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Featured Application

# Inbenta Encore: Revolutionizing Enterprise AI with Programmed Intelligence

## I. Overview

Inbenta Encore is the enterprise AI orchestration platform that solves the fundamental trade-off between AI convenience and enterprise control. Built on breakthrough **Programmed Intelligence** technology, Encore uses a revolutionary dual-LLM architecture where AI agents prepare content and facilitate natural conversations, while traditional retrieval ensures every response is pre-approved and never deviates. Unlike traditional AI tools that operate in silos or require heavy lifting to scale, Encore turns fragmented automation into intelligent, governed, and repeatable performance. It's not just AI that answers — it's AI that performs exactly as programmed. **"Teach it once. Trust it always."**

**II. What We Did**-We observed enterprises facing an impossible choice with AI assistants: choose fast deployment with unpredictable responses (GenAI/RAG) or choose controlled responses with months of manual setup (traditional NLP). Previous attempts to solve these pain points were either unreliable or prohibitively expensive to implement and maintain. To address these limitations, we built Inbenta Encore — the first **Programmed Intelligence** platform that eliminates this false choice through a breakthrough hybrid approach.

### The Enterprise AI Dilemma We Solve

Customer Pain Point	How Encore's Programmed Intelligence Solves It
<b>Unpredictable AI Responses</b> GenAI systems generate inconsistent answers, create compliance risks, and produce hallucinations	<b>Dual-LLM Architecture:</b> LLMs handle conversation and content preparation, but only pre-approved responses are delivered via traditional retrieval — zero content generation in customer interactions
<b>Slow, Expensive Setup</b> Traditional NLP requires months of manual intent creation and costly expert configuration	<b>Agent-Powered Content Preparation:</b> LLMs autonomously extract and optimize intents from data sources, reducing setup time from months to days
<b>Loss of Enterprise Control</b> GenAI systems can't guarantee response consistency or maintain audit trails	<b>Approval-First Responses:</b> Every answer requires explicit approval before deployment and will never deviate without permission
<b>Natural Interaction vs. Precision Trade-off</b> Users want conversational AI, but enterprises need guaranteed accuracy	<b>Conversational Precision:</b> Users interact naturally through LLM-powered conversation, but always receive exact, approved responses with audit trail for compliance & regulatory requirements
<b>High Maintenance Overhead</b> Traditional systems require constant manual updates and intent management	<b>Intelligent Maintenance:</b> Agentic AI continuously analyzes performance and recommends improvements, reducing maintenance burden

### How It Works: The Encore Intelligence Pipeline

#### Backend: LLM-Powered Content Preparation

- Agent-Powered Intent Extraction:** LLMs analyze your data sources and autonomously extract potential intents (question-answer pairs)
- Intelligent Content Preparation:** Our agents don't just extract - they optimize content specifically for retrieval performance in real-time interactions
- Validation & Approval Gateway:** Every intent goes through automated validation and human approval before going live

#### Frontend: LLM-Powered Intent Recognition

- Conversational Intent Discovery:** When users interact with your assistant, LLMs engage in natural conversation to understand exactly what they're looking for
- Traditional Retrieval:** Once intent is identified, the system retrieves the exact approved answer using proven matching technology - no content generation or modification
- Continuous Optimization:** Agentic AI monitors performance and recommends improvements to your intent base over time

## III. B2B Customer Impact

### Performance Improvements:

- ==75+% faster==** setup and deployment compared to traditional NLP solutions
- =50+% reduction=** in overhead costs through precise automation

- **==32% improvement==** in customer satisfaction scores industry benchmarks
- **==35+% increase==** in first-contact resolution rates of industry benchmarks
- **==Zero hallucinations==** or unapproved responses in production

**Customer Testimonials: Family Search, Largest genealogy organization in the world.**

"With Encore, we finally have AI that feels natural to our customers but gives us complete control over every response. Encore solved our biggest AI challenge: how to scale intelligent automation without losing control." Marc

**Results:** Reduced abandonment rate, 60-70% productivity enhancement with deep research tools for content building and filtering, ability to manage a large amount of multilingual data with single master RAG and intelligent prompts vs. multiple language-specific databases and 95%+ Accuracy for first contact resolution rates.

**IV. Core Differentiators**

<p><b>Dual-LLM Architecture-</b> Revolutionary approach using LLMs as intelligent tools, never as content generators:</p> <p><b>Backend LLMs:</b> Extract and optimize intents from your data sources</p> <p><b>Frontend LLMs:</b> Converse with users to identify their exact needs</p> <p><b>Traditional Retrieval:</b> Deliver approved answers without modification or generation</p> <p><b>Zero Content Generation:</b> LLMs never create or alter customer-facing responses</p>	<p><b>Conversational Precision-</b> Users interact naturally through conversation, but always receive exact, approved responses:</p> <p><b>LLM-powered conversation</b> to understand user intent</p> <p><b>Traditional retrieval</b> of pre-approved answers</p> <p><b>Natural interaction</b> without sacrificing control or accuracy</p>
<p><b>Self-Setup Experience-</b> Configure AI assistants for any use case without extensive technical implementation:</p> <p><b>Point</b> to your data sources</p> <p><b>Review</b> auto-generated intents</p> <p><b>Approve</b> and deploy</p> <p><b>Monitor</b> and optimize</p>	<p><b>Intelligent Maintenance</b></p> <p><b>Agentic AI</b> continuously analyzes performance and recommends improvements, reducing the traditional maintenance burden of intent-based systems.</p>

**V. Key Innovations**

**Technical Innovation:** First dual-LLM architecture using AI for preparation and recognition while maintaining traditional retrieval for responses

**Business Impact:** Solves the fundamental trade-off between natural conversation and enterprise control

**Market Disruption:** Creates a new category between traditional NLP and generative AI

**Practical Application:** Real-world deployments showing measurable improvements in both setup speed and response reliability

**VI. The Programmed Intelligence Advantage**

**Setup Like GenAI, Perform Like Traditional NLP, Interact Like Modern AI**

- **Coverage:** Extract comprehensive question sets from your data at scale
- **Speed:** Go from data source to deployed assistant in days, not months
- **Control:** Every response requires approval and won't deviate without permission
- **Natural Interaction:** Users converse naturally while getting precise, approved answers
- **Reliability:** No hallucinations, no surprise responses, no compliance risks
- **Efficiency:** Automated intent generation with human governance

**VII. Why "Encore" Works**

The name captures our position perfectly: this isn't our first performance in enterprise AI - we've been delivering reliable solutions for 20 years. Encore represents our next act, where we've learned from both the promises and pitfalls of generative AI to deliver something better. **"The perfect blend of convenience and control."**

**VIII. Next Steps**

Inbenta is committed to expanding Programmed Intelligence across every aspect of enterprise AI orchestration. We're enhancing our agentic capabilities for even more intelligent content preparation and performance optimization, while maintaining our core principle: AI that performs exactly as programmed, every time.

***Inbenta Encore: Where Enterprise AI Finally Delivers on Both Promise and Programmed Intelligence***



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