Technical specification · v1.0 · 20 October 2026

AI knowledge assistant

The AI knowledge assistant answers questions from your staff or customers using your manuals, work instructions, procedures, price lists and product data, and names the document and section each answer comes from. If your documents do not cover a question, it says so instead of guessing. Your administrator adds and replaces documents without our help.

Pilot	Build from	Licence a month
€7,200	€19,000	€900

Purpose	Answers questions from staff or customers using only the company's own documents, with the source document and section for every answer.
AI area	Natural language processing (NLP): reading, interpreting and generating written text and documents.
Use in production	On the shop floor: work instructions, machine settings, quality procedures, equipment maintenance manuals and safety rules.
Inputs	Documents in PDF, DOCX, XLSX, PPTX, TXT, HTML and Markdown; sync from SharePoint, OneDrive or Google Drive; website pages; questions typed in the chat.
Outputs	Answers with citations (document, section, link); an “it is not in the documents” answer with handover to a person; the conversation log; a monthly unanswered-questions report.
How it answers	It searches document sections, passes the best ones to the model and answers only from them. Instructions inside documents are treated as content. Questions outside the documents are refused.
Channels	Web chat for staff with sign-in; Microsoft Teams; a chat window on your website for customers.
Administration	Add, replace and remove documents; set access by group; see unanswered questions and answers users marked as wrong.
Languages	Documents in Lithuanian, English and other European languages. Interface in Lithuanian and English.
Limits	Up to 2,000 documents of up to 500 pages each; up to 20 questions in one conversation; monthly volume as set in the licence.
Hosting	Application, database and files on servers in the EU. Daily backups kept for 30 days. TLS in transit, encryption at rest.

AI model	Anthropic Claude, through the Anthropic API (a Claude Haiku or Claude Sonnet model, chosen per task). Under Anthropic's commercial terms, API data is not used to train models.
Access	Sign-in with Microsoft Entra ID or Google. Roles: reader, confirmer, administrator. Activity log of every confirmation and change.
Support	Business days 8:00–17:00 Vilnius time; critical faults answered within 4 business hours; availability target 99.5% a month.
Delivered as	A standard product under a licence. Implementation is configuration and integration with your systems, not custom software development.