



Eddy AI Deep Dive Why, What and How



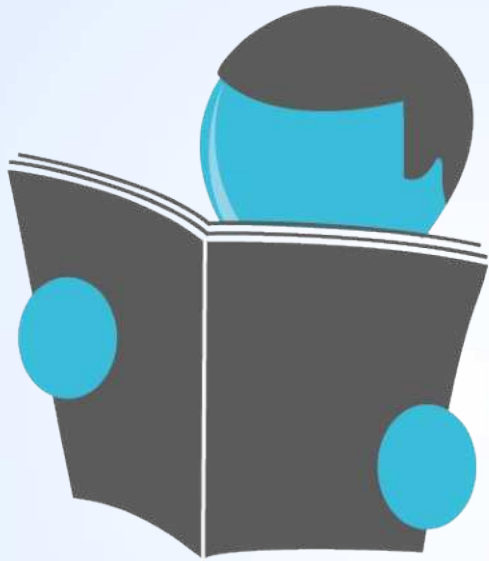
Speaker

Selvaraaju Murugesan

Head of Data Science, Document360
<https://www.linkedin.com/in/selvaraaju>



Overview



Eddy AI Chatbot



AI Writer



AI Glossary Generator



Session

1

Eddy AI Chatbot



AI Assistant who helps to answer your customer's question



Provides accurate answers within few seconds



Scans your entire knowledge base to provide answers

Ask Eddy AI



Intuitive interface to get started quickly



Cites source articles to gain customer trust



Customer feedback on the responses for analytics

Ask Eddy AI



Provide comprehensive answers based on article content



Can understand code related questions and provide code snippet



Can answer question based on table content

Eddy – Knowledge base site



Eddy – Sample question



How does document360 reduce customer support tickets?

Eddy AI generated answer

Document360 reduces customer support tickets by providing a comprehensive knowledge base that allows users to find answers and guidance independently. This centralized repository of information includes structured content like articles, FAQs, and guides, enabling users to easily search for and access information to solve problems or learn more about a product or service 1.

Additionally, Document360 features a 'Get Assistance' option that launches an in-app assistant, allowing users to look up information or raise support tickets directly from the knowledge base widget. This self-service capability helps users resolve their queries without needing to contact support, further decreasing the volume of support tickets 2.

Source articles (2)

- 1 What is Document360?
Getting started • Document360 2.0
- 2 Help
Projects • Document360 2.0

Continue conversation with Eddy AI

AI can make mistakes. Please verify important information.

Eddy – Inline citations



How does document360 reduce customer support tickets?

Eddy AI generated answer

Document360 reduces customer support tickets by providing a comprehensive knowledge base that allows users to find answers and guidance independently. This centralized repository of information includes structured content like articles, FAQs, and guides, enabling users to easily search for and access information to solve problems or learn more about a product or service ¹.

Additionally, Document360 features a 'Get Assistance' option that launches an in-app assistant, allowing users to look up information or raise support tickets directly from the knowledge base widget. This self-service capability helps users resolve their queries without needing to contact support, further decreasing the volume of support tickets ².





Using prompt analytics



Analytics



Intent of the “Ask”



Identify knowledge gaps



Update new knowledge



Refactor content



Language support



Support 18+ languages



Supports US, UK & Aus English



Supports Localization

Ask Eddy AI API



Build your own chatbot



Control over UI



60 requests per minute

<https://docs.document360.com/docs/ask-eddy-ai-api>



Session 2

AI Writer



AI Assistant who assists you during content creation



Helps to boost your productivity and get things done quicker



Contextual recommendation based on content

AI Writer



Intuitive interface to get started quickly



Inside Advanced Editor, it is available all time



All Eddy's recommendations can be regenerated

AI Writer



- ✓ Make longer/shorter
- ✓ Change voice / speech
- ✓ Article outline
- ✓ Split sentence
- ✓ Content to table
- ✓ Improve it





Session

3 —

Ask Eddy : Tag Generator



Suggest article tags



Curate information



Helps readers

Ask Eddy : Related article recommendation



Suggest related articles



Better content engagement



Can be dynamically generated

Ask Eddy : SEO meta description generator



Generates SEO description



100 – 150 characters



Boost search engine ranking

Ask Eddy : Alt text generator



Generates Alt text for images



100 – 150 characters



Enhance accessibility





Session

4 —

AI Glossary Generator



Generate business terms



Review and accept



Saves time



Change Management



Take aways



Role of technical writer is evolving



Adopting AI is becoming norm

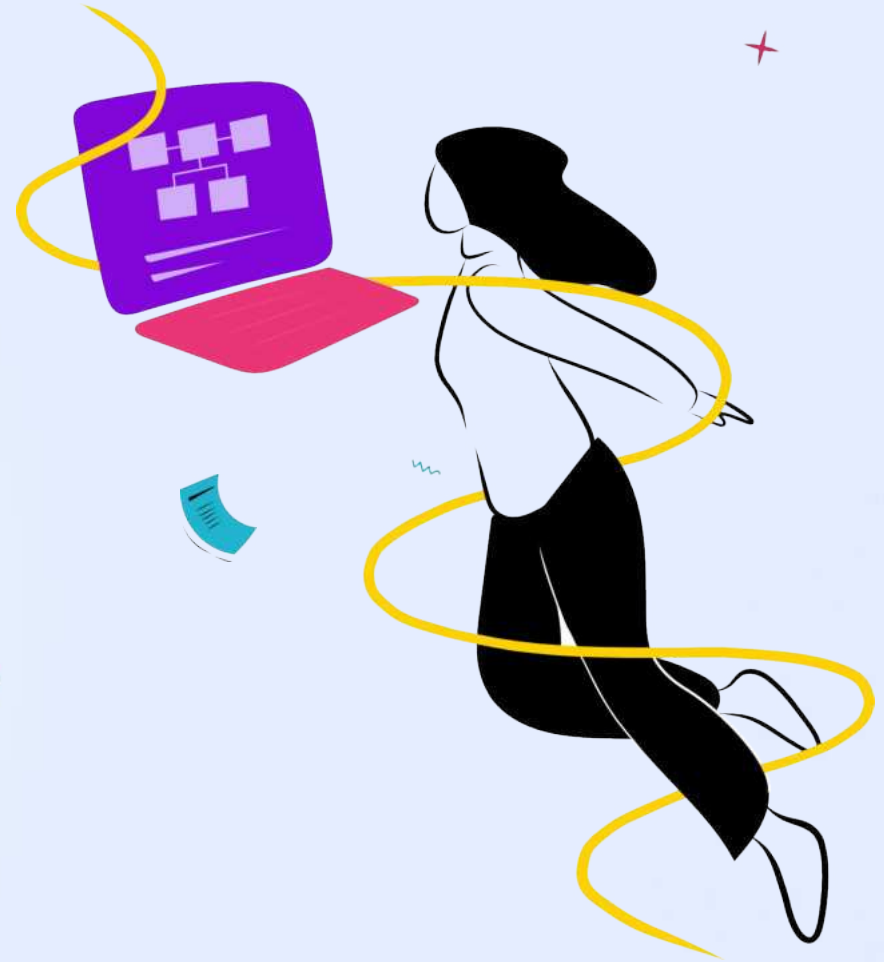


More value from Eddy AI



Use analytics

Thank You!



Questions ?