



Suhas Bhairav

AI Support Knowledge Gap Finder

**Identify and close knowledge gaps to improve
self-service and agent productivity**

A practical framework to analyze tickets and failed
searches, then build targeted KB content.

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KB Gap Discovery

Analyze tickets and failed searches to uncover missing, outdated, or unclear knowledge base content. Prioritize gaps by impact on resolution time and customer effort.

Key move **Action: form a cross-functional KB gap map in one sprint.**

PRACTICAL CHECKLIST

- 01** Export 30-90 days of ticket data and search logs.
- 02** Identify top failure topics with high frequency and low solution quality.
- 03** Filter by failed searches that return no results or irrelevant results.
- 04** Tag gaps by product area, customer segment, and channel.
- 05** Quantify impact: average time to resolve, reopens, and escalations.
- 06** Draft candidate KB articles with concise questions and step-by-step answers.

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What to Automate vs Human Review

Use AI to automate repetitive responses and improve search relevance. Preserve human review for nuance, policy, and edge cases.

Key move **Guardrail: never publish unverified guidance or policy changes.**

PRACTICAL CHECKLIST

- 01** Automate: respond to common questions with approved templates.
- 02** Automate: re-rank search results to surface best KB articles first.
- 03** Automate: trigger agentic workflows where AI drafts and routes content for review.
- 04** Automate: flag ambiguous intents for human follow-up.
- 05** Data & tools: require clean tickets, search logs, article metadata, and usage metrics; use Claude/ChatGPT and vector search.
- 06** Governance: assign article ownership and publish approvals.

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Adoption Plan & Metrics

Plan weekly increments to pilot, learn, and scale. Define ownership, approvals, and measurable outcomes.

Key move **Action: establish ongoing governance and weekly review cadence.**

PRACTICAL CHECKLIST

- 01** Week 1: define success metrics and collect baseline data.
- 02** Week 2: implement initial automations and KB updates for a small product area.
- 03** Week 3: run a controlled pilot with agents using AI suggestions.
- 04** Week 4: evaluate outcomes, adjust content and governance.
- 05** Risk & guardrails: restrict automation to approved content; require human review for new topics.
- 06** Approvals: lightweight sign-off by Support Lead and Product Owner.
- 07** Measurement: track time-to-resolution, first-contact resolution, and article usage.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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