

Employee AI Knowledge Assistant

AI-Powered Knowledge at the Speed of Work

Powered by : **Data 360 + Agentforce + Tableau Next**



1000+
Documents Searchable



8+
Enterprise Knowledge Domains



<1s
To Find Answers



100%
Source-Cited AI Responses

THE CHALLENGE

- **40% of skilled linemen** eligible for retirement within 5 years
- **Critical operational knowledge** is undocumented and at risk of loss
- **New hires take 12–18 months** to become field-ready

THE AI SOLUTION

- **Data Cloud 360** unifies switching procedures, OSHA standards, manuals & work orders
- **Agentforce** delivers a mobile AI assistant with switching guidance & JSA generation
- **Einstein AI** provides natural language guidance and edge-case escalation
- **Tableau Next** tracks knowledge usage, training gaps, and SAP/Maximo integration

KEY DIFFERENTIATORS

- **AI-guided** switching & equipment operations
- **Automated JSA** for non-standard work
- **Knowledge gap** tracking
- **Training analytics** dashboard
- **SAP/Maximo** integration
- **30–40% fewer** control room calls
- Onboarding: **18 months → <6 months**
- Better **OSHA compliance** & safety
- **\$3–5M/year** productivity gains

WHAT THE AI DELIVERS

Operational Outcomes

- **Faster** field operations
- **Reduced onboarding** time
- **Improved workforce** productivity
- **Safer, standardized** execution

Financial Outcomes

- **30–40% fewer** support calls
- **\$3–5M/year** productivity gains
- **Lower training** costs
- **Reduced operational** downtime

Strategic Outcomes

- **Knowledge retention** at scale
- **Improved OSHA** compliance
- **AI-powered** workforce enablement
- Enterprise-ready **SAP/Maximo** integration

IDEAL FOR

Electric Utilities & Distribution

Grid Operators, ISOs & Energy Providers

Water Utilities & Engineering Firms

Knowledge-Driven Enterprises

NEXT STEPS

Step 1: Executive Demo (1 Week) – See AI answer real questions from your own documents.

Step 2: Pilot Deployment (3–4 Weeks) – Validate accuracy, citations, and user adoption.

Step 3: Scale & Subscription Activation – Expand across departments and move to enterprise-wide

