

Knowledge Base

Boost Workforce

productivity by cutting costs and time to manage, access and find knowledge.

Increase First Contact

Resolution (FCR) by identifying the right resolution resource faster and with less efforts.

Improve Customer Experience

by ensuring accurate and consistent support across all communication channels.

Saves costs and worktime

by automating knowledge management 24/7 for service-desks, HR, marketing, and other functions, AI-supported content generation, content templates, and easy data migration.

Offered as a part of an **easily scalable no-code solution** and requires little or no effort on the client side.

FIRST CLASS SUPPORT FOR AI TECHNOLOGY & OMNI-CHANNEL SYNERGY:

Leveraging LLMs*:

Knowledge Base benefits from the intelligent utilization of state-of-the-art RAG** technology to yield more accurate and relevant search results.

Omni-Channel Synergy:

Spitch's platform seamlessly integrates Knowledge Base with tools such as Virtual Assistant (VA), Agent Assistant Suite (AA), and other Spitch omni-channel conversational platform components thanks to a unified NLU core.

* LLM: Large Language Model
** RAG: Retrieval-Augmented Generation

Knowledge Base is a universal platform supporting the effective handling of customer and employee inquiries across all contact channels.

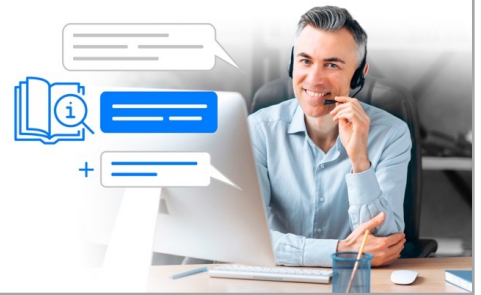
UNIQUE ELEMENTS OF SPITCH KB

- **Intelligent search & knowledge provisioning** – RAG Support, natural language search, semantic content analysis, and auto-suggestions are core features to enable faster & more accurate responses.
- **Integration & Usability** – The seamless integration into processes and systems turns your KB solution into a natural companion in the daily work routine of your agents.
- **Flexible content management & collaboration** – Intuitive UI, flexible structures and collaborative features ensure a superior quality of your knowledge content.
- **Advanced analytics & reporting** – Detailed analyses and reportings drive data-based decisions to help close knowledge gaps and optimize content.

KB

Knowledge Base

perfectly suited for all your operational requirements!



Spitch is a global provider of B2B and B2C Conversational AI solutions, founded in Switzerland in 2014, with a strong presence in Europe and North America



OPERATIONAL BENEFITS

+28%
Workforce Productivity

Cut costs and time to manage, access, and find knowledge

+18%
First Contact Resolution

Finding the right solution **faster and with less efforts**

+12%
Customer Satisfaction

Accurate and consistent help across all channels



Spitch provides a full stack omnichannel conversational AI suite that elevates customer experience and reduces costs.

VA Virtual Assistants

SA Speech Analytics

VB Voice Biometrics

CP Chat Platform

KB Knowledge Base

AA Agent Assistant Suite

Spitch
Kreuzstrasse 54
CH-8008 Zurich
+41 44 542 82 66
info@spitch.ai
https://spitch.ai