



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:

- **Step 01 – The User Query:** Your customer or employee asks a question.
- **Step 02 – The Retriever:** The system searches entire knowledge base to find the most relevant information.
- **Step 03 – The Augmentation:** The retrieved information is combined with the original query, creating a rich context for the LLM.
- **Step 04- The Generation:** The retrieved information is combined with the original query, creating a rich context for the LLM.

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.
- **Healthcare & insurance:** Retrieve and explain regulations, guidelines, with full traceability.
- **Employee enablement & knowledge management:** Provide staff instant access to HR, IT, and operations knowledge.
- **Finance, legal & compliance:** Summarize reports, support audits and case law reviews, and answer regulatory queries with references.
- **E-commerce:** Power product Q&A, recommendations, and post-sales support with real catalog data.
- **Education & training:** Provide consistent, cited learning material on demand.
- **Manufacturing & field operations:** Deliver step-by-step troubleshooting, safety checks, or SOPs to technicians in real time.
- **Public sector & government:** Enable citizens or staff to access policies, regulations, and procedures quickly and accurately.



Business Benefits

Trust & Accuracy: Grounded in your own data to eliminate hallucinations and provide verifiable, referenced answers.

Reduce Training & Average Handling Time: Support agents are ready with minimum training, and the support staff will handle customer calls rapidly and efficiently.

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

Always Up-to-Date: Continuously connected to the latest versions of your knowledge base

Scalable & Efficient: Handles massive data sets and delivers instant answers, freeing up your teams.

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

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

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

About Comsys

Comsys is a technology solutions provider with more than 35 years of experience in enterprise software and contact centre solutions. Since 1989, the company has delivered solutions across 22 countries, helping companies in sectors including telecommunications, financial services, energy, and retail.

With Jaggle.eu, its AI-powered low-code application generation platform, and the broader CX expertise acquired, Comsys supports organisations modernising legacy environments, integrating with enterprise ecosystems, and delivering secure applications with 24/7 post-implementation support.

Indicative client list

