



# GO RAG: Revolution of Public Services

Enhancing Digital Customer Service &  
Research Capabilities



# Digital Human Customer Service

## Challenges in Traditional Customer Service / Chatbot

- ▶ **Poor Quality and Irrelevance:** It may provide irrelevant or outdated information.
- ▶ **Static Responses:** Responses are usually based on preset scripts or static data sets, lacking flexibility and context awareness.

## With AI

- ▶ **Enhanced Efficiency:** Instantly retrieves relevant data to resolve citizen inquiries.
- ▶ **Personalized Interaction:** Offers human-like, engaging experiences through digital humans.
- ▶ Scenarios:
  - ▶ Handling FAQs about government services
  - ▶ Guiding citizens in navigating public resources



# Research and Information Retrieval

## Challenges in Research

- ▶ **Time-intensive data analysis:** Research often involves sifting through vast, disorganized information.
- ▶ **Inferiority and Unreliability:** Retrieve irrelevant or outdated information will affecting research results

## With AI

- ▶ **Accelerated Data Retrieval:** Rapidly sifts through large databases and archives.
- ▶ **Informed Decision-Making:** Provides evidence-based insights to decision maker.
- ▶ **Reliable:** Able to retrieve the latest and relevant data, ensuring the accuracy and relevance of responses.
- ▶ Scenarios:
  - ▶ Conducting policy studies
  - ▶ Enhancing legislative research efficiency

# GO RAG an AI Search-Augmented Generation Solution

AI Search that Creates Insights from Data

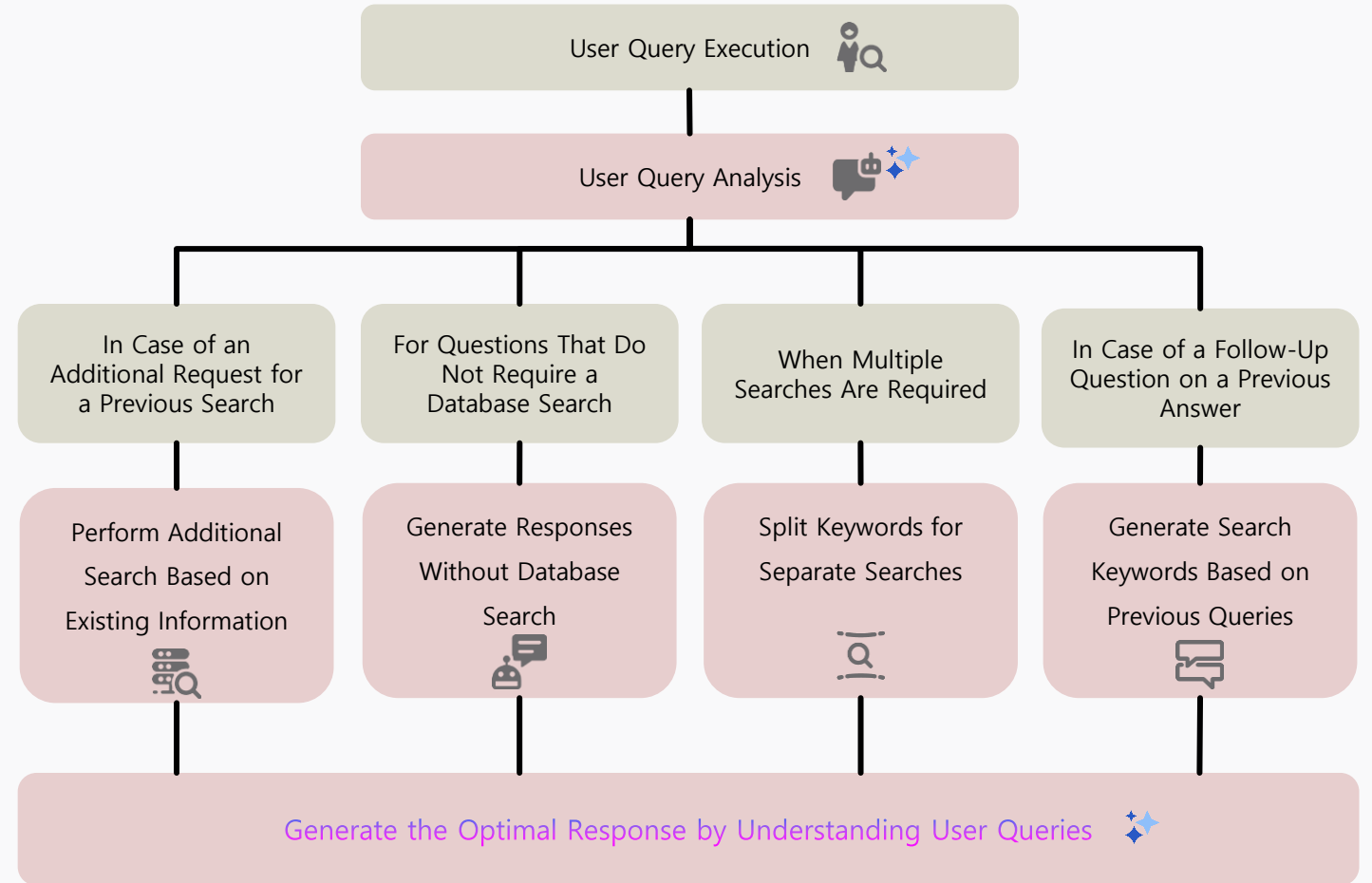
Gridone's GO RAG processes user queries, retrieves highly accurate information from corporate data sources, and delivers it to users.

The screenshot displays the GO RAG web application interface. On the left is a sidebar with navigation options: 'User' (selected) and 'Admin'. Under 'User', there are sections for 'AI Chatbot' (with 'Information Search' highlighted) and 'General Agent' (with options like GPT, Semantic Search, Summary, Speech Writing, Translation, Analyze Data, Report Generation, Code Generation, and Image Generation). At the bottom of the sidebar is 'My Chat History'. The main area shows a chat window with the question: 'What is the process for calling a board meeting according to our company's regulations?'. Below the question, a 'Response handling process' is detailed with a checklist of steps: 'In the process of analyzing the user's question', 'Searching in the [All Categories] section', 'Reading the contents of the file', 'Checking the paragraph read', 'Generating response', 'Generating Chat Assistance response', and 'Response generation complete'. The response text states: 'The procedure for calling the board of directors is as follows. The board of directors is called by the chairperson. The board of directors is scheduled to meet on the fourth Tuesday of every month, but the chairperson can call for a meeting separately if needed. The chairperson is required to convene a meeting if one-third of the directors request it. In order to request a meeting, a director must submit a meeting request form, detailing the agenda, meeting objectives, and other items, to the chairperson through the secretary. According to the Employee Board of Directors Operating Regulations, the board is categorized into regular and special meetings, with the chairperson holding meetings monthly. Moreover, a special board meeting can be convened upon request by the CEO or one-third of the employee directors.' To the right of the chat window, a 'Source' section lists relevant documents: 'boardofdirectorsrules\_2023-06-28.pdf', 'employeeboardregulations\_employeeboardregulations\_2022-01-21.pdf', and 'boardofdirectorsrules\_2023-06-28.pdf'. At the bottom right, there are buttons for 'Not the category you wanted?' and a list of categories: '# Bylaws', '# Task Guidelines', '# Training Bot', '# Intelligent Bot', '# Finance Bot', and '# IT Support Bot'. A footer note states: 'LLMs are capable of making mistakes. Please verify important information again.'

# A Search Chatbot that Engages in Human-Like Conversations

A Chatbot that Understands User Queries at its best

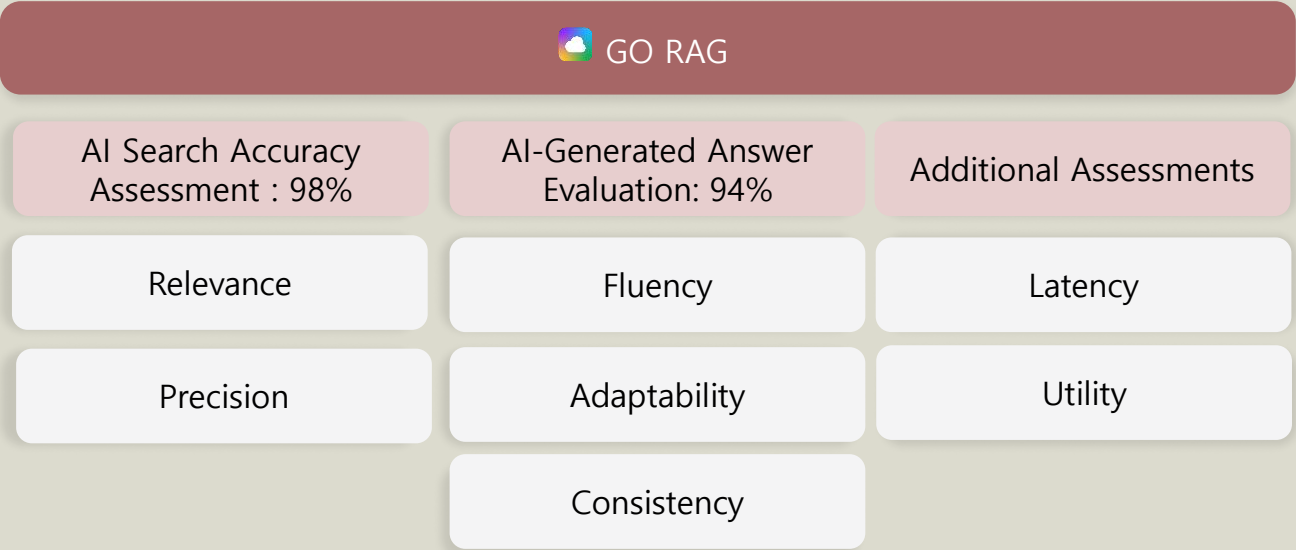
GO RAG **analyzes and interprets user queries**, determining whether to search for answers directly, retrieve past interactions or generate responses based on its own knowledge—**ultimately delivering the most optimal search results**.



# Industry-Leading Search Accuracy

## GO RAG's Outstanding Accuracy

GO RAG achieved **98% AI search accuracy** and **94% AI-generated response** accuracy in its project implementation.

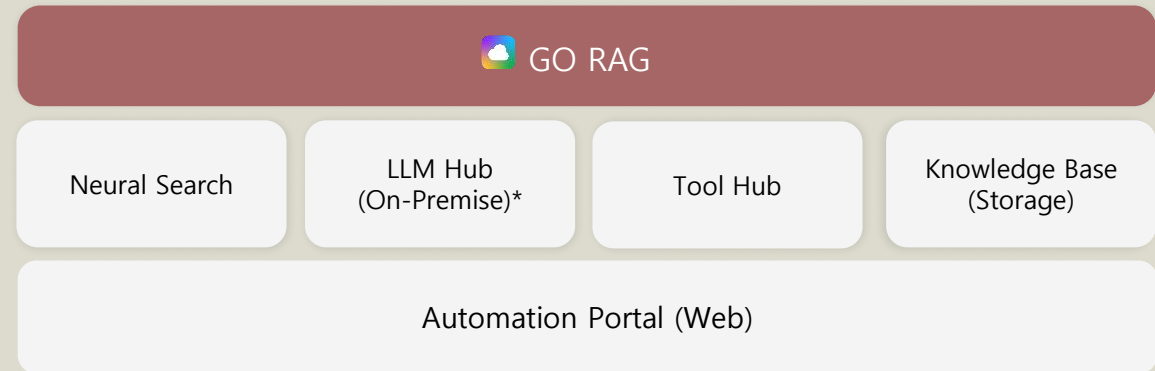


\*Test conducted on approximately 500 documents from a Client, including regulations and FAQ data. Performance may vary depending on the scale of the client's LLM deployment.

# On-Premise LLM with Robust Security

Nothing Ensures Security Better Than an On-Premise Deployment.

GO RAG is an on-premise solution that operates 100% on a self-developed **Local Blended-LLM**, ensuring complete data isolation with no risk of external leakage.



\*Available in On-Premise and Hybrid Configurations

# Keep Your Data Up-to-Date

Always Get the Answers up-to-date.

GO RAG **automatically** collects customer data based on a set schedule, preprocesses it, and stores it in the database.

The screenshot shows a web browser window displaying the 'Schedule management' page of the GO,DO Preprocessor. The page has a sidebar with icons for 'GEN AI', 'AI', and 'COMMUNITY'. The main content area is titled 'Schedule management' and contains two summary boxes: 'Source data aggregation scheduling information' (Only on Fridays, between 7:00 PM and 8:59 PM, every 20 minutes) and 'Preprocessing schedule information' (Only on Fridays, between 7:00 PM and 8:59 PM, every 20 minutes). Below these, there are four steps in a vertical sequence:

- Which one of the following should we change the scheduling information for?**  
Options: ☐ Source data collection scheduling, ☐ Preprocessing scheduling, ☒ Both.
- Please enter an explanation for scheduling.**  
Text input: Every Friday from 7:00 PM to 8:00 PM, at 20-minute intervals.
- The generated cron expression is as follows. Would you like to change the scheduling information with this?**  
Cron expression: `0 0/20 19 ? * 6`
- The estimated execution time for the modified schedule is as follows**  
Timeline: 1 2025-01-18 19:00:00, 2 2025-01-18 19:20:00, 3 2025-01-18 19:40:00.  
Buttons: Cancel, Confirm.

# Enhance Your Business Competitiveness with Data Utilization.



## Faster Information Retrieval

Speed +

Reduce the time employees spend searching for information—an average of 2 to 3 hours per day—so they can focus on more creative and strategic tasks.



## Standardized Information Across Departments

Unify +

Unify departmental knowledge by standardizing fragmented and hard-to-find information across teams, ensuring a consistent knowledge level for both individuals and departments.



## Enhanced Data Reliability

Quality +

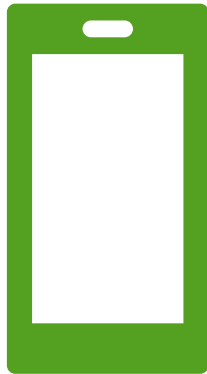
Simplify version and source management of exponentially growing unstructured data, ensuring that all employees access the most up-to-date and credible information, regardless of who searches for it. This enhances data reliability.

# Conclusion

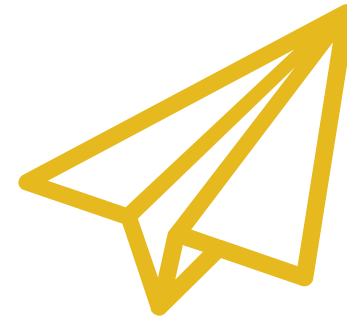
- ▶ GO RAG Solution revolutionizes customer service and research with its AI-driven capabilities.
- ▶ It enhances efficiency, transparency, and citizen satisfaction.

Let's leverage the power of AI to transform our public services today!

# Enquiry



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