

# Lenovo KnowDee Enterprise AI Use Cases Demo

2025/04



# Selected KnowDee Use Cases



Knowledge Management & Chatbot	Decision Agent	Intelligent BI Dashboard	Intelligent Document Generation & Analysis
<b>Energy equipment and car manufacturer</b> – internal and external service bot	<b>3C manufacturer</b> – Customer service AI agent	<b>Hospital in Zhuhai city</b> – AI driven Ops data live dashboard	<b>Energy manufacturer</b> – Inspection and Survey Report Generator
<b>3C manufacturer</b> – DrillMo customer service system	<b>3C manufacturer</b> – Product development 360 analysis AI agent	<b>3C manufacturer</b> – Customer experience AI dashboard	<b>3C manufacturer</b> – AI Tender Document Analyzer
	<b>3C manufacturer</b> – Supply chain risk analysis AI agent	...	<b>3C manufacturer</b> – Legal AI Platform
...	<b>Phone manufacturer</b> – Customer service training AI agent		...
	<b>3C manufacturer</b> – Employee workflow AI agent		
	...		



# AI knowledge bot | Enterprise knowledge bot to serve internal and external users



- Enterprise PDF/WORD/Excel document analysis
- Generate summaries and Q&A pairs based on the document content
- Answer the questions and locate the answer source
- Search and reason with knowledge graph

## ■ Car manufacturer –

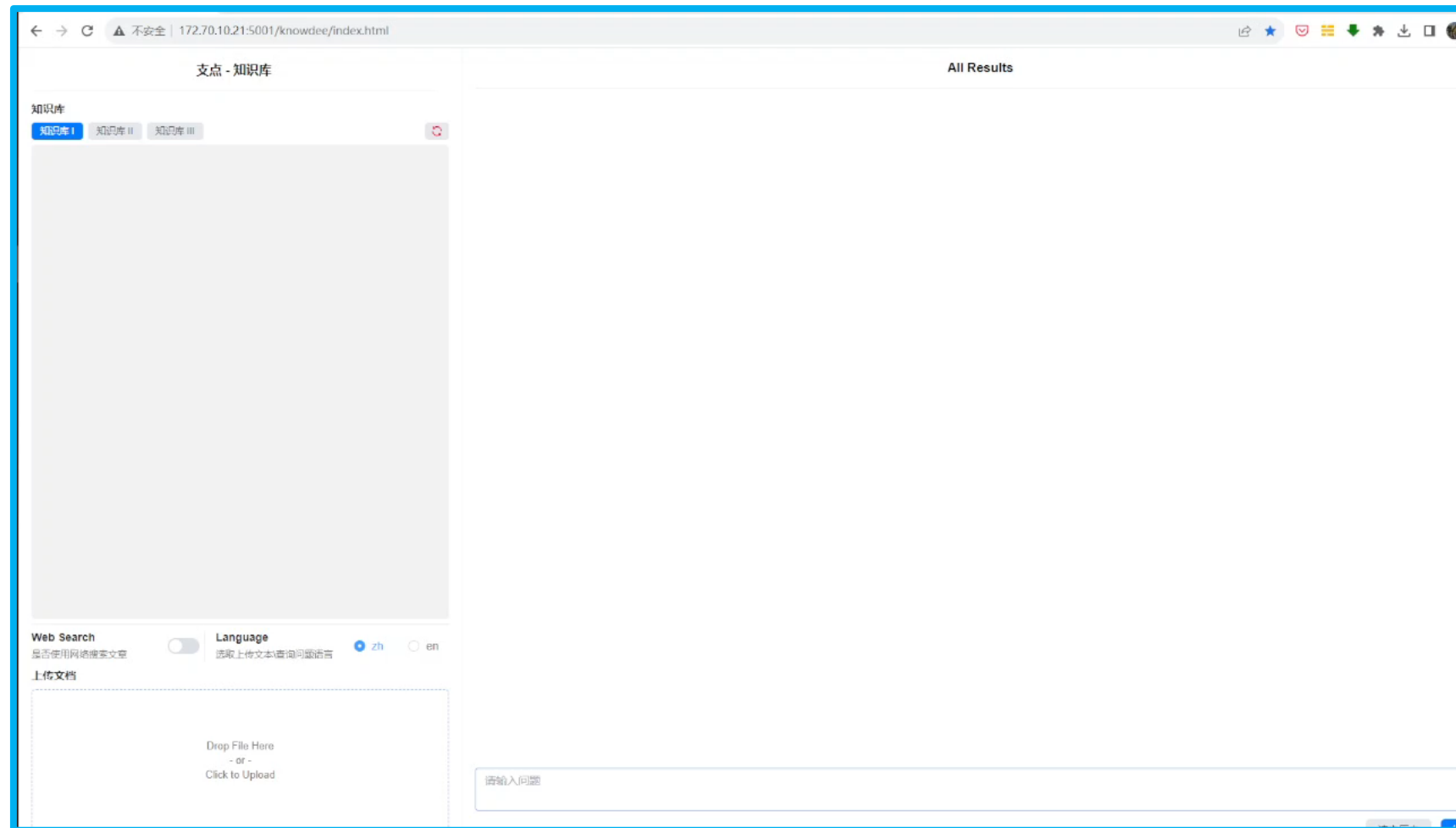
Knowledge bot for call center, car repair, marketing campaign...

## ■ Energy equipment manufacturer –

Enterprise internal knowledge bot

## ■ Diversified private enterprise –

Enterprise internal knowledge bot





# AI Customer Service Bot | DrillMo for a 3C manufacturer



- More flexible understanding of context
- Personified replies with accurate answers
- Generate answers based on Q&A pairs, documents, and internet

The screenshot shows a chat interface with a light gray background. At the top right, a user icon and the text "You" are visible. The user's message is in a light blue bubble: "what's the memory of ThinkPad L13 Gen 2? can I add more memory to it?". Below it, the DrillMo bot's response is in a dark blue bubble with a white "i" icon and the name "DrillMo": "The memory of the ThinkPad L13 Gen 2 is 8GB Soldered DDR4-3200, and it can be increased to 16GB DDR4 3200MHz.".

Below this, another user message is shown: "Which device display is 13.3". The DrillMo bot responds: "The device with the display size of 13.3" is the ThinkPad L13 Gen 2 (AMD)."

Finally, the user asks: "What's the processor of it?". The DrillMo bot responds: "The processor of the ThinkPad L13 gen 2 (AMD) is a AMD Ryzen 3 5400U."

The chat continues with the user's message: "my keyboard has no response". The DrillMo bot provides a detailed response in a dark blue bubble: "If you feel that your keyboard has no response, you can follow the steps in the provided context to try to fix the problem. 1. To check if your keyboard is working correctly, you can try using a different machine to connect it (if possible) and see if the keyboard is recognized and works correctly. 2. If the keyboard is not recognized on your local machine, you can try connecting it to a different device or to a different computer to see if the problem is with the keyboard itself or with the device it is connected to. 3. If the keyboard is still not working correctly, you may need to update the software or drivers on the keyboard to fix the issue. To do this, you can search for and install the latest version of the keyboard software or driver from the Microsoft Store or another device management tool. 4. If the issue is still present, you may need to contact lenovo customer service to get further assistance."

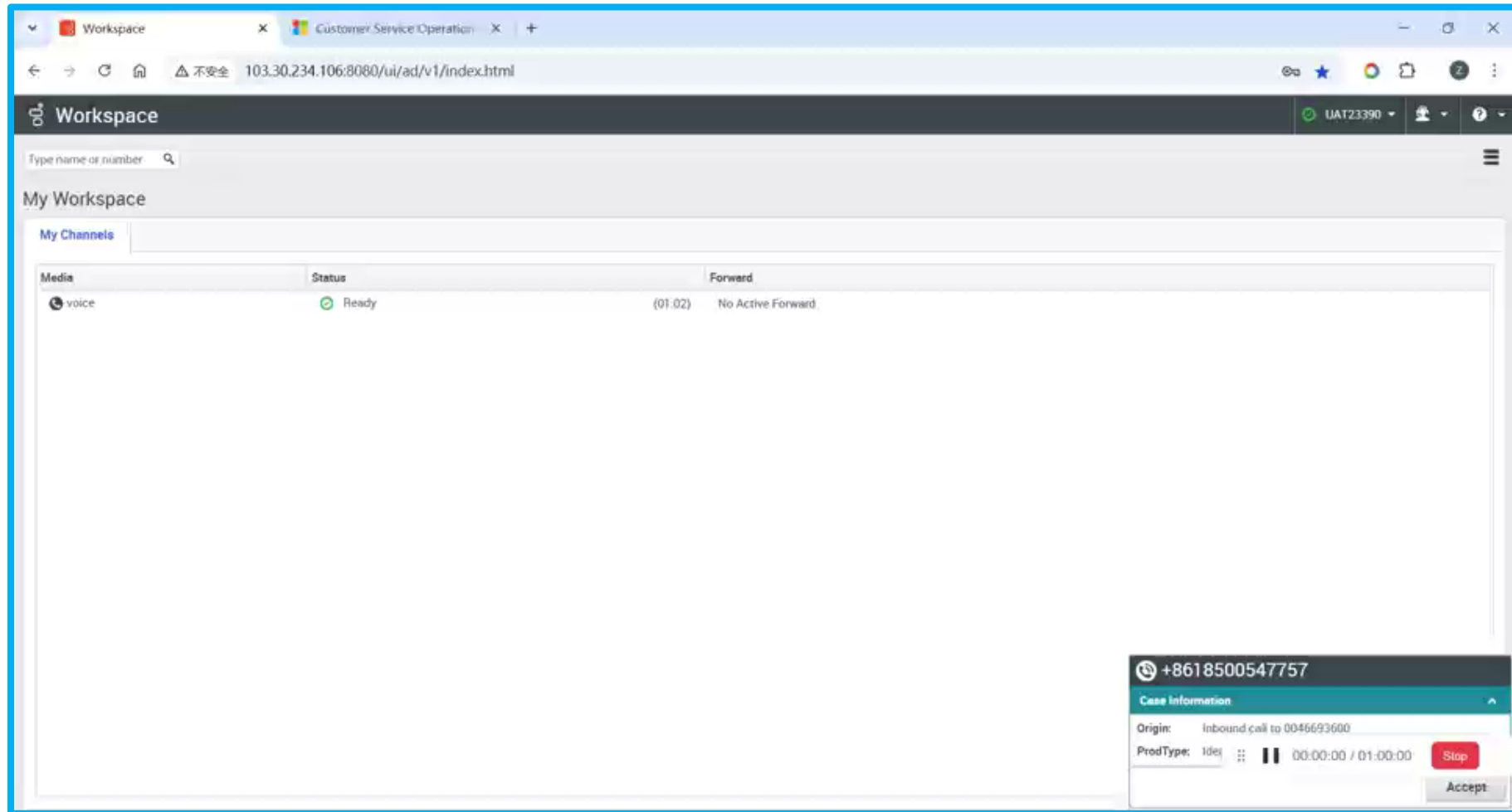
Next, the user clarifies: "sorry, not keyboard, it's my touchpad". The DrillMo bot responds: "Thank you for clarify. The problem is with your touchpad, not your keyboard. To check if it is enabled, click on the Win key and then click on the Settings icon. Go to the settings panel and look for the device that is named 'touchpad'. You can adjust the threshold there to enable or disable the



# AI CRM agent | 3C manufacturer AI customer service agent



Global service platform, intelligent agent assistant agent, real-time identification of agents and customer communication content, timely recommendation of relevant knowledge, solutions for agents reference to deal with customer problems.





# AI insight agent | 3C manufacturer product development 360 analysis agent



Smarter technology for all

基于知识中台 + AI支点大模型

产品 360° 分析智能体解决方案

联想  
Lenovo

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跟踪行业产品动态信息，为企业产品研发提供数据支持

诺谛智能  
KNOWDEE INTELLIGENCE





Smarter technology for all

基于知识中台 + AI支点大模型

## 供应链风险分析智能体解决方案

联想  
Lenovo

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发现外部信息变化对供应链业务带来的潜在风险并及时应对

诺谛智能  
KNOWDEE INTELLIGENCE



# AI training agent | Phone manufacturer CRM training agent



- Simulate a user conversation based on a given user profile
- Multi-round conversations that can be limited in scope
- Generate metrics for customer service responses

## Evaluation Result

**\*\*Number of turns\*\*:** 7  
**\*\*Conversation last:** 5.33 min  
**\*\*First response time:** 4 s  
**\*\*Average response time:** 41.6 s  
**\*\*Longest response time:** 215.98 s

**\*\*Successfully solved user's problem:** yes  
**\*\*Polite in general:** yes  
**\*\*Confirm or ask for user's phone model:** no  
**\*\*Give user warnings on certain operations:** no  
**\*\*User's phone requires repair:** Yes, the agent has solved the problem by submitting a repair request.  
**\*\*Submit repair request for user:** Yes, the agent did.  
**\*\*End the conversation in a good way:** yes  
**\*\*Ask the user to fill out survey:** No  
**\*\*Comments:** The agent helped the customer with the broken screen.

Hi, welcome to Motorola Chat Services. How may I help you today?

Hello, my phone screen is broken and I am looking for help with the repair.

I'm here to help. May I know your imei number so that i could check your warranty

Yes, my imei number is 5ab475xxx.

your phone is still covred by Standard warranty. However, Cracked or shattered screens are not covered under our Standard warranty

Thank you for your response. I understand that the screen is not covered under the standard warranty. Can you please provide me with some add available to me for the repair?

Sure. You can choose mail-in service or carry in service, I can help you with the process

Yes, my email is john@example.com

Thank you for your information. I appreciate the options you have provided. I would like to choose mail-in service. Can you please tell me the process for choosing the mail-in service?

No problem. I have already submit a repair request for you, you should receive an email soon

yes. may I have your email? I can submit a repair request for you and you will receive an email about the detail

Thank you for your help. I will receive an email soon with the details of the repair process. I appreciate the options you have provided and the time you took to help me.

You are welcome. Is there anything else I can help you except the broken screen?

No, that's all. Thank you for your help. I appreciate the knowledge and assistance you have provided.



# AI training agent | Phone manufacturer CRM training agent



### Z-Point Agent Training

Model  
Z-Point

Customer Problem  
screen broken

Emotion/Personality  
None

Apply

#### Conversation

input

Submit

Regenerate

Restart Conversation

Evaluate

Save Dialogue history

Load Dialogue history

Use via API

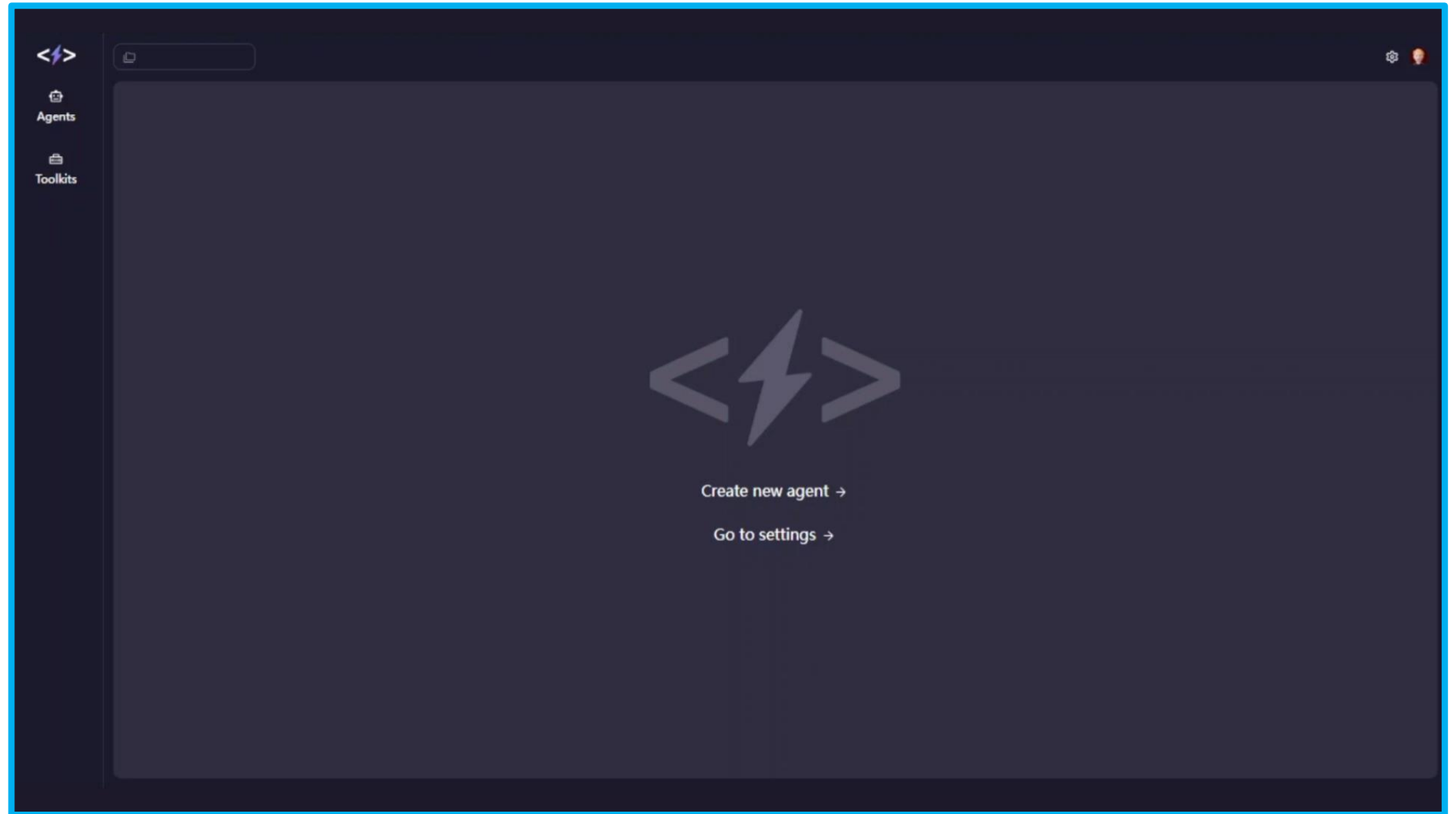
Built with Gradio



# AI workflow agent | 3C manufacturer employee workflow agent



- Automatically plan the task and build workflow
- Select the appropriate tool to execute the workflow
- Optimize workflow based on user feedback





# ChatBI | Hospital in Zhuhai city ops data AI dashboard

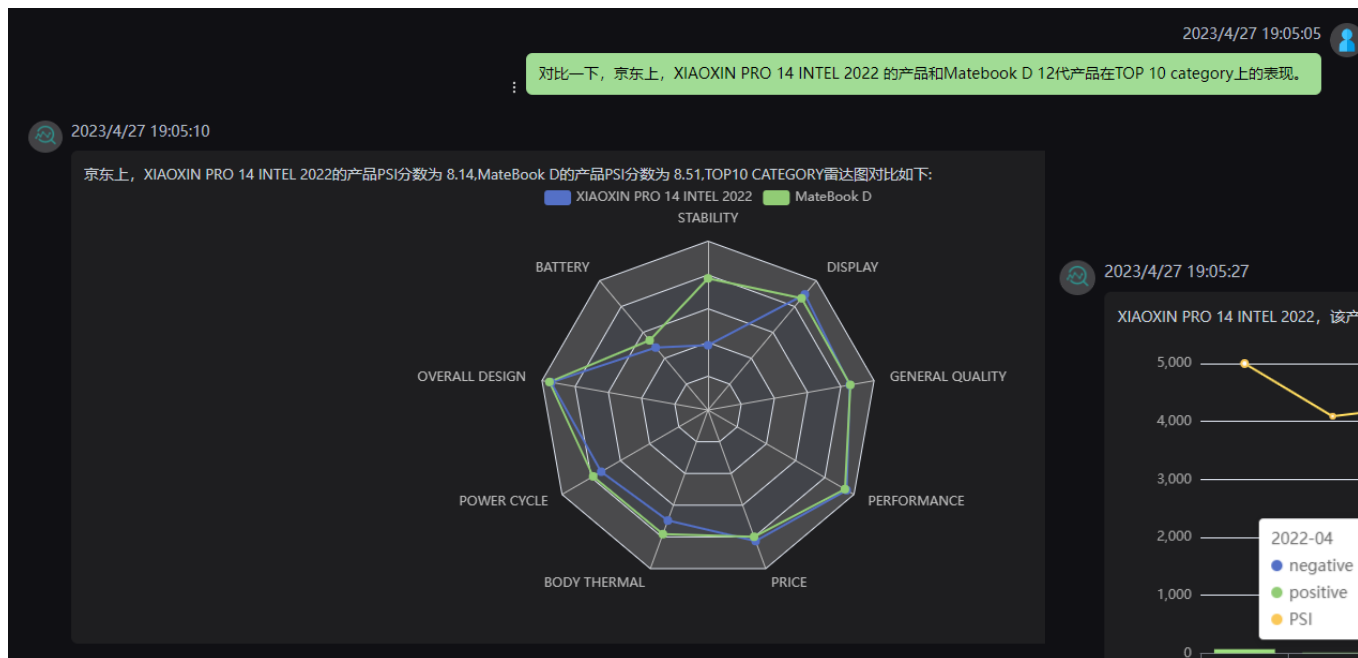




# ChatBI | 3C manufacturer customer experience BI dashboard



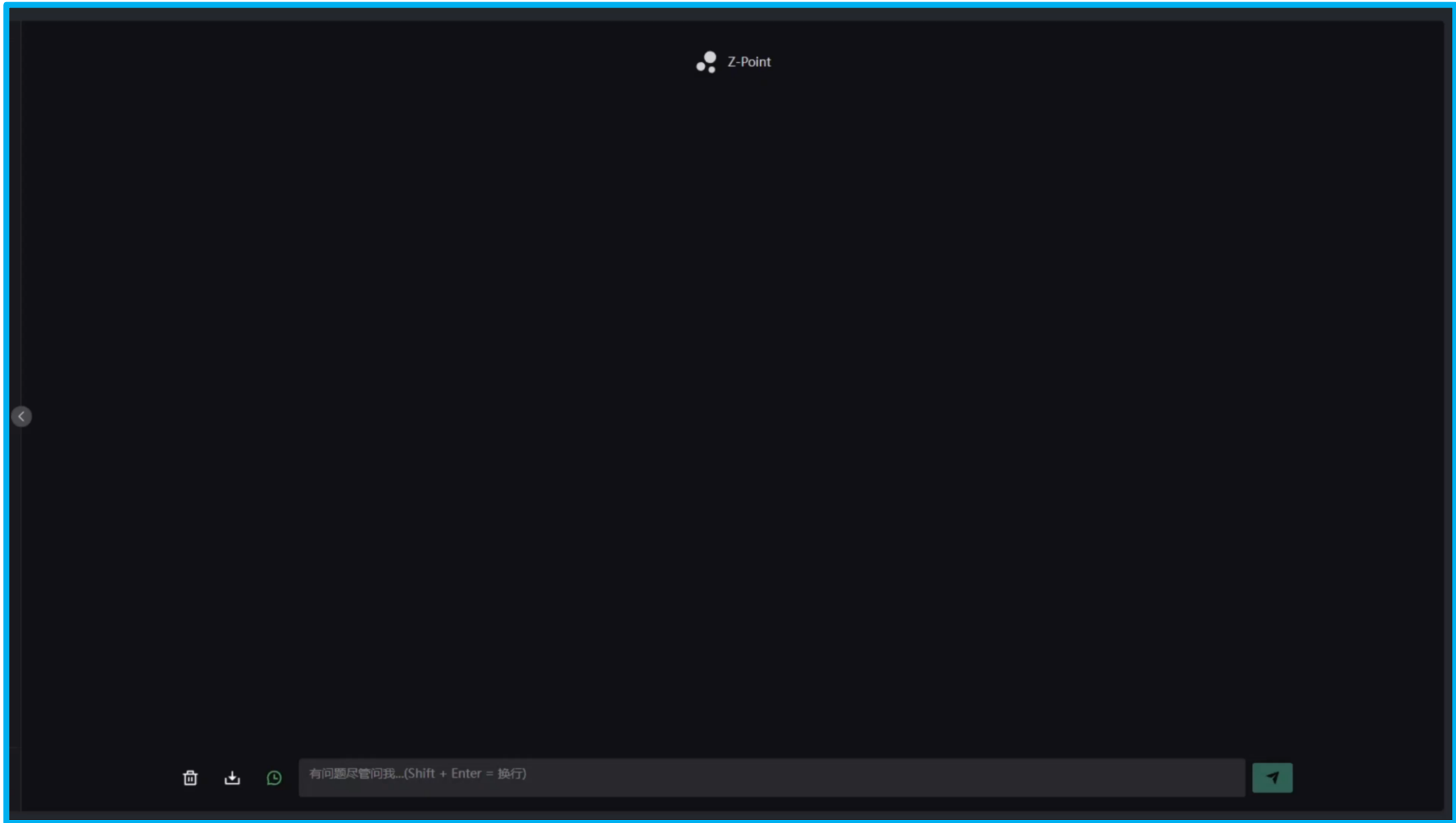
- The original data is the number of positive and negative reviews in various channels
- PSI indicators are analyzed using natural language
- Can compare client brand and other brands of product
- Results can be visualized using line charts, bar charts, and radar charts



Note:  $PSI = (Pos - Neg) / (Pos + Neg)$

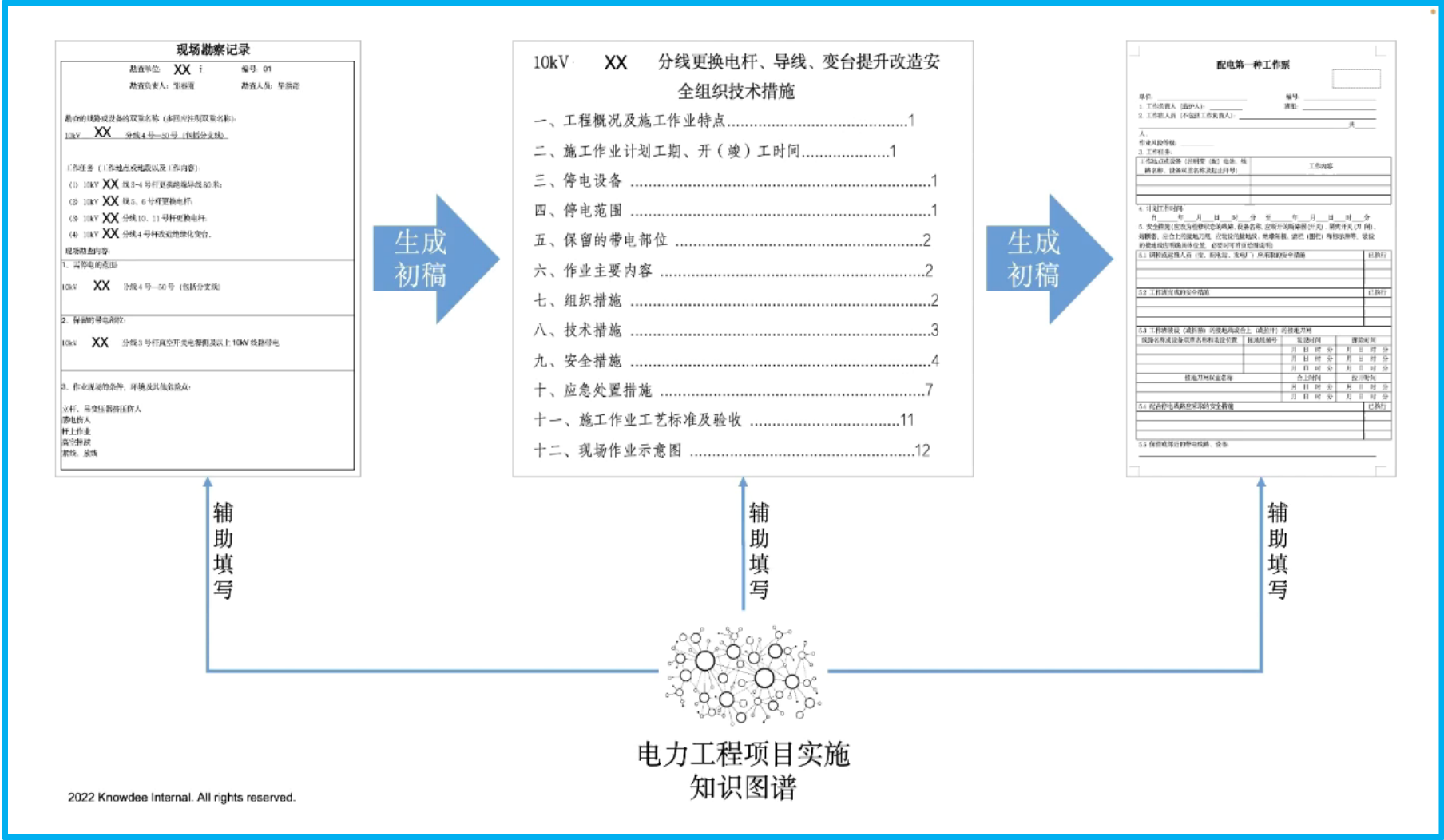


# ChatBI | 3C manufacturer customer experience BI dashboard





# AI document generator | Energy producer inspection survey report generator

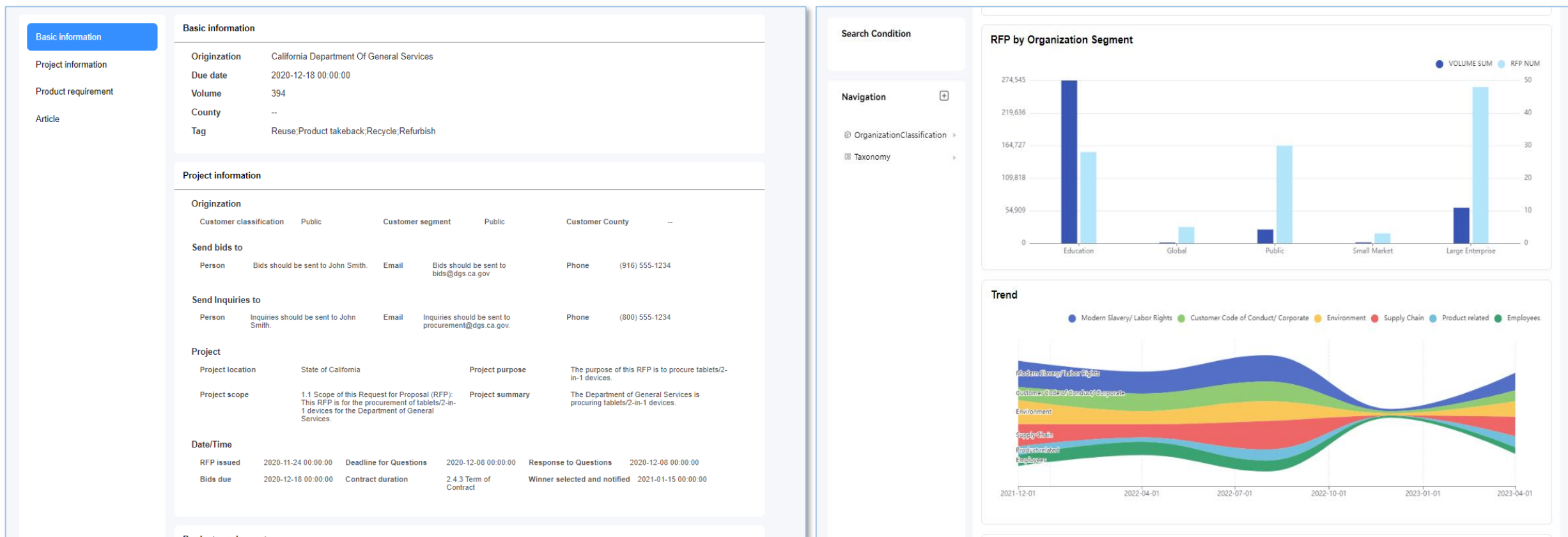




# AI document analyzer | 3C manufacturer tender analyzer

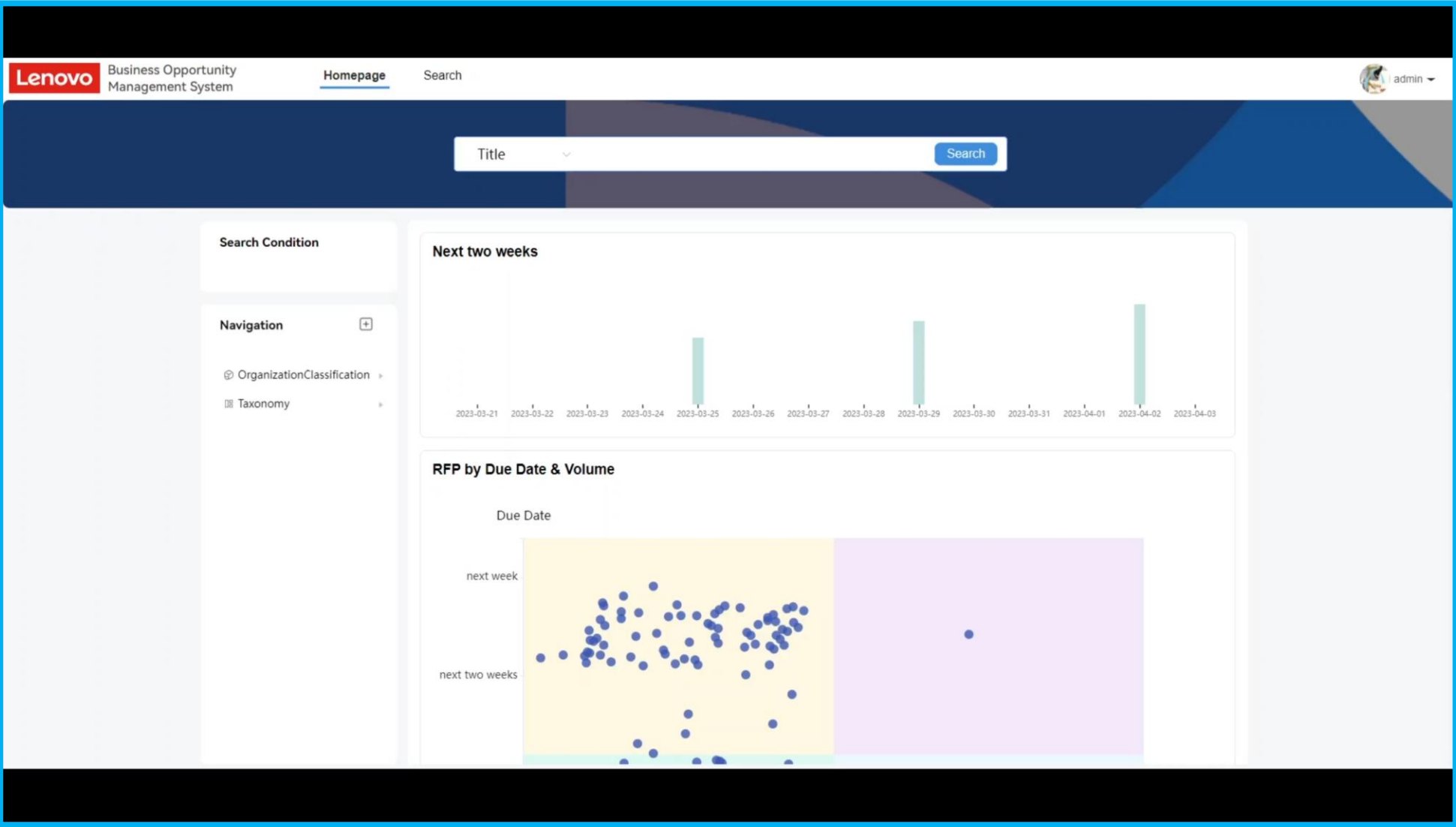


- Can process hundreds of pages of PDF/Word documents
- Extract information, including project information, contact information, and required product information
- Conduct business opportunity and trend analysis





# AI document analyzer | 3C manufacturer tender analyzer





# AI document assessment | 3C manufacturer legal AI platform



联想法务智慧  
工作平台

合同管理

合同列表

合同录入

合规管理

合同类别: 请选择(单选) 合同状态: 请选择(单选)

输入要查询政策文件关键字 查询 重置

我的审核任务: 待审核任务3 已完成审核任务0 批量审核

序号	合同文件名称	编辑人员	合同状态	操作
1	xxxx-xxxx销售协议	admin	待审核	审核
2	xxxx-xxxx销售框架协议	admin	待审核	审核
3	xxxx-xxxx销售框架协议 (包含订单)	admin	待审核	审核

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# Thanks.

