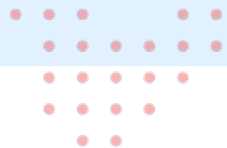




Your knowledge retrieval system
Precise Answers, Zero Effort.



41%

of managers say content findability is
the top-one problem to solve

25%

poor search experience affect heavily
workers productivity



An AI-powered search engine retrieving any information, inside any type of file from any repository in just a few seconds

202202 POC Description EU **DOCX**

What file formats are supported in the POC phase?

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202104 Features ENG **DOCX**

What file formats can be imported in Pigro's static mode?

Pigro, a knowledge base management system, offers three ways to manage the import, update, and creation of knowledge bases needed for implementing preferred solutions. One of these ways is the Static mode, which allows for the import and deletion of digital documents within the platform (word, pdf, ppt, url, xls, ...).

Page 2 of 5

The document aims to define the perimeter for the development of a POC to demonstrate the potential and the operating principles of the Pigro technology solution.

POC documentation

The creation of a POC implies a one-shot import of the documentation provided by the customer.

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Format available → PDF / Word /html
Maximum units → 5000 units

1 unit

- word/pdf format file, 1 unit = 1 page of the document.
- website, 1 unit = 1 URL (reference page internal limits are excluded)

The imported documentation cannot be modified or updated with new versions.
Vertical orientation for every document is mandatory.

User Experience

The POC is developed and hosted in Pigro's cloud and can process and answer users' questions exclusively based on the content provided.

Connect any knowledge base

Pigro automatically import and update any type of file on a daily basis.



HOW IT WORKS



which file formats are supported?



The supported file formats depend on the specific feature or phase of the product. In the POC phase, PDF, Word, and HTML formats are supported, with a maximum of 5000 units per type of format. In the knowledge base management feature, various file formats are supported, including Word, PDF, PPT, URL, and XLS. The definition of one knowledge base unit varies depending on the format, for example, one page of a Word, PPT, or PDF file is equal to one unit. Overall, the supported file formats include common office formats and web-based content.

☆ 202202 POC Description EU DOCX

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☆ 202104 Features ENG DOCX

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Suggestions 1 of 1

Page 2 of 5



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1 unit of content – 1 page of the document. (Reference page internal links are excluded)

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- a search bar to ask a question in natural language
- a list of 8 extracts from the knowledge imported related to the question
- a box for saving the question
- a box for saving the extracts
- you can open the whole document the extract comes from, clicking on the title

Get a clear-cut answer with the summarized relevant content extracted by Pigro

HOW IT WORKS



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Explore directly the relevant content extraction

HOW IT WORKS



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☆ **202104 Feature ENG** **DOCX**

Read the whole document the extraction comes from and navigate through suggestions

< Suggestions 1 of 1 >

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Page 2 of 5



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CUSTOMERS



BNP PARIBAS



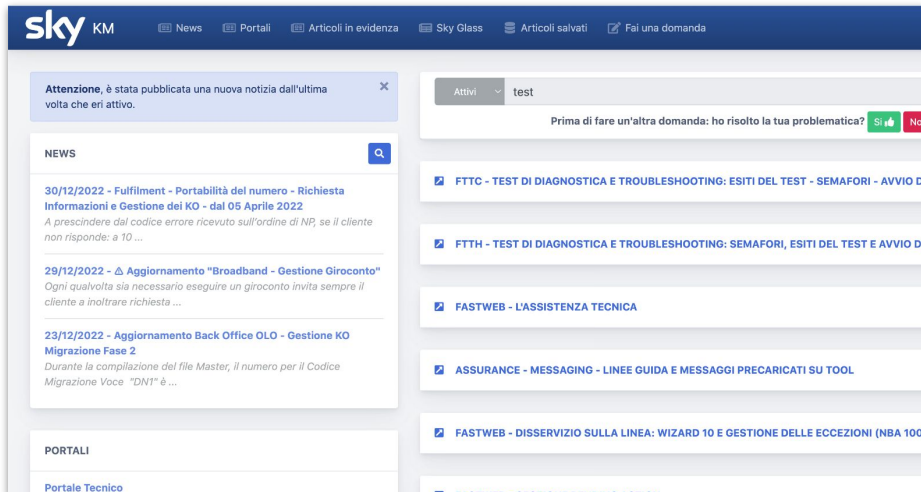
PROOF OF CONCEPTS



Customer service agent support

A knowledge retrieval system supporting customer service agents. Agents can search for technical and commercial information while they are on the phone with the customer or managing a ticket.

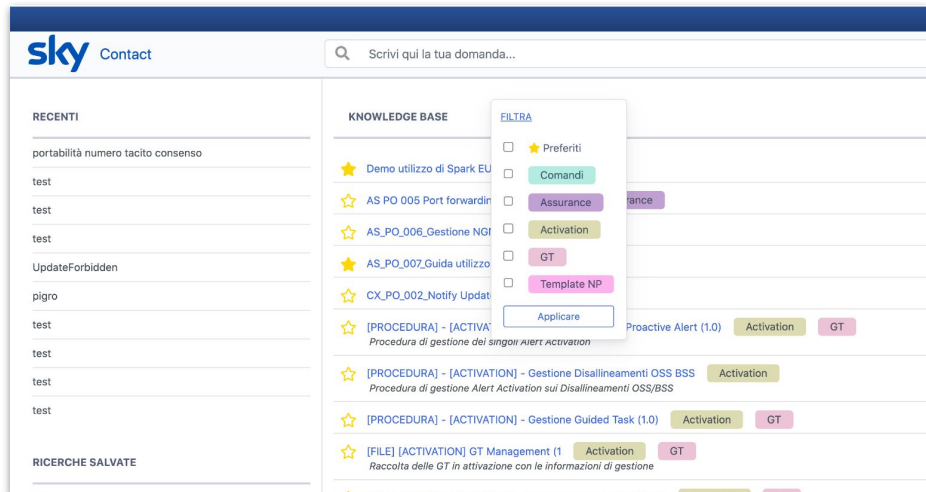
Used by 5000+ agents of 



The screenshot shows the 'sky KM' interface. At the top, there are navigation links: News, Portali, Articoli in evidenza, Sky Class, Articoli salvati, and Fai una domanda. A notification banner at the top left reads: 'Attenzione, è stata pubblicata una nuova notizia dall'ultima volta che eri attivo.' Below this is a 'NEWS' section with a search icon. The main content area displays a list of news items, including:

- 30/12/2022 - Fulfillment - Portabilità del numero - Richiesta Informazioni e Gestione dei KO - dal 05 Aprile 2022
- 29/12/2022 - Aggiornamento "Broadband - Gestione Giroconto"
- 23/12/2022 - Aggiornamento Back Office OLO - Gestione KO Migrazione Fase 2

 On the right side, there is a search bar with the text 'test' and a dropdown menu showing 'Attivi'. Below the search bar, there are several search results with checkboxes, such as 'FTTC - TEST DI DIAGNOSTICA E TROUBLESHOOTING: ESITI DEL TEST - SEMAFORI - AVVIO DE...', 'FTTH - TEST DI DIAGNOSTICA E TROUBLESHOOTING: SEMAFORI, ESITI DEL TEST E AVVIO DE...', 'FASTWEB - L'ASSISTENZA TECNICA', 'ASSURANCE - MESSAGING - LINEE GUIDA E MESSAGGI PRECARICATI SU TOOL', and 'FASTWEB - DISSERVIZIO SULLA LINEA: WIZARD 10 E GESTIONE DELLE ECCEZIONI (NBA 1002...'.



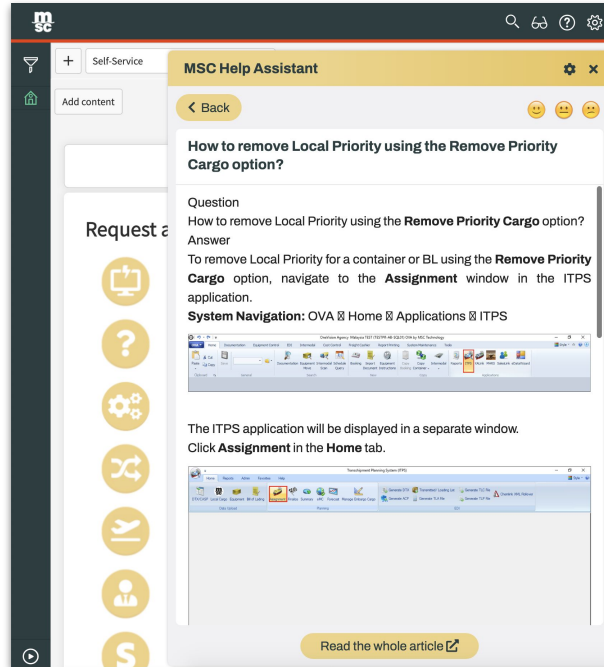
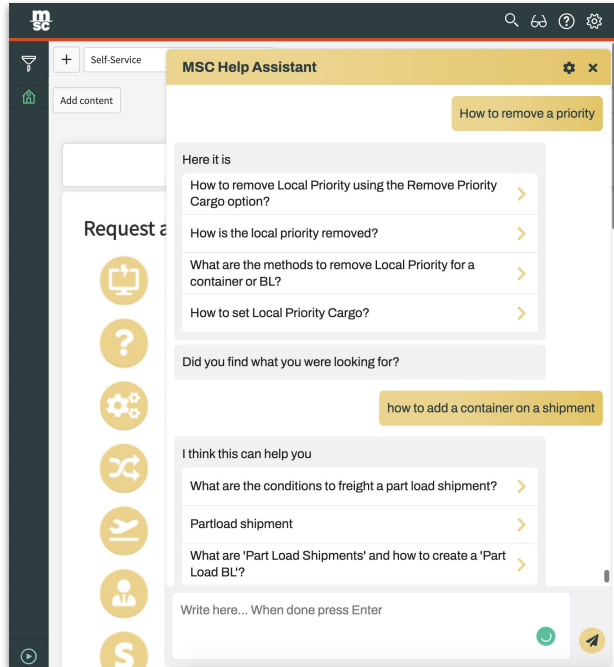
The screenshot shows the 'sky Contact' interface. At the top, there is a search bar with the text 'Scrivi qui la tua domanda...'. Below the search bar, there are two main sections: 'RECENTI' and 'KNOWLEDGE BASE'. The 'RECENTI' section lists several search results, including 'portabilità numero tacito consenso', 'test', 'UpdateForbidden', 'pigro', and several 'test' entries. The 'KNOWLEDGE BASE' section displays a list of knowledge base entries with a filter menu open. The filter menu has the following options:

- Preferiti
- Comandi
- Assurance
- Activation
- GT
- Template NP

 The 'KNOWLEDGE BASE' section also shows several entries with status indicators:

- [PROCEDURA] - [ATTIVA] - Procedura di gestione dei singoli alert activation (Proactive Alert (1.0) Activation GT)
- [PROCEDURA] - [ATTIVATION] - Gestione Disallineamenti OSS BSS (Procedura di gestione Alert Activation sui Disallineamenti OSS/BSS Activation)
- [PROCEDURA] - [ATTIVATION] - Gestione Guided Task (1.0) (Activation GT)
- [FILE] [ATTIVATION] GT Management (1) (Raccolta delle GT in attivazione con le informazioni di gestione Activation GT)

Internal support



An AI search widget integrated into your internal tools to support your employees. You can deliver the correct answer for each user respecting files and resources access permissions. Let employees solve IT and HR issues by themselves.

Used through ServiceNow

by  Cargo

FOUNDERS



Nicolò Magnanini
CEO
4 Years Entrepreneur
Experience
10 Years developer
experience



Nicola Abbasciano
COO
20+ Years Experience




Gabriele Maggiolo
CMO & UK Director
More than 15 Years as
Performance & Growth
Specialist

ADVISORS



Alexiei Dingli
Advisor
Applied AI Professor,
Neuro-symbolic AI
Pioneer



Pancrazio Auteri
Advisor
CPO & CTO





Stefano Marzani
Advisor
WW Tech leader


**Autonomous
Driving**



Make your knowledge base effective

THANK YOU

Nicola Abbasciano - Pigro Founder
nicola@pigro.ai

HOW PIGRO WORKS

Automatic import

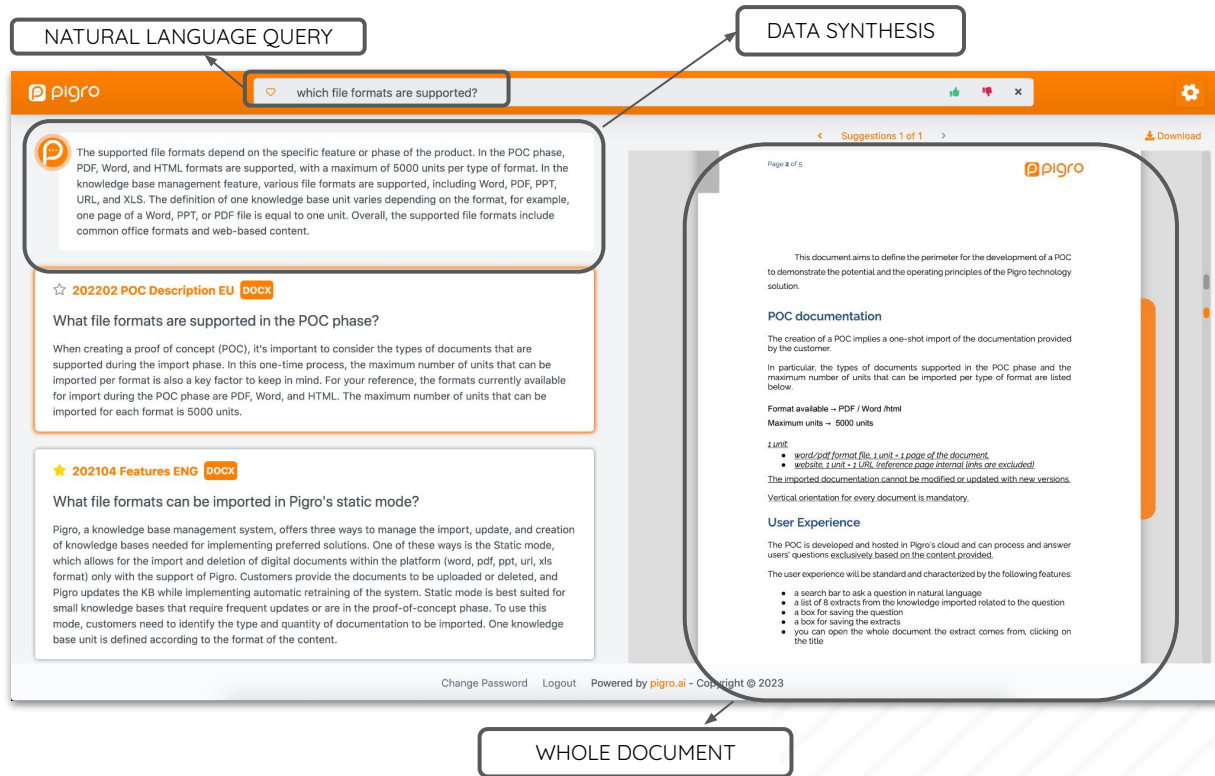
All the knowledge is automatically imported day by day from your data repository where contents are created and archived.

Intelligent search

Our search engine supports natural language queries (no keywords) and can provide answer to complex requests.

Clear-cut answers

Pigro will extract structured and unstructured data synthesis. You can always access the relevant documents for the synthesis directly in the platform.



HOW IT WORKS

Insert a natural language query in the search bar

The screenshot shows the Pigo search interface. At the top, there is a search bar with the query "which file formats are supported?". Below the search bar, the results are displayed. The first result is a document titled "202202 POC Description EU" in DOCX format. The second result is "202104 Features ENG" in DOCX format. The search results are displayed in a list view, with each result showing the title, format, and a brief description. The interface also includes a navigation bar with the Pigo logo, a search bar, and a settings icon. The search bar contains the query "which file formats are supported?". The results are displayed in a list view, with each result showing the title, format, and a brief description. The first result is "202202 POC Description EU" in DOCX format. The second result is "202104 Features ENG" in DOCX format. The search results are displayed in a list view, with each result showing the title, format, and a brief description.

which file formats are supported?

Page 2 of 5

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PROBLEM

Current enterprise search solutions lack efficiency and end up wasting hours of precious time:

- effort in trying multiple keywords
- browsing in different systems/repositories
- effort in identifying the right content by its title
- effort in scrolling several pages

SOLUTION

Pigro is the ready-to-use solution to enable Intelligent Search in the workplace.

- Support for natural language queries
- Desired result in the first 2 positions in 90% of the cases
- Clear-cut answers, avoid the noise of useless content