



BUSINESS & OPERATIONS

# Expert Knowledge

Make what an experienced colleague notices, asks, and decides visible to everyone. Cases, expert avatars, and mentoring built on your organization's own knowledge.

The manual shows the steps. The expert knows which detail changes the decision.

Expert Knowledge works with your experts to reconstruct the episodes, questions, and alternatives behind their judgment, and turns them into cases, guided conversations, and mentoring paths. The captured knowledge feeds an expert avatar people can talk to at any time, and an AI mentor that guides the reasoning instead of giving the answer. Learners try an approach, state their assumptions, and compare their reasoning with the expert's. Experts validate every content before use.

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CRITERIA OBSERVED IN  
EVERY SESSION

24/7

EXPERT AVATAR  
AVAILABLE

40+

LANGUAGES, ONE  
STANDARD

## THE PROBLEMS WE SOLVE FOR CORPORATIONS, INTERNATIONAL ORGANIZATIONS, AND PUBLIC BODIES

### 01 — KNOWLEDGE THAT LEAVES

#### When the expert retires, the judgment goes too

Years of situated judgment live in a few heads. Retirements, rotations, and resignations take them away. Reconstructing critical episodes with your experts keeps that knowledge in the organization, in a form people can practice.

### 02 — MANUALS WITHOUT JUDGMENT

#### Procedures say what to do, not what to notice

Step-by-step documents cannot show when to dig deeper, which anomaly matters, or how to weigh an exception. Cases built on real episodes make the expert's reasoning visible and discussable.

### 03 — MENTORING THAT DOES NOT SCALE

#### Experts have no time, and shadowing reaches a few

One expert cannot mentor an entire site or a new generation of professionals. Expert avatars and an AI mentor extend their presence, in every language, while experts keep control of the content.

### TARGET AUDIENCE

Operations and maintenance, engineering, quality and safety, finance, procurement, sales and key account management, customer service, legal and compliance; public bodies and international organizations. For succession plans, onboarding of professionals, and communities of practice.

### FORMAT

Online, in the classroom, or in immersive rooms, without headsets. Structured interviews with experts, cases and conversations with avatars, AI mentoring between sessions, group debriefs. Experts, sources, confidentiality, and update cycles are agreed with you. Integrated with your learning platform.





INSIDE EXPERT KNOWLEDGE

# Their judgment. Your cases. A practice everyone can enter.

## 01 Listen to the experts

Structured interviews and the reconstruction of real cases: the critical situations, the signals noticed, the choices made, and the reasons behind each one. The knowledge stays your organization's.

## 02 Build the practice

Episodes and reasoning become cases, conversations with an expert avatar, and an AI mentor: scenarios with plausible alternatives, questions to ask before deciding, feedback on the path and not only on the outcome.

## 03 Practice and compare

People work through a simulated version of the case, make their assumptions explicit, discuss them with the mentor, and revisit their choices. One example: a seemingly minor detail that changes an operational decision.

## 04 Observe and update

Four criteria in every session: relevant signals identified, questions asked before deciding, treatment of exceptions and context, ability to explain a choice. Cases are updated with the experts' new episodes.

### WHAT YOU GET

#### Captured expertise

Critical episodes reconstructed and validated by your experts.

#### Expert avatars

Conversations with your experts' knowledge, any time, in any language.

#### AI mentoring

Guided reasoning between sessions, not ready answers.

#### Observed judgment

Four criteria, per person and team.

## Start with one expert

Choose one expert and one area where their judgment makes the difference: a plant, a process, a client portfolio. We reconstruct ten critical episodes with them, build the cases and the avatar, and a first group of professionals practices for a few weeks. Then we look together at what was learned and what to capture next.

### WORKS WITH CONVERSATION MASTERY

The expert avatar and the AI mentor use the same conversational engine as Conversation Mastery: the same scenarios can be rehearsed as conversations with colleagues, clients, or stakeholders.

### PART OF A LARGER OFFER

Expert Knowledge is one of the five e-REAL solutions for Business & Operations, with Conversation Mastery, Smart Hiring, AI for Everyone, and People and AI Agents. Start with one, add the others when you are ready.

### LET'S TALK

Book a demo on [www.e-real.net](http://www.e-real.net) or propose an expert for a pilot.

### CONTACT

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