

Service Description

Empolis Industrial Knowledge is Empolis' AI-powered knowledge and information platform for industrial companies. It centrally merges content from various sources, semantically indexes it using artificial intelligence techniques, and makes it available to authorized user groups in a targeted manner via portals, mobile applications, and APIs.

This service description explains the key features of Empolis Industrial Knowledge – from Knowledge Base and user roles to add-ons, integration options, availability, support, and contractual framework. It serves as a product reference and does not include pricing information.

1. Packages

Empolis Industrial Knowledge is offered in three package tiers: essential, advanced, and professional.

All three packages offer an identical scope of functionality. They differ only in the included quotas (e.g., number of power users, day tickets, communities, storage) and in terms for extending these quotas. This allows customers to choose the package that best matches their usage needs without having to accept any functional limitations.

Essential

An entry point for smaller user groups and use cases.

Advanced

Expanded included quotas for growing organizations.

Professional

The largest included quotas for company-wide deployment.

2. Core Components

Knowledge Base

Knowledge Base is the heart of Empolis Industrial Knowledge. All data and documents are consolidated in a central location, indexed using AI and semantic methods, and made available to authorized users in a searchable format.

Communities

When users with a Day Ticket access the system, at least one community is required. All users within that community have the exact same user roles. If several groups of community users need to be distinguished by different roles, multiple communities are set up accordingly. When using Knowledge Home Premium, a separate homepage configuration can be defined for each community.

Power User

With the appropriate authorization from the administrator, Power Users can make full, unrestricted use of all licensed features of Empolis Industrial Knowledge. This role is intended for users who use the system regularly or who create and maintain editorial content.

Day Tickets

Day Tickets are useful for users who do not use the system regularly. A monthly contingent of Day Tickets can be defined in advance. Any number of individual accounts (named users) can make use of this contingent. They are billed only for the days on which the account was used at least once (via a login) and are deducted from the monthly contingent accordingly; daily limits are based on Central European Time. With a Day Ticket, users can access the Knowledge Portal and create content in Expert Knowledge and Expert Dialog as contributors (i.e., articles can be created as drafts and edited only as long as they remain in draft status).

Guest User

A dedicated subdomain is created for each guest user, allowing anonymous users to access the portal without personal login credentials – typically to provide information on a self-service basis. Multiple guest users can be set up for different use cases, each with its own roles. Actual usage by guest users is tracked by Basic Calls.

Basic Calls

Basic Calls track the use of frequently needed functions that are not measured elsewhere. These include: API calls generated by guest users in Empolis' standard clients; API calls from other

applications to Knowledge Workplace API (all methods under /service-express/api); API calls to Expert Knowledge API (all methods under /service-knowledge/api); the use of internal AI functions in Empolis Industrial Knowledge; and the use of RAG API (/api/rag) by the customer's own clients or through direct API calls.

Data Storage

Data Storage is used to store data and documents for use in Empolis Industrial Knowledge. This includes both data uploaded or created by customers and users, as well as data generated by the system from that data, such as preview images.

Index Storage

Index Storage is required to hold content – made searchable through AI and semantic information-retrieval methods – in a high-performance index store. The index is generated from the data in Data Storage; the amount of index storage needed depends on the type of data stored (the higher the text share, the larger the index) as well as on configuration, such as the number of enabled search languages or the size of the knowledge model.

3. User Add-Ons

User Add-Ons can optionally be added to give selected users access to additional capabilities within Empolis Industrial Knowledge.

Empolis Buddy (Customer LLM)

Empolis Buddy extends the Knowledge Base with an AI assistant that guides users to relevant information in a chat and, if necessary, modifies that information using AI – for example, by translating or summarizing it. Access can be granted to both power users and users with day Tickets. In this version, a language model selected and licensed by the customer is used, provided it is supported by Empolis Industrial Knowledge.

Empolis Buddy (Empolis LLM)

Functionally identical to Empolis Buddy (Customer LLM) but using a language model selected and licensed by Empolis.

Salesforce Service Cloud User

A standard integration is available for using information from Empolis Industrial Knowledge within Salesforce Service Cloud. Currently, only power users can be upgraded to Salesforce Service Cloud Users.

4. System Add-Ons

Once activated, System Add-Ons are generally available to all users of the system, provided the administrator grants the relevant permissions.

Topic Navigation

A standardized iIRDS interface, along with topic-based display and handling of content for every user.

Session Support in Expert Dialog

Decision trees and checklists created or imported in Expert Dialog can optionally be configured so that their execution can be paused, resumed later, or transferred to another user.

Outlook Add-In

Embeds search and result lists from Empolis Industrial Knowledge directly into Microsoft Outlook. The new version of Outlook is not yet supported.

Frontline Workplace

Available as an app for iOS, iPadOS, Android, and Windows, enabling mobile use of Empolis Industrial Knowledge, including the ability to use data offline on a mobile device.

Knowledge Home Premium

Extends the Knowledge Home already included in the package with additional widgets for displaying internal information and integrating external information. In addition, a separate Knowledge Home configuration can be created for each Community, so different user groups get their own tailored homepages.

Auto Translate

Automatic translation of content within the Expert Knowledge and Expert Dialog components.

OCR Instance

OCR instances can be activated during document indexing to recognize and index text on scanned documents that hasn't yet been detected. The more OCR instances are active, the faster text recognition runs during indexing.

Knowledge Forge

Enables the creation of structured articles from a wide variety of content, such as chat logs, email text, or service tickets. All templates defined in Expert Knowledge are supported as target formats.

5. Customization

Knowledge Base Customization

The Empolis Industrial Knowledge portal can easily be customized in terms of colors and logos. For more extensive changes, Empolis can provide customized versions of the portal on request.

- Custom Portal – operation of a customized portal with client-specific adjustments. These adjustments are implemented in a separate service package.
- Custom Search – operation of a customized search service with client-specific adjustments. These adjustments are implemented in a separate service package.

Frontline Workplace Customization

The Frontline Workplace apps can be adapted to customer-specific requirements, including branding and text.

Custom Windows / iOS / Android App

Customer-specific variants of the Frontline Workplace apps for Windows, iOS, and Android.

6. Integration

Empolis Industrial Knowledge is built as an API-first solution and integrates easily into and with many other systems.

Integration API

Enables programmatic access to all functions of Empolis Industrial Knowledge, for example to integrate with the customer's own applications or to automate data exchange. This captures all customer-initiated API calls that are not part of the Basic API.

Knowledge Graph Environment

Every package includes a Knowledge Graph, which is typically used to maintain metadata and semantic relationships and through which structured information can be integrated into the Knowledge Base. If needed, the Knowledge Graph can be operated in a higher-performance environment to support demanding extensions efficiently.

SSO Integration (Identity Provider)

Connecting one or more identity providers simplifies user administration: instead of maintaining every user separately in Empolis Industrial Knowledge, the company's existing identity provider can be used as the source. An initial mapping of properties is required for each identity provider.

Further Integrations

Standard integrations are available for numerous third-party systems, including Microsoft Dynamics, SAP, Zendesk, Jira, and Sugar CRM (each available on request), as well as for Proalpha DMS from version 9.5 onward (included; earlier versions available on request).

7. Availability, Onboarding & Support

Availability

Empolis Industrial Knowledge is operated with an availability of 99.50%.

Response Times

90% of all requests to search or filter result lists via the Basic API are answered within 1 second. 90% of requests made via the Basic API to display the next step when processing decision trees are answered within 500 milliseconds. These response times apply provided that search performance is not impaired by customer-specific requirements or limitations.

Hotline & Support

Included in all packages.

Online Learning Content

Included in all packages.

Onboarding

Onboarding by an Empolis Customer Success Manager is included in the scope of services. Additional services can be booked separately if needed.

Token Limit for Large Language Models

Empolis Industrial Knowledge makes comprehensive use of large language models. Each time such a model is used, tokens are consumed for the information exchanged with the model. Empolis reserves the right to limit the amount of usable tokens; the specific limit depends on the language model used and on the scope of the licensed services.

8. Contractual Framework

Standard Contract Term

12 months.

Notice Period

3 months to the end of the contract term.

Pricing

Unless otherwise stated, all prices are recurring monthly prices. Current pricing information is available on request.