

AI KNOWLEDGE & EMPLOYEE PRODUCTIVITY

# 500 Employees Asking Each Other Questions That a System Should Answer

Every department had its own documents, wikis, and tribal knowledge — and employees Slacked a colleague every time they needed an answer. KeyDelta built an AI assistant that gave everyone instant access to HR policies, product specs, sales playbooks, and live business intelligence.

<b>-68%</b> INTERNAL TICKETS	<b>&lt;8 sec</b> AVG ANSWER TIME	<b>84%</b> FIRST-ASK RESOLUTION	<b>6</b> DEPARTMENTS SERVED	<b>4.4x</b> ROI IN 6 MONTHS
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## THE SITUATION

A mid-market cloud services provider with 500+ employees had a knowledge problem disguised as a people problem. Every department — HR, engineering, product, sales, marketing, finance — had its own documents, wikis, and tribal knowledge. When employees needed answers, they Slacked a colleague, filed an internal ticket, or just guessed. The result: constant interruptions, inconsistent answers, and a growing internal support burden that pulled senior people away from high-value work.

- HR fielding 200+ repetitive policy questions per month — PTO, benefits, expense policies, onboarding steps
- Sales reps couldn't find current product specs or competitive positioning without asking product managers
- New hires took weeks to become self-sufficient — tribal knowledge lived in people's heads, not systems
- Marketing and sales using outdated collateral because the latest versions were buried in shared drives
- Finance and ops leaders navigating Power BI dashboards to answer questions that should take 10 seconds

## THE APPROACH

KeyDelta built a conversational AI assistant that connected to the company's entire content ecosystem and gave every employee a single place to ask anything:

- 1 Content Ingestion & Knowledge Graph**  
Indexed content repositories across HR, product, sales, marketing, engineering, and finance. Built a unified knowledge index that understood relationships between documents, policies, products, and processes.
- 2 Copilot Studio + Power BI Integration**  
Deployed on Microsoft Copilot Studio for natural language chat with deep Microsoft 365 integration. Connected Power BI for real-time business intelligence queries — revenue, service metrics, and operational KPIs accessible through plain English questions.
- 3 AWS Lambda Backend Intelligence**  
Complex queries requiring Python-based ML inference and multi-source synthesis routed to AWS Lambda — leveraging the company's existing AWS infrastructure and ML libraries not available in Azure Functions. Serverless architecture meant costs scaled with usage, no headcount.
- 4 Department-Specific Tuning & Rollout**  
Tuned response accuracy per department. HR got policy-specific citation and compliance guardrails. Sales got competitive intel with freshness dates. Finance got BI answers with drill-down links. Each department validated before launch.

## THE RESULTS — 6 MONTHS

<b>INTERNAL TICKETS</b> 850/mo → 270/mo 68% reduction in internal asks	<b>ANSWER TIME</b> Hours/Days → <8 sec From waiting on people to instant	<b>FIRST-ASK ACCURACY</b> N/A → 84% Resolved without follow-up	<b>EMPLOYEE NPS</b> 32 → 61 Staff love instant, accurate answers	<b>CUSTOMER CSAT</b> 4.0 → 4.4 / 5 Faster staff answers = faster customer answers	<b>COST AVOIDANCE</b> \$0 → \$420K/yr 3.5 FTEs redirected to high-value work
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## WHY IT WORKED — THE KEYDELTA VOOC S LENS

<b>V VISION</b> Any employee, any question, answered in seconds — no more Slack-a-colleague culture.	<b>O OUTCOMES</b> Internal ticket volume, answer accuracy, and department time savings measured weekly. The agent had to earn adoption with quality, not mandates.	<b>O OWNERSHIP</b> Each department owned their knowledge source accuracy. IT owned the platform. Nobody owned 'everything' — clear lanes, clear accountability.	<b>C CADENCE</b> Weekly accuracy reviews + monthly content freshness audits. Stale answers flagged automatically — no more outdated policies in circulation.	<b>S SCALE</b> New departments and content sources added without re-architecture. The agent grew from 3 departments at launch to 6 in four months — same platform, same team.
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“We had 500 people constantly interrupting each other for answers that already existed somewhere in our systems. The AI assistant didn't replace anyone — it freed everyone. Employee NPS jumped 29 points. New hires onboarded in 8 days instead of three weeks. We avoided \$420K in headcount by redirecting people from answering repetitive questions to actual high-value work. Our customers noticed too — response times dropped because our people had answers at their fingertips.”

— KEYDELTA ADVISORY