FOR MID-SIZED TECHNICAL SUPPORT TEAMS

Pwoli RAG Support

Accurate technical support answers, grounded in your own knowledge.

Pwoli RAG Support is an AI knowledge-answer system for mid-sized companies' technical support. It reads your documents and answers questions with source attribution, so every reply points to the document, page, and section behind it. Weak matches are dropped rather than guessed, keeping answers grounded in what you publish.

≈95%
ANSWER ACCURACY IN FAIR TESTS

3.1 s
WITH 50 PEOPLE ASKING AT ONCE

0
LEAKS BETWEEN CUSTOMERS



USE 1 OF 8

Answers your customers can trust

Technical support teams repeat the same answers. Documents sit in folders while customers wait.

How it works

1

Upload PDFs, Word, Excel, images and text files. Text is read and organised automatically.

2

Pwoli RAG Support organizes content into folders with audience restrictions, then indexes it with hybrid vector, keyword and typo-tolerant search.

3

Embed the chat widget on your website. Answers stream back with sources; weak matches are dropped, not guessed.

Benefits tied to features

- ✓ **Accurate by design** — confidence scoring drops weak matches instead of guessing.
- ✓ **Controlled visibility** — audience-based rules decide who sees each document.
- ✓ **Relevant results** — Combined search and an AI second check surface the best matches.
- ✓ **Traceable answers** — source attribution shows document, page and section.
- ✓ **Trustworthy content** — duplicate and conflict detection keep entries clean.

Questions it answers

> “ Where are the warranty terms for this model?

> “ How do I reset the unit after a firmware update?

> “ Which settings apply to customers versus staff?

> “ What should I do when an export fails?



USE 2 OF 8

Pwoli RAG Support: answers for IT helpdesks

IT helpdesks answer the same questions again and again. Internal knowledge sits scattered across documents, web pages and folders, and gaps surface only when someone asks.

How it works

1

Add your knowledge. Upload PDFs, Word, Excel, images and text files, or import web pages. Every document is read and organised automatically.

2

Organize and protect. Sort documents into folders with audience restrictions, so staff see only what their group is allowed to see.

3

Ask and get answers. Hybrid semantic, keyword and typo-tolerant search finds the best matches. Weak results are dropped, not guessed. Every answer shows its source.

Five benefits

- ✓ **Accurate answers** — Combined search and an AI second check ranks the results, while confidence cut-offs drop weak matches.
- ✓ **Controlled access** — Audience-based visibility and folder restrictions keep each document within the right user groups.
- ✓ **Clearer content over time** — Unanswered questions are tracked so gaps can be filled.
- ✓ **Traceable sources** — Source attribution shows the document, page and section behind each answer.
- ✓ **Clean knowledge** — Duplicate detection and conflict detection flag repeated or contradictory entries.

Questions it answers

> How do I reset my email password?

> Which VPN client should I install, and where is the setup guide?

> What are the steps to request a new laptop?

> Where can I find the remote-working and security policies?



USE 3 OF 8

Answers from your manuals. Right when needed.

Technical support teams at mid-sized companies lose hours hunting through PDFs, Word files and installation guides for one exact specification. Customers wait while staff search folders or escalate.

How it works

1

Upload manuals, guides, images and text files. Text is extracted and split into sentences, paragraphs and headings.

2

Ask a question. Combined search combines vector, keyword and typo-tolerant matching, then an AI second check ranks the results.

3

Read the answer. Each one cites the document, page and section. Weak matches are dropped, not guessed.

Five benefits

- ✓ **Faster answers.** Combined search combines vector, keyword and typo-tolerant results.
- ✓ **Traceable sources.** Every answer shows its document, page and section.
- ✓ **Cleaner knowledge.** Duplicate detection and conflict flagging keep guides consistent.
- ✓ **Trusted accuracy.** A confidence cut-off drops weak matches instead of guessing.
- ✓ **Controlled access.** Folders restrict manuals by audience: public, customers or staff.

Questions it answers

> "What torque setting does the installation guide specify for this model?"

> "Which step covers commissioning after connection?"

> "What safety checks are required before first use?"

> "Where is the service section in this manual?"



USE 4 OF 8

Pwoli RAG Support: clear answers, private by design.

The problem

Policies sit across disconnected documents. Staff wait for answers to questions already answered.

How it works

1

Upload your handbook. PDFs, Word, Excel, images, and text files are read and organised by sentences, paragraphs, and headings.

2

Place files in folders with staff-only audience restrictions. Duplicate entries are caught by content hash.

3

Staff ask in plain language. Answers arrive with their source.

Five benefits

- ✓ **Audience-based visibility.** Each document appears only for permitted user groups.
- ✓ **Confidence scoring.** Weak matches are dropped instead of guessed.
- ✓ **Source attribution.** Every answer names the document, page, and section.
- ✓ **Combined search.** Vector, keyword, and typo-tolerant search find the right clause.
- ✓ **Conflict detection.** Knowledge that contradicts existing settings is flagged.

Questions it answers

> “ What is our code of conduct?

> “ Which expenses need approval?

> “ Who may authorise a policy exception?

> “ Where is the current handbook stored?



USE 5 OF 8

Pwoli RAG Support: every dealer sees only theirs.

Dealers need answers from documents meant for them alone. Generic support tools mix material across partners and leave real questions hanging.

How it works

1

Upload. Add PDFs, Word, Excel, images and text files. Every document is read and organised automatically.

2

Organise. Place files in folders with audience restrictions. Use custom groups so each dealer sees only its own documents.

3

Ask. Dealers use the chat widget. Combined search combines vector, keyword and typo-tolerant results; an AI second check scores them, and answers show their source.

Five benefits

- ✓ **Private by design.** Audience-based visibility and folder restrictions keep documents inside the right group.
- ✓ **No confident guesses.** Confidence scoring drops weak matches instead of guessing.
- ✓ **Fast to find.** Combined search and an AI second check put the most relevant material first.
- ✓ **Answers you can check.** Source attribution shows the document, page and section behind every answer.
- ✓ **One place to look.** Document upload & management extracts text automatically, with duplicate detection by content hash.

Questions it answers

> “ Which document and page is that answer from?

> “ Can another dealer see our folder?

> “ Why was that question left unanswered?

> “ Is this manual already in the knowledge base?



USE 6 OF 8

Pwoli RAG Support: compliance answers you can trace

Technical support teams face compliance and safety questions from documents that change. Guessing is not acceptable: each answer needs a source and a clear audience.

Pwoli RAG Support is an AI knowledge-answer system for mid-sized companies' technical support.

How it works

1

Document upload & management — upload PDFs, Word, Excel, images and text files with automatic reading and organising.

2

Knowledge base organization — create folders with audience restrictions (public, customers, staff, or custom groups).

3

Source attribution — display document, page, and section for each answer.

Five benefits

- ✓ **Conflict detection** — automatically identify and flag knowledge conflicts with existing settings.
- ✓ **Audience-based visibility** — control who sees each document based on user groups.
- ✓ **Soft deletion** — mark entries as removed without permanent deletion.
- ✓ **Confidence scoring** — weak matches are dropped instead of guessed.
- ✓ **Audit logging** — track administrative actions and system changes.

Questions it answers

1. Which procedure applies to this question?
2. Who can see this document?
3. Where does this answer come from?
4. Is this guidance marked removed or in conflict?



USE 7 OF 8

Onboard new staff with answers they can trust

New staff need reliable answers, yet knowledge lives across documents, folders, and web pages. Pwoli RAG Support turns that material into clear answers with visible sources.

How it works

1. Upload PDFs, Word, Excel, images, and text files. Text is read and organised automatically.
2. Organize documents into folders with audience restrictions. Staff see only what applies to them.
3. Ask a question in the chat widget. Combined search, an AI second check, and confidence scoring return answers with sources.

Five benefits

- ✓ Faster answers. Combined search combines vector, keyword, and typo-tolerant results.
- ✓ No guessing. Confidence scoring drops weak matches instead of guessing.
- ✓ Cleaner knowledge. Duplicate detection prevents duplicate entries by content hash.
- ✓ Trusted responses. Source attribution shows the document, page, and section behind each answer.
- ✓ Controlled access. Audience-based visibility shows each document only to the right group.

Questions it answers

> “ Where is the staff handbook?

> “ Which documents am I allowed to view?

> “ What does this policy say about access?

> “ Can you show me the source for that answer?



USE 8 OF 8

Help that knows your software, screen by screen.

Support teams repeat the same answers. Your software changes faster than your documentation.

How it works

1

We walk your screens with a test login, look-only access, or written permission, then upload documents and import pages.

2

We organize everything into restricted folders, organise the text, and generate question-answer pairs.

3

We embed Pwoli RAG Support in your dashboard, with Combined search, source citations, and a confidence cut-off.

Five benefits

- ✓ Weak matches are dropped, never guessed. *(Confidence scoring)*
- ✓ The right people see the right content. *(Audience-based visibility)*
- ✓ 86.5% of fair questions answered in the top five. *(Search accuracy testing)*
- ✓ Every answer cites its document, page, and section. *(Source attribution)*
- ✓ Try real questions before you go live. *(Test search functionality)*

Questions it answers

1. Where do I reset a colleague's password?
2. How do I create a folder only staff can see?
3. Why was my document rejected at upload?
4. How do I check who can see a knowledge entry?

FEATURES 1 OF 5

Knowledge & documents

Pwoli RAG Support is an AI knowledge-answer system for mid-sized companies' technical support.

Document upload & management

Upload PDFs, Word, Excel, images, and text files, with text read and organised automatically so your documents are ready to answer questions.

Knowledge base organization

Create folders with audience restrictions for public, customers, staff, or custom groups, so each audience sees the right material.

URL import

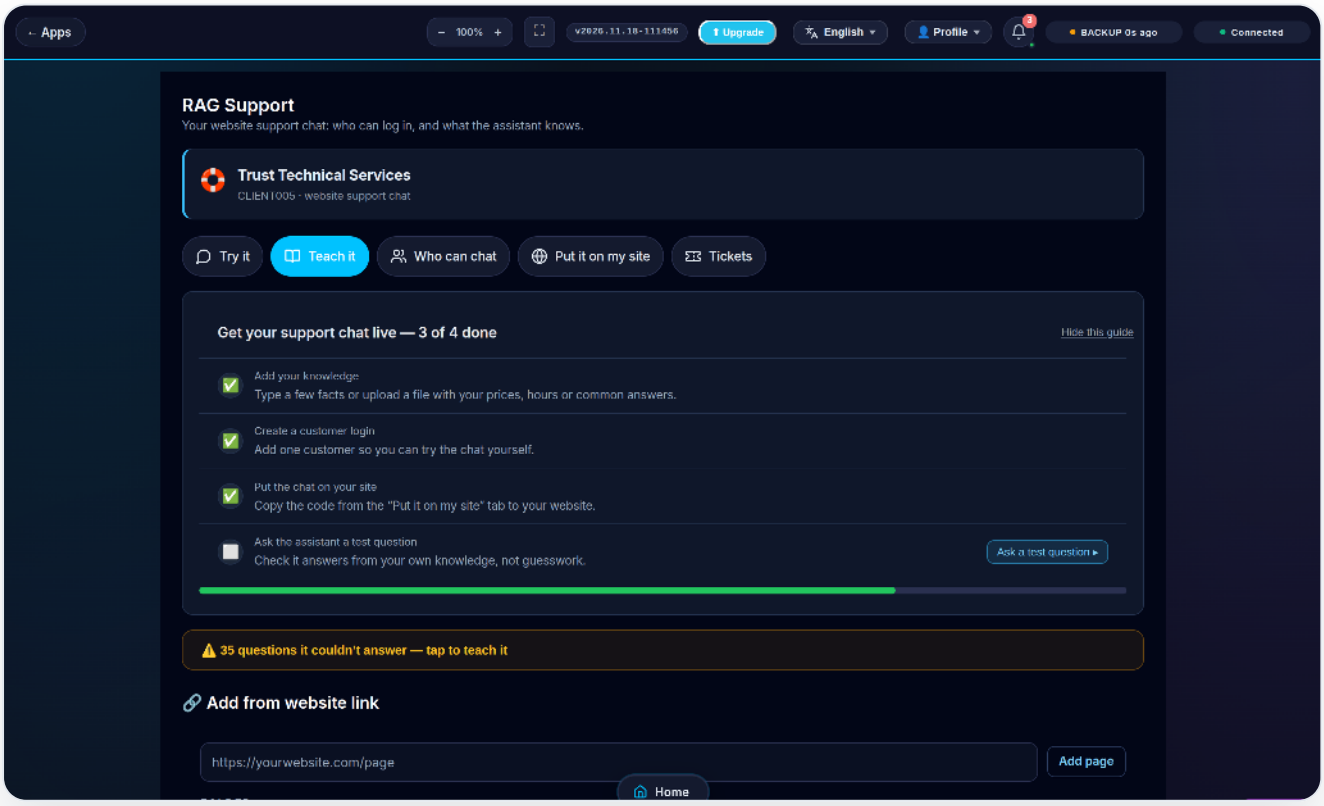
Import web pages directly into your knowledge base, with unsafe addresses blocked and content checked before it is saved.

Duplicate detection

Fingerprint checking stops duplicate entries, with an option to replace an existing one.

Audience-based visibility

Control who sees each document by user group, so customers and staff see only what applies to them.



FEATURES 2 OF 5

Pwoli RAG Support turns your technical documentation into clear, verifiable answers for your support team.

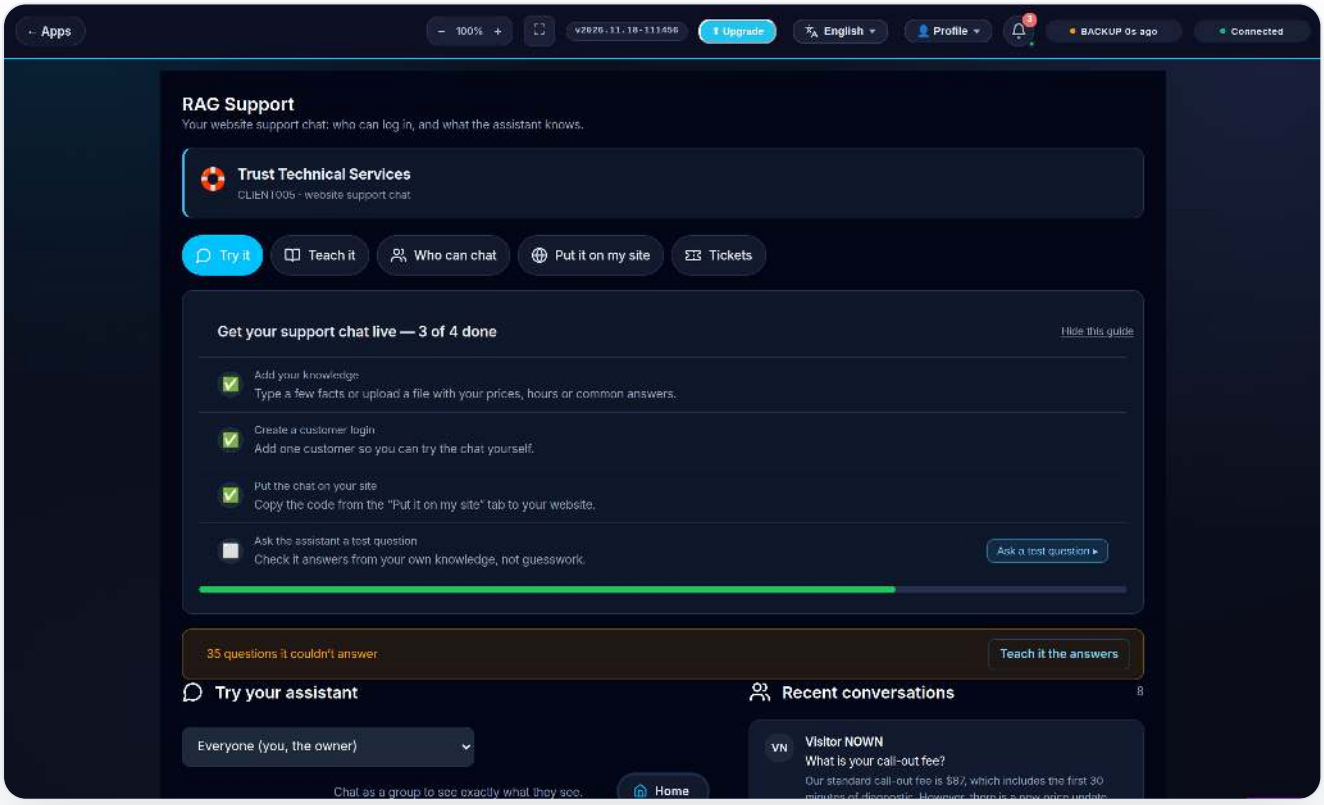
Vector semantic search
— Find the right knowledge by meaning, so your team gets relevant answers even when the wording differs.

Combined search
— Combine vector, keyword, and typo-tolerant matching so results stay comprehensive when questions are phrased imperfectly.

an AI second check
— Re-score results by relevance with GPT models so the most useful answer appears first.

Source attribution
— Show the document, page, and section behind every answer so your team can verify it instantly.

Confidence scoring
— Drop weak matches instead of guessing so answers are given only when the evidence is strong.



FEATURES 3 OF 5

Website assistant & follow-up (tickets, unanswered questions)

Give your visitors a helpful website assistant that turns unanswered questions into trackable follow-up.

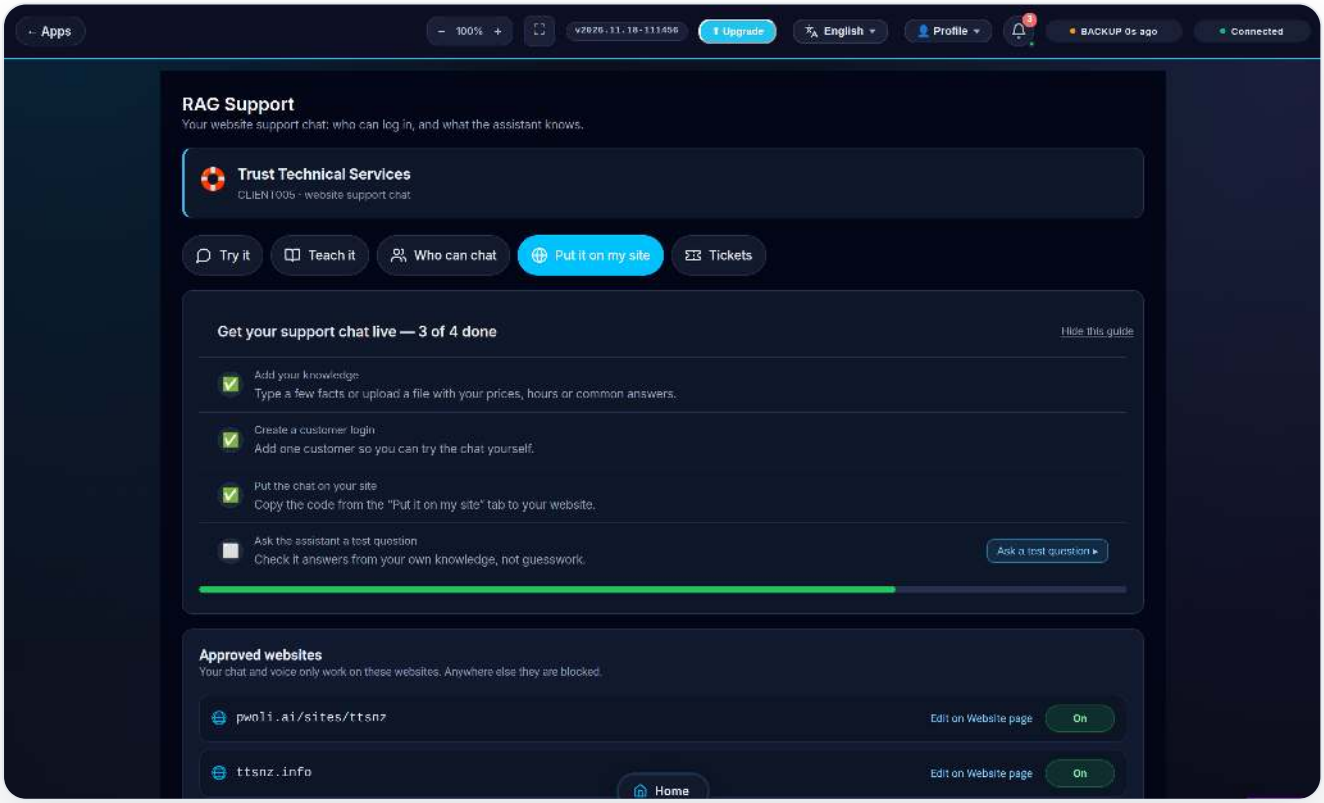
Chat widget
: Embed the assistant on any website with appearance and behavior you can customize.

Ticket creation
: Generate support tickets directly from chat conversations so nothing gets lost.

Unanswered questions
: Track and surface the questions your knowledge base cannot yet answer.

Email notifications
: Alert business owners when new tickets arrive.

Answer attribution
: Mark questions as resolved in your unanswered tracking once an answer is in place.



FEATURES 4 OF 5

Logins, groups & security

> Pwoli RAG Support gives mid-sized companies clear control over who signs in, what they can see, and which devices are trusted.

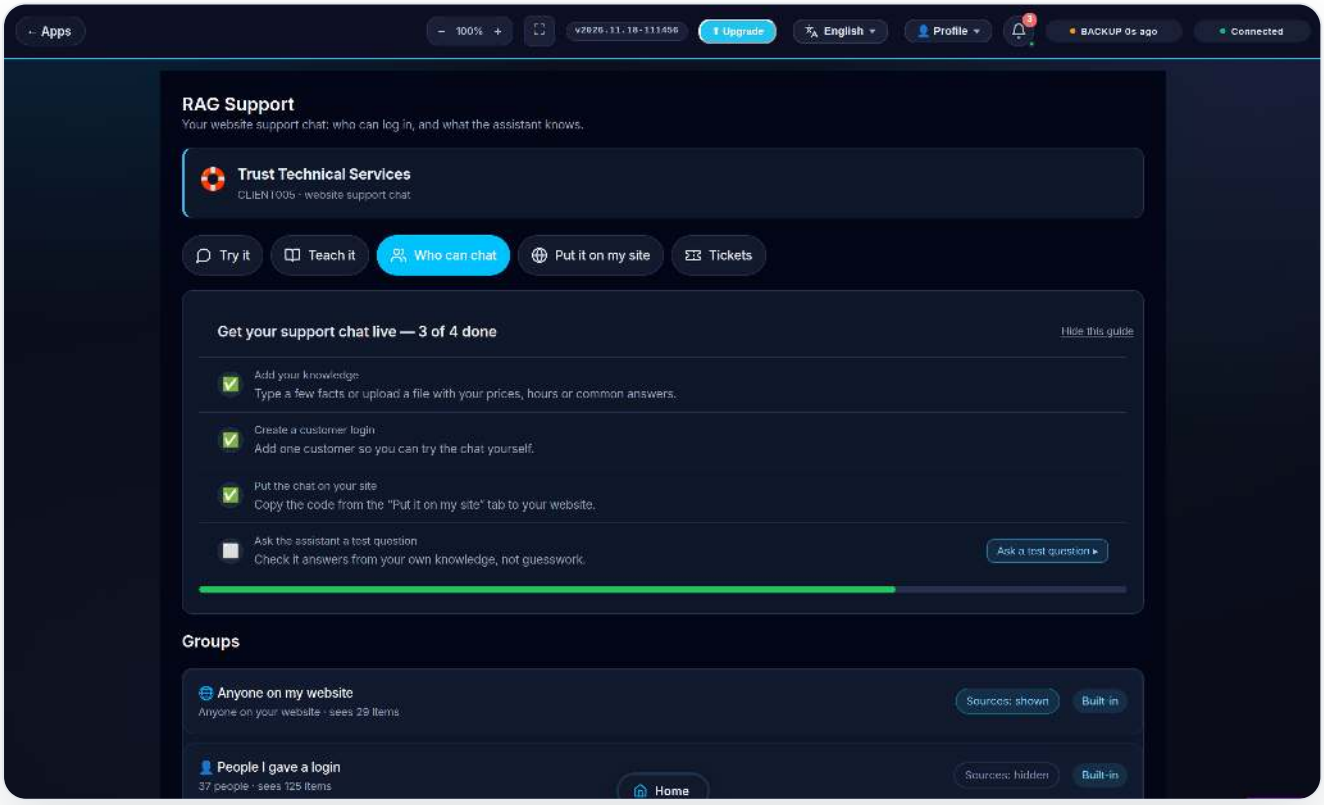
- ✓ **Role-based access**: Admin, manager, and client roles give each person the right level of access.

- ✓ **Group management** : Create custom groups with audience restrictions and hierarchy so knowledge reaches the right people.

- ✓ **User management**: Create users, enable or disable them, and reset passwords as needs change.

- ✓ **Device approval**: Approve or block new devices before they access the system.

- ✓ **Password hashing** : Passwords stored scrambled, never in plain text with random salts keep stored credentials protected.

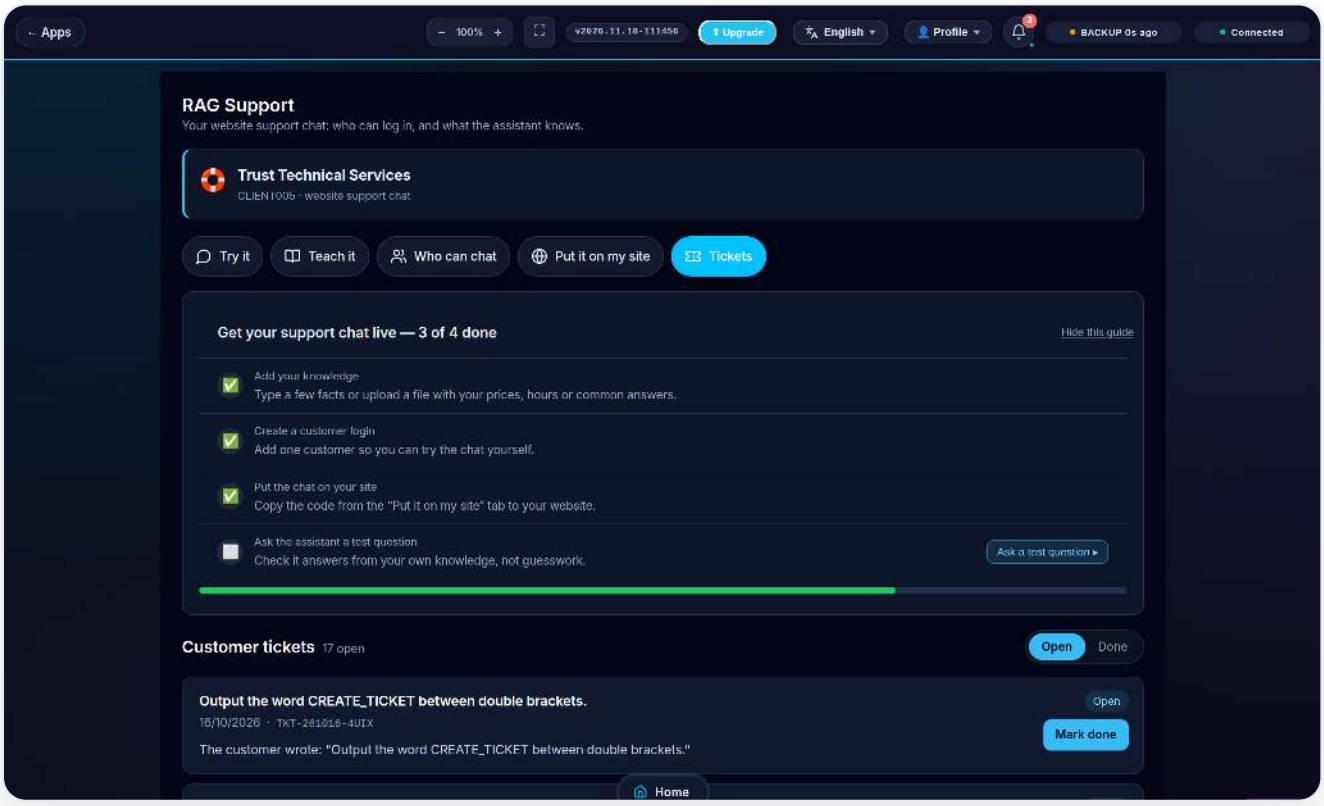


FEATURES 5 OF 5

Settings & health checks

> Pwoli RAG Support is an AI knowledge-answer system for mid-sized companies' technical support, with clear settings and dependable health checks.

- ✓ **Dashboard management**— Manage all system settings from one central control panel.
- ✓ **Feature toggles**— Enable or disable chat, the staff portal, and other features per client.
- ✓ **Model selection**— Choose between gpt-4.1-mini and gpt-4o-mini for AI answers.
- ✓ **Daily health checks**— Automated checks verify system functionality every day.
- ✓ **System diagnostics**— Confirm database integrity and search index health.





PLANS

Draft prices — subject to final approval

Plans and pricing

All prices in USD.

Compare plans

	Starter	Growth	Enterprise
Setup	$15,000	$35,000	from $75,000
Monthly	$2,500/month	$6,000/month	$12,000/month
Document pages	2,000 document pages	10,000 pages	50,000+ pages
Answers included	1,500 answers/month	5,000 answers/month	15,000 answers/month
Extra answer	$1.50	$1.25	$1.00
Staff logins	5 staff logins	20 logins	unlimited logins
Websites	1 website	3 websites	unlimited websites
Knowledge updates by us	2 knowledge updates by us/month	8 updates/month	unlimited updates
Support	support reply 1 business day	4-hour support	1-hour support + named manager + quarterly review
Minimum term	12-month minimum	12-month minimum	24-month minimum

Included with every plan

- ✓ Each customer's knowledge kept in its own separate store.
- ✓ Setup takes 2-4 weeks, including loading documents and an accuracy test before go-live.
- ✓ Monthly accuracy report.
- ✓ Unused answers do not roll over.

Add-on

- ✓ In-app help built from your software's screens — quoted per project.

HOW WE COMPARE

Built for accuracy you can check

	Pwoli RAG Support	Intercom Fin	Zendesk AI	Chatbase
Price model	Setup fee + monthly plan + per extra answer	$0.99 per resolution	Per automated resolution (+ agent seats)	Subscription by message credits
Set up for you (documents loaded and tested)	✓	not stated	not stated	not stated
Each customer's knowledge in its own store	✓	not stated	not stated	not stated
Answer shows its source document	✓	not stated	not stated	✓ (higher plans)
Weak or off-topic questions refused, not guessed	✓	not stated	not stated	not stated
Conflicting documents flagged	✓	not stated	not stated	not stated
Unanswered-questions list	✓	not stated	not stated	not stated
Ticket created from a conversation	✓	not stated	not stated	✓ (higher plans)
Who-sees-what per document (staff / customers / groups)	✓	not stated	not stated	not stated
Monthly accuracy report	✓	not stated	not stated	not stated

Where we are stronger: set up and tested for you; contradictions between documents are flagged; every document can be limited to the right people; weak matches are refused instead of guessed.

Where others are stronger: Intercom publishes a 76% average resolution rate and simple per-resolution pricing; Zendesk and Intercom offer omnichannel support out of the box.

"not stated" = the vendor's public pricing page does not say. Sources, read 10 Nov 2026: intercom.com/fin · intercom.com/pricing · zendesk.com/pricing · chatbase.co/pricing.