

From Search to Answers with Agentic RAG

USE CASE DATASHEET

KEY BENEFITS

- ✓ **Gives Answers, Not Links**
Provides answers instead of a list of documents
- ✓ **Eliminates Time Wasted on Searching**
Reduces the hours spent navigating file repositories to find information
- ✓ **Delivers Trusted Answers**
Includes citations showing where the answer came from
- ✓ **Turns Scattered Content into Knowledge**
Connects enterprise data repositories, files and business apps into a single knowledge layer
- ✓ **Improves Website and Portal Engagement**
Enables self-serve capability and eliminates the need for customers to open tickets

The Progress® Agentic RAG solution transforms enterprise search from a list of links to trusted, verifiable answers grounded in your content.

Why Traditional Search Is Broken

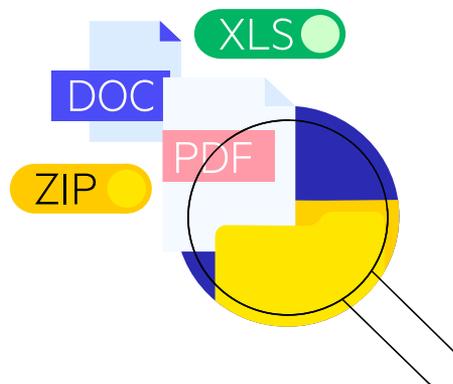
Organizations don't struggle with a lack of content. They struggle with a lack of findable, usable knowledge.

Every day, employees and customers search across SharePoint, Google Drive, websites, PDFs, portals, videos and knowledge bases trying to answer simple questions. What they get back are lists of links, outdated documents or results that force them to do the work of opening files and piecing information together themselves.

What this looks like:

- Employees open 8-12 documents to answer a single question
- Customers bounce when they can't find what they need on your website
- Knowledge living in PDFs, videos, policies and portals are inaccessible for search
- Shared internal systems like SharePoint, Google Drive and others are siloed

Traditional search returns results but makes the user do the hard work.



What Is AI Search?

AI Search with the Progress Agentic RAG solution connects your organization's content, understands it in context and uses it to generate direct answers that users can trust. How?

- 01 It connects your content.** The solution connects to the places your knowledge already lives like SharePoint, Google Drive, websites, PDFs, portals, knowledge bases and more, and continuously syncs that content into a unified knowledge layer.
- 02 It intelligently understands and organizes it.** The system doesn't treat documents like flat, static files or break them into arbitrary chunks. It understands meaningful segments (e.g., paragraphs, sentences, sections and even timestamped moments in videos), preserving the context that gives the information its meaning.
- 03 It retrieves the right context for the question.** The solution leverages advanced retrieval strategies to locate the precise pieces of content that directly answer the question, no matter where the information is held (e.g., a paragraph in a policy document, a sentence within a PDF, etc.)
- 04 Generates an answer grounded in your sources.** The curated context is then used to generate a direct answer for the user. And unlike generic AI tools, every answer includes citations that show exactly where the information came from, so users can verify it themselves.

So, what can AI search leveraging agentic retrieval-augmented technology (RAG) do for you?

Traditional Search	AI Search with Agentic RAG
Returns a list of links and documents	Returns a direct, complete answer
Relies on keyword matching	Uses context to understand meaning
Searches systems separately	Searches across all connected systems
Frustrates users	Allows users to find answers on their own

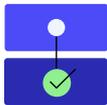
Feature Highlights

Agentic RAG-based AI search is the perfect showcase for:



Sync Agents

- Bring knowledge together in one place without migrations
- Include SharePoint, Google Drive, Dropbox, content management systems (CMS) and more



Multi-Layer Indexing

- Makes documents, PDFs, video and audio files AI-ready
- Provides a more holistic and complete context than text-only RAG can provide



Retrieval Strategies

- Deliver precise, relevant answers—even for complex questions that span multiple knowledge areas
- Incorporate feedback loops to improve accuracy and response relevance



Knowledge Graph Layer

- Understands the relationships across documents, policies and systems
- Identifies related concepts/data points, contributing to more holistic understanding



Answer Traceability

- Shows exactly where every answer came from so users can verify and trust the information
- Provides clear links back to original sources



Prompt & RAG Labs

- Test and refine AI search experiences quickly, without long development cycles or rework
- Deliver production-ready AI experiences faster by identifying what works before writing custom code



RAG Evaluation Metric Model (REMi)

- Measures answer quality and groundedness in your knowledge layer to continuously improve AI performance
- Informs users of knowledge gaps by identifying questions with no or low-relevance answers



Connect with an AI Knowledge Expert