

Progress Agentic RAG Product Overview

DATA SHEET

The Progress Agentic RAG Solution: Technical Datasheet

The Progress® RAG solution is a modular, enterprise-ready SaaS platform delivering verifiable, context-aware AI answers. Designed to accelerate an organization's AI capabilities, it offers granular control over ingestion, retrieval, orchestration and model selection without heavy engineering overhead or vendor lock-in.

The Progress Agentic RAG solution is perfect for embedding intelligent, trusted AI into customer-facing products, internal tools or operational workflows.

Core Capabilities

1 Modular SaaS RAG Pipeline

A fully integrated SaaS pipeline that handles ingestion, indexing, retrieval and generation all configurable through no/low-code interfaces, allowing you to:

- Launch advanced AI workflows without platform rewrites or full-stack engineering
- Plug into existing apps and knowledge bases to deliver immediate value
- Move from prototype to production with modular building blocks

2 Multi-Modal Ingestion & Retrieval

Unlock insights across video, audio, images, documents and more, turning every content type into a searchable, AI-ready asset, along with the ability to:

- Index and retrieve insights from documents, audio, video and other formats in one pipeline
- Preserve context with format-aware chunking, such as timestamps, paragraphs and more
- Serve verified answers with cross-format citations: text, video frames or audio segments

3 Source Traceability & Citations

Every answer includes end-to-end metadata tracing which files, chunks and models contributed. This allows you to scale your AI usage and:

- Debug and improve workflows using rich retrieval logs
- Mitigate compliance risk, essential for regulated workflows (e.g., legal, risk management, healthcare, etc.)
- Integrate into product UI with citation-aware output structure

4 LLM-Agnostic Architecture

Deploy and swap between the leading Large Language Models (LLMs) at any time without re-indexing. Future-ready your product roadmap as the model landscape evolves so you can:

- Incorporate a wide range of leading LLMs
- Optimize for performance, cost and answer quality
- Build RAG workflows system-first, not model-first

5 Advanced Retrieval Strategies

Maintain context accuracy and build products that generate answers users can trust. Leverage precision retrieval methods for different content and task types, including:

- Semantic search
- Exact match or hybrid keyword semantics
- Neighboring context (e.g., surrounding paragraphs)
- Modal-aware retrieval (video, PDF, tables, code snippets, etc.)

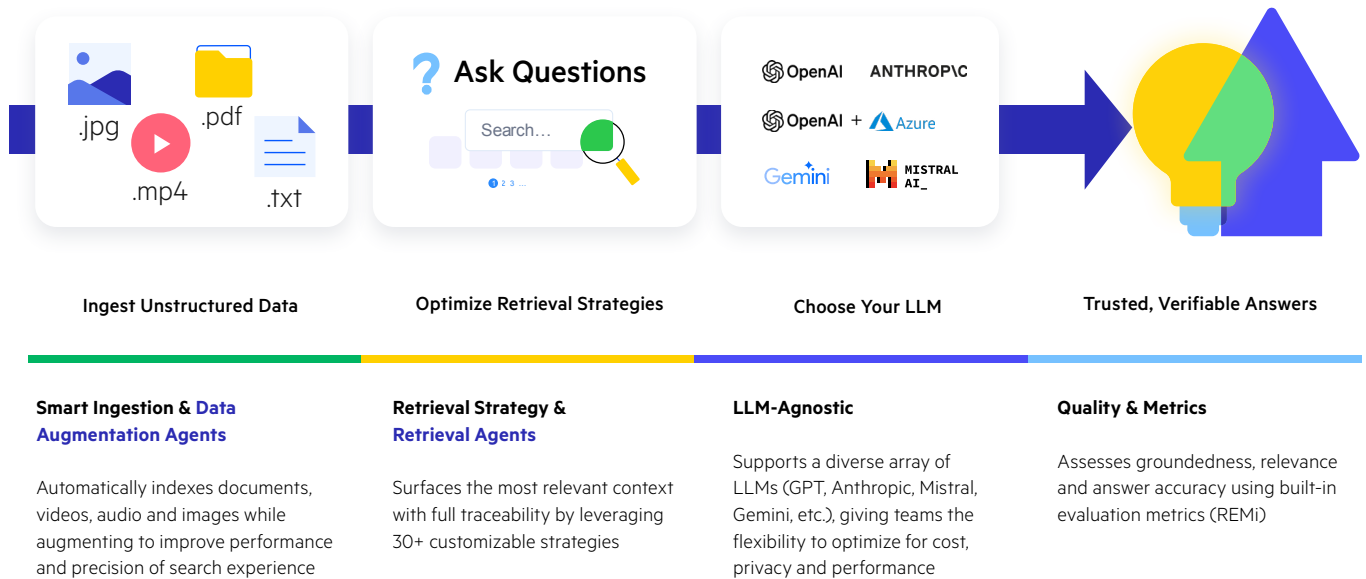
6 Semantic Chunking & Smart Segmentation

Outperforms fixed chunking used by standard RAG systems by intelligently splitting knowledge into context-preserving units (paragraphs, sentences, video timestamps, etc.), which:

- Allows for smaller input payloads with higher answer accuracy
- Maintains contextual relevance across formats
- Reduces hallucination risk and hallucination repair overhead

The Progress Agentic RAG Solution

End-to-end modular pipeline



Key Use Cases

1 AI-Powered Assistants

Embed domain-aware AI assistants that surface precise answers with contextual grounding and citations. Improve product usability and reduce the need for manual support.

2 Explainable Search

Upgrade search from basic keywords to natural-language answers that show where the information came from. Get faster, verifiable results across documents, tickets and knowledge bases.

3 Automate Case Resolution

Leverage retrieval and generation to auto-classify and summarize support or operations tickets. Reduce triage time and improve Service Level Agreement (SLA) performance.

4 Knowledge Hubs

Build an intelligence layer behind modern enterprise knowledge hubs by unifying documents, emails, multimedia and internal systems into a search, context-aware knowledge base.



Try the Progress Agentic RAG Solution for Free

About Progress Software

[Progress Software](#) (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and digital experiences with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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