



Building AiKA at Spotify

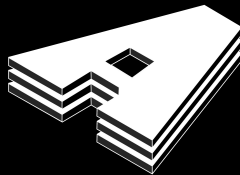
Leveraging Internal Knowledge



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Engineers consistently cite
**difficulty finding information and
poor or missing documentation** as
major barriers to productivity



Knowledge Fragmentation

Internal Docs

+10K sites



Code Repositories

+22K repos



Communication

+150 channels



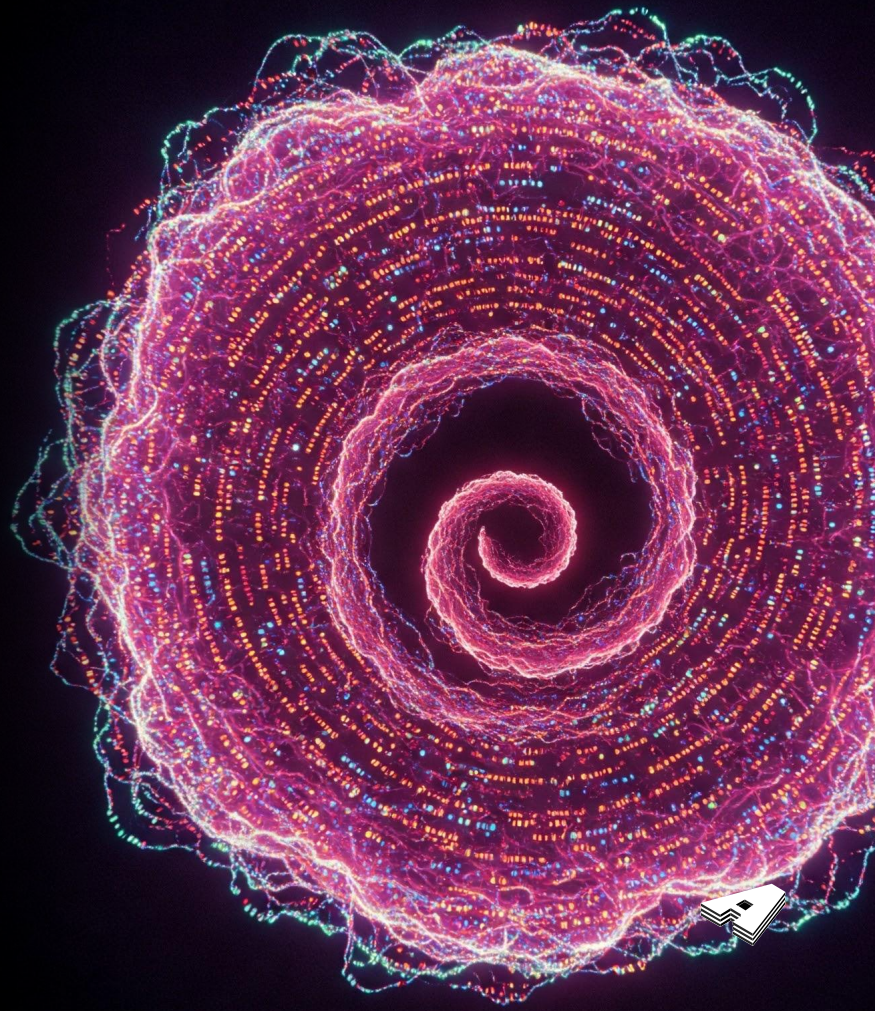
& more





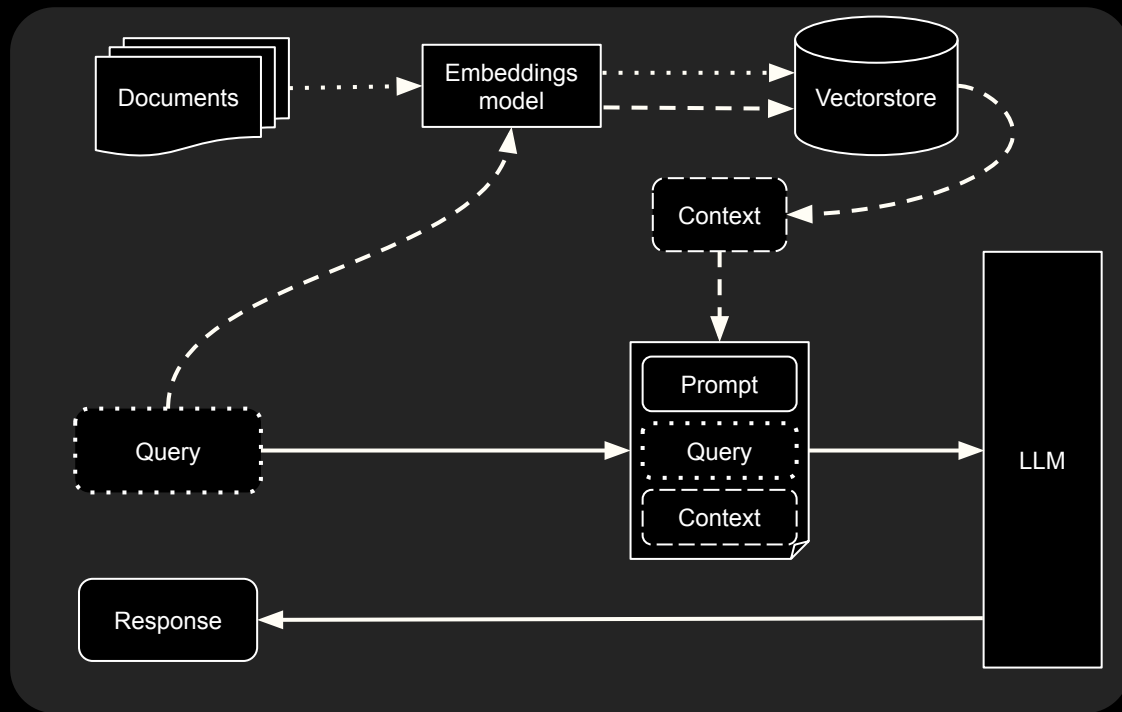
Large Language Models

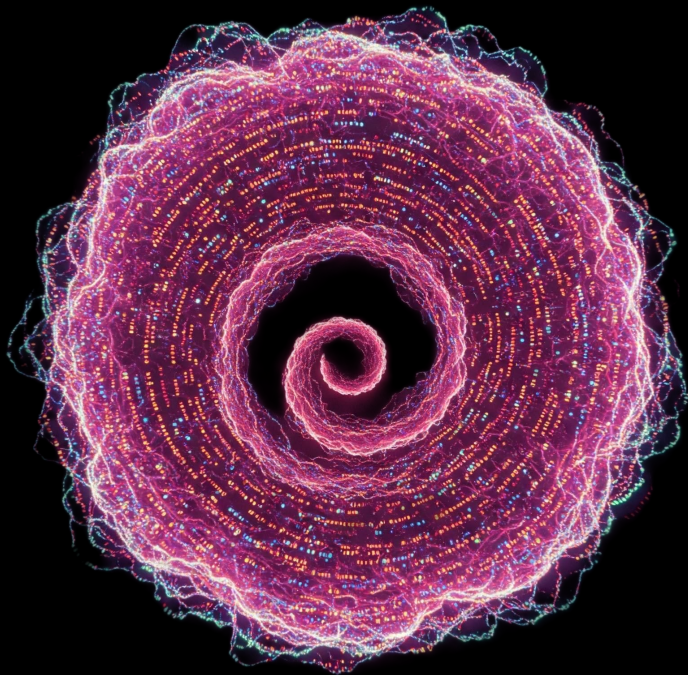
Building AiKA at Spotify



Retrieval Augmented Generation

Hard problem meets
new solution





Trust from Transparency

Knowledge Feedback Loop

Flexibility

Extensibility

Ubiquity





Hello, I'm AiKA



Let me know what I can help you with?

Hello AiKA! Tell me about yourself



Hello! I am AiKA, an AI assistant designed to help Spotify employees. My primary goal is to provide information and support on a variety of topics, with a focus on clarity and accuracy. I can explain complex concepts, offer definitions, and provide step-by-step instructions. I am also able to use LaTeX to represent mathematical equations.

I am here to assist you with your queries and improve your workflow. How can I help you today?



Same platform powering different experiences

```
~ curl -XPOST \  
-H "spotify-service-identity: $TOKEN" \  
-H "Content-Type: application/json" \  
"$AIKA_URL/v1/chat/complete" \  
--data \  
{  
  "message"  
  {  
    "rol"  
    "cor"  }  
}
```

```
client = AikaClient()  
response = client.complete_chat(  
    ChatCompletionRequest.from_user_prompt(  
        )  
    )  
)
```



majdsalman 2 minutes ago

Hello **AiKA**! Tell us about yourself



AiKA APP Just now

@majdsalman Sure! I'm **AiKA** (Artificial Intelligence Knowledge Assistant), Spotify's internal AI assistant. I help employees by answering questions, managing knowledge, and providing relevant information quickly [1][2].

Footnotes:

[1]: **AiKA**: AI Knowledge Assistance

[2]: Capabilities - Overview



What is MMA?

EDIT COPY



MMA (Manage Monitoring and Alerting) is a tool used at Spotify to define Grafana Dashboards declaratively within your repository. It simplifies the creation and management of monitoring dashboards and alerts, ensuring changes can be tracked effectively. MMA is a Golden Technology for backend components and is integrated into the Tingle pipeline for previewing changes before merging¹²³⁴.

1. [MMA Context ↗](#)
2. [MMA for Web Projects ↗](#)
3. [Working with MMA ↗](#)
4. [Decision to Use MMA ↗](#)

Which team owns the feature that allows users to choose an image for their playlist cover art?

EDIT COPY



The "change cover image" button flow, which allows users to upload a custom image for their playlist cover directly, is owned by the **#mariners** team¹. They are responsible for the entry point in the native app and the related functionality for updating playlist covers.

1. [Slack Discussion on Ownership ↗](#)

What is yield in python?

EDIT COPY

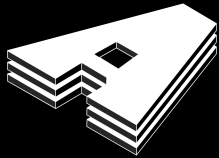


In Python, `yield` is used in a function to create a generator. It pauses the function's execution and returns a value, resuming from where it left off when iterated over. This is useful for memory-efficient iteration.

Example:

```
def count_up_to(n):  
    count = 1  
    while count <= n:  
        yield count # Pause and return th  
        count += 1  
  
# Using the generator  
for number in count_up_to(5):  
    print(number)
```





1000+

employees use AiKA **daily**

25%

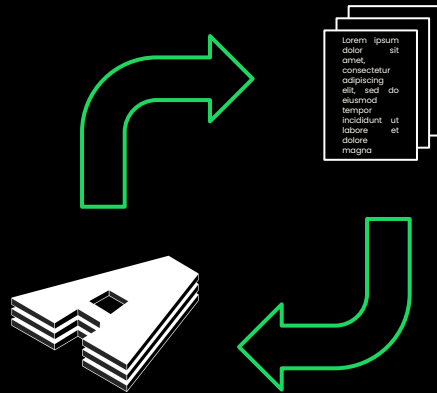
of all employees use AiKA **weekly**

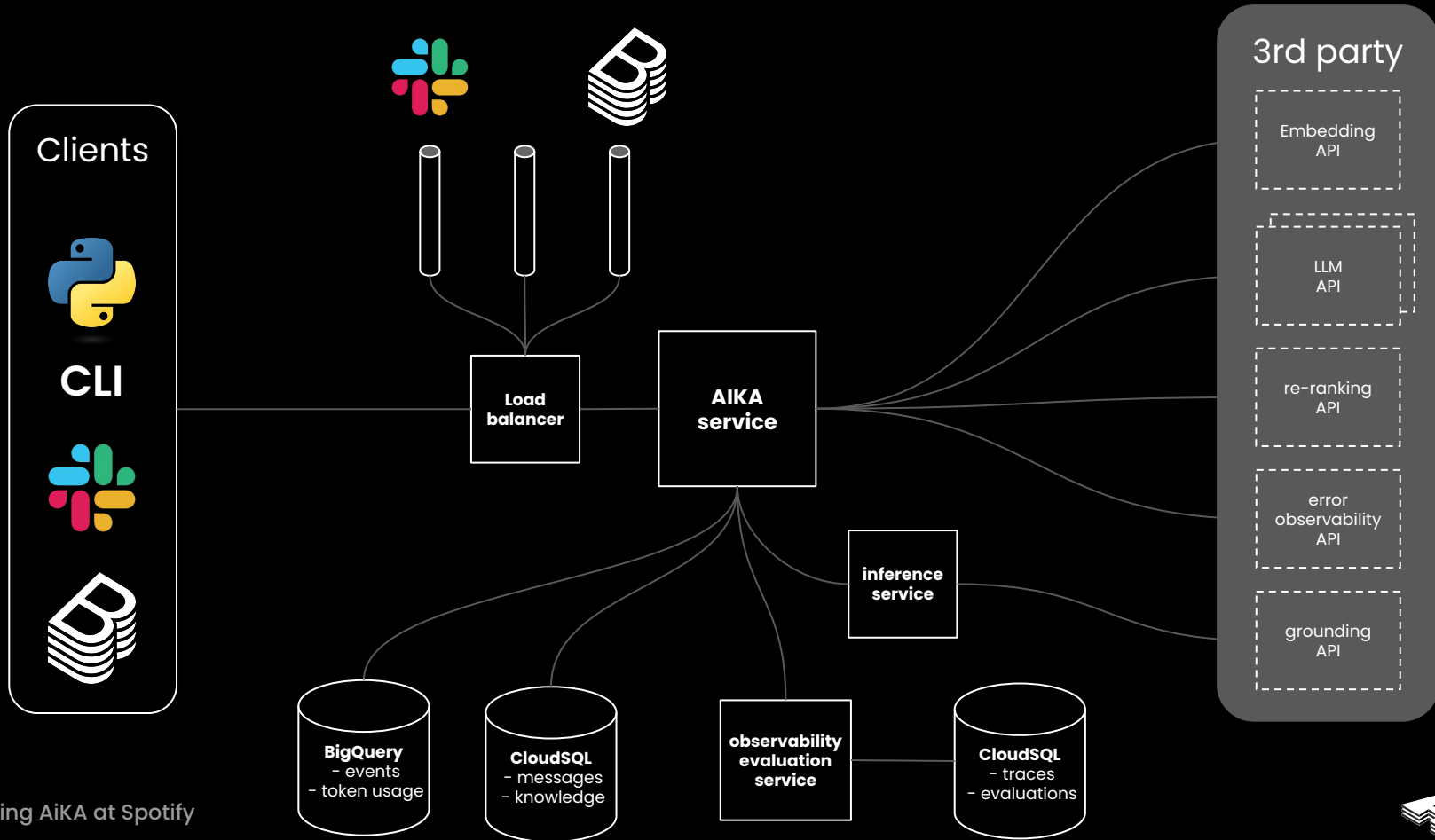
70%

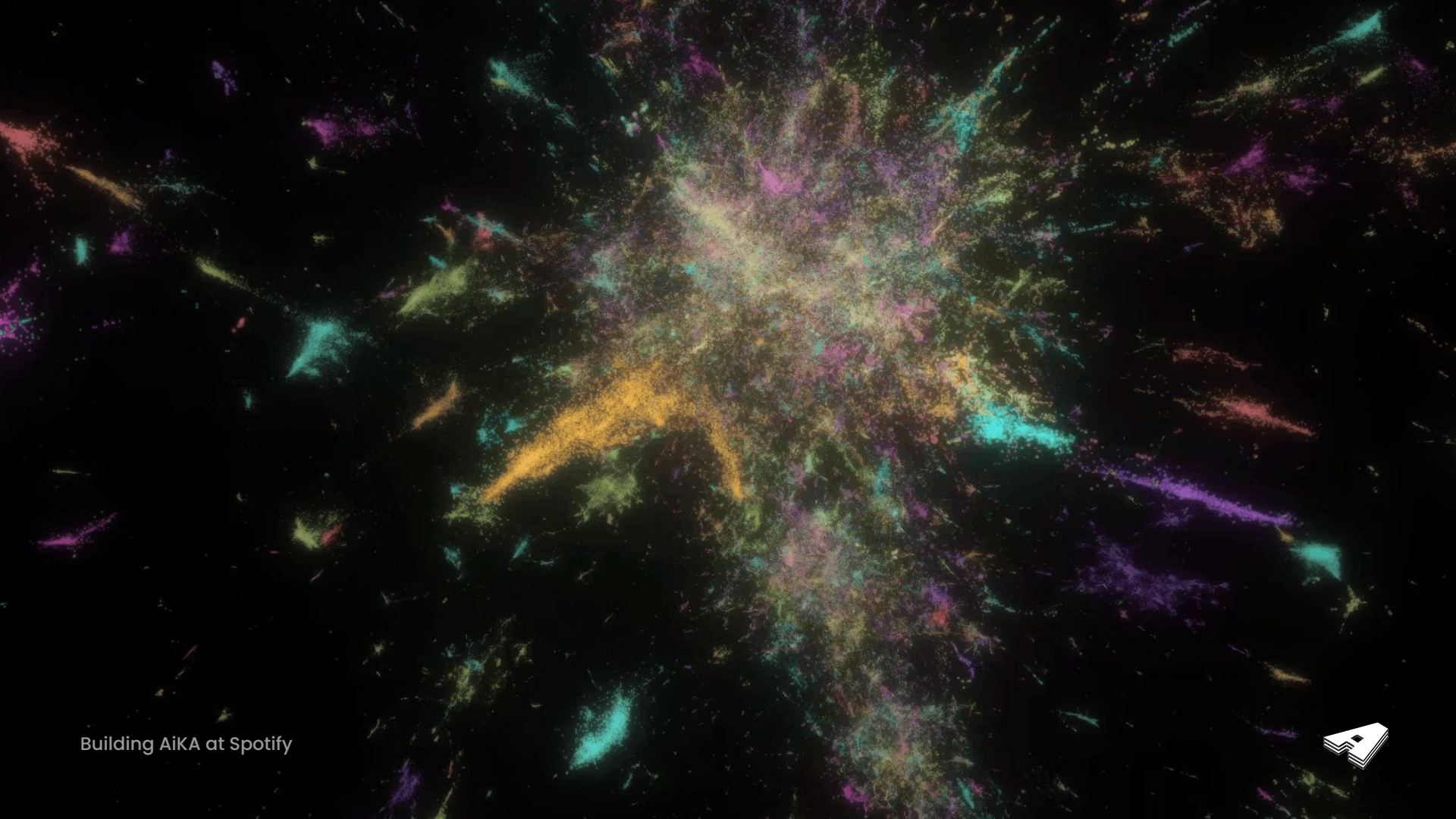
of all employees have used it
at least once



As a knock-on effect, AiKA incentivises improvements to internal documentation







Building AiKA at Spotify



Building AiKA at Spotify



AiKA + Knowledge filters = Custom assistant



AiKA Goalie Bot

Automated  Slack support



AiKA Goalie Bot APP Just now

A new query has been raised in [aika-goalie-bot-in-action](#):



@majdsalman How do I add my team's documents in **AiKA**?

 View

1 reply



AiKA Goalie Bot APP Just now

To add your team's documents to **AiKA**, you can follow these steps:
[See more](#)

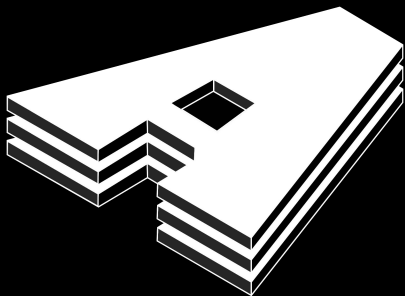
confidence: 0.52



Accept

Reject





+100 support channels installed

30% of internal support questions
answered through the support bot



Learnings & Challenges

- Vector search is coarse
- More context is not that much better
- Every data source/format needs special consideration
- Hallucination vs bad data?



From Knowledge Assistant to Agent

✓ Now

**Semantic search with
multiple knowledge
sources**

→ Next

**Enhanced reasoning for
complex questions,
dynamic retrieval source
selection**

🔮 Future

**Agentic capabilities with
tool integrations**





We're releasing AiKA as part of Backstage Portal Cloud



Tack!

Thank you!



Majd Salman



Jofre Mateu Matesanz

