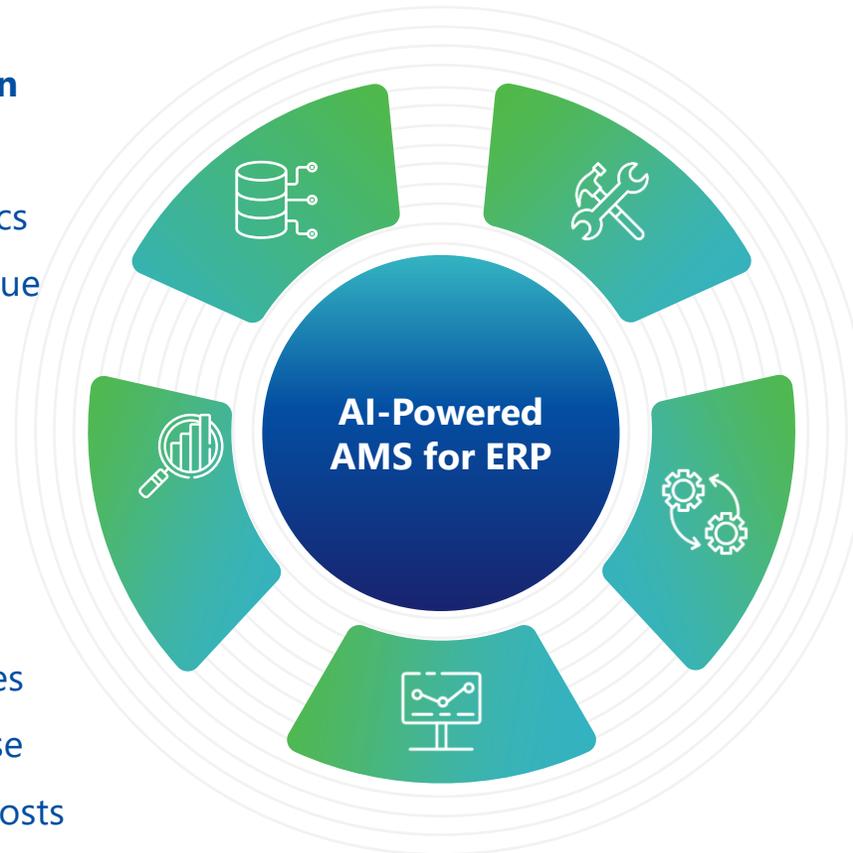


## Applying to all steps of KT Phase

- **Summarize & extract key documentation** insights
- **Natural-language Q&A** over technical docs
- **Cluster historical tickets** into recurring issue groups
- Generate hierarchical KT outlines
- Build issue playbooks

## Applying to Operation Phase

- **Instant answers** from manuals & guidelines
- **Smart ticket creation** for faster IT response
- **24/7 reporting** to boost efficiency & cut costs
- Scalable AI that enhances customer experience



## Business Benefit

- Replaces L1 & L1.5 support
- Resolves issues **25–30%** faster
- Supports **120+ languages**
- **Speeds up KT by 40%** with higher precision
- **Cuts operational costs 10–15%** from year 2 onward



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