

BUSINESS & OPERATIONS

The Expert Avatar for Organizations

Specialist knowledge, cases, and the experience of your best people, consultable in conversation. Onboarding, continuity of skills, and knowledge transfer, with experts validating every piece of content.

Not a FAQ with a face. A body of expertise you can ask.

The Expert Avatar for Organizations makes what your experts know consultable. Together with them we collect the cases, the questions they ask themselves, the signals they look for, the mistakes they have seen; with your procedures and documents, this becomes a curated knowledge base, validated before use. The avatar explains how a situation is usually read, which checks come first, what happened in comparable cases, and where its knowledge ends. Decisions stay with the people who use it.

24/7
EXPERT AVATAR AVAILABLE

100%
CONTENT VALIDATED BY YOUR EXPERTS

1
EXPERT AND ONE AREA TO BEGIN WITH

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. Reconstructing critical episodes with your experts keeps that knowledge in the organization, in a form people can consult and practice.

02 — MANUALS WITHOUT JUDGMENT

Procedures say what to do, not what to notice

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

03 — MENTORING THAT DOES NOT SCALE

Experts have no time, and shadowing reaches a few

The avatar extends the expert's presence at the moment of need and during onboarding; around it, cases and mentoring paths with a human mentor keep the reasoning alive.

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, on the shop floor, in the classroom, or in immersive rooms; without headsets. Structured interviews with experts, a validated knowledge base with explicit boundaries, cases and mentoring paths. Sources, confidentiality, access rules, and update cycles agreed with you. Integrated with your learning platform.



INSIDE THE EXPERT AVATAR FOR ORGANIZATIONS

Capture. Validate. Consult. Transfer.

01 Capture the expertise

Structured interviews and the reconstruction of real cases with your experts: critical situations, signals noticed, choices made and why, exceptions and their reasons. The knowledge stays your organization's.

02 Build and validate the knowledge base

Cases, reasoning, and documents become a curated knowledge base with explicit boundaries. Experts review answers to a set of test questions before anyone else uses it.

03 Consult the avatar

People ask in natural language, at the moment of need or during onboarding. The avatar answers from the validated base, shows the relevant case, and says when a question is outside its scope.

04 Practice and transfer

Newcomers work through a simulated version of a real situation, compare their reasoning with the expert's, and discuss it with a human mentor. New episodes update the base.

WHAT YOU GET

Captured expertise
Critical episodes reconstructed and validated by your experts.

An expert avatar
Consultable any time, in the languages your sites use.

Explicit boundaries
What it explains, what it refers to a person, what it does not cover.

Mentoring paths
Cases and a human mentor around the avatar.

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 and validate the avatar, and a first group of newcomers consults it for a few weeks. Then we look together at what was asked and what to capture next.

WORKS WITH AI-DRIVEN COACHING

Consulting the expert is different from being coached: the avatar explains how things are done and why; the coach helps a person reflect on how they themselves work. The two are often used together.

PART OF A LARGER OFFER

The Expert Avatar for Organizations is one of the e-REAL solutions for Business & Operations, with Conversation Mastery, Immersive Simulation, AI-Driven Coaching, Smart Hiring, AI for Everyone, and People and AI Agents.

LET'S TALK

Book a demo on www.e-real.net
or propose an expert for a pilot.

CONTACT

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