Accion Connect Platform v1.0

Introduction

Accion Connect is an integrated platform that breaks down information silos across Accion Labs, gives a unified view of people, projects, and knowledge. It connects the dots between all existing enterprise systems like the HRMS, Document Repositories, Website CMS, Billing Platforms and others, providing a more efficient workflow

Core Features & Functionalities

1. Skills and profiles of Accion Engineers across the globe
2. Knowledge Base - Case Studies, White Papers, Presentations, Sales Collateral, Marketing Brochures
3. Integrated Platform with all internal platforms including Unity, Google Docs, SharePoint, Jira and NetSuite
4. Realtime Skill Sync – bidirectional sync of skills from Connect to multiple source systems
5. Cognitive Search to find anything using natural language
6. Events and Galleries – showcase Accion's Innovation and Culture
7. Integration with WhatsApp to access the knowledge repository
8. External Sharing of content – email option to share content
9. Notifications – Push and email notifications, desktop notifications
10. Content Creation - Generate content on the go through admin panel
11. Content Management - Ability to create and edit employee profile, add content and create new content page instantly
12. Dynamic Content Creation - Seamless Interactions allowing one to send queries to the document, create single pagers, summarise the content and compose emails
13. Guest User Access – Ability to share content to external audience like customers, Investors through one time link
14. Event Management – Ability to run an event and track its progress, ability to add approvers with multiple hierarchical levels. Example: Idea Fest
15. Analytics – Measure impact through analytics. Ability to check user logins based on company, geo locations, data of search queries by document type, media type

Some additional pointers

- **Customizable Dashboard Cards**
  Personalize your dashboard with customizable cards to show relevant updates, stats, or quick links.
- **AI Assistant Chat Agent**
  Engage with an AI-powered assistant capable of understanding historical context and providing citations, helping users retrieve relevant information conversationally.

Accion Connect Platform v2.0

Introduction

Accion Connect is an integrated platform that breaks down information silos across Accion Labs and provides a unified view of people, projects, and knowledge. It connects the dots between enterprise systems—HRMS, Document Repositories, Website CMS, Billing Platforms, and more—to streamline discovery, collaboration, and delivery.

What's New: GenAI Capabilities

1) GenAI-based Semantic Search (Content & People)

- **Unified semantic search** across documents, pages, and employee profiles using natural language.
- **Document & people citations** on every answer for instant traceability.
- **In-browser historic chat**: Continue research where you left off with context retention per user/session.
- **Chat with individual documents**: Ask contextual questions within a specific document for deeper insights.
- **Omnichannel access**:
  - **WhatsApp integration** for instant answers on mobile.
  - **Microsoft Teams integration** for seamless access across all Accionites.
- **Adaptive re-ranking** based on relevance, freshness, user role, and prior interactions.

2) GenAI-based Q&A (FAQ-first)

- **Curated FAQs**: Upload and manage frequently asked questions that the agent prioritizes when answering.
- **Natural-language responses** automatically grounded in the FAQ set with citations to source entries.

- **Fallback to semantic search** when a FAQ match is not found, ensuring complete coverage.
- **Auto-suggestions**: Surfaces related FAQs to reduce repeat queries.

3) AI-based Content Generation

- **On-demand drafting**: Generate one-pagers, summaries, emails, and social posts from selected documents.
- **One-pager PDF output**: Export generated one-pagers as ready-to-share PDF documents.
- **Multi-format outputs**: Markdown, HTML, or ready-to-send email drafts.
- **Tone & audience controls**: Choose executive brief, sales pitch, or technical deep-dive.
- **Human-in-the-loop**: Review, edit, and approve generated content before publishing.

Core Features & Functionalities (Updated)

- **People & Skills Graph**: Skills and profiles of Accion engineers across the globe, kept current via realtime sync.
- **Knowledge Base**: Case studies, white papers, presentations, sales collateral, and marketing brochures.
- **Cognitive + Semantic Search**: Find anything using natural language—now enhanced with GenAI reasoning and verifiable citations.
- **Dynamic Content Workbench**: Ask questions of any document, create single pagers (including PDF output), summarize content, and compose emails from within the platform.
- **Realtime Skill Sync**: Bidirectional synchronization of skills from Connect to multiple source systems.
- **Event & Gallery Hub**: Showcase Accion's innovation and culture, run events, and track approvals.
- **Notifications**: Push, email, and desktop notifications for updates and approvals.
- **External Sharing**: Secure one-time links for customers and investors; built-in email share.
- **Content Creation & Management**: Create/edit employee profiles, add content, and publish new pages instantly.

Integrations

- **Enterprise Systems**: Unity, Google Drive/Docs, SharePoint, Jira, NetSuite, Website CMS, HRMS, Billing platforms.
- **Communication Channels**: WhatsApp and Microsoft Teams for conversational search and Q&A.

Analytics & Governance

- **Engagement & Impact Analytics**: Track logins by company and geo, search/query volumes by document and media type, and agent response quality.

- **Citations & Audit Trails**: Every AI answer links to sources (documents or people), enabling compliance and trust.
- **Access Controls**: Role-based permissions ensure information is shared appropriately across internal and guest users.

Guest & Event Management

- **Guest User Access**: Share content via one-time secure links; configurable expiry and scope.
- **Event Management**: Run events (e.g., Idea Fest) with multi-level approvers and progress tracking.

Customizable Experience

- **Dashboard Cards**: Personalize dashboards with cards for updates, stats, quick links, and saved searches.
- **AI Assistant Chat Agent**: Conversational agent with historical context, FAQ-first answers, citations, and the ability to chat with individual documents.

Outcomes

- **Faster discovery**: Teams find the right content and people in seconds.
- **Higher confidence**: Citations and auditability foster trust in AI-assisted answers.
- **Greater productivity**: Auto-drafted content, one-pager PDF outputs, and in-channel access (Teams/WhatsApp) shorten the path from query to action.