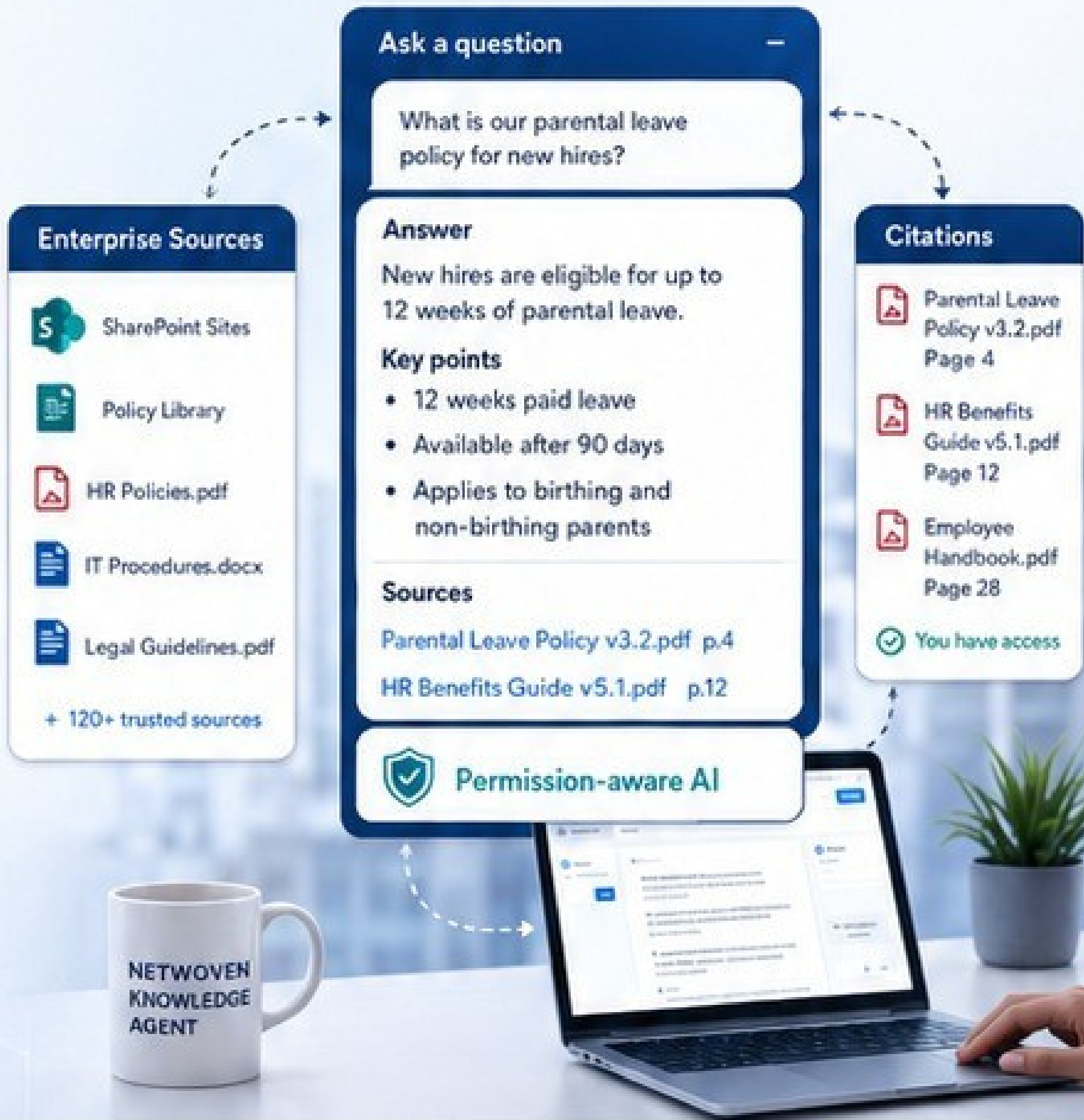


Enterprise Knowledge & Policy Agent

Authoritative, permission-aware answers to internal questions — at enterprise scale



70%+
reduction in routine
policy queries to HR/IT



Seconds
to find authoritative
answers vs. hours of search



Zero
data seen outside a
user's permission scope



Always
answers grounded in
current, authorized docs



The Problem

Employees waste hours searching across SharePoint, wikis, PDFs, and policies. HR, Legal, IT, and Operations face repetitive questions. Knowledge is siloed, stale, and inconsistently applied.



What the Knowledge Agent Does

- ✓ Answers policy and process questions with citations to source documents
- ✓ Enforces document-level permissions — users only see what they can access
- ✓ Handles follow-up questions and context-aware dialogue
- ✓ Surfaces “not found” behavior rather than guessing or fabricating
- ✓ Integrates with Teams, SharePoint web parts, and M365 Copilot



Who Buys It

- CIO / Head of Digital Workplace
- CHRO / VP HR Operations
- VP Legal Operations / Compliance
- Head of IT Service Management



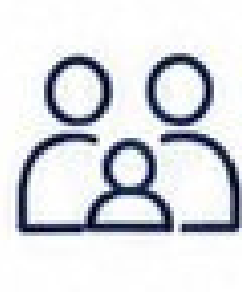
Enterprise Security & Governance

- Entra ID + ACL security trimming in the retrieval layer
- Grounded retrieval-then-generate: no speculation beyond source content
- Purview integration for information barriers and data classification
- Evaluation and monitoring for grounding accuracy and content freshness
- Versioned knowledge refresh to prevent accuracy drift as content changes

Business Outcomes



Helpdesk deflection
Reduce repetitive questions
and free up support teams.



Knowledge consistency
Ensure everyone gets answers
from the same trusted source.



Employee productivity
Save time and focus on
high-value work.



Compliance confidence
Apply policies correctly with
traceable, cited answers.

Starting Scope Options



HR & People Ops
(6–8 wks)



IT Knowledge Base
(6–8 wks)



Legal & Compliance
(8–10 wks)



Enterprise-Wide
(12–16 wks)



Why Netwoven

Netwoven combines Microsoft platform depth, grounded retrieval patterns, ACL-aware search, and Managed AgentOps to build trusted enterprise knowledge experiences.



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Executive summary A permission-aware enterprise knowledge agent that answers policy and process questions using current, authorized documents. It is intended to reduce search time, deflect repetitive tickets, and improve answer consistency across HR, IT, Legal, Compliance, and operations environments.	Best-fit situations • Best for Microsoft-centric enterprises using SharePoint, Teams, and <u>M365 Copilot</u> as employee productivity surfaces. • Can start with HR, IT, Legal, or Compliance and then expand domain by domain. • Well suited where search relevance is weak, policies conflict, or support teams are flooded with routine questions.
How it works • Copilot Studio manages conversation flow and guardrails; Azure <u>AI Search</u> provides hybrid retrieval and citations. • Content can come from <u>SharePoint</u>, wikis, PDFs, and structured repositories with versioned refresh. • ACL trimming and Purview integration preserve permissions, information barriers, and content governance. • Users can access the solution through a Teams bot, SharePoint web part, or M365 Copilot plugin.	Implementation approach • Choose an initial domain and define high-value question types and personas. • Connect repositories, validate metadata, and normalize content refresh. • Enable grounded Q&A; with citations and permission-aware retrieval. • Pilot, validate freshness and access behavior, then expand to new domains.
Value and measurement • Key outcomes: lower helpdesk volume, faster employee self-service, more consistent answers, and better compliance confidence. • Measure with routine query deflection, search-to-answer time, citation quality, content freshness, self-service adoption, and permission error rate.	Operating model and next step A durable operating model includes content refresh ownership, index monitoring, evaluation sets for priority questions, unanswered-query review, and periodic access governance checks as policies evolve. Recommended next step: select the first domain - HR, IT, Legal, or Compliance - and run a short discovery to define sources, top questions, and validation criteria.