

Enterprise AI Knowledge Search Example for Technical Support and Documentation

Biamp delivers instant, accurate technical support in 90+ languages

Biamp uses CustomGPT.ai for enterprise AI knowledge search: a secure, RAG-based assistant on its website for technical support, plus internal bots like the HR Bot. Customers get answers in seconds, 24/7, in more than 90 languages, and the rollout took under 30 days.

Seconds

To reply, 24/7

<30 days

From data upload to live AI chat

90+

Languages, no extra setup

THE CHALLENGE

Inconsistent support and repetitive internal work

Biamp wanted improvements both inside and outside the company. Externally, it needed more consistent and responsive customer support across channels. Internally, repetitive questions, especially in HR, took employee time away from strategic work.

Data scientist Toyon Nurul Huda looked for a single platform that could do both, embedded securely on Biamp's website.

WHAT BIAMP NEEDED**Resource efficiency.**

More output from the same team.

Consistent service.

Personalized support across channels.

A trusted HR resource.

Secure, reliable answers for employees.

Stable web deployment.

AI embedded directly on the website.

HOW BIAMP SOLVED IT

One secure platform for customers and employees

Grounded in Biamp's content.

Large data sets, the sitemap and internal documentation feed the AI, so answers stay accurate.

Live chat on the homepage.

Customers ask technical questions and get answers instantly, in 90+ languages.

Internal bots like the HR Bot.

Employees get trusted, accurate answers without routing questions to HR.

ABOUT BIAMP

Biamp is a global audio-visual company whose sound processing and distribution technology, video conferencing tools and control systems are used everywhere from the JFK Forum at Harvard University to Hershey Amusement Park in Pennsylvania.

AT A GLANCE

INDUSTRY

Audio-visual technology

DEPLOYMENTS

Website support assistant and internal bots, including the HR Bot

TEAMS

Customer support, HR and operations

HOW DOES A RAG CHATBOT HELP CUSTOMER SUPPORT TEAMS?

Source-grounded AI, security and multilingual support at scale

- 1 **Answers from verified docs.**

The assistant retrieves from Biamp’s own content before answering, which prevents hallucinations.
- 2 **Enterprise-level security.**

CustomGPT.ai met Biamp’s strict requirements for both internal and external use.
- 3 **Global from day one.**

90+ languages with no added setup.

RESULTS

Technical support, before and after

DIMENSION	BEFORE	AFTER
Customer response time	Hours, based on agent availability	Seconds, 24/7
Language coverage	Limited by staffing	90+ languages
Routine query handling	Manual and agent-dependent	Automated via AI assistant
Internal HR queries	Routed to HR manually	Answered instantly by the HR Bot
Documentation access	Siloed across systems	One conversational interface
Deployment timeline	Months, typical for enterprise AI	Under 30 days

CustomGPT.ai has not only enhanced our external customer interactions, adding a new level of responsiveness, but has also measurably boosted internal productivity. Our internal chatbots, like the HR Bot, have become essential tools in improving employee experiences and operational efficiency.

Toyon Nurul Huda
DATA SCIENTIST, BIAMP

WHY IT WORKED

- Security.**

Met strict requirements.
- No-code flexibility.**

No dedicated developers.
- Accuracy.**

Trained on internal documents.
- Rapid deployment.**

Live in under 30 days.

ABOUT CUSTOMGPT.AI

CustomGPT.ai is a no-code platform for building AI agents that answer only from an organization’s own content: documents, websites and knowledge bases. Every answer is grounded in verified sources with citations, and the platform is SOC 2 Type 2 and GDPR compliant. Organizations use it for customer support, internal knowledge search, website chat and more, across help centers, apps and the API.