

Embedded Knowledge Assistant for SaaS



Bring enterprise knowledge inside your SaaS experience with Amazon Q Business integration

Your Platform Isn't Missing Features. It's Missing Answers.

Users show up ready to work, but the context they need lives in SharePoint, Notion, Google Drive, or Slack. So they leave, search, guess, or file support tickets, not because your product failed, but because the right information wasn't available when they needed it.

Turn disconnected knowledge into a product advantage in weeks, not months.

This purpose-built accelerator delivers a working Amazon Q integration inside your SaaS product in just six weeks. Caylent handles the complexity: scoped access, secure backend orchestration, in-product UX, and operational readiness. The result: a production-grade experience that enhances your **platform's value, improves customer satisfaction, and accelerates your roadmap.**

Where We Can Help



Zero Data Storage

Customer knowledge stays with the customer. The solution brokers live Q requests without storing documents or data.



Per-Tenant Access Controls

Every request is scoped to the user and tenant, ensuring secure and precise access based on permissions.



Multi-Tenant Ready

Architecture supports dynamic tenant resolution, context injection, and scoped prompting with no hardcoded integrations.



Modular & Extendable

Components are decoupled and delivered as patterns, enabling your team to adapt and extend quickly.



Built-In Observability

Monitor usage, latency, and failure scenarios so you can optimize and expand with confidence.

Our Approach

01

Discover & Define

Align on high-value use cases, review existing architecture, and complete Amazon Q setup.

02

Plan & Design

Define tenant scoping, consent flows, UI integration points, and finalize architecture for integration.

03

Build & Validate

Implement secure backend, build front-end components, and validate real-world context integration.

04

Launch & Deploy

Move to production, monitor performance, and deliver a smooth operational handoff.

05

Manage & Extend

Provide runbooks, quickstart guides, and ongoing support to sustain and scale the integration.



Deliverables

Amazon Q Business Integration

Secure, tenant-aware Q&A interface with live enterprise content

Orchestration Layer

Context injection, tenant resolution, and secure request brokering

In-Product Assistant UI

Customizable components delivering Q responses in your product

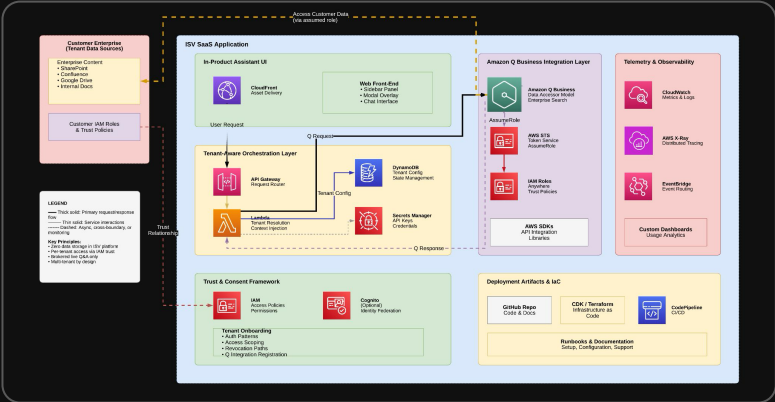
Trust & Consent Framework

Per-tenant onboarding, authentication patterns, and access controls

Observability & Telemetry

Usage metrics, performance monitoring, and operational insights

Architecture



Zero data storage architecture with tenant-aware access controls and real-time knowledge brokering. Built on Amazon Q Business Data Accessor model for enterprise-grade security and scalability.

Customer Story

Amazon Q Business

AWS Lambda

API Gateway



Collaborative Work Management Platform

Challenge

Users were constantly context-switching between the client's platform and external knowledge sources like SharePoint and Confluence, creating friction in workflows and reducing productivity by up to 40%.

Solution

Implement a secure, tenant-aware Amazon Q Business integration with real-time access to enterprise knowledge, embedded directly within the client's platform using our production-grade accelerator.

Improve the in-platform user experience to result in a reduction in repetitive support tickets, increasing employee productivity.

Let's Get Started

Whether you're exploring AI integration or ready to embed enterprise knowledge into your product, we can meet you where you are in your journey. Our proven accelerator helps SaaS platforms deliver contextual intelligence in weeks, not months.

Our recommended first step is a focused Discovery & Design phase to align on your highest-value use cases, review your existing architecture, and define the optimal integration approach for your platform and customers.

Scan the QR code or [click here](#) to talk with our specialists

