



Connecting data, people, and process with AI to create stronger customer and employee journeys.

HGS Smart Knowledge Search Assist

Powered by HGS Agent X

HGS Agent X

Build for the future with a strategic balance of technology and talent



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Big enough to deliver, strong enough to trust, but small enough to care

HGS empowers organisations to break down data silos, maximise technology investments, and deliver intelligent, people first experiences at scale by unifying CX solutions with customer management strategy, data analytics expertise, and future ready digital platforms.

- **4.5** Billion Engagements Per Year
- Delivering Business Support Solutions For over **50 Years**
- **20,000+** employees globally
- Operate from **9** Countries / **32** Locations
- **60%** of our clients have been with us for 15 + Years

POWERING THE
NEXT ERA
OF INNOVATION

COMMITTED TO
CLIENT SUCCESS

PEOPLE CENTRED

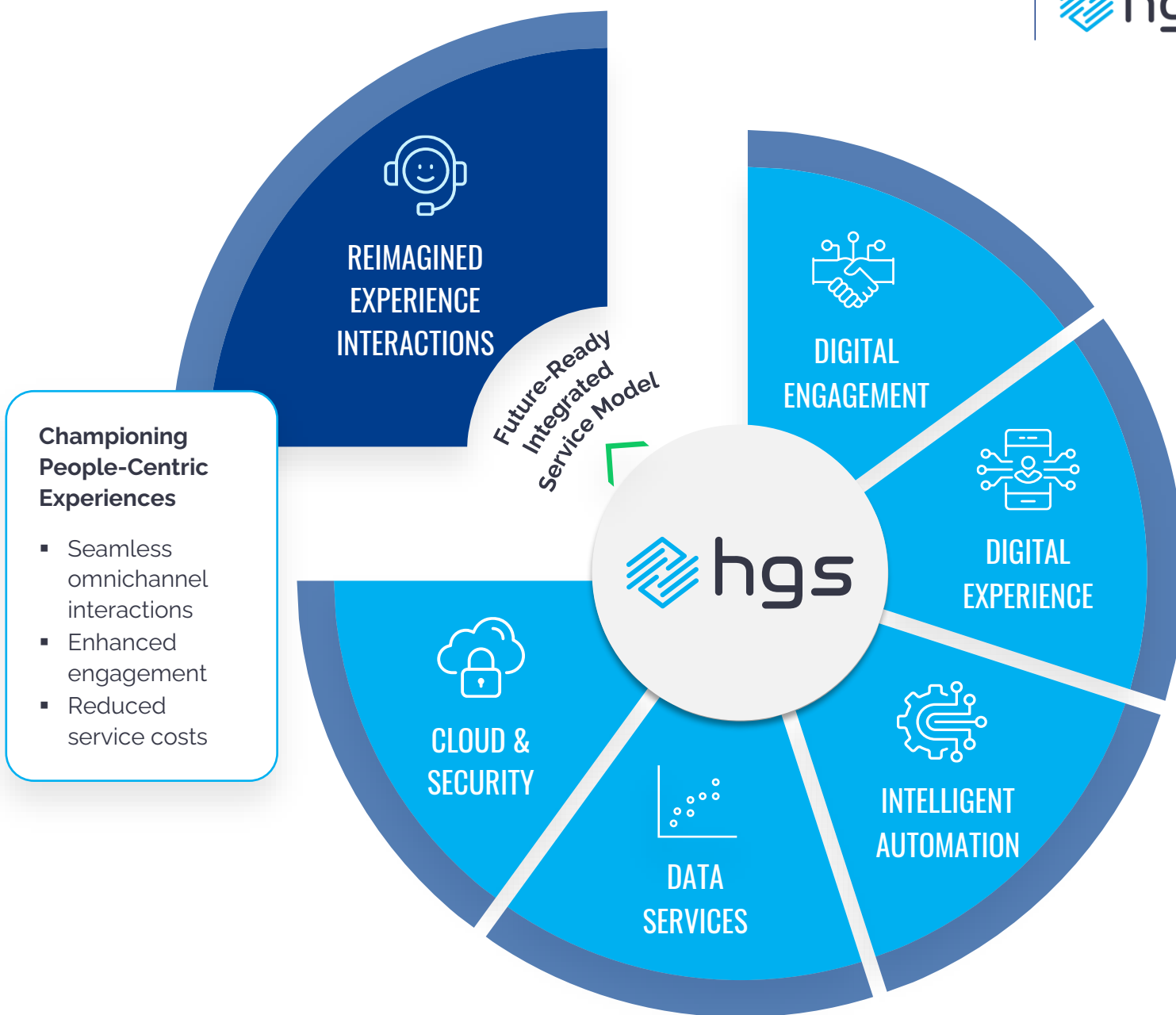
Strategic AI powered services that combine intelligent automation, data analytics, and cloud solutions to drive results at scale.

Our culture and approach is about winning together, with our people, our clients and your customers.

Whether it's citizens or your staff, people focused solutions are at the heart of everything we do.

A Complete Practice for **AI Driven Interactions & Operations**

At HGS, we leverage our deep expertise and significant investment in advanced technologies to *transform legacy ways of working.*



Context and Collaboration Outlook

Agent X Smart Knowledge Search Assist Service Description

Agent X Smart Knowledge Search Assist enables public sector organisations to unlock the full value of systems' knowledge by making information instantly discoverable, contextually relevant, and operationally usable across teams. It transforms fragmented content spread across documents, systems, media, and data sources into a unified, intelligent knowledge layer that supports faster decisions, more consistent outcomes, and improved worker and citizen experiences.

The solution works alongside agents, caseworkers, analysts, and operational teams to reduce time spent searching for information, eliminate duplication of effort, and ensure that responses, decisions, and actions are grounded in trusted, up-to-date source material.

The service uses AI-powered semantic and conversational search to understand user intent, retrieve relevant knowledge across structured and unstructured sources, and surface answers with clear traceability back to original content. This allows organisations to maintain governance, compliance, and confidence in how information is used, while dramatically improving speed and productivity.

Agent X Smart Knowledge Search Assist is designed to be flexible and extensible. It can operate as a standalone knowledge capability or be embedded into wider workflows across customer support, case management, policy interpretation, citizens related information, and internal operations. It integrates with existing IT enterprise platforms and knowledge repositories, ensuring organisations can maximise current investments rather than replace them.

The solution is delivered as part of the HGS proprietary Agent X ecosystem, and supports continuous improvement through usage insights, feedback loops, and content optimisation, helping organisations not only access knowledge more effectively, but systematically strengthen their knowledge assets over time.

Agent X Smart Knowledge Search Assist

Real-Time Content Management

- Knowledge auditing & validation
- Centralised document repository
- AI-powered search results
- Automated tagging & classification

Actionable Analytics Dashboard

- Actionable insights
- Version control & governance

Smart Support

- Smart document suggestions
- Continuous feedback loop

AI-Powered Integrations

- Enterprise system integration

Service Features



Real-Time Content Management

Knowledge auditing & validation

Agent X Knowledge Assist consolidates content from multiple enterprise sources into a single logical knowledge layer. Content remains in its source systems where required, while being indexed and normalised centrally to provide a unified view.

AI powered search results

Search uses semantic and contextual understanding, enabling users to retrieve the most relevant content based on intent, role, and context in real time.

Actionable Analytics Dashboard

Actionable insights

Agent X Knowledge Assist enables users to discover insights directly within analytical assets such as dashboards and reports by searching for specific terms, measures, or topics. It provides access to dashboards and reports with clear context on what the data represents, how it is defined, and why it is relevant, helping users interpret and act on insights

Centralised document repository

It enables consolidation of content from multiple enterprise sources into a single logical knowledge layer. Content remains in its source systems where required, while being indexed and normalised centrally to provide a unified view.

Automated tagging & classification

Our AI models automatically classify content by topic, type, and relevance at ingestion and as content evolves, reducing manual effort and ensuring knowledge remains structured and discoverable at scale.

Version control & governance

It provides visibility into which knowledge sources, versions, and references are being surfaced in responses and searches, supporting confidence, traceability, and governance oversight.

Service Features



Smart Support

Smart Document Suggestions

The solution proactively analyses contextual signals to recommend relevant guidance, or reference material based on the user's active context, such as incoming emails, case details, tickets, or query topics, helping surface the right knowledge without immediately needing manual searching.

Continuous feedback loop

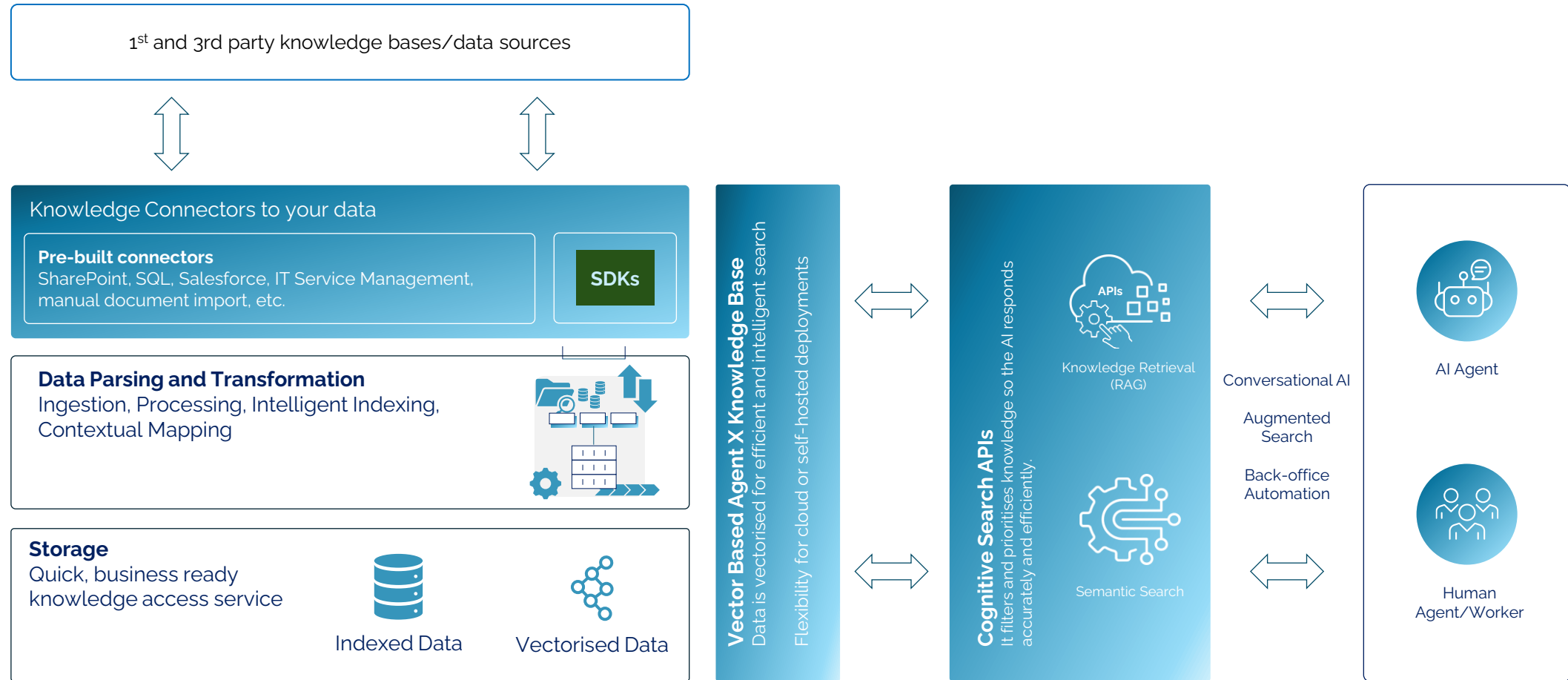
Operational signals such as unresolved queries, repeat searches, and escalations are captured to highlight where knowledge may be unclear, missing, or outdated, guiding targeted improvements over time.

AI-Powered Integrations

Enterprise systems integration

Agent X Smart Knowledge Search Assist integrates with enterprise platforms such as CRM, case management, and service tools, enabling knowledge and response suggestions to appear directly within existing workflows.

Diagram Illustration



Service Model Options

MODEL I - KNOWLEDGE WORKER

Knowledge Worker

Public/Private knowledge base
(can be limited to specific sections)

Creates searchable knowledge from
manually imported documents.

MODEL II – AGENTIC AI

Agentic AI

Integrated with data systems
(can be limited to specific processes)

Can answer queries about customer
data

MODEL III – PERSONALISED CONCIERGE

Personalised Concierge

Personas modeled to Organisation user
segments

AI responds to customer personas



Higher Productivity & Efficiency

- Reduces time spent searching across documents, systems, and data sources by surfacing relevant knowledge in context
- Improves speed and consistency of responses across service, casework, and operational teams



Quality Narrative & Evidence

- Ensures decisions and responses are grounded in approved, traceable knowledge
- Reduces variability in outcomes caused by fragmented or outdated information



Complaint with Industry Policies

- Fully aligned with GDPR, internal data policies, and enterprise security standards
- Every AI output is grounded in source material, creating legally defensible reports



Empowered Staff

- Enables teams to focus on engagement and decision-making by surfacing the right information in a smarter and timely manner.
- Improves confidence, engagement, and decision quality.



CASE STUDY

Agent X Knowledge Base Implementation for Housing Ombudsman Service (HOS)

Industry: Social Housing

Technology: Agent X Knowledge Management System,
LLMs

Business Objectives

- Improve information accessibility for agents handling complex housing enquiries
- Standardise responses and ensure compliance when dealing with vulnerable customers
- Reduce handling times by providing agents with prompt, accurate knowledge retrieval
- Enhance service responsiveness through improved information access and tooling

Solution Strategies

- Consolidated all key policies and guidance into a unified, version-controlled knowledge structure
- Deployed Agent X Knowledge Base with fast search, document ingestion, and integration to SharePoint, CRM and case systems.
- Implement dashboards showing query patterns, knowledge gaps, and improvement opportunities

Key Results

40

Seconds AHT reduction

QA

Improvement
from 83% to above 97%

~90%

Complaints reduction
from 65 in June 2024 to 4 in March
2025

Thank you.

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