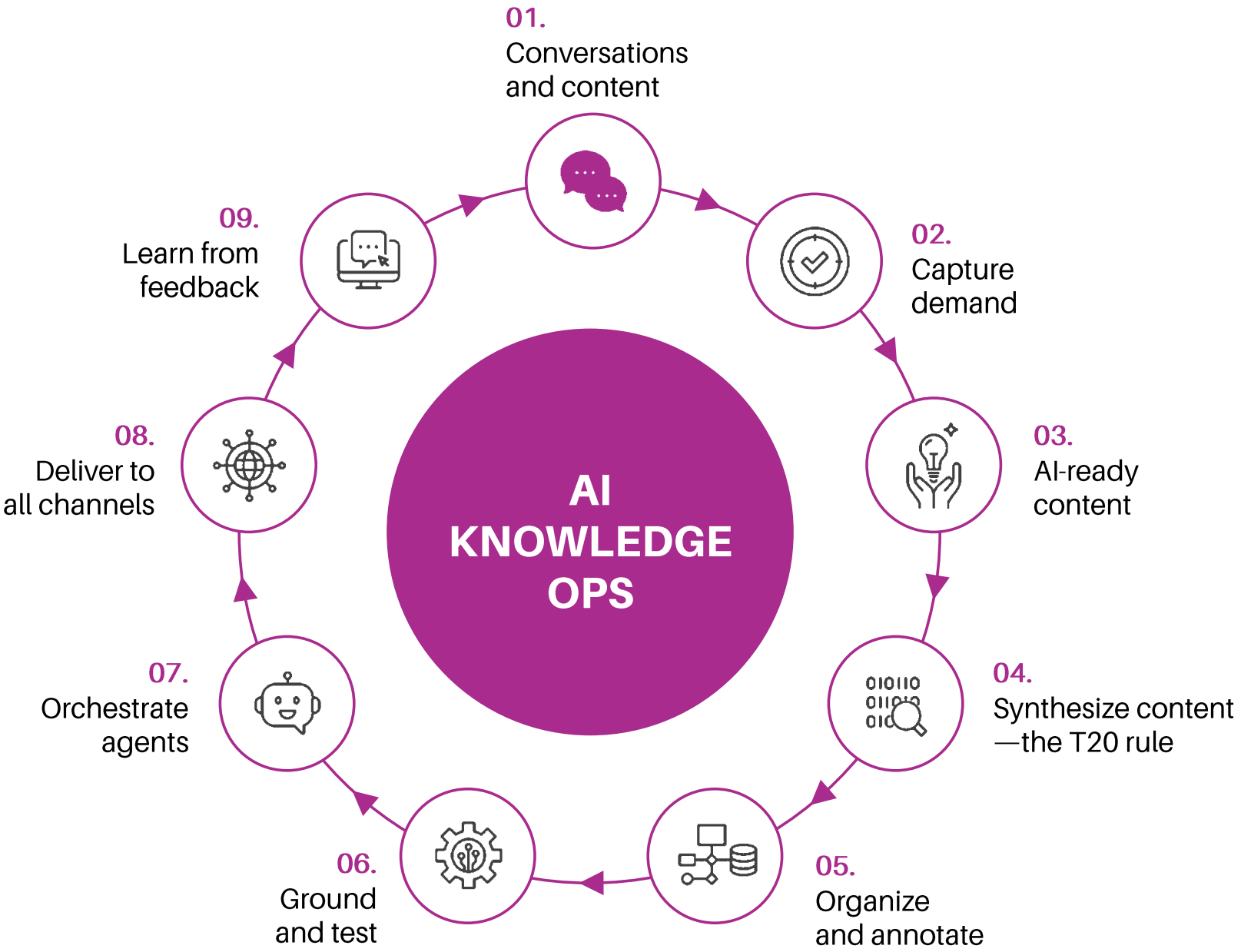

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WYCA: What Your Customers Ask

Months of security reviews, PII masking and redaction, only to get stale transcripts

Runs inside your firewall, on your own LLM

Top canonicalized customer questions with utterances, taxonomy, resolution, sentiment

Selectively feed output into the eGain AI Knowledge Hub

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WYCA VIDEO

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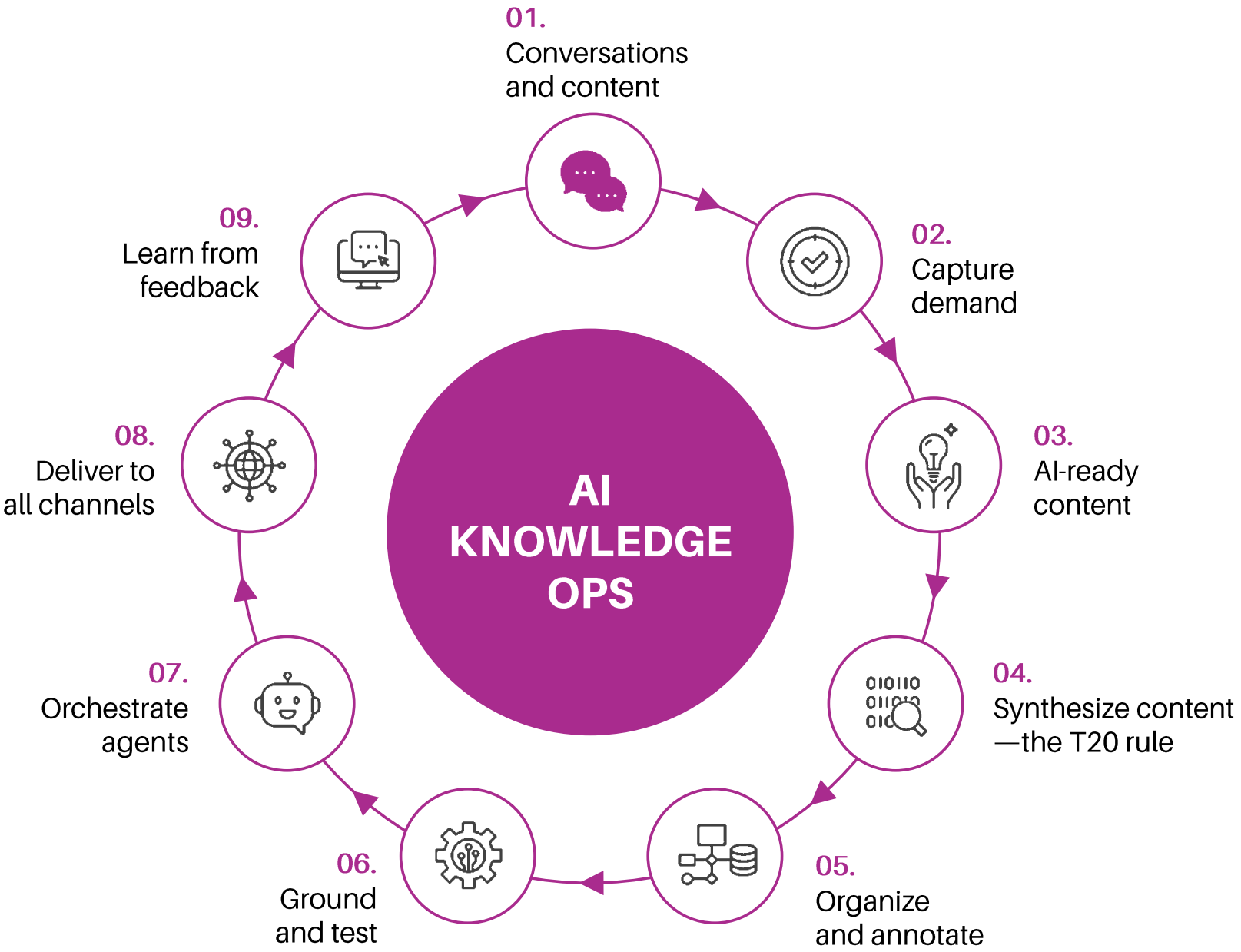

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kForge: migrate and transform at scale

Manual analysis and transformation of content, one article at a time. In some cases, custom batch processing tools helped speed up simple changes.

- Connects to any source with prebuilt or configured connectors
- Pipelines transformations with decision loops
- Finds and resolves duplicates and conflicts
- Up to 100x quicker

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KFORGE VIDEO

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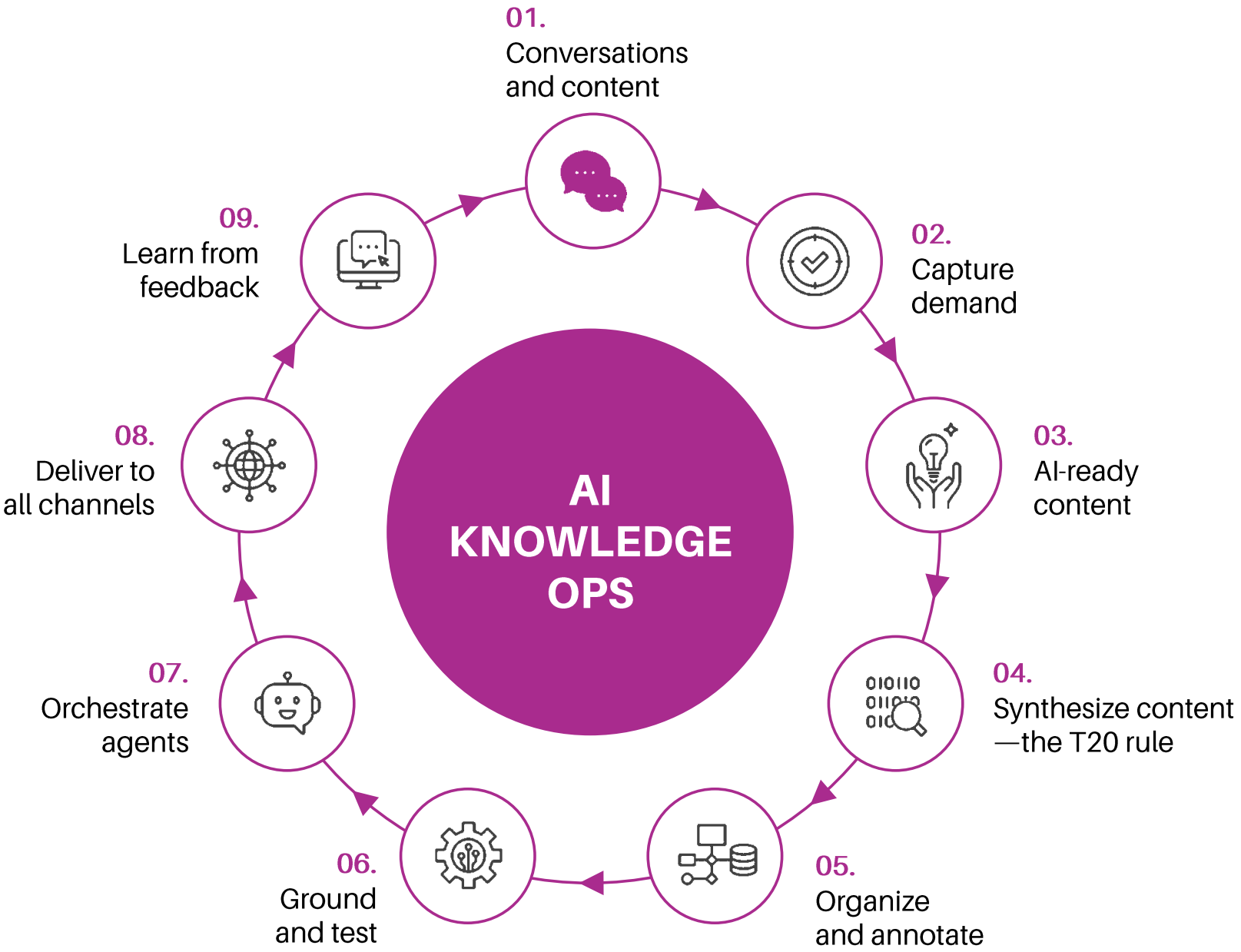

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Knowledge Intelligence: stay compliant

Compliance team tracks regulation changes manually, hands actions to authors, then reviews it all

- Monitors the regulations you configure
- Identifies business obligations in each regulation
- Suggests content and procedure updates to meet them
- Compliance team just signs off

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COMPLIANCE VIDEO

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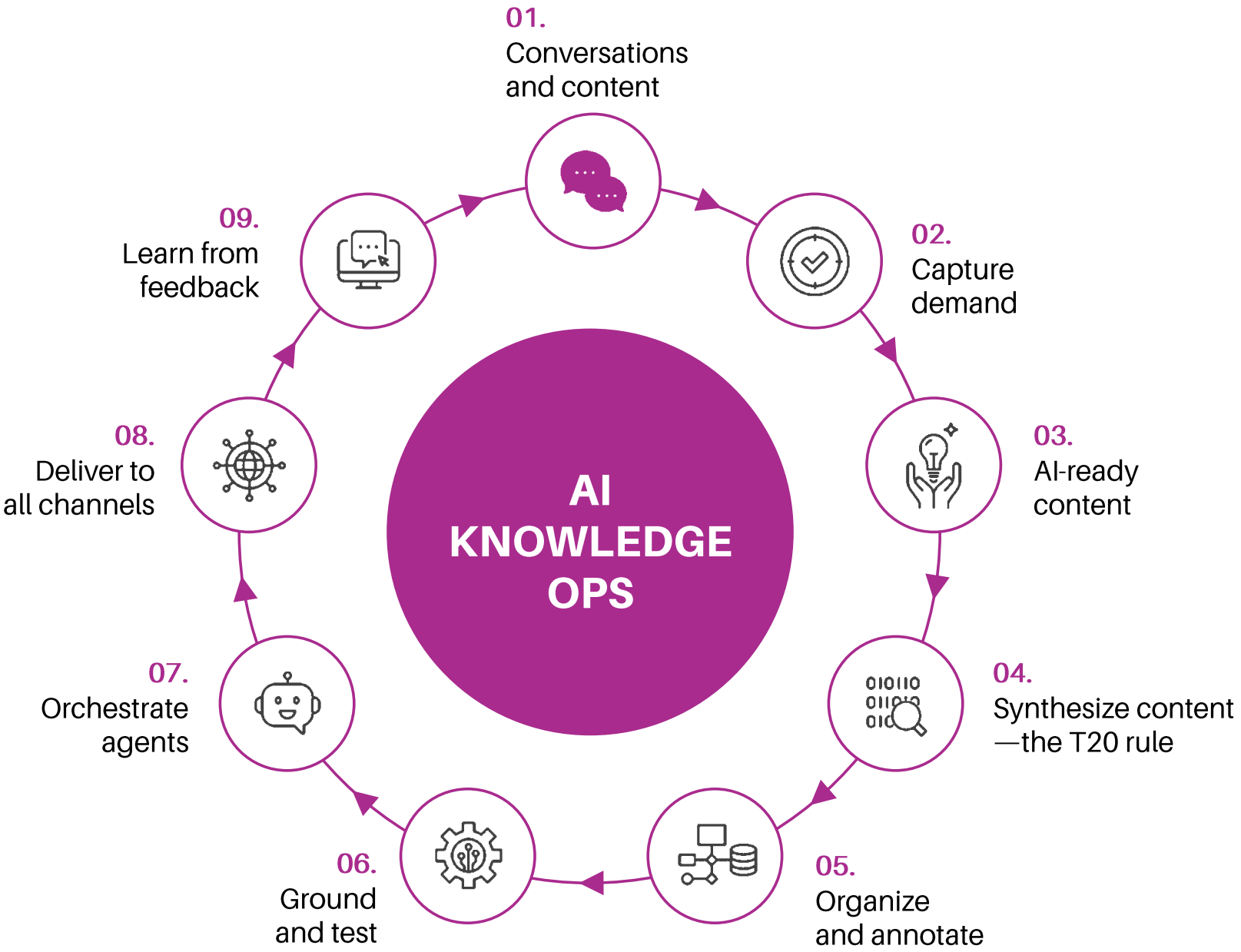

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Genie: conversational interface for eGain

Fixed AI prompts that need pre-shaped input and can't handle small, one-off edits

- Works in your own words: say it, and it's done
- Covers authoring, metadata and management
- Honors user permissions and roles
- A more natural way to operate

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GENIE VIDEO

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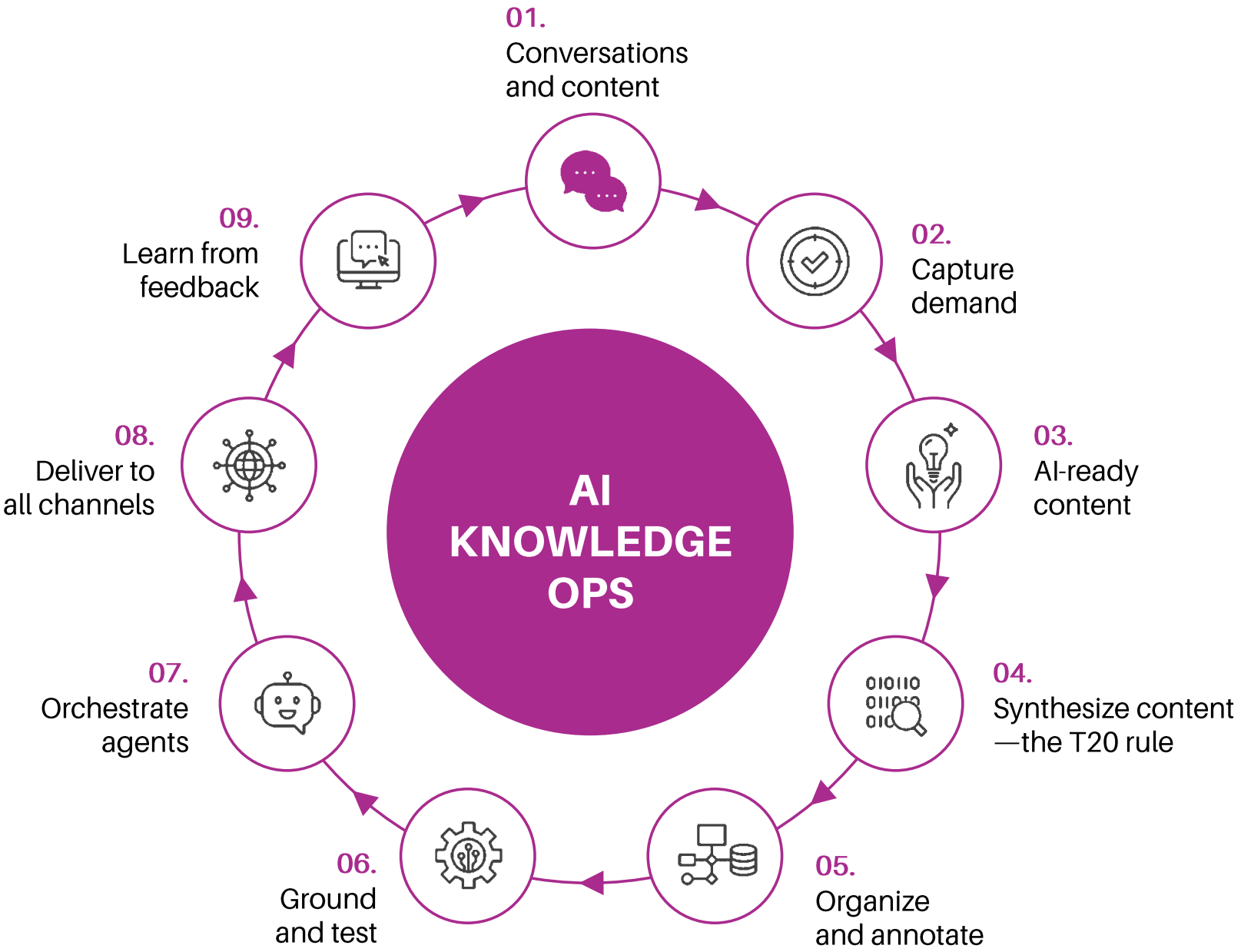

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eGain Knowledge Graphs

Create, manage and publish knowledge graphs inside the AI Knowledge Hub: one lifecycle for content and graphs

1 Model

Types, properties, rules

2 Build

Create, import or generate graphs

3 Explore

Canvas, focus, clusters

4 Govern

Versioned and audited in eGain

5 Publish

To the Graph Service

6 Answer

Agents query through MCP/APIs

HOW IT FITS TOGETHER

Knowledge Graph Manager

Ontology editor, create / import / generate, openCypher

→

eGain AI Knowledge Hub

System of record for ontologies, entities, and relationships

→

Graph Service

Published version, openCypher query over graph + ontology

→

AI agents & apps

describe_graph and query tools over MCP and APIs

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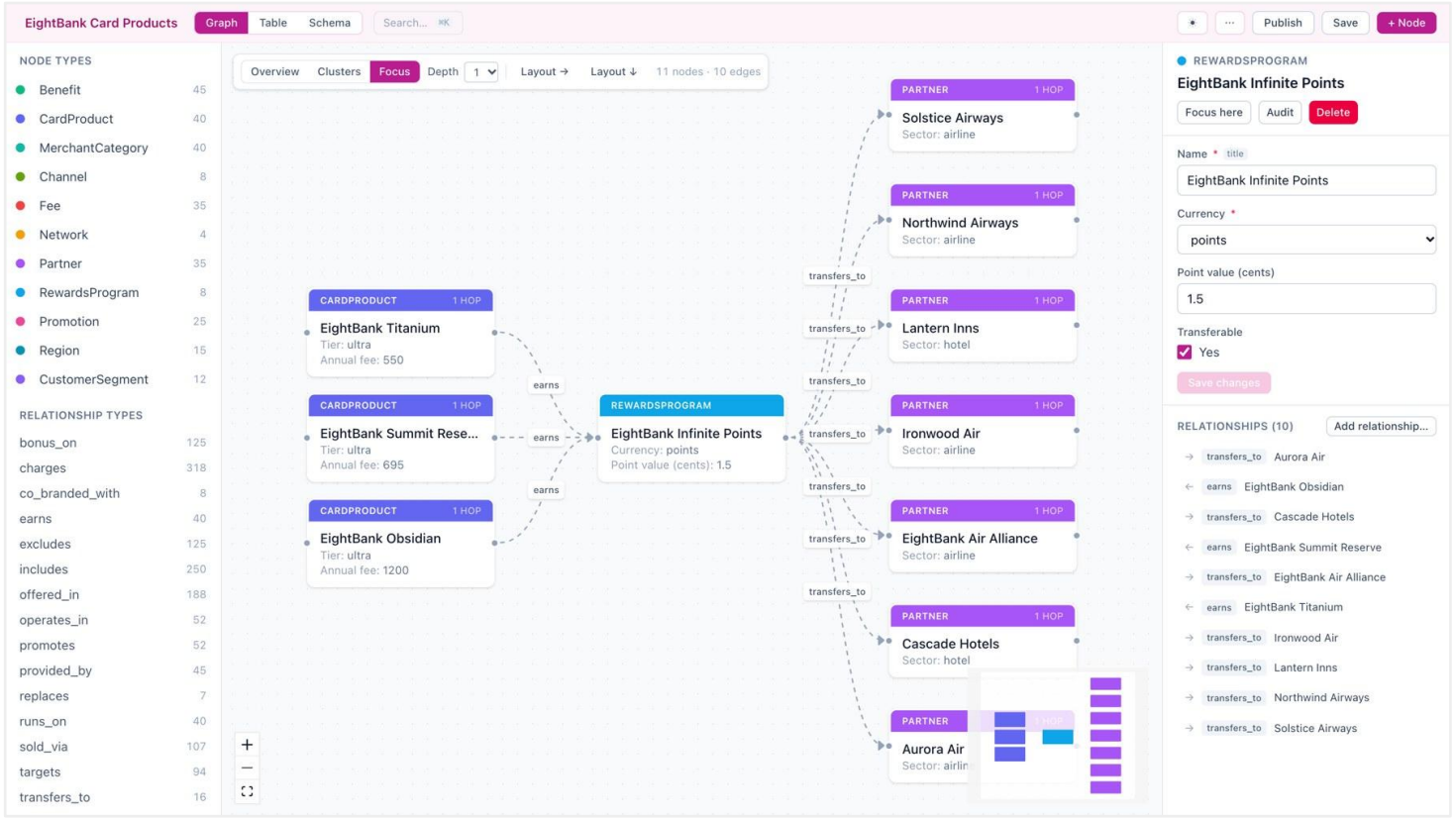
See the structure of your business



The schema is data

Types, typed properties, enums, natural keys and endpoint rules, edited at runtime

Import with a dry run

Graphs from Neo4j, Neptune, GraphML and more

Overview, Focus, Clusters

Community detection reveals product families

Ask in openCypher

The same language agents use; read-only by design

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Knowledge Graphs demo

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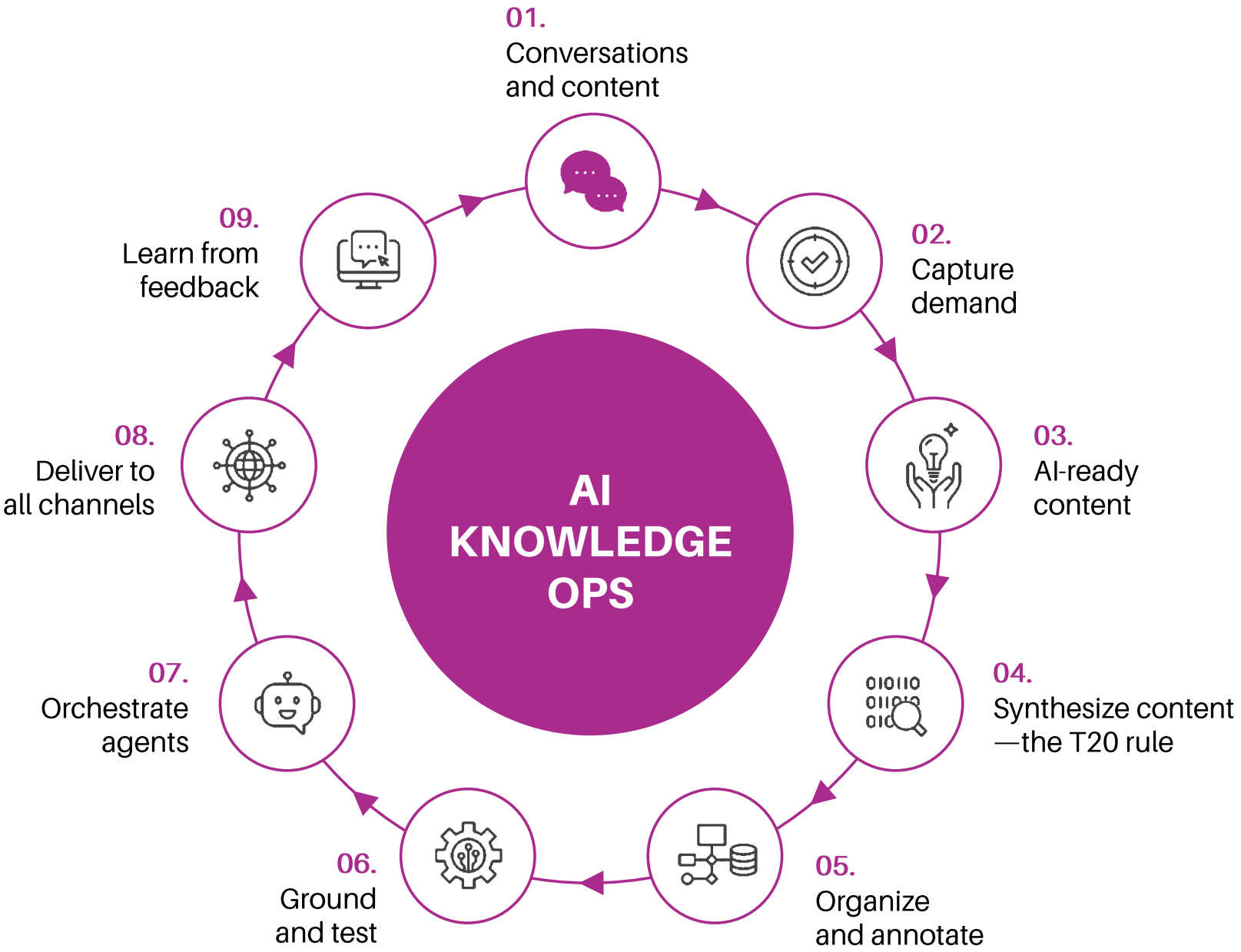

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#5 KEEPING AI CURRENT

Feedback and change after go-live mean constant tuning and upkeep

Smart Evaluator

End to end QA of AI pipeline

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Smart Evaluator Demo

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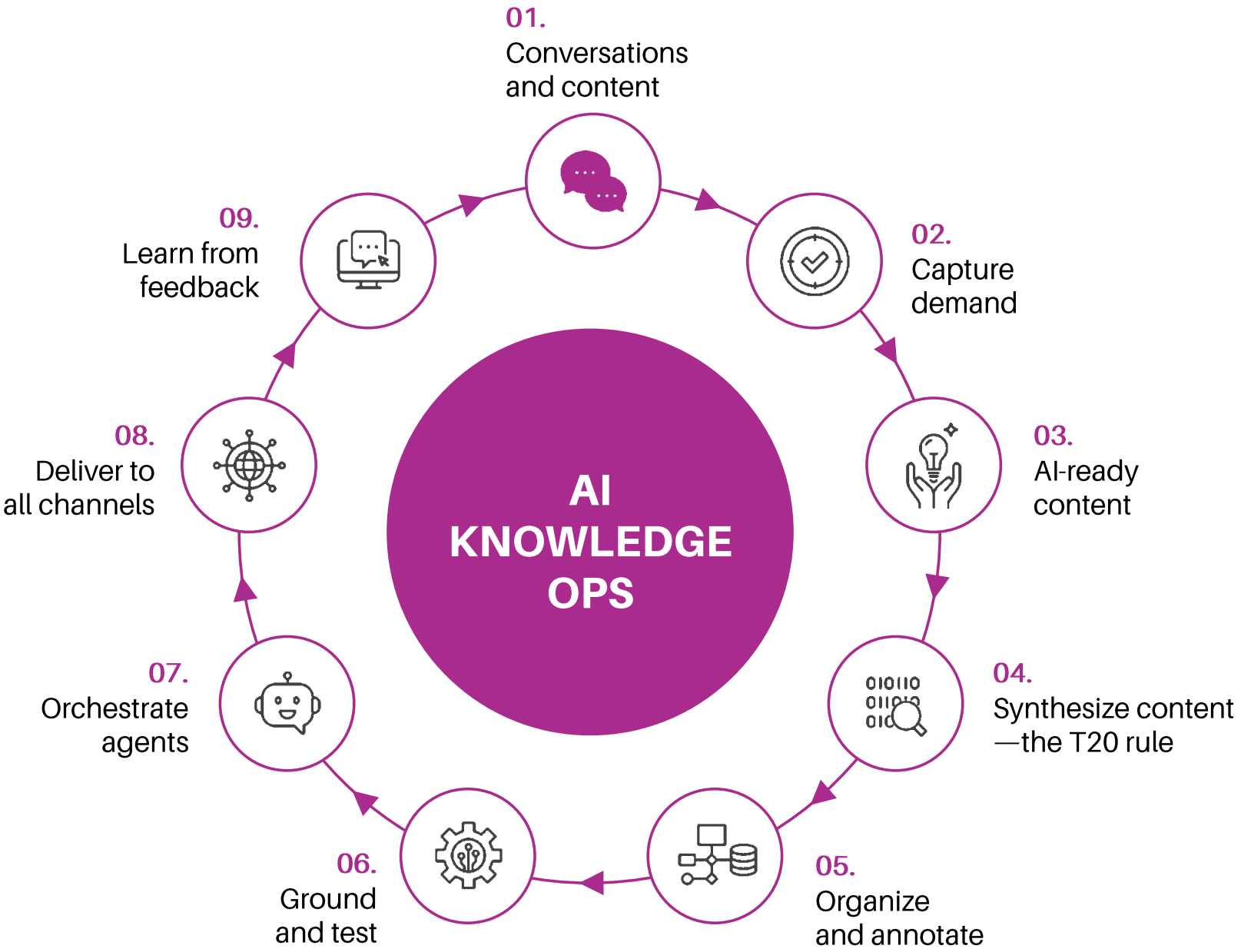

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#2 SYSTEM SILOS

CRM, ticketing, knowledge and telephony all need custom integration

Agentic Studio + Genie

Orchestrate, build, extend and connect agents fast

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Agentic Studio Demo

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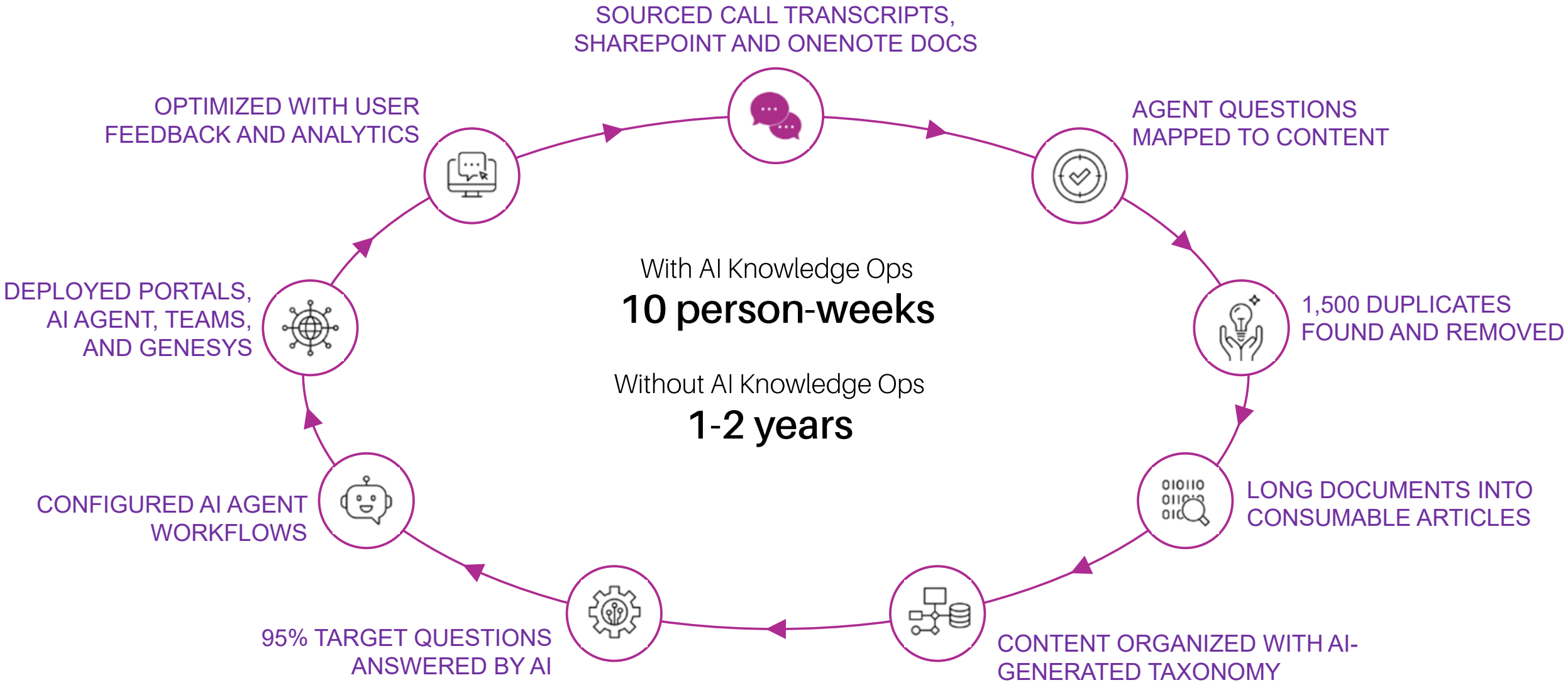
CUSTOMER STORY

Major regulated financial services company



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See it in action!

@Demo Lounge

Book time with our experts @Expert Bar

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