

Rapid AI

Rapid AI Knowledge

*AI as clever partner
for the user of your
application.*

Rapid AI Knowledge



Compact, targeted, and delivering immediate added value! - That is the philosophy behind CaptainCasa's Rapid AI products.

Unlock your knowledge!

There is a treasure waiting to be unearthed within your organization!

Countless documents have been—and continue to be—created, describing rules, procedures, workflows, and interrelationships. Things are explained—in various languages, styles, and technical formats.

While almost everything—or at least a great deal—is stored in an organized manner as information, it remains difficult to access as “knowledge” because the sheer volume of information makes it hard to locate what you need.



AI technologies help...

It is precisely here that AI technologies achieved a breakthrough in the field of processing using "Large Language Models" (LLMs):

A user asks a question—in any language and using virtually any phrasing. And the LLM processing is capable of providing a linguistic response—based on general knowledge.

This knowledge is based on the prior scanning (“crawling”) of countless documents on the Internet. And this means:

- It is not up to date.
- It has nothing to do with your treasure of knowledge!

...but need your context

The task now is to feed your own information into this processing workflow so that the AI LLM does not base

its responses on general information, but rather on your information.

And that is exactly what Rapid AI Knowledge does:

The user's questions are automatically linked to your own information. Consequently, the response generated by the AI LLM process is based precisely on the context provided by that linked information.

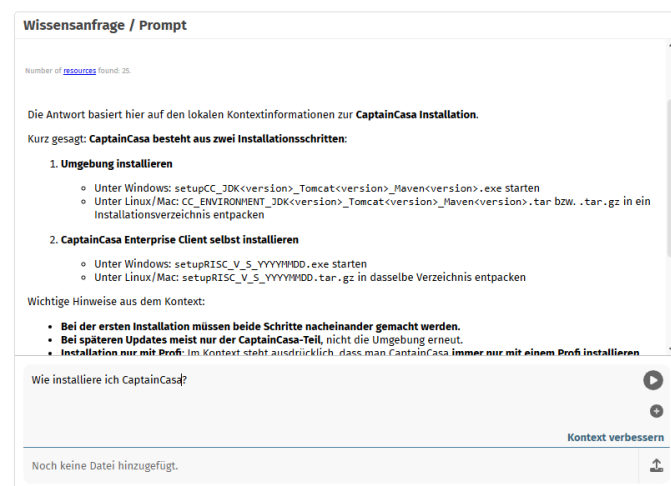
In short:

- The knowledge is derived from your information.
- The ability to interpret this information linguistically and formulate it into responses stems from AI LLM processing.

Your users can query and access the knowledge you have stored in any language in the world!

Rapid AI Knowledge

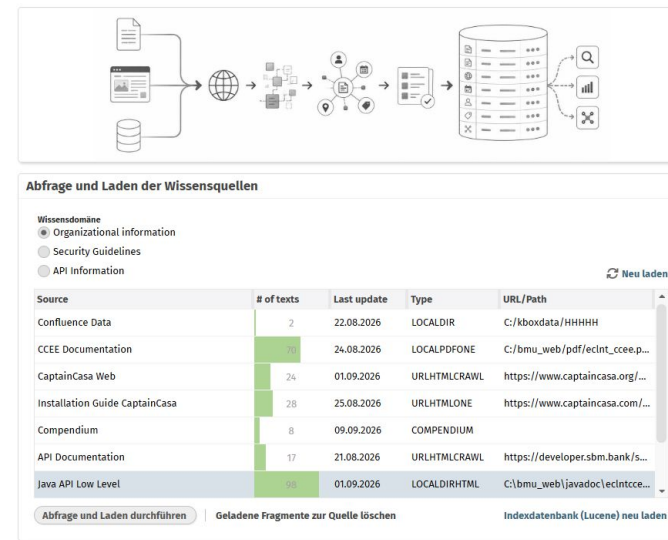
Rapid AI Knowledge is a system that allows your users to access your organization's knowledge via a chat client.



Behind this chat client lies a processing mechanism that systematically transfers your information from existing sources into the AI processing system.

Taker over of your information

First, you define which documents to import into Rapid AI Knowledge as information sources. These can include HTML pages, PDF documents with chapter structures, Markdown files, Word documents, and much more. The documents are either accessible via URL or uploaded directly into Rapid AI Knowledge.



Fragmentation of your information

Rapid AI Knowledge now breaks this information down into small units ("fragments"). Example: a PDF manual is broken down into its individual chapters.

During this process, care is taken to ensure that each resulting fragment has a context that is as clearly recognizable as possible. For example, when breaking the content down into individual chapters, care is taken to include the headings of the parent chapters within the resulting fragment.

The fragments are stored in the Rapid AI Knowledge database.

Enrichment of user requests

When a user asks a question in the chat, Rapid AI Knowledge first selects the fragments that match that question.

It does this using so-called RAG technologies ("Retrieval-Augmented Generation"), which enable information to be located based on context. The result is a list of information units relevant to the user's query.

Metaphorically speaking, the user's query is given a "backpack" containing the fragments that match the question.

The question and the backpack then proceed to the AI LLM processing stage, where they are transformed into a natural language response.

Query call-backs from AI processing

If the AI-LLM processing determines that the provided information is insufficient to give a satisfactory answer, it asks for clarification!

Either "in the background"—by sending an expanded

query to the Rapid AI Knowledge search to look for the missing information.

Or "via the user"—by asking the user, for example, to elaborate on the question.

Extensions

Rapid AI Knowledge also makes its accumulated knowledge available via interfaces: MCP (Model Context Protocol), AG-UI (Agent User Interaction), and REST.

Partner products based on these interfaces deliver this knowledge to your users through other channels:

- **Rapid AI Phone Agent** - Talk to your knowledge base over the phone!
- **Rapid AI Chat Agent** - A "super-lightweight" chat client that fits onto any webpage.

Security

Rapid AI Knowledge runs within your own environment—either on-premise or in your private cloud. The knowledge belongs to you, and no one else!

AI/LLM processing is integrated via an interface. You decide whether to use well-known major products (such as ChatGPT) or opt for local installations (like Ollama). CaptainCasa is happy to assist you in setting up your own LLM processing system.

Within Rapid AI Knowledge, an authorization system ensures that your users see only the knowledge they are permitted to access.

Conclusion

It is fascinating to see the new quality of knowledge delivery that emerges from combining local information management via Rapid AI Knowledge with AI-LLM processing.

Your users are able to instantly find the knowledge they need and receive it presented in a natural language format.