

## Automation 360

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# Automation Anywhere Enterprise Knowledge



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Automation Anywhere Enterprise Knowledge is a native RAG (Retrieval-Augmented Generation) service offering that is easy to use in your business with enhanced information retrieval and accurate responses.

**Note:** Generative AI models can produce errors and/or misrepresent the information they generate. It is advisable to verify the accuracy, reliability, and completeness of the content generated by the AI model.

Automation Anywhere Enterprise Knowledge is equipped with a powerful knowledge management system that lets you upload your customized content to the Knowledge Base. Use and leverage the generative AI capability to connect to your own data in the Knowledge Base to get intelligent results that helps power your automations.

## What is RAG (Retrieval-Augmented Generation)?

RAG is designed to enhance the capabilities of language models by combining the two key components of Retrieval and Generation. The model retrieves relevant documents or information from a large data-set, knowledge base, or external source that provides additional context to support the generated response. After retrieving the relevant information, the model uses it to generate a response or text.

By integrating retrieval into the process, RAG-enriched foundational models can provide more accurate and contextually relevant answers, especially when dealing with factual queries or detailed information that is not contained within the model's parameters. This allows models to generate responses based on both learned patterns and real-time, factual content from external sources.

## About Automation Anywhere Enterprise Knowledge

Start using Automation Anywhere Enterprise Knowledge by uploading the content you want to reference, for enhanced response quality and accuracy from generative AI models. This content can include document formats such as: PDF, DOCX, HTML, JSON, CSV, TXT, and more, which can be sourced from popular enterprise applications such as Google Drive, Microsoft SharePoint, Confluence, or publicly accessible internet sites.

After the content is uploaded, Automation Anywhere Enterprise Knowledge automatically provisions a vector store and applies advanced techniques to manage the content and improve the responses from linked generative AI models. Users can choose to have the content refreshed automatically or manage each piece individually, according to their preference.

Start using this capability with the Automation Anywhere Enterprise Knowledge Package, available in the [Automation Anywhere Bot Store](#). This package offers various actions to manage the content and query it, enabling users to build AI Agents that combine grounded, foundational model responses with the power of automation.

**Note:**

You can download the package from here: [AAI Enterprise Knowledge Package](#).

## Who is this capability for?

The Pro Developer is the primary persona who would use this feature to create AI Agents which can drive outcomes by combining the power of generative AI with automations, within an organization. These agents can be customized and configured based on specific business needs, enabling greater efficiency and productivity.

# Availability

Automation Anywhere Enterprise Knowledge is available for use.

**Note:** Reach out to your Customer Service representative or the Account Management Team to get more details.

**Automation Anywhere Enterprise Knowledge On-Premises deployment options**

Contact your Automation Anywhere customer support to install and deploy Automation Anywhere Enterprise Knowledge on-premises by providing at least one week’s advance notice for scheduling your installation.

Parent topic: **AI Agent Studio**

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Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world’s most sophisticated Digital Workforce Platform making work more human by automating business processes and liberating people.



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