

aiKO™ Product Guide

Aitomatic Inc., June 2024



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1. aiKO

1.1. What is aiKO?

aiKO is an AI-powered platform that helps industrial companies turn their technical documents into useful, actionable insights.

1.2. Why aiKO?

High Accuracy	Efficiency	Continuous Improvement
Achieves near perfect accuracy because of advanced RAG technologies.	Quickly create AI agents, reducing the time and effort required.	AI agents improve over time with user feedback, ensuring relevance and accuracy

1.3. Who uses aiKO?



Users	Buyers
<ul style="list-style-type: none">● Domain Experts with deep knowledge in one specific industry● Engineers who solve problems requiring information retrieval from technical documents.	<ul style="list-style-type: none">● Engineering Leaders: Leaders optimizing processes and improving team efficiency.● C-Suite Executives (CIOs, CDOs): Decision-makers driving digital transformation.

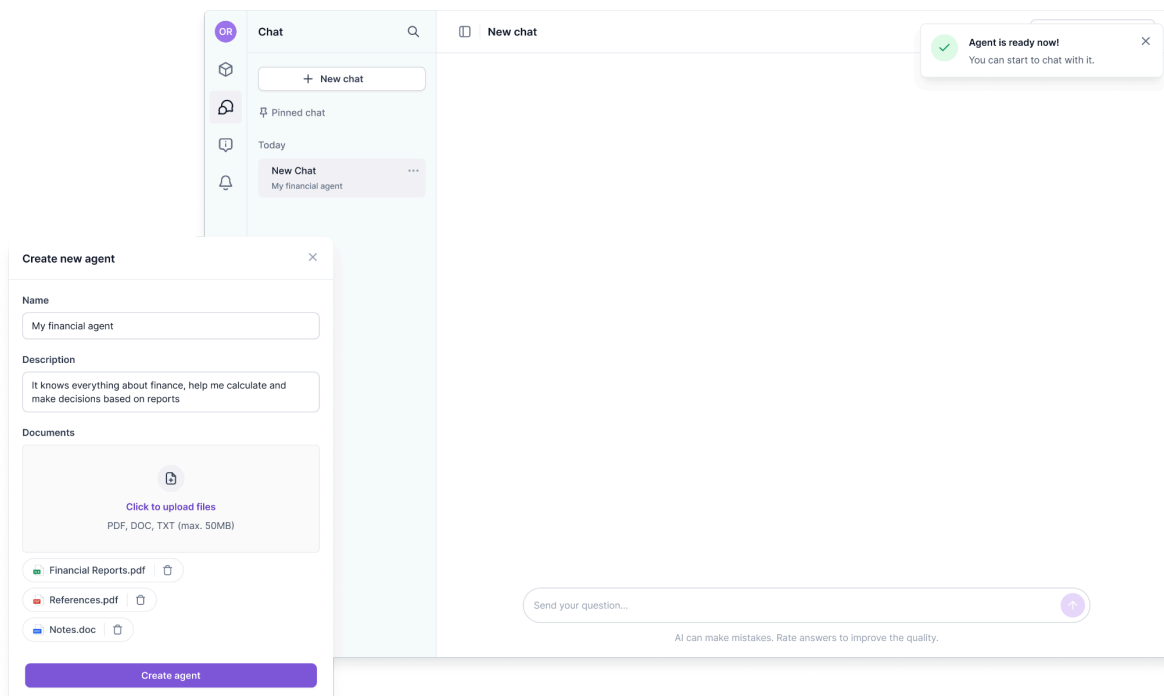
Example Use Cases:

- **Semiconductors - Process Engineering:** Engineers use aiKO to create AI agents from datasheets and process logs, using the chat UI to run experiments. AI agents improve process optimization through new data and feedback, resulting in improved yield, reduced production variability, and increased accuracy in troubleshooting.
- **Electronics Manufacturing Systems - Quality Control:** Inspectors use aiKO to create AI agents from historical quality data and defect logs, using the chat UI to identify defects and receive corrective action recommendations. AI agents continuously learn from new data, leading to faster defect identification and reduced production costs.

1.4. Key features

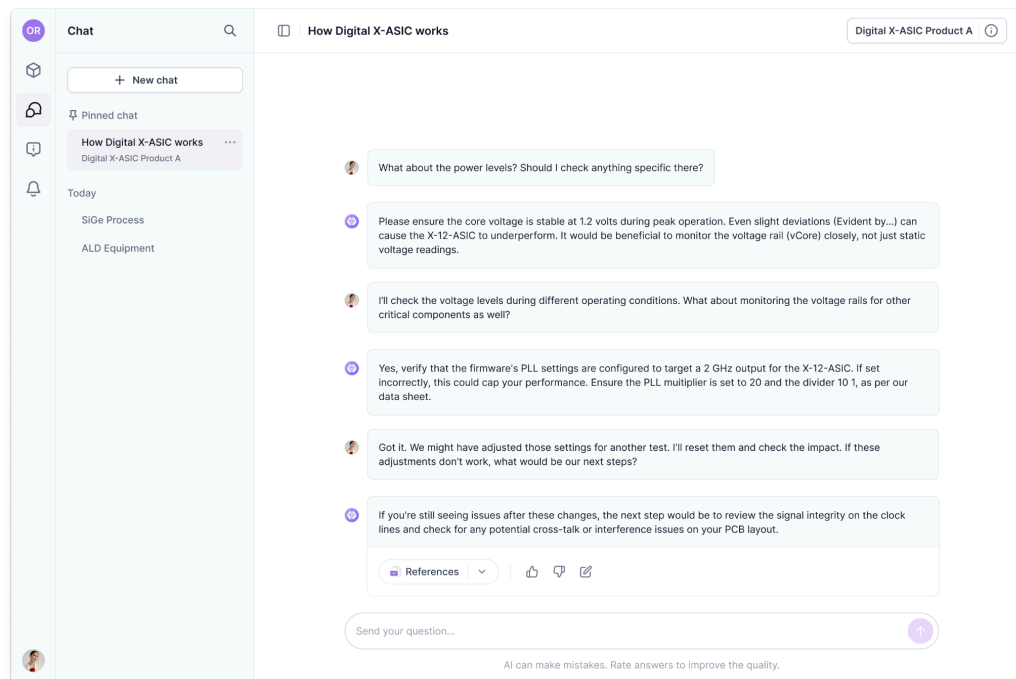
1.4.1. Create agents

- **Overview:** Users create AI agents by uploading documents.
- **Benefits:** Quickly create AI agents with high accuracy from the outset, with continuous improvement through learning.



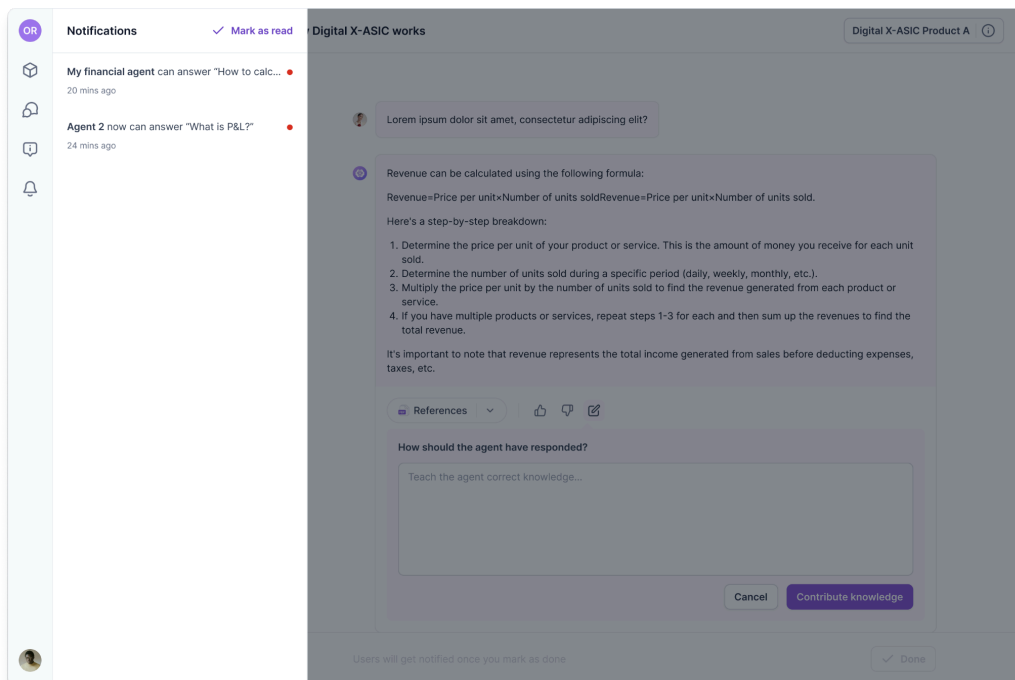
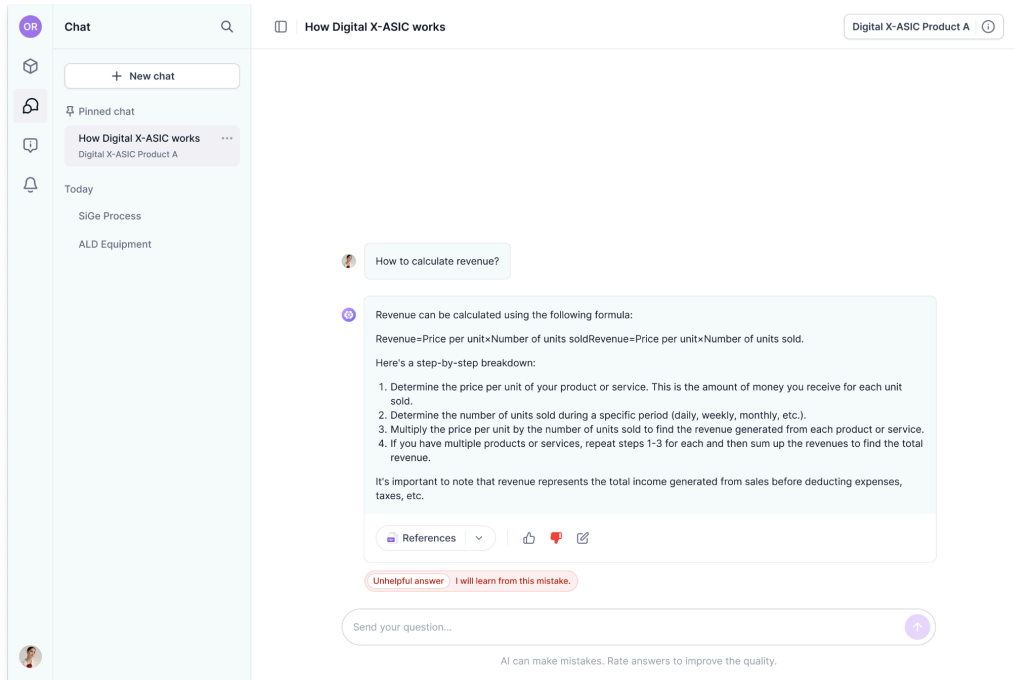
1.4.2. Chat with agents

- **Overview:** Users can chat with agents to receive answers or update existing documents to refine the agents' responses.
- **Benefits:** Obtain precise answers quickly, reducing time spent searching for information. Agents become more accurate and context-aware over time with user interactions.



1.4.3. Evaluate agents

- **In-Chat UI Evaluation:** Users can rate each response from the AI agent as "Helpful" or "Not Helpful." Admins receive notifications to review and improve unhelpful answers.



- **Management UI Evaluation:** Experts can upload datasets, run evaluations, and analyze results to enhance agent performance systematically.

My financial agent
89.2% • Rerank LLM • Rewrite query

General Knowledge Embedding Performance Rules **Evaluation**

Evaluation: 16 Apr, 18:30

1 **EVALUATE** 80.2% 2 ANALYZE 3 RE-EVALUATE & DEPLOY

Results (32/32) Evaluation Test S...csv Satisfactory level: 3/5 All answers

#	Question	Agent Answer	Expected Answer	Retrieval Content	Score
1	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	5/5
2	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	4/5
3	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	4/5
4	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	2/5
5	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	3/5
6	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	4/5
7	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	1/5
8	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	4/5
9	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	4/5
10	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	4/5
11	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	5/5
12	> Lorem ipsum dolor sit...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	Lorem ipsum dolor sit ame...	5/5

Next: Analyze >

My financial agent
89.2% • Rerank LLM • Rewrite query

General Knowledge Embedding Performance Rules **Evaluation**

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1 EVALUATE 80.2% 2 ANALYZE 3 **RE-EVALUATE & DEPLOY** 92.3% ~+10%

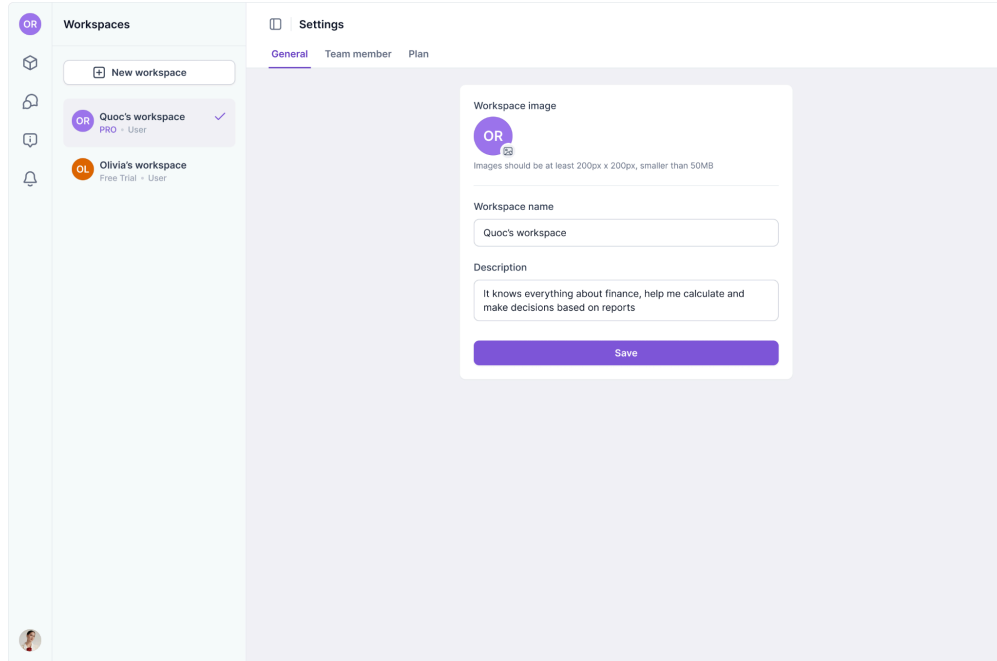
Results (32/32) Evaluation Test S...csv Satisfactory level: 3/5 All answers

#	Question	Original Answer	Current Answer	Expected Answer	Original Score	Current Score
1	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	5/5	5/5
2	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	4/5
3	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	4/5
4	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	2/5	5/5
5	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	3/5	4/5
6	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	4/5
7	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	1/5	5/5
8	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	2/5
9	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	4/5
10	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	4/5
11	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	4/5	4/5
12	> Lorem ipsum...	Lorem ipsum dolo...	Lorem ipsum dolo...	Lorem ipsum dolo...	5/5	5/5

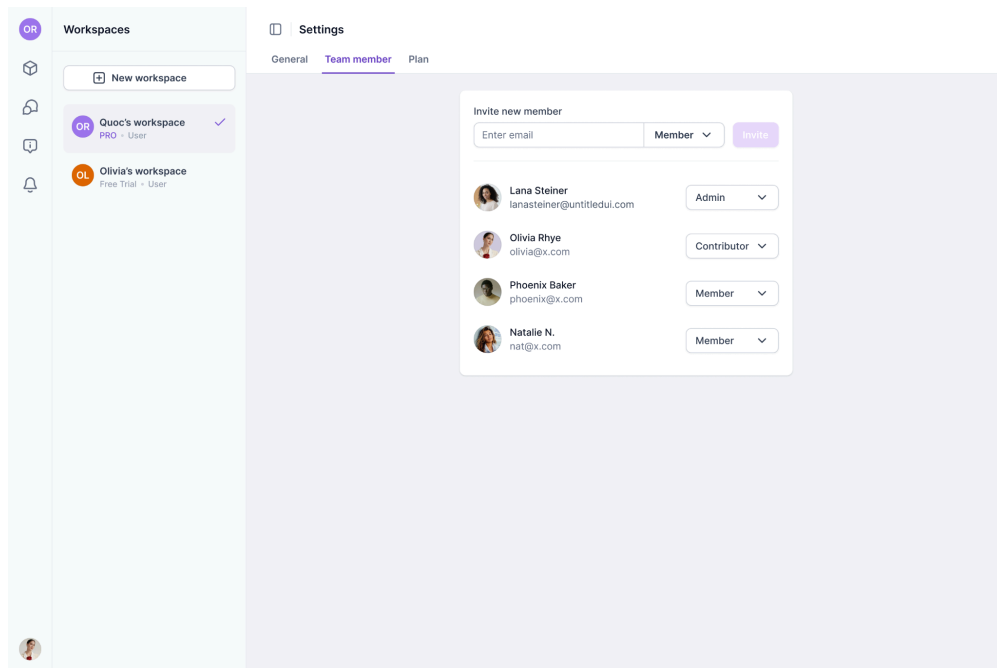
< Back Deploy agent

1.4.4. Manage workspaces and users

- **Workspace Management:** Create and configure workspaces, monitor usage, and generate reports.



- **User Management:** Assign roles to users, invite new users, and manage access permissions.



1.5. FAQs

1.5.1. What can we use aiKO for?

aiKO helps enterprise teams get accurate, real-time answers for various use cases requiring real-time support and troubleshooting.

1.5.2. What if we don't have centralized or clean documentation?

aiKO handles messy, unstructured data with pre-built processing pipelines, cutting down the time and costs for data preparation. This lets you create virtual AI experts from a single manual or a large data set, making it easier to use your organizational knowledge.

1.5.3. How do I secure my data & keep it confidential?

Data security and compliance are top priorities for our organization. aiKO is built with enterprise-grade security in mind, adhering to the strictest enterprise security standards. This ensures that our sensitive data and proprietary knowledge remain safe. With advanced access controls, encryption, and the option for self-hosted deployments, aiKO gives us complete control over our data security, aligning with our IT policies and regulatory requirements.

1.5.4. How is aiKO different from other AI assistants?

AI assistants like ChatGPT/CoPilot have low starting accuracy for retrieval questions, can't handle multi-step tasks well, and struggle to use expert knowledge. aiKO, however, offers high initial accuracy, better multi-step task handling, and automatically improves by incorporating human expertise.

1.5.5. Can I integrate agents into an existing software or modify the front-end UI?

Yes, agents created in aiKO can be accessed via API, including chat completion, allowing developers to integrate agents into various software workflows.

1.5.6. Do you support data & workflow integration with other internal IT systems?

Yes, aiKO integrates with other IT systems through robust APIs and connectors. This ensures seamless data flow between aiKO and your existing IT infrastructure, so AI agents can access the latest information and provide accurate responses. Our technical support team can help with custom integrations to meet specific needs.

1.5.7. Can I run aiKO in my own cloud? What are the tradeoffs?

Yes, aiKO can run in your own cloud environment. This gives you more control over data security, compliance, and infrastructure management. The tradeoffs include higher costs for managing the cloud infrastructure and needing in-house technical expertise for deployment and maintenance. On-premises deployment might limit some real-time support capabilities available in our managed cloud environments, but it ensures maximum data privacy and compliance with internal IT policies.

2. Partner portal

2.1. What is the Partner portal?

Aitomatic's SI partner portal is designed to help System Integrators (SI) manage client onboarding, monitor usage, and provide support effectively. The portal ensures SI partners can efficiently sell and support aiKO.

2.2. Key features

2.2.1. Onboard Customers

Overview: Simplify the process for SI partners to onboard new clients, ensuring a smooth transition and setup.

Features:

- Forms for entering customer entities and configurations.
- Ability to assign roles to users.
- Checklist to ensure all necessary configurations are completed.

2.2.2. Monitor Customers & Usage

Overview: An overview dashboard for SI partners to manage clients and monitor usage.

Features:

- List of all clients managed by the SI partner.
- Access to customer profiles and usage statistics.
- Tools for adding, removing, and updating customer entities and user roles.
- Generate reports of customer activities.

2.2.3. Troubleshoot Issues

Overview: Equip SI partners with tools to troubleshoot issues and provide effective support to their clients.

Features:

- Access to aiKO FAQs, troubleshooting guides, and best practices.
- Integration with real-time support through chat or ticketing systems.
- Feedback mechanism to collect and analyze client feedback.