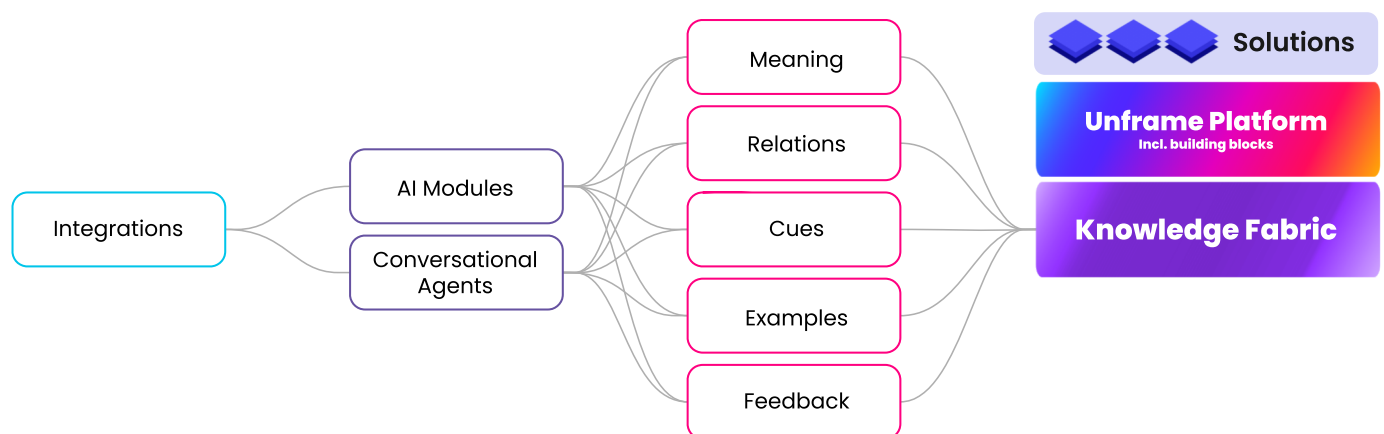


Knowledge Fabric: AI Fluent in How Your Business Works

Every business works in its own way – through processes, workflows, tools, and the shorthand employees use with each other. The way customers talk about products. The acronyms, policies, and industry conventions baked into daily operations. Generic AI doesn't get this. It misses the context. Fumbles acronyms. Misinterprets policies. Stumbles over industry terms. And without that context, it can't adapt to how your business really works – leaving answers and actions generic, shallow, and unreliable.

THE KNOWLEDGE FABRIC: THE CONTEXT LAYER THAT MAKES AI FLUENT IN YOUR BUSINESS



It weaves together everything your business knows – documents, conversations, workflows, feedback, and even data from third-party systems – into one connected fabric of context. Instead of guessing, your AI can now speak your business' language, follow your processes, and act the way your business runs. With Knowledge Fabric, AI responses and actions are accurate, trusted, and uniquely yours.

AT A GLANCE

- **Learns what matters** - Captures context from conversations, documents, feedback, industry terms, and 3rd party systems
- **Context at every level** - Organizes context across users, agents, departments, solutions, and the organization - with governance built in at every level.
- **Sharper over time** - Improves with every interaction, ensuring AI gets sharper and more aligned over time.

WHY CONTEXT MATTERS

Customer Service Rep:

"The customer is asking for a refund, but it's past the 30-day window. What should I do?"

Generic AI:

"Refunds are only available within 30 days of purchase."

AI with Knowledge Fabric:

"Since this customer is a Gold Loyalty member, you can approve a refund up to 45 days past purchase. Process it through the Loyalty Portal and tag it as 'Gold Exception' so Finance can track it correctly."

THE DIFFERENCE

Generic AI:

Repeats policy

AI with Knowledge Fabric:

Applies context across customer status, policy exceptions, and workflow steps - the details that make a difference

About Unframe

Unframe is the Managed AI Delivery Platform that delivers AI solutions that work, tailored to your business and delivered in days. With Unframe, organizations can turn high-value AI use cases into real outcomes, without sharing data, committing upfront costs, or compromising on results. Unframe is headquartered in Cupertino, California, with a global presence in Tel Aviv and Berlin.



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