

Company Knowledge Base – Policies, Products & FAQs

Prepared For:

AI/ML Internship – Retrieval Augmented Generation Project

Description:

This document represents unstructured organizational data commonly used in enterprises, including FAQs, internal policies, and product documentation.

1. Company Overview

ABC Tech Solutions is a mid-sized technology company providing software and AI-based solutions to enterprise clients. The company handles large volumes of internal documents such as HR policies, product manuals, and customer FAQs. Extracting accurate information from these documents manually is time-consuming and inefficient.

2. Product Documentation

2.1 Product Name: SmartAssist AI

SmartAssist AI is an AI-powered chatbot designed for enterprise knowledge management. It helps employees and customers find accurate answers from internal documents.

Key Features:

- Natural language query support
- Document-based information retrieval
- Secure internal data handling
- Context-aware AI responses

Supported File Types:

- PDF
- Text documents
- CSV files

3. Human Resources (HR) Policies

3.1 Working Hours Policy

Employees are expected to work 8 hours per day from Monday to Friday. Flexible working hours may be allowed with manager approval.

3.2 Leave Policy

- Employees are entitled to 20 paid leaves per year.
- Sick leaves require medical documentation for more than two consecutive days.
- Casual leave requests should be submitted at least one day in advance.

3.3 Internship Policy

Interns are evaluated based on project performance, learning ability, and contribution to team goals. Successful interns may receive full-time opportunities based on performance.

4. IT & Security Policies

4.1 Data Security

Employees must not share confidential company data with external parties. All internal documents must be accessed only through authorized systems.

4.2 Device Usage

Company-issued devices should be used strictly for official purposes. Unauthorized software installation is prohibited.

5. Customer Support FAQs

Q1: How can I reset my account password?

Users can reset their password by clicking on the “Forgot Password” option on the login page and following the instructions sent to their registered email.

Q2: What should I do if the system is not responding?

Users should first refresh the application. If the issue persists, they should contact technical support with error details.

Q3: Is customer data stored securely?

Yes, all customer data is encrypted and stored following industry-standard security practices.

6. Common Organizational Challenges

Organizations face challenges such as:

- Difficulty in searching information across multiple documents
- Repetitive customer support queries
- Inconsistent answers provided by different teams
- Time-consuming manual document review

These challenges highlight the need for intelligent retrieval and summarization systems.

7. Use of RAG in Organizations

Retrieval Augmented Generation systems help organizations by:

- Retrieving relevant document sections using vector similarity
- Generating accurate, context-aware responses
- Reducing manual workload
- Improving customer and employee experience

8. Conclusion

This document represents typical unstructured organizational data that can be leveraged by a RAG-based system to provide intelligent question-answering capabilities. Using RAG, organizations can transform static documents into dynamic AI-powered knowledge systems