

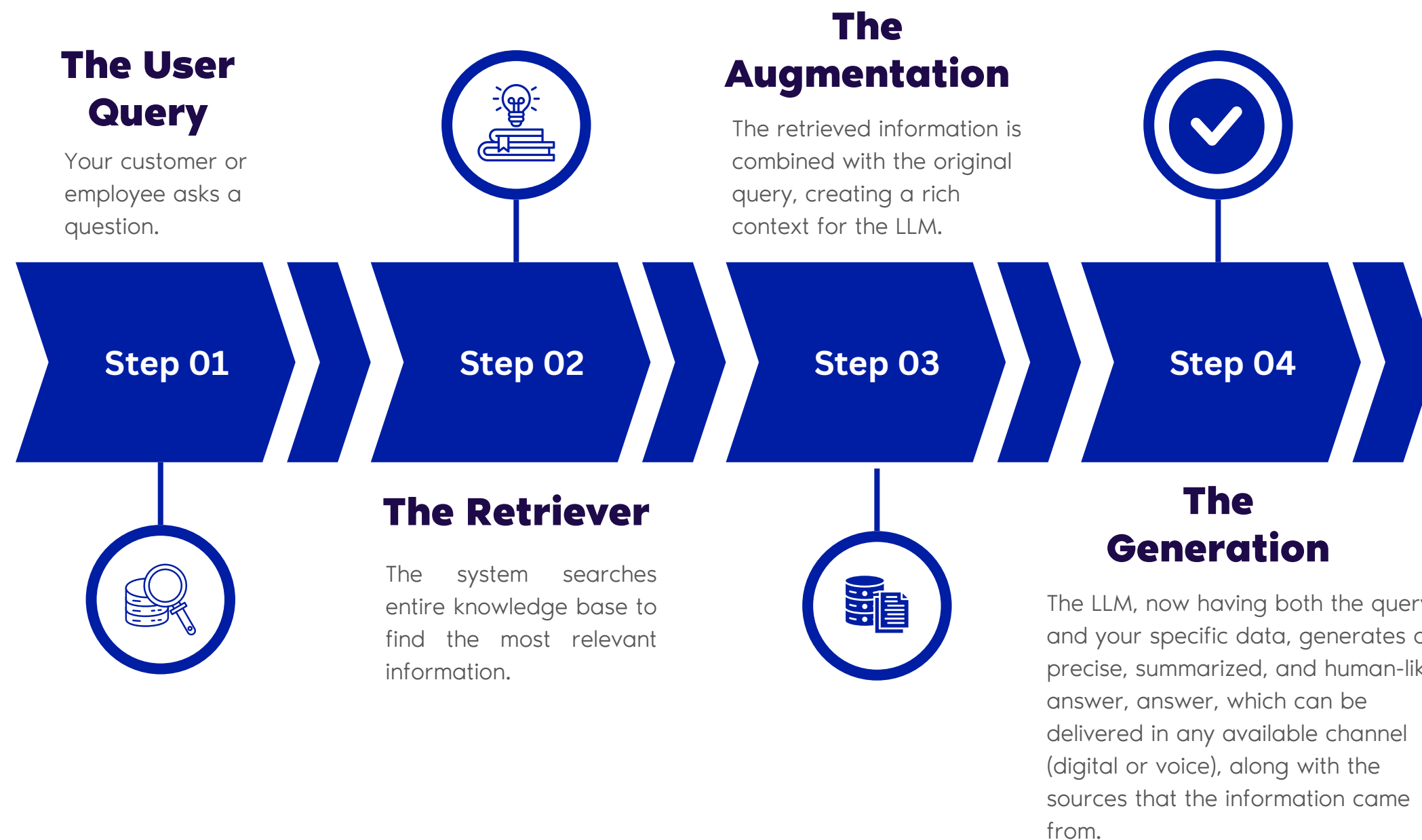


Reliable answers grounded in your data

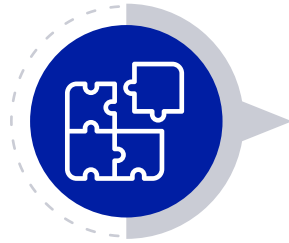
# Accurate, referenced answers grounded in your data

RAG (Retrieval-Augmented Generation) is a method that revolutionizes how you interact with your data. It combines Large Language Models (LLMs) with an organization's own knowledge base (documents, databases, websites etc.).

## How RAG works



# The Building Blocks of a RAG system

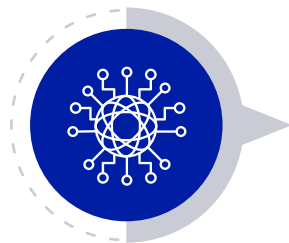
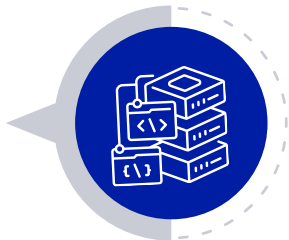


## Retriever

Locates the most relevant knowledge from databases, documents, or repositories.

## Vector database / index

Stores and organizes content optimized for semantic search and fast retrieval, as well as the ability to constantly update any of the documents/sources consisting the knowledge base.

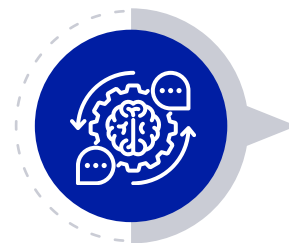


## Orchestration layer

Connects all components, applies governance policies, and manages the flow of data end-to-end.

## Connectors

Pre-built and API-driven links to enterprise systems and Jaggle apps.



## Large Language Model (LLM)

Generates natural-language answers enriched with the retrieved context.



# Where to Use

## Customer support & service

Provide accurate, referenced answers from FAQs, manuals, and product documentation, either directly to the customer or to the support representatives.

## Employee enablement & knowledge management

Provide staff instant access to HR, IT, and operations knowledge.

## E-commerce

Power product Q&A, recommendations, and post-sales support with real catalog data.

## Manufacturing & field operations

Deliver step-by-step troubleshooting, safety checks, or SOPs to technicians in real time.



## Healthcare & insurance

Retrieve and explain regulations, guidelines, with full traceability.

## Finance, legal & compliance

Summarize reports, support audits and case law reviews, and answer regulatory queries with references.

## Education & training

Provide consistent, cited learning material on demand.

## Public sector & government

Enable citizens or staff to access policies, regulations, and procedures quickly and accurately.

# Business Benefits



01

## Trust & Accuracy

Grounded in your own data to eliminate hallucinations and provide verifiable, referenced answers.

02

## Reduce Training & Average Handling Time

Support agents are ready with minimum training and the support staff will handle customer calls rapidly and efficiently.

03

## Instant Relevance

Delivers context-aware responses that understand your unique terminology and domain

04

## Always Up-to-Date

Continuously connected to the latest versions of your knowledge base

05

## Scalable & Efficient

Handles massive data sets and delivers instant answers, freeing up your teams.

06

## Seamless Integration

Integrates into your existing workflows and is accessible through any channel (text or speech) your customers or employees prefer.

07

## Accelerated Deployment

Launch in days, not months, with our low-code platform.

08

## Full Compliance

Stay compliant with built-in governance and role-based access controls.

# About Us



In ICT solutions since 1989

A leader in the contact center market since 2004 and a provider of Low-code, AI-powered software solutions

## Our Values

Excellence



Innovation



Integrity



Collaboration



Customer Focus



## Clientele

22 countries      378 systems  
38K licenses







Ask for a demo: [sales@comsyscx.com](mailto:sales@comsyscx.com)

[www.jaggle.eu](http://www.jaggle.eu)

