



Supercharge Developer Experience with Agentic Workflow Automation

Developer Enablement Platform

Katara is an AI-powered Developer Enablement Platform transforms every support interaction into continuously evolving, high-quality documentation and knowledge. The result? Up to 85% of support requests resolved in under 30 seconds, 8x faster onboarding experience, and higher developer satisfaction leading to increased retention. By closing the loop between support and content, we make developers self-sufficient, accelerate adoption, and drive ecosystem growth—without increasing support headcount. Backed by leading investors, Katara is pioneering the future of developer experience (DevX) workflows by harnessing the power of AI.

How It Works

Katara is designed to help you manage a fleet of AI workers and extend your team's bandwidth without coding or managing AI infrastructure. Katara combines a machine learning layer to enrich your project's knowledge base while enabling multi-RAG implementations that drive robust agent based workflow automation that is completely customizable by users. The system is transparent and human-in-loop by design so teams can be confident in AI performance. The platform consist of the following key components:

- **Data Layer:** store and enrich all of your content and data, providing easy access and organization for AI processing.
- **Collections:** apply your business logic to filter project data into subsets that serve as context for AI tasks. Katara utilizes Retrieval-Augmented Generation (RAG) to continuously update your managed knowledge bases in near-real time.
- **Workflows:** Are multi-agent “pipelines” deployed to achieve specific business goals. These workflows go beyond simple conversations, enabling AI agents to perform complex tasks.
- **Agents:** Intelligent AI entities that execute parts of workflows, interact with users, and automate tasks using data from your collections. You can create and deploy custom agents in minutes.

Benefits

- **Boost Developer Productivity:** Automate repetitive tasks and free up developer time to focus on core development activities. Katara's holistic approach to automating developer workflows with Generative AI is groundbreaking.
- **Enhance Content and Documentation:** Leverage Generative AI to create FAQs, getting started guides, tutorials, and other content types (coming soon!). Reduce update time with automation and deep integrations with popular platforms. Katara can analyze your existing corpus to spot holes in your documentation and continuously improve it with AI assistance and backtesting against historical Q&A. It can also help teams adopt technical content writing methodologies like Diátaxis.
- **Improve Developer Relations (DevRel):** Katara AI, tuned for developer content and tasks, helps gain clarity on gaps in developer experience, enabling better funding focus. It provides a solution to quantify DevRel problems that were previously impossible to compare. Katara can act as a powerful pre-sales tool by providing instant answers and multilingual support for your documentation. This tooling can accelerate revenue for API-centric firms.
- **Streamline Q&A and Support:** Manage your Q&A workflow from a single unified interface. Set answer confidence thresholds to ensure direct responses only when exceeded. Automate human-in-the-loop feedback directly from Q&A, eliminating wasted effort.
- **Seamless Integration:** Katara goes beyond chat with seamless integration across multiple channels. While currently focusing on platforms like Slack and Telegram, the architecture is designed with a "toolbox" approach, envisioning future integration capabilities and potential for external developers to extend the platform.

Use Cases

Community Support	Community Analytics	Content Improvement Gap Analysis	Adopt Diataxis
Use Katara to automate answering community questions on native platforms based on your curated data collection(s) - this can include technical docs, website copy, blogs, code repos, and more. Katara uses confidence scoring to route AI generated responses - you are in full control and configure thresholds to control response outputs.	Understand your community based on the topics they are discussing - Katara can build your project a global taxonomy across developer chat and published content that we then use as a proxy for deeper community segmentation and insights. Combine this with other workflows to get a detailed understanding of your overall content effectiveness, track trends over time and identify/ target sub-audiences in your community with customized messaging.	Use Katara to find gaps in your published documentation, eliminating developer frustration and saving your support team valuable time reproducing missing content. Katara uses community data to help locate and inform content updates - it can even collect human responses from key individuals that you identify to help guide its recommendations.	Diataxis is a popular technical writing methodology that posits only needing four (4) content types - How2Guides, Tutorials, Explanations and Reference articles - Katara analyzes your current docs, recommends updates/changes you can make to align with this methodology and generates the new content for you - improving your documentation for developer and community support

Supported Platforms

