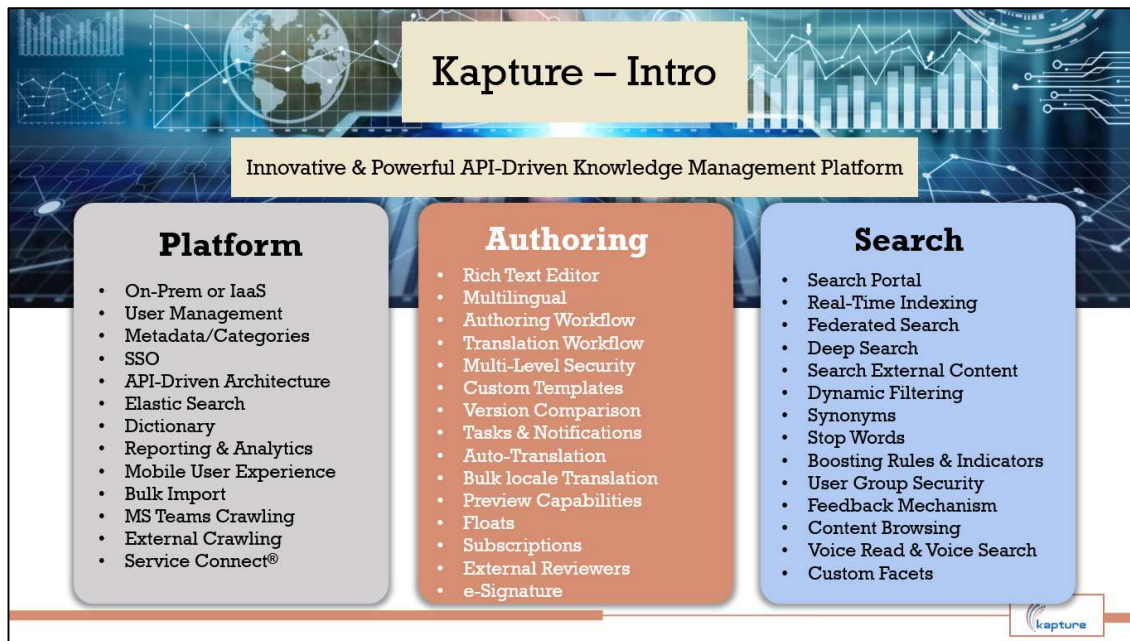


1 Kapture Solution Overview

Kapture is a state-of-the-art Knowledge Management Platform and Enterprise Search + AI, Agentic AI platform designed to empower organizations with innovative tools and capabilities to effectively manage and share knowledge. With a focus on modern technology trends and user-centric features, Kapture offers a comprehensive solution for businesses looking to stay ahead in today's rapidly evolving landscape.

Key characteristics of Kapture include:

- Modern and innovative platform with advanced features
- API-driven architecture for seamless integration with existing systems
- Comprehensive content authoring capabilities for creating and collaborating on content
- Enhanced user management functionalities for efficient access control
- Robust analytics and reporting tools for data-driven insights
- Advanced intelligent search for quick and accurate information retrieval
- Flexible and scalable solution architecture to adapt to organizational needs



Unique Selling Proposition:

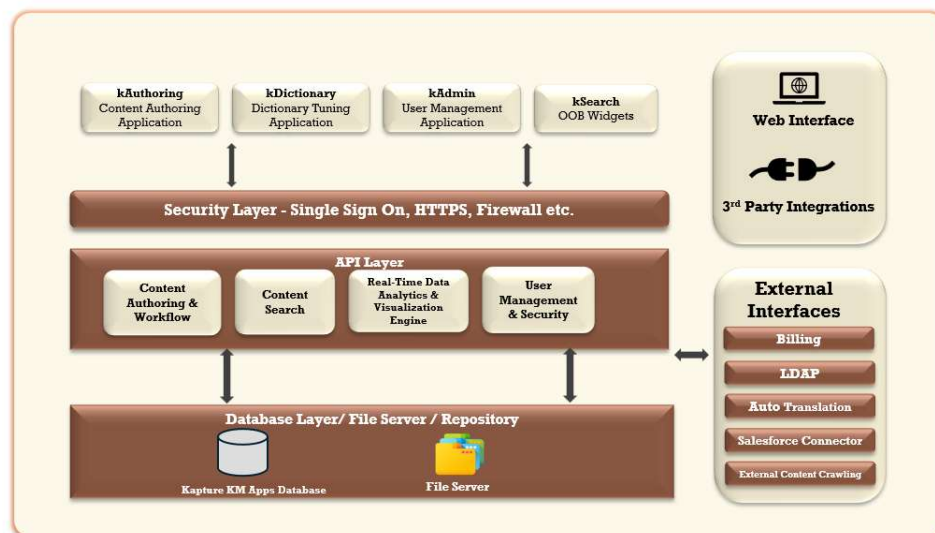
Kapture stands out as a powerful API-driven platform that offers advanced functionalities such as content authoring, intelligent search, user management, and real-time indexing. Its ability to integrate with third-party applications through open interfaces enhances collaboration and data accessibility across departments.

Intended Customer Audience:

Kapture is ideal for forward-thinking organizations and individuals seeking to enhance knowledge management practices, drive innovation, and improve operational efficiency. It caters to businesses across various industries looking to leverage technology for sustainable growth and success.

2 Kapture Architecture

The architecture of the Kapture Knowledge Management Platform is designed to provide a robust, scalable, and flexible foundation for organizations to effectively manage and share knowledge across various functions and departments. By leveraging modern technology trends and best practices, the architecture of Kapture enables seamless integration, efficient data management, and enhanced user experiences.



3 Key Components of Kapture:

- Content Authoring
- User Management
- Advanced Enterprise Search (Search Engine)
- Dictionary Tuning
- API-Driven Open Interfaces
- Knowledge Crawler
- Pre-built Connectors
- Analytics and Reporting
- Scalability Options



3.1 Content Authoring:

Content Authoring in Kapture enables users to create, edit, and collaborate on diverse types of content such as articles, blogs, and presentations. This feature streamlines the content creation process and ensures accuracy and relevance of information shared within the platform.

- Seamless web-based content editor for easy creation and editing
- Dynamic workflows for efficient content development processes
- Collaboration tools for team-based content creation and review
- Version control to track changes and revisions in content
- Facilitates knowledge governance through e-Signature functionality
- Notifications and alerts for workflow progress and task assignments
- Templates and formatting options for consistent content presentation
- Integration with multimedia elements such as images and videos
- Content scheduling for timely publication and updates
- Auto-translation of source to different locales

3.2 User Management

User Management in Kapture allows organizations to efficiently manage user access, permissions, roles, and groups within the platform. This component ensures data security, compliance with organizational policies, and personalized user experiences based on roles and responsibilities.

- Role-based access control
- User authentication and login management
- User profile customization
- User grouping and categorization
- User activity tracking

- Password management and security
- User onboarding processes
- Single sign-on integration
- Customizable user roles and permissions

3.3 Advanced Enterprise Search (Search Engine)

Kapture's Search Engine utilizes advanced algorithms and natural language processing to deliver quick and accurate search results across multiple repositories. This component enhances user productivity by enabling seamless information retrieval and knowledge discovery within the platform.

- Natural language search capability
- Advanced algorithms for complex queries
- Image recognition and OCR search
- Search across multiple repositories
- Learning from user behaviour for refined results
- Real-time indexing for up-to-date information
- Integration with various data sources
- Faceted search for filtering results

3.4 Dictionary Tuning

The web-based dictionary tuning feature not only incorporates synonyms and stop words but also implements boosting rules to enhance the relevance and accuracy of search results. By utilizing boosting rules, the system can prioritize specific attributes or terms, thereby improving the organic search process and ensuring that users receive the most relevant information. This comprehensive approach to dictionary tuning guarantees precise and efficient search results, optimizing the overall search experience for users.

- Customized dictionary creation and management
- Standardization of key terms and phrases
- Easy updates and revisions to dictionaries
- Ensures consistency in language usage
- Supports organic search with accurate results

3.5 API-Driven Open Interfaces

Kapture offer a wide range of benefits for businesses and organizations. These interfaces allow different software applications to communicate and exchange data with each other, enhancing collaboration, increasing efficiency, and reducing data silos. By leveraging APIs, Kapture can integrate with other systems and tools, making it easier to share and access information across different departments and functions.

- APIs enable communication and data exchange between different software applications.

- Integration with other systems and tools is simplified through API-Driven Open Interfaces.
- Customization and flexibility are enhanced, allowing users to tailor the platform to their specific needs and workflows.

3.6 Knowledge Crawler

Knowledge Crawler in Kapture is a powerful feature that automatically gathers data from various sources to create a comprehensive knowledge repository. The Knowledge Crawler feature streamlines data import processes, integrates multiple data sources, and enhances data management and utilization.

- Streamlines data import process
- Integrates multiple data sources seamlessly
- Provides real-time import status updates
- Enables robust approval processes
- Offers a user-friendly interface for easy navigation

3.7 Pre-built Connectors

Pre-built Connectors in Kapture are ready-made tools that facilitate seamless integration with various third-party applications and systems. These connectors are designed to simplify the process of data exchange and communication between Kapture and external platforms.

- Streamline the flow of information between other systems to Kapture.
- These connectors enhance interoperability and data sharing capabilities, improving overall efficiency and productivity.
- Controls the visibility of data using User Groups.

3.8 Analytics and Reporting

The Analytics and Reporting component provides insights into knowledge usage, content performance, user engagement, and platform effectiveness. By tracking key metrics and generating reports, organizations can make data-driven decisions to optimize their knowledge management strategies.

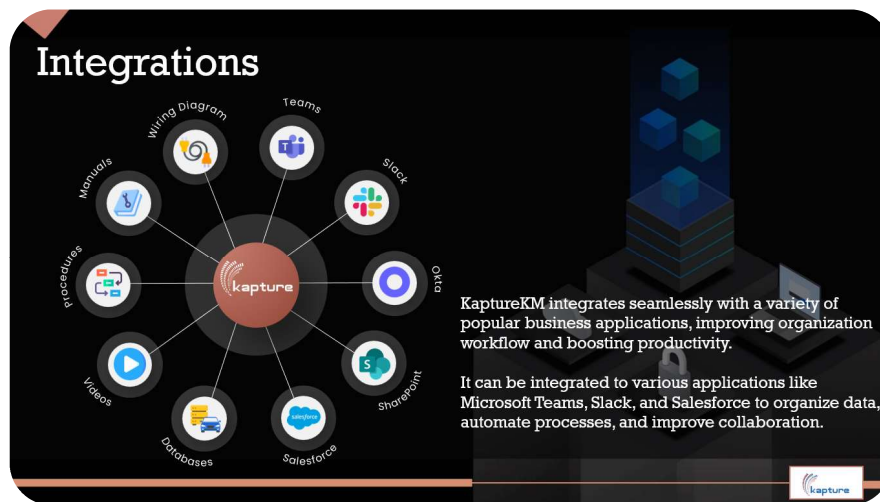
- Usage reports (users, API, storage etc.)
- Provides a deeper view of search queries, visited history, type of articles read, etc.
- Gain valuable insights into organization's KM practices
- Track platform usage, identify popular content and topics
- Determine active users or departments
- Identify knowledge gaps and areas for additional training

3.9 Scalability Options

Kapture provides scalability options to accommodate organizational growth and evolving knowledge management needs. This component allows organizations to expand the platform's capabilities, resources, and functionalities as their requirements evolve over time.

- Kapture offers high-quality service and user experience with its auto-scaling feature, ensuring seamless scalability based on needs.
- The platform allows for easy configuration and customization to scale up or down according to organizational requirements.
- Tenant Options: Kapture provides the flexibility of tenant options, catering to varying scalability needs efficiently.

3.10 Integrations



4 Generative AI Integration

Key Characteristics Enhanced with AI:

- **Generative AI-Powered Content Assistance:** Drafts, refines, and summarizes content automatically.
- **AI-Powered Search with Semantic Understanding:** Goes beyond keywords to understand user intent.
- **Automated Knowledge Discovery:** Uses ML to surface trends, knowledge gaps, and suggested articles.
- **Conversational AI Interfaces:** Enables users to interact with knowledge via chat-style, human-like conversations.
- **Contextual Recommendations:** Recommends related articles or content based on user context.
- **AI-Driven Auto-Tagging and Metadata Extraction:** Reduces manual effort and boosts content discoverability.

GenAI-Powered Content Authoring

- Auto-generate content drafts based on prompts or previous documents.
- Summarize lengthy knowledge articles into quick-read versions.

- Rewrite or enhance tone and clarity using AI suggestions.
- Translate content automatically into multiple languages.
- Generate FAQs or glossaries from raw documentation.

AI-Powered Enterprise Search

- Natural language queries return more accurate and context-aware results.
- AI understands synonyms, intents, and contextual nuances.
- AI ranks and reorders results based on historical behavior and query patterns.
- Chat-based interfaces allow users to ask questions conversationally and get answers sourced from organizational knowledge.

AI Recommendations and Insights

- Suggests relevant documents or procedures based on users' ongoing activity.
- AI recommends learning material or SOPs to new employees based on roles.
- Detects outdated content and recommends updates.
- Provides predictive insights into content usage, drop-offs, and search failures.

AI Knowledge Agents

- Virtual agents trained on organizational knowledge answer questions 24/7.
- Agents learn from ongoing usage and continuously improve.
- Helps deflect internal support tickets by answering queries instantly.

Use Case Examples of AI in Kapture:

Area	AI Feature	Business Benefit
Content Management	AI Drafting, Summarization	Reduces content creation time by 60–70%
Enterprise Search	Semantic AI Search, Conversational Chat	Speeds up knowledge discovery
Analytics	Predictive Content Insights	Data-driven decisions on what to write/update
Support Enablement	Virtual Knowledge Agents	24/7 internal support, fewer ticket escalations
Translation/Localization	AI-Powered Auto-Translation	Scales multilingual content without extra cost

5 Kapture - Agentic AI Capabilities

Kapture Agentic AI refers to intelligent systems that autonomously perform tasks, make decisions, and manage processes without human intervention. In the context of Kapture, Agentic AI enhances knowledge management by:

- **Automating Routine Tasks:** Reduces manual effort by handling repetitive tasks such as content tagging, categorization, and metadata management.
- **Intelligent Content Curation:** Analyses user interactions and content usage patterns to recommend relevant articles, documents, and resources.
- **Advanced Search Capabilities:** Utilizes natural language processing to understand user queries and provide contextually relevant search results.
- **Personalized User Experiences:** Adapts content delivery based on user roles, preferences, and behaviour, ensuring that individuals receive the most pertinent information.
- **Proactive Knowledge Management:** Identifies knowledge gaps and suggests content creation or updates to keep the knowledge base current and comprehensive.
- **Automated Flows:** Custom flow builder – to create automated flows, which takes the job as per the configuration.

Kapture Reasoning Engine is the intelligence layer of the Kapture KM platform that powers decision-making in real time. It combines rule-based logic with AI-driven reasoning to analyse data, context, and workflows. The engine enables dynamic query handling, workflow execution, and contextual responses across customer interactions. It integrates seamlessly with knowledge bases, CRMs, and external systems to provide accurate, consistent outputs. Designed for scalability, it supports agentic AI use cases such as automation, recommendations, and defect detection.

The Kapture Reasoning Engine is model-agnostic and works seamlessly with a wide range of AI/ML models. It supports integration with large language models (LLMs) like GPT, open-source models such as LLaMA, Mistral, and domain-specific ML models for prediction, classification, and anomaly detection. This flexibility allows enterprises to choose the best-fit model for their use case while ensuring smooth orchestration and reasoning across workflows.

By integrating Agentic AI, Kapture transforms from a passive repository into an active participant in knowledge management, driving efficiency and enhancing the user experience.

6 Agentic AI Use Cases Across Data Sources

Kapture's **Agentic AI** empowers intelligent digital agents that can autonomously interact with diverse data sources to retrieve information, perform tasks, and support decision-making. These agents act contextually, accessing both structured and unstructured data in real time.

Example Agentic Tasks by Data Source:

Job	Data Source	Agent Role
Product, Specs, Features	Web	Agent extracts, compares, and presents specifications across multiple products.
Product Recommendation	Web	Agent analyses user intent and behaviour to suggest relevant products.
Asking about a VIN	Siebel	Agent fetches vehicle history, configuration, and ownership data.
Troubleshooting / How to Fix	Native Content	Agent surfaces relevant help articles, procedures, or manuals instantly.
Recall Question	Salesforce	Agent checks CRM records for recall history and notifies relevant stakeholders.
Customer Support FAQ	Internal SharePoint / Portals	Agent identifies the user context and retrieves the relevant FAQs from the sources.

These agents reduce time to information, enhance accuracy, and deliver contextual knowledge in real time - transforming how users interact with enterprise data ecosystems.