

# AI Implementation in Qssence

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## Common (Subscription Model + Client Side + Admin Side)

- Customer Support: AI chatbots provide 24/7 support for queries related to accounts, payments, or system use.
- User Behavior Analytics: AI can monitor unusual login or activity to detect fraud or unauthorized access.

## 1. Admin Panel

- User & Role Management: AI can suggest role-based permissions automatically depending on job title or past activity.
- AI analyzes the document content and suggests the most relevant metadata fields (e.g., Title, Department, Compliance Type, Expiry Date).
- AI can scan workflows/documents and suggest if any required compliance metadata or approval step is missing.
- AI can identify if a new document being uploaded already exists in the system (duplicate check).
- When a new version of a document is uploaded, AI can automatically track and link it with the older version.
- Based on document type and sensitivity, AI can suggest which user roles should have access (e.g., confidential HR file only for HR admins).
- AI can monitor abnormal activities (e.g., too many downloads, unusual login) to detect fraud or unauthorized access.
- Workflow Optimization: AI can recommend the best approval routes based on historical data. And also, AI can analyze workflow history and recommend faster approval paths or highlight bottleneck.
- AI analyzes member performance during workflows and suggests whether to assign them tasks in future approvals.

### **AI Assistant for Admin**

- Answer admin queries (e.g., "Show me all documents pending approval").
- Generate quick reports (e.g., "How many QMS workflows were completed this month?").
- Suggest improvements (e.g., "Training workflow is taking 5 days longer than average, consider adding one more reviewer").

## **2. Client Side**

- Metadata Extraction: AI extracts key fields (author, date, department, product batch).
- Intelligent Search: Users can search documents with natural language queries (e.g., 'Show me last month's CAPA reports').
- Document Summarization: AI generates executive summaries of lengthy reports.
- AI automatically identifies where the workflow is delayed and with whom the task is pending.
- Audit Readiness: AI highlights missing or outdated documents before an audit.
- Personalized Learning Paths: AI recommends training courses based on employee role and previous performance.
- Knowledge Gap Analysis: AI identifies employees who need refresher training.

## **3. Subscription Model**

- - Predictive Renewal: AI predicts which customers may cancel subscription and suggests retention offers.
- Fraud Detection – If a subscription is being misused (such as one account being accessed through multiple illegal logins), AI will flag it