

# ATC AI Intranet: EPICs, Features, and Sub-Features

This document reorganizes the Product Requirements Document (PRD) for ATC's AI Intranet into an EPIC-Feature-Sub-Feature hierarchy. EPICs represent high-level strategic goals or major functional areas, with detailed descriptions of scope and objectives. Features are key capabilities within each EPIC, including rationale and high-level requirements. Sub-Features provide granular details on implementations, UI elements, interactions, flows, edge cases, and prototype guidance. This structure facilitates agile development, prioritization, and prototype building (e.g., in Figma or Adobe XD).

The framework is customer-hosted (on-prem, private cloud, hybrid, air-gapped), with one-time customization fees for setup/integration and annual IP licensing for proprietary components (e.g., custom agents, semantic modules). It serves as a single source of truth, unifying frameworks/accelerators, KBs, SaaS products, and EX features (news feeds, channels, org charts, events, collaboration tools) behind a secure firewall.

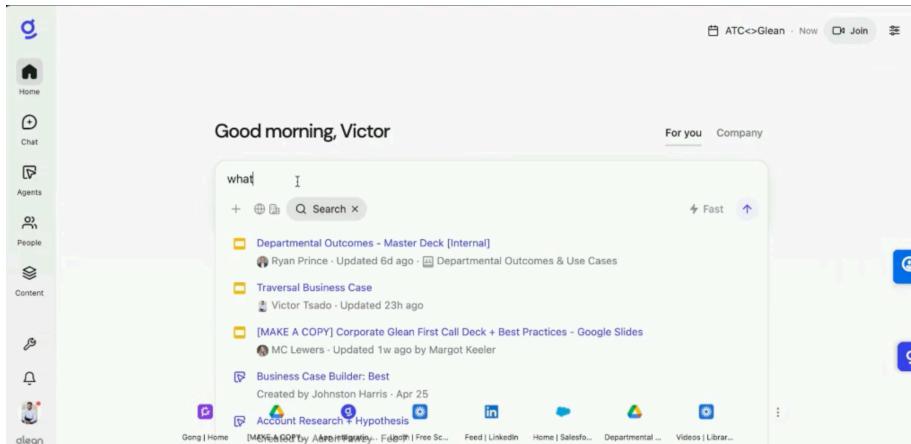
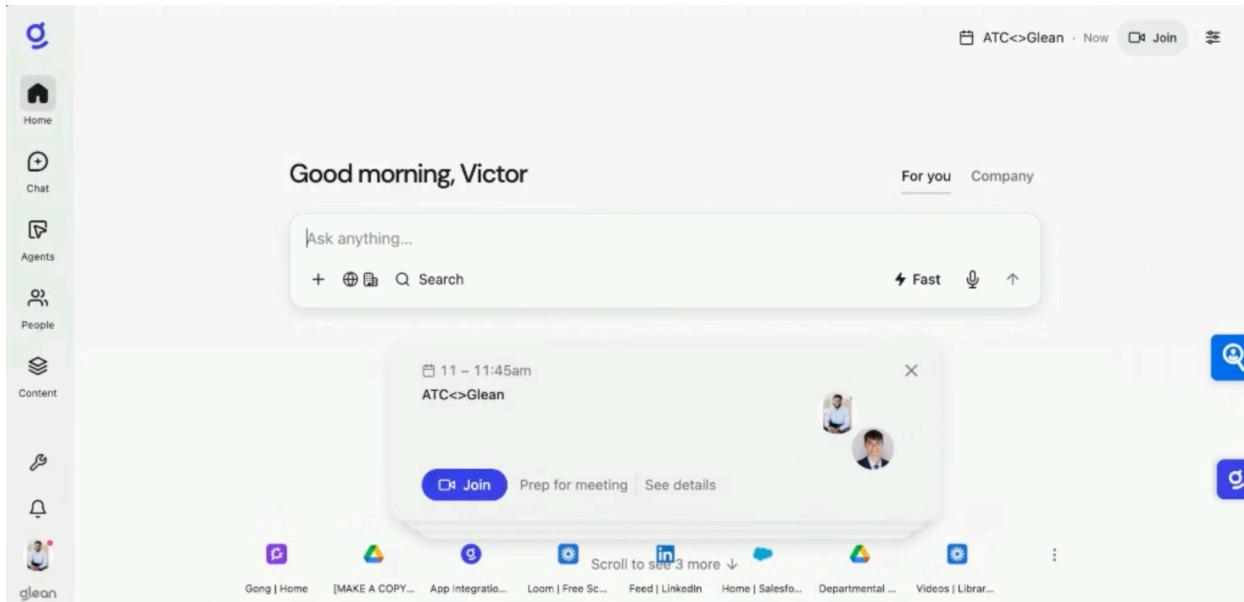
Placeholders for screenshots from the Glean video recording are retained—extract frames to reference UIs, adapting for ATC's secure, modular design (e.g., light theme, high-contrast, role indicators).

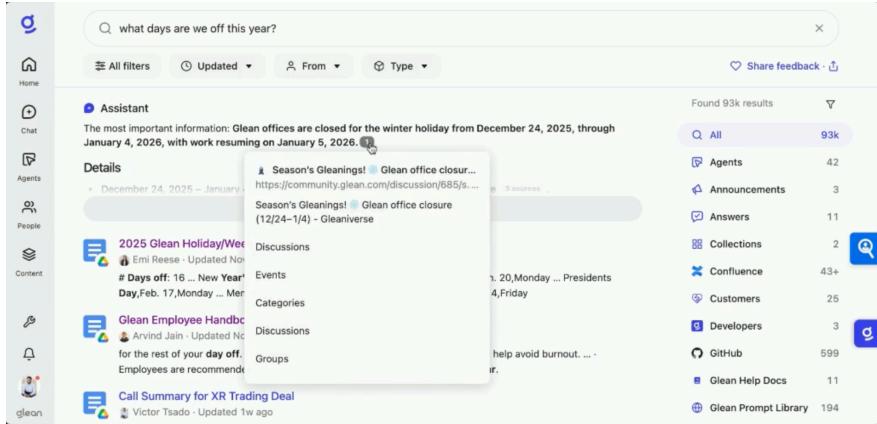
## EPIC 1: Core Search and Discovery

**Description:** Enable fast, scalable, and secure search as the foundation for a single source of truth. Leverage Elasticsearch for indexing to handle large-scale data efficiently, integrating with KBs, frameworks/accelerators, SaaS, and EX for unified access. Objectives: Reduce search time to sub-seconds, support semantic queries, and ensure relevance through vector enhancements. Prioritize real-time indexing for dynamic content like EX feeds.

- **Feature 1.1: Indexed Search Using Elasticsearch**
  - **Sub-Feature 1.1.1:** Real-time and batch indexing of diverse sources (documents, emails, KBs, SaaS APIs, EX feeds/channels/org data); use Elasticsearch distributed architecture for handling billions of docs with low latency.
  - **Sub-Feature 1.1.2:** Semantic enhancements via vector DB integration (e.g., for RAG); support full-text, fuzzy matching, NLP, and wildcard searches.
  - **Sub-Feature 1.1.3:** UI: Persistent top search bar with autocomplete suggestions based on indexed metadata; results displayed as responsive cards with thumbnails, snippets, source icons (e.g., "EX Feed" badge), relevance scores (0-100 via Elasticsearch algorithms), and quick actions (e.g., "Open in Channel").

- **Sub-Feature 1.1.4:** Interactions/Flows: Enter query → Instant results with highlighted matches; refine via advanced filters (source, date, dept from org structure, index type); pagination with infinite scroll; error handling for no results (suggest related queries); click result → Inline preview modal or deep link to source.
- **Sub-Feature 1.1.5:** Admin: Indexing configuration dashboard with schedules, custom mappings for fields (e.g., prioritize EX org hierarchies), monitoring for index health (e.g., shard status, re-index buttons); logs for troubleshooting.
- **Sub-Feature 1.1.6:** Prototype Details: Simulate indexing process (e.g., upload sample data → progress bar → searchable); include edge cases (e.g., partial index failures, query timeouts, handling large files); test on mobile for responsiveness; mock 100-500 demo items across sources.





## EPIC 2: AI-Driven Assistance

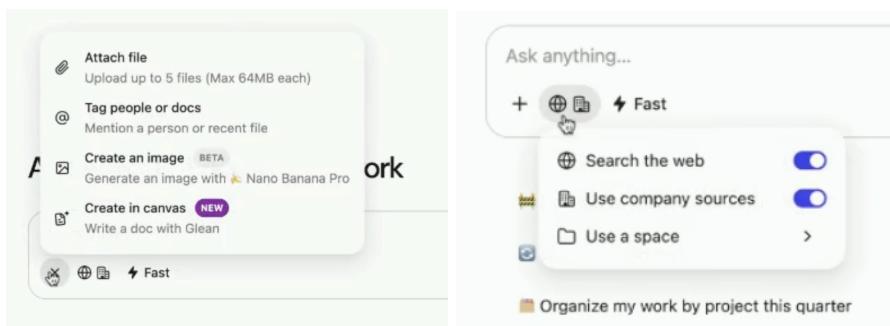
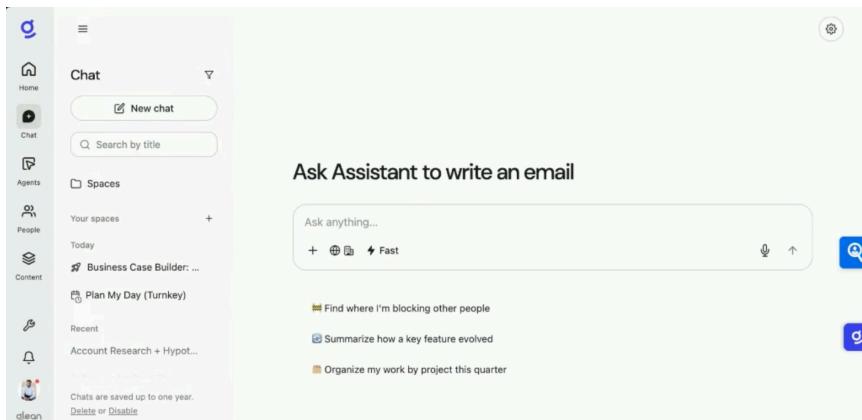
**Description:** Deliver intelligent, personalized AI support for queries and tasks, grounded in indexed data, KBs, and EX. Objectives: Achieve high automation (e.g., 82% resolution), provide contextual insights, and integrate with productivity tools for daily efficiency. Support multi-LLM with custom training to minimize hallucinations.

- **Feature 2.1: AI Assistant**

- **Sub-Feature 2.1.1:** Multi-LLM agnostic support (e.g., GPT, Claude, custom-trained on customer data like 1000+ hours of support history); grounding in indexed search/KBs/EX for accurate responses.
- **Sub-Feature 2.1.2:** Contextual synthesis (e.g., "Summarize latest news feed in my dept"); response styles (factual, balanced, creative) with multi-language NLP (100+ languages).
- **Sub-Feature 2.1.3:** UI: Threaded chat window with user/AI bubbles, input bar (text/voice), side panel for LLM selector, response history, and transparency pane (showing sources/steps/confidence scores).
- **Sub-Feature 2.1.4:** Interactions/Flows: Type query → Generate response with inline citations/links (e.g., to EX channels); follow-up threading; regenerate button for alternatives; escalate to productivity assistant or channels; error handling for low confidence (prompt clarification).
- **Sub-Feature 2.1.5:** Personalization: Leverage org structure/roles for tailored answers (e.g., filter by dept hierarchy); integrate with EX for context (e.g., pull from user's channels).
- **Sub-Feature 2.1.6:** Prototype Details: Mock 5-10 chat scenarios with branching (e.g., low-confidence prompts); simulate loading spinners with step-by-step reasoning; test multi-LLM switches; include edge cases (e.g., ambiguous queries, offline mode).

- **Feature 2.2: Productivity Assistant**

- **Sub-Feature 2.2.1:** Personal AI for curating daily tasks/summaries from indexes, KBs, EX (e.g., prioritize tasks from channels, summarize feeds/org updates).
- **Sub-Feature 2.2.2:** UI: Customizable dashboard widgets (e.g., "Daily Tasks List," "Org News Summary," "Priority Alerts"); chat integration for queries (e.g., "Curate my dash for today").
- **Sub-Feature 2.2.3:** Interactions/Flows: Auto-populate on login with role/org-filtered content; user queries refine dash (e.g., "Add event from calendar"); drag-drop widget customization; notifications for high-priority items.
- **Sub-Feature 2.2.4:** Integration: Pull from agent workflows for task automation; sync with EX calendars/channels for real-time updates.
- **Sub-Feature 2.2.5:** Prototype Details: Mock personalized dashes for different roles (e.g., employee vs. manager); interactive widgets with hovers/clicks; simulate query-based curation; edge cases (e.g., no tasks, overload alerts).



## AI Assistant Output

## AI Assistant Embedded in Search

## EPIC 3: Knowledge Management

**Description:** Provide structured, categorized KBs as a central repository, integrated with search, AI, and EX. **Objectives:** Enable team/dept-specific organization, easy curation, and seamless access as part of the single source of truth.

- **Feature 3.1: Knowledge Base (KB)**
  - **Sub-Feature 3.1.1:** Team/department-level categorization, with Elasticsearch indexing for searchability; support hierarchical structures (e.g., nested folders by org dept).
  - **Sub-Feature 3.1.2:** UI: Expandable tree view for categories; entry editor with rich text, tags, attachments, version history.
  - **Sub-Feature 3.1.3:** Interactions/Flows: Create/edit entries → Auto-categorize by dept/org; search within KB (filtered by category); approve/publish workflows for curation.
  - **Sub-Feature 3.1.4:** Access: Role-based (e.g., edit for dept admins, view-only for others); audit logs for changes.

- **Sub-Feature 3.1.5:** Integration: Auto-pull from frameworks/accelerators/SaaS for population; link to EX channels for discussions.
- **Sub-Feature 3.1.6:** Prototype Details: Mock tree navigation; entry creation form; dept-filtered views; simulate integrations (e.g., import from SaaS).

## EPIC 4: Integration and Customization

**Description:** Create a unified hub connecting frameworks/accelerators, KBs, SaaS, and EX behind a secure firewall. Objectives: Establish a single source of truth for employee use, enabling secure, AI-minded access to all assets.

- **Feature 4.1: Framework/Accelerator Integration**
  - **Sub-Feature 4.1.1:** Hub for client-built frameworks/accelerators/SaaS/KBs, indexed as unified content.
  - **Sub-Feature 4.1.2:** UI: Dashboard with connection cards (status, sync logs); tabbed views for aggregated data.
  - **Sub-Feature 4.1.3:** Interactions/Flows: API-based connections → Auto-index-sync; query across (e.g., "Search accelerator X in KB Y"); conflict resolution tools.
  - **Sub-Feature 4.1.4:** Security: Ensure integrations respect role-based access.
  - **Sub-Feature 4.1.5:** Admin: Monitor integrations, set sync frequencies.
  - **Sub-Feature 4.1.6:** Prototype Details: Mock connections (e.g., SaaS → indexed results); unified query simulations; edge cases (sync failures).
- **Feature 4.2: Employee Experience (EX) Features**
  - **Sub-Feature 4.2.1:** Incorporate news feeds (real-time posts), channels (discussions), org charts (hierarchies), events calendars, collaboration tools (e.g., polls, file sharing).
  - **Sub-Feature 4.2.2:** UI: Timeline for feeds; threaded views for channels; interactive tree/map for org charts; calendar grid with RSVPs.
  - **Sub-Feature 4.2.3:** Interactions/Flows: Post/subscribe to feeds/channels; navigate org chart (click for profiles/contact); create events linked to calendars; integrate with search/assistant (e.g., "Find events in my dept").
  - **Sub-Feature 4.2.4:** Collaboration: Real-time editing in channels; notifications via feeds.
  - **Sub-Feature 4.2.5:** Prototype Details: Interactive feeds (post/reply); org chart zooms/clicks; calendar integrations; role-based visibility.
- **Feature 4.3: Deployment and Integration**
  - **Sub-Feature 4.3.1:** Framework setup wizard with EX/framework syncs; support for on-prem/air-gapped.
  - **Sub-Feature 4.3.2:** UI: Stepper interface for configs (e.g., "Connect EX," "Index Frameworks").
  - **Sub-Feature 4.3.3:** Interactions/Flows: Enter creds → Test connections; POV mode for sample data testing.
  - **Sub-Feature 4.3.4:** Admin: Deployment logs, rollback options.

- **Sub-Feature 4.3.5:** Prototype Details: Full wizard flow; mock sync successes/fails.

## EPIC 5: Security and Access Control

**Description:** Implement robust, granular controls to ensure secure, compliant access.

**Objectives:** Tie permissions to org structures for role/dept-specific views.

- **Feature 5.1: Role-Based Access**
  - **Sub-Feature 5.1.1:** Permissions matrix linked to org hierarchies (e.g., dept-specific KBs/channels).
  - **Sub-Feature 5.1.2:** UI: Editable matrix; visual indicators (locks, badges) on restricted content.
  - **Sub-Feature 5.1.3:** Interactions/Flows: Login → Dynamic filtering of search/assistant/KB/dash; admin assigns via org chart drag-drop.
  - **Sub-Feature 5.1.4:** Audit: Logs for access attempts, with filters.
  - **Sub-Feature 5.1.5:** Prototype Details: Simulate role switches; restricted/blurred views; edge cases (unauthorized access alerts).

## EPIC 6: Workflow Automation

**Description:** Support custom, multi-step agentic processes for efficiency. **Objectives:** Automate repetitive tasks, integrated with all data sources.

- **Feature 6.1: Custom Agentic Workflow**
  - **Sub-Feature 6.1.1:** Builder for agentic flows (e.g., multi-LLM steps grounded in indexes/KBs/EX).
  - **Sub-Feature 6.1.2:** UI: Drag-drop canvas; node properties (sources, conditions); template library.
  - **Sub-Feature 6.1.3:** Interactions/Flows: Define/edit steps; run with inputs; branching logic (e.g., if-condition escalations).
  - **Sub-Feature 6.1.4:** Outputs: Structured (tables, summaries); tie to roles (e.g., dept-specific executions).
  - **Sub-Feature 6.1.5:** Prototype Details: 3-5 editable workflows; real-time execution simulations; error handling (e.g., failed steps).

## Agent Dashboard

The screenshot shows the Glean Agent Dashboard. At the top right is a search bar with placeholder text "Search for anything at Glean Work". Below it is a button "How agents work" and a "+ Create agent" button. On the left is a sidebar with icons for Home, Chat, Agents, People, Content, and a "glean" icon. The main area is titled "Agents" with a "All" tab selected and a "Active" sub-tab. A search bar "Search agents" is present. Below are filters: "View all", "Triggered by", "Creator", "Creator depart...", and "Drafts". A section titled "Featured by Glean" displays three cards: "Horton: Daily Action Item Reminder" (by Michael Avtonomoff), "Glean on Glean: Value Hypothesis + Messaging Agent" (by Max Comolli), and "EnterpriseFlex FAQ Agent" (by Joel McKelvey). Each card includes a profile picture, name, and a "See all" link.

## Agent Creation

The screenshot shows the Glean Agent Creation interface for an "Engineering - Project Onboarding Agent". The top navigation bar includes "Manage", "Preview", and "Share" buttons. The main area is a "Workflow" editor with three steps: 1. "Trigger" (Agent runs manually or on schedule with optional input fields), 2. "Company search" (Search for information about the [Project]. Make atleast 2 search ...), and 3. "Think" (Analyze the previous step. You need to reflect on the output from previous step. Identify additional queries about the project. Modify this step to fine tune information required for the project). A note on the left says "We let AI decide what to search for. Modify to specify data sources and/or specific queries to get targeted results."

## Agent Execution

The screenshot shows the Glean Chat interface for the "Engineering - Project Onboarding Agent". The top navigation bar includes "Schedule agent" and "Share" buttons. The main area shows a conversation with the agent. The agent has performed a "Company search" for "SAP S/4HANA Connector" and is using "Think" to analyze the results. The user has asked "Using Think". The agent is currently searching company knowledge for "SAP OData API integration Glean". The user has also asked "Ask anything...".

# EPIC 7: Dashboards and Analytics

**Description:** Provide role-differentiated views for monitoring and personalization. Objectives: Deliver actionable insights for admins and daily utility for employees.

- **Feature 7.1: Central Dashboard - Admin vs. Employee**
  - **Sub-Feature 7.1.1:** Admin: System metrics (indexing health, usage); Employee: Personalized (feeds, tasks, org summaries).
  - **Sub-Feature 7.1.2:** UI: Customizable widgets/charts; role-based toggle.
  - **Sub-Feature 7.1.3:** Interactions/Flows: Filter by dept/time; drill-downs (e.g., click metric → details); export reports.
  - **Sub-Feature 7.1.4:** Integration: Pull from EX for live data; admin configures employee views.
  - **Sub-Feature 7.1.5:** Prototype Details: Interactive toggles; mock data visualizations; edge cases (low data scenarios).
- [Screenshot Placeholder: Glean Analytics Dashboard – Extract inferred frame (~47:05). Adapt for ATC: Differentiate admin (metrics) vs. employee (feeds/org).]