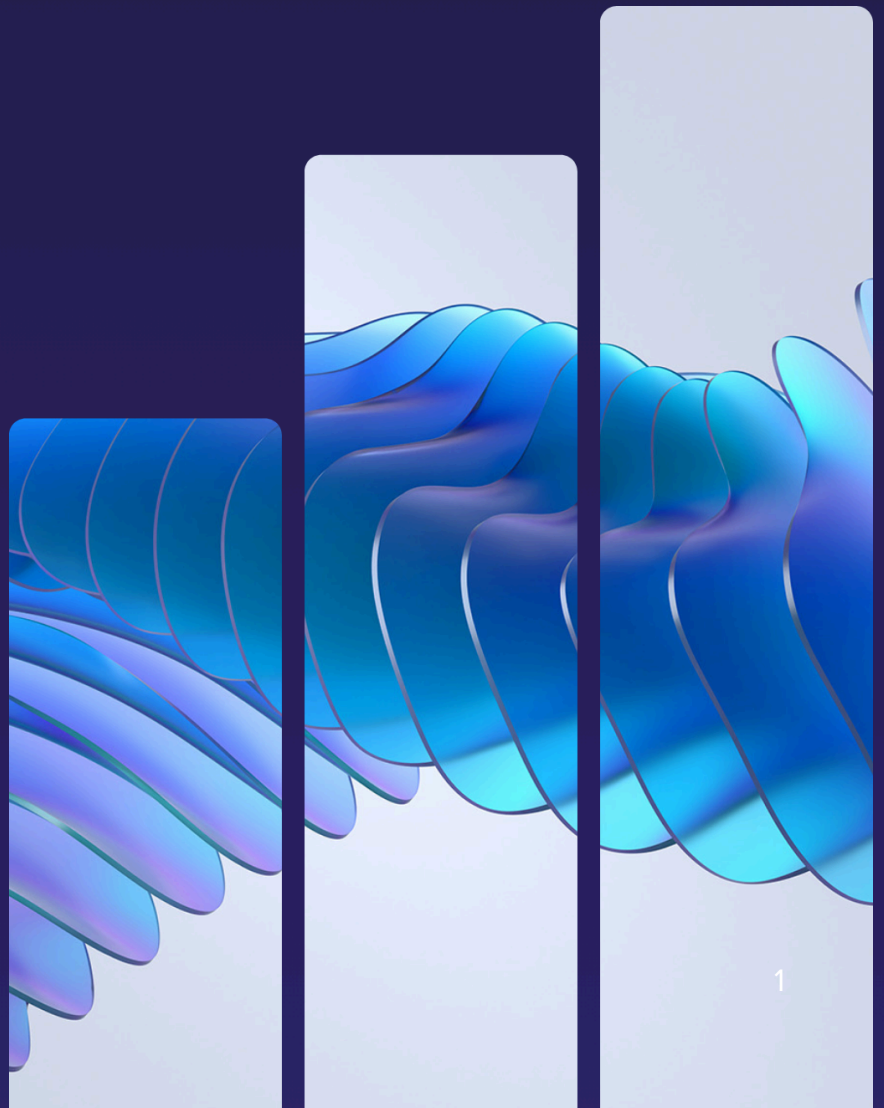


MyContentScout - Service Definition



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MyContentScout is an enterprise-grade AI-powered knowledge and search platform that enables organisations to find, access, and understand information from across their digital content ecosystem quickly and accurately. The service provides natural language search capabilities, delivering context-rich answers and insights drawn directly from a range of sources including documents, media, dashboards, and learning materials.

Key Purpose

MyContentScout helps organisations reduce time wasted searching for content, improve productivity, enhance decision-making, and deliver consistent experiences for employees, customers, and partners by consolidating and transforming organisational knowledge into an accessible, intelligent system.

Core Capabilities

Intelligent Search & AI Insights

- **Natural Language Query:** Users ask questions in everyday language the AI interprets intent and retrieves accurate information.
- **Answer Generation:** AI summarises relevant responses based on best matched content, with links back to source materials for verification.

Multi Format Content Search

- Supports search across **documents, video, audio, images, dashboards, and e-learning content** — all unified under one platform.
- Results are delivered with categorisation, making it easy to filter by content type.

Search Analytics & Reporting

- Tracks **search behaviour and trends**, revealing content gaps and opportunities to optimise knowledge resources.
- **Dashboards** and reports help organisations understand usage and improve content quality over time.

Branding & Customisation

- The platform can be **themed to match organisation branding** (colours, logos, fonts).
- Flexible integration options allow connection with existing data sources (e.g., SharePoint, OneDrive, cloud storage).

Security & Access Control

- Integrates with identity management systems to enforce **role-based access** to sensitive information.
- Ensures appropriate permissions while enabling broad access to non-restricted knowledge.

Multi-Device Accessibility

- Available on **desktop, tablet, and mobile** to support users across environments.

Primary Benefits

Benefit Category	Description
Productivity	Reduces the time employees spend searching for information.
Decision Quality	Delivers accurate answers at the point of need.
Employee Enablement	Improves onboarding, reduces repetitive queries, and supports self-service.
Service Excellence	Empowers support teams with verified answers, boosting customer satisfaction.
Operational Efficiency	Streamlines operations by providing instant access and answers from SOPs, forms, and protocols.

Typical Use Cases

Knowledge & Support Teams

- Customer service agents get instant answers from FAQs, manuals, and policies.
- Technical support teams access troubleshooting guides and documentation quickly.

HR & People Operations

- HR teams centralise policies, onboarding content, and training materials for self-service support.
- New hires find onboarding information and get instant answers without direct HR involvement.

Marketing & Brand Management

- Marketing teams retrieve brand guidelines, campaign materials, and historical assets instantly.

Operations & Field Teams

- Field engineers, admin, and operations staff get instant answers SOPs, reports, and safety procedures on demand.