

# AVAGAMA.AI

*Enterprise AI Automation Platform*

## Frequently Asked Questions

General, Platform, Security, Comparisons & Technical FAQs

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## How to Use This Document

This document provides comprehensive answers to the most frequently asked questions about Avagama.AI. It is organized into eight sections: General, Platform & Features, Discovery, Evaluation, Security & Compliance, Avagama vs Other Tools, Technical & Integration, and Pricing & Licensing.

## Section 1 — General Questions

### Q What is Avagama.AI?

A Avagama.AI is a cloud-native, AI-powered SaaS platform that helps enterprises discover, evaluate, and prioritize AI and automation use cases. It combines company-specific and domain-based use case discovery, a rigorous 10-dimension process evaluation framework, strategic portfolio management tools, and a real-time analytics dashboard — all in one platform. It is built and operated by Avaali Solutions Pvt. Ltd.

### Q Who is Avagama designed for?

A Avagama is designed for enterprise organizations across industries looking to scale their AI and automation adoption. Key users include Automation Centers of Excellence (CoE), CIOs/CTOs/CDOs, Business Analysts, Process Owners, IT Architects, and Consulting firms that run AI strategy engagements. The platform is suitable for organizations at any stage of AI maturity — from those just beginning to explore automation to those looking to scale an existing portfolio.

### Q What problem does Avagama solve?

A Avagama solves the enterprise AI adoption bottleneck. Most organizations know they should be using AI but struggle with three core challenges: (1) they don't know which processes to automate; (2) when they identify candidates, they can't objectively determine the right automation type (RPA vs. AI vs. redesign); and (3) they have no structured way to prioritize investments or track ROI. Avagama eliminates all three barriers through an AI-agent-driven, structured, on-demand platform.

### Q Is Avagama a consulting service or a software product?

A Avagama is a software product — a SaaS platform. It delivers capabilities that previously required consulting engagements (AI opportunity assessment, process evaluation, strategic prioritization) through an on-demand, self-service interface. Unlike a consulting engagement, Avagama is available 24/7, consistent in quality, and continuously improving with each release.

### Q How long does it take to get started?

A Once a tenant is provisioned (typically within 24–48 hours of sign-up), users can run their first Company-Based Discovery in under 5 minutes. A full process evaluation takes approximately 10–15 minutes to complete. The platform is designed to deliver value within the first session.

### Q Is Avagama industry-specific?

A No — Avagama is industry-agnostic. The platform's AI agents are trained across a broad range of industries including BFSI, Healthcare, Manufacturing, Retail, Logistics, Telecommunications, Energy, and the Public Sector. Domain-Based Discovery allows users to focus on their specific industry domain, and the evaluation framework is equally applicable to any type of business process.

## Section 2 — Platform & Features

### Q What are the main modules of Avagama?

A Avagama has four main modules: (1) Discovery Vertical — covering both Company-Based and Domain-Based use case discovery; (2) Evaluation Vertical — including process evaluation with 10-dimension scoring, automation modality recommendation, and solution/LLM recommendations; (3) Use Case Management — shortlisting, comparison, and strategic quadrant view; and (4) Analytics Dashboard — with 10 real-time tracking modules covering the full AI adoption lifecycle.

### Q What is the Benefit Score?

A The Benefit Score is a composite metric (0–100) that summarizes the overall value potential of a discovered use case. It is calculated by aggregating weighted scores across multiple factors including operational cost reduction, working capital impact, cycle time improvement, quality gains, and risk reduction. Each factor is scored individually and then combined using a weighted formula to produce the final Benefit Score.

### Q What is the Weighted Alignment Index?

A The Weighted Alignment Index measures how well a use case aligns with the organization's stated strategic objectives. It scores alignment across business priorities such as cost reduction, customer experience, compliance, and operational efficiency. A higher Weighted Alignment Index indicates that the use case delivers value across multiple strategic dimensions simultaneously.

### Q How does the ROI classification work (Strong / Moderate / Low)?

A ROI classification is determined by analyzing the combined business benefit potential, implementation complexity, estimated time-to-value, and operational impact of a use case. 'Strong ROI' indicates high benefit with manageable implementation effort. 'Moderate ROI' indicates meaningful but qualified returns. 'Low ROI' flags use cases where the cost and effort of automation may not justify the return — useful for filtering out low-priority items.

### Q Can I export my results?

A Yes. All discovery results, evaluation outputs, shortlists, and comparison reports can be exported to Excel format. The export includes all fields: use case title, description, scores, dimension ratings, recommendations, and functional steps. This is designed for offline analysis, leadership presentations, and integration with project management tools.

### Q What is the 2×2 Strategic Quadrant View?

A The Strategic Quadrant is a 2×2 matrix that plots shortlisted use cases on two axes: Business Value (Y-axis) and Technical Feasibility (X-axis). This produces four quadrants: Quick Wins (high value, high feasibility — prioritize immediately), Strategic Bets (high value, lower feasibility — plan carefully), Low Hanging Fruit (moderate value, easy to do — include in CoE training), and Deprioritize (low value, complex — defer). This view is designed for executive review and strategic portfolio decision-making.

### Q What is the Ask Avagama chatbot?

A Ask Avagama is an embedded contextual AI assistant available throughout the Discovery and Evaluation verticals. Unlike a standalone AI chatbot, Ask Avagama is pre-loaded with the full context of the active use case or evaluation result — including all scores, dimension ratings, and recommendations. Users can ask questions like 'Why was this rated Agentic AI?', 'What are the top risks of implementing this?', or 'How should I phase the implementation?' and receive precise, context-aware answers.

### Q How many users can my organization add to a tenant?

**A** User limits are defined by the subscription tier. Standard plans include a base number of named users, with additional users available as add-ons. Enterprise plans typically include unlimited users within the tenant. Please contact Avaali Sales for specific tier details.

## Section 3 — Discovery Questions

### Q What data does Avagama use for Company-Based Discovery?

A Company-Based Discovery uses publicly available information — industry databases, company websites, news sources, sector reports, and the AI agents' LLM-trained knowledge base. No internal or proprietary data about the company is required. Avagama's agents analyze the company's known business domains, industry classification, and operational characteristics to generate relevant use cases. Users do not need to provide any internal documents or data.

### Q How accurate are the discovered use cases?

A Discovery results are highly relevant for well-known, publicly-documented organizations and industry domains. For less prominent companies, results may rely more heavily on industry-level patterns rather than company-specific intelligence. Users are encouraged to review and validate discovered use cases using the Ask Avagama chatbot for follow-up questions. The Discovery module is designed to surface opportunities for human review and prioritization — not to replace domain expert judgment.

### Q Can I discover use cases for a company in any industry?

A Yes. Avagama's agents are trained across a broad range of industries. Discovery works for companies across BFSI, Healthcare, Manufacturing, Retail, Logistics, Telecommunications, Energy, Pharma, Professional Services, Government, and more. Domain-Based Discovery additionally allows you to specify the exact functional domain and user role, providing targeted results even for niche industries.

### Q Can I discover use cases for multiple companies at once?

A Currently, each discovery session handles one company or one domain configuration at a time. Results from multiple sessions can be shortlisted into a shared portfolio for comparison. Multi-company batch discovery is on the product roadmap for a future release.

### Q How many use cases does a typical discovery session return?

A A typical Company-Based Discovery returns 10–25 use cases, depending on the size and diversity of the company's operations. Domain-Based Discovery typically returns 8–20 use cases per objective. Results are ranked by Benefit Score and ROI Classification for easy prioritization.

## Section 4 — Evaluation Questions

### Q What kind of process description should I provide for evaluation?

A You can provide either a detailed Standard Operating Procedure (SOP) document content, a narrative description of the process, or even a concise summary of what the process does, who performs it, and what systems it uses. The more context you provide, the more accurate and nuanced the evaluation will be. At minimum, describe what triggers the process, what steps are involved, what data is used, and what the output or decision is.

### Q What are the five automation modalities Avagama recommends?

A Avagama recommends one of five modalities: (1) RPA — rule-based automation of structured, repetitive processes; (2) Agentic AI — autonomous AI agents for complex, multi-step, reasoning-intensive tasks; (3) Augment AI — AI that assists humans with decisions, recommendations, or information retrieval; (4) Process Transformation — the process itself needs redesign before automation is viable; (5) Data Transformation — underlying data quality or accessibility must be improved before automation can proceed.

### Q How are the Top 3 Solutions selected?

A The Solution Matching Agent evaluates the recommended automation modality, process characteristics, industry context, and technical requirements against a curated database of automation platforms, tools, and vendors. The top 3 solutions are ranked by fit score — considering factors such as native capabilities, integration requirements, market leadership, and industry adoption. The database is maintained and updated by Avaali Solutions.

### Q How are the Top 3 LLMs selected?

A The LLM Recommendation Agent considers factors including the type of task (classification, generation, reasoning, summarization), data sensitivity requirements, latency needs, context window requirements, multimodal capability needs, and cost profile. Current LLMs in the recommendation pool include GPT-4o, GPT-4 Turbo, Claude 3.5 Sonnet, Claude 3 Opus, Gemini 1.5 Pro, Meta Llama 3, Mistral Large, and others. Recommendations are updated as the LLM landscape evolves.

### Q Can I evaluate a process without filling in all optional fields?

A Yes. Only the Process Description is mandatory. Optional fields like Process Volume, Frequency, Exception Rate, Complexity, Risk Tolerance, Compliance Sensitivity, and Decision Points enrich the evaluation but are not required. The evaluation engine will infer reasonable values for missing fields based on the process description — though providing these fields improves precision.

### Q Can I re-evaluate a process with different parameters?

A Yes. You can submit the same process description multiple times with different optional parameters to compare how the evaluation changes. All evaluation sessions are stored in your tenant's Evaluation Dashboard with timestamps, allowing you to track changes and compare results over time.

## Section 5 — Security & Compliance

### Q Is my process data secure when submitted for evaluation?

A Yes. All data submitted to Avagama is encrypted in transit (TLS 1.3) and at rest (AES-256). Process descriptions and evaluation inputs are stored within your isolated tenant environment. Crucially, your submitted data is never used to train or fine-tune any AI model — it remains entirely within your tenant's data boundary.

### Q Is Avagama multi-tenant? How is my data isolated from other customers?

A Yes, Avagama is a true multi-tenant SaaS platform. Each customer has a dedicated, isolated tenant environment. There is complete logical and physical separation between tenant data stores. No cross-tenant queries, data sharing, or model training occurs. Your data is only accessible to users within your own tenant.

### Q What certifications does Avagama have?

A Avagama is currently pursuing SOC 2 Type II certification. The platform is architected to meet GDPR data handling requirements, and data residency options are available for customers with regional compliance requirements (EU, US, and APAC). Please contact Avaali for the most current compliance status and documentation.

### Q Can I use Avagama if my organization has strict data residency requirements?

A Yes. Avagama offers dedicated deployment options — including Private Cloud/VPC deployment within the customer's own cloud account (AWS, Azure, or GCP) — where all data remains within the customer's cloud environment. On-premise deployment is also available for organizations with air-gapped or data center requirements. Contact Avaali to discuss the appropriate deployment model for your requirements.

### Q Who within my organization can access the platform?

A Access is governed by Role-Based Access Control (RBAC) with four defined roles: (1) Admin — full access including tenant configuration and user management; (2) CoE Lead — access to all modules plus portfolio management; (3) Analyst — can run discovery and evaluation, manage shortlists; (4) Viewer — read-only access to results and dashboard. Your Admin configures roles and invites users.

### Q Is there an audit log of all platform activity?

A Yes. Avagama maintains an immutable audit trail for all user actions, API calls, and data access events within each tenant. Audit logs include user identity, timestamp, action type, and affected resources. These logs can be exported for SIEM integration or compliance reporting.

### Q Does Avagama use my data to train its AI models?

A No. Avagama explicitly does not use customer-submitted data (process descriptions, evaluation inputs, or use case portfolios) for AI model training or fine-tuning. The AI agents are trained on publicly available data and proprietary frameworks developed by Avaali. Your business data stays within your tenant boundary.

### Q What happens to my data if I cancel my subscription?

A Upon subscription cancellation, Avagama provides a data export window (typically 30 days) during which you can export all your tenant data in structured format. After this window, all tenant data is securely deleted from the platform in accordance with our data retention policy.

## Section 6 — Avagama vs Other Tools

### Q How is Avagama different from ChatGPT or Microsoft Copilot?

A ChatGPT and Copilot are general-purpose conversational AI assistants. They can answer questions about automation concepts but lack: (1) a structured evaluation methodology for quantifying process suitability; (2) the 10-dimension scoring framework; (3) multi-modality recommendation logic (RPA vs. AI vs. redesign); (4) portfolio management and strategic quadrant visualization; (5) ROI classification and scoring; (6) a curated database of automation solutions and LLMs mapped to specific process types; and (7) multi-tenant enterprise isolation. Avagama uses LLMs as one component of a broader, purpose-built evaluation system.

Capability	ChatGPT / Copilot	Avagama
Structured process evaluation	✗ Not available	☑ 10-dimension framework
ROI scoring & classification	✗ Not available	☑ Quantified scoring
Automation modality recommendation	⚠ Generic advice	☑ 5-modality decision engine
Top 3 Solutions (specific vendors)	✗ No curated database	☑ Curated product database
Top 3 LLM recommendations	✗ Not applicable	☑ Task-specific LLM matching
Portfolio management & quadrant	✗ Not available	☑ Full portfolio tools
Multi-tenant data isolation	✗ Shared environment	☑ Full tenant isolation
Persistent use case library	✗ Session-based only	☑ Persistent across sessions
Analytics dashboard	✗ Not available	☑ 10-module dashboard
Context-aware chatbot	⚠ Generic context	☑ Use-case-context-aware
Customer data used for training	⚠ Depends on plan	☑ Never — explicit policy

### Q How is Avagama different from Process Mining tools like Celonis?

A Process mining tools like Celonis analyze your internal system event logs (from ERP, CRM, etc.) to map and visualize how your processes actually run. They show you process deviations, cycle times, and bottlenecks. However, they do not: recommend AI or automation strategies; evaluate process suitability for specific automation types; recommend solutions or LLMs; or provide a strategic prioritization framework. Avagama complements process mining — and in Phase 4 of the roadmap, will integrate with Celonis and other mining tools to use their findings as inputs to Avagama's discovery and evaluation engine.

### Q How is Avagama different from UiPath Automation Hub?

A UiPath Automation Hub is focused specifically on managing RPA use case pipelines — collecting, scoring, and tracking RPA automation ideas within an organization. It does not cover Agentic AI, Augmentative AI, or broader automation strategy. Avagama covers the full automation modality spectrum, provides AI-driven use case generation (not just idea collection), applies a rigorous 10-dimension evaluation, and integrates LLM and solution recommendations. In Phase 3 of the Avagama

roadmap, integration with UiPath will allow shortlisted use cases from Avagama to be pushed directly into UiPath Automation Hub.

**Q How is Avagama different from engaging an AI consulting firm?**

**A** Consulting engagements for AI opportunity assessment typically cost \$150K–\$500K+, take 8–16 weeks, involve extensive stakeholder workshops, and produce static deliverables. Avagama delivers comparable analytical depth in hours, at a fraction of the cost, with results that are persistent, updatable, and trackable over time. Where consulting provides a one-time snapshot, Avagama provides a continuous platform. Avagama also enables consulting firms to use the platform to accelerate and standardize their own delivery methodology.

**Q Can Avagama be used alongside our existing AI tools?**

**A** Yes. Avagama is designed as a complementary intelligence layer that works alongside your existing tools — RPA platforms, process mining tools, project management systems, and productivity tools. The platform's open REST API enables integration with enterprise systems. Avagama helps you decide what to build; your existing tools help you build it.

## Section 7 — Technical & Integration Questions

### Q What LLMs power Avagama?

A Avagama's agent framework is LLM-agnostic — it operates through a multi-model LLM Gateway that can leverage GPT-4o, Claude 3.5 Sonnet, Gemini 1.5 Pro, and other leading models. The orchestration layer selects the appropriate model based on the task type, latency requirements, and cost profile. This architecture insulates the platform from dependency on any single LLM provider.

### Q Does Avagama have an API?

A Yes. Avagama provides a REST API that enables programmatic access to all core platform capabilities including discovery queries, process evaluation submissions, result retrieval, and portfolio management. API documentation is available to enterprise customers and integration partners. OAuth 2.0 is used for API authentication.

### Q What browsers and devices does Avagama support?

A Avagama's web application supports all modern browsers including Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari (desktop and tablet versions). Mobile browser access is supported. A dedicated mobile app for iOS and Android is on the product roadmap.

### Q Can Avagama integrate with our existing identity management system?

A Yes. Avagama supports SSO integration via SAML 2.0 and OpenID Connect (OIDC). This enables users to authenticate using your existing enterprise identity providers such as Microsoft Entra ID (Azure AD), Okta, PingFederate, and others. MFA enforcement can be managed through your identity provider.

### Q What happens if the AI agent returns unexpected or incorrect results?

A All AI-generated results in Avagama are presented for human review and decision-making — the platform augments human judgment, it does not replace it. If a result appears incorrect or unexpected, users can: (1) use the Ask Avagama chatbot to probe the reasoning behind the result; (2) modify inputs (such as additional process details) and re-evaluate; (3) report quality issues via the feedback mechanism in the platform, which feeds directly into the Avaali quality improvement process.

### Q How is the platform kept up-to-date with new automation tools and LLMs?

A Avaali maintains a dedicated team responsible for updating the solution matching database and LLM recommendation pool as new tools and models emerge. Updates are pushed to the platform as part of regular release cycles. Enterprise customers are notified of significant updates through the platform's notification system.

## Section 8 — Pricing, Licensing & Getting Started

### Q How is Avagama priced?

A Avagama is offered as an annual SaaS subscription. Pricing is based on the number of users and deployment model (Cloud SaaS, Private VPC, or On-Premise). Volume discounts are available for enterprise customers. Please contact Avaali Sales for a customized quote based on your organization's size and requirements.

### Q Is there a free trial?

A Yes. Avaali offers a structured pilot program that includes access to the full platform for a defined trial period. Pilots typically include an onboarding session, guided use case discovery runs, and a review call at the end of the trial period. Contact Jaideep.ms@avaali.com or Shivakumar.r@avaali.com to request a pilot.

### Q What support is available?

A Avagama customers have access to: (1) Email support via Avagama.AI@avaali.com for all platform questions; (2) Dedicated Customer Success Manager for Enterprise tier customers; (3) Onboarding session included with every new tenant; (4) Platform documentation and knowledge base; (5) Regular webinars and training sessions. SLAs vary by subscription tier.

### Q What is the implementation timeline?

A Tenant provisioning is completed within 24–48 hours. The onboarding process (SSO configuration, user setup, orientation session) typically takes 2–5 business days. Most organizations are running their first production discovery and evaluation sessions within the first week.

### Q How do I report a bug or request a feature?

A Bugs can be reported directly through the platform's in-app feedback mechanism or by emailing Avagama.AI@avaali.com. Feature requests are reviewed quarterly as part of the product roadmap planning process. Enterprise customers with active contracts have access to the product roadmap and can submit formal feature requests through their Customer Success Manager.

### Q Where can I find documentation and training materials?

A Product documentation is available at [www.avagama.ai/docs](http://www.avagama.ai/docs). Training materials including video tutorials, quick-start guides, and best practice guides are available in the platform's help center. For enterprise onboarding, Avaali provides a customized training session as part of the onboarding package.

## Contact & Support

<b>Platform Support</b>	Avagama.AI@avaali.com
<b>Sales &amp; Pilots</b>	Jaideep.ms@avaali.com
<b>Technical Enquiries</b>	Shivakumar.r@avaali.com
<b>Website &amp; Docs</b>	www.avagama.ai