



VersaDoc

Instantly get the right answers
for your customer service

AI-driven answers

Faster, smarter, and more reliable than ever.

Discover how organizations increase customer satisfaction, boost efficiency, and reduce workload with VersaDoc. VersaDoc always provides the right answer at the right time. Fast, accurate, and secure.

Work faster, make better decisions, and ensure reliable information

In every organization, enormous value is hidden in files, emails, software programs and databases. It is often difficult to unlock this quickly.

VersaDoc changes all of this: using advanced AI technology, relevant information is retrieved in seconds and immediately actionable answers are displayed.

With VersaDoc, teams can work faster, make better-informed decisions, and provide their customers or internal stakeholders with consistent, reliable information.

Are work and quality under pressure? VersaDoc helps!

VersaDoc helps customer service organizations that struggle with, among other things,

- Long search times for getting the correct reliable answer
- Fragmented and outdated documentation
- Documents that are difficult to search, e.g., containing flowcharts, schematic drawings, images, graphs, and tables
- Inconsistent answers to customers
- Long onboarding process for new agents



Quick answers

Versadoc searches quickly through all your files, emails, and databases.



Central source

One source of truth with answers that are always up to date.



Easy integrations

Works with existing systems and flows in your organization.



Secure & compliant

AVG/GDPR proof. Data is used exclusively for training purposes.



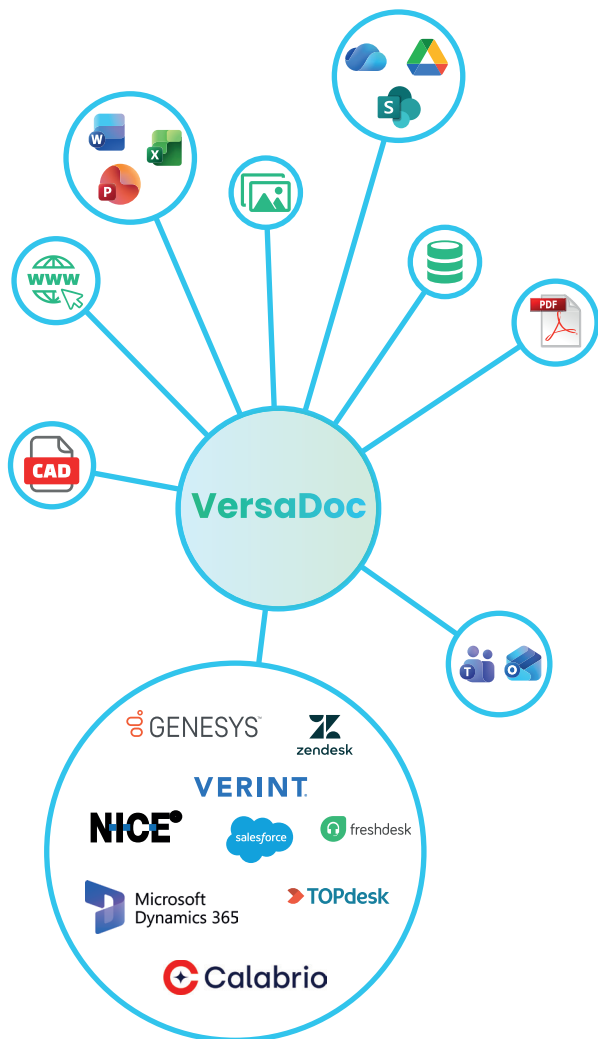
For whom?

VersaDoc helps customer service teams that recognize themselves in the following challenges:

- Large volumes of documentation (manuals, procedures, knowledge bases)
- Knowledge-intensive customer contact (e.g. technically oriented)
- High demands on compliance and data security

So much more than a generic AI chatbot

- Instant answers: find the right information lightning fast
- In addition to text, also flowcharts, schematic drawings, images, graphs, tables, and diagrams
- Insight into conflicting and missing information
- Enriches content with context, metadata, and summaries
- Suitable for searching thousands of documents
- No data sharing with public AI models
- Secure & compliant: GDPR-proof
- Central source of truth
- Knowledge and version management
- Easy integration



VersaDoc searches for you. Reliable and fast.

While generative AI assistants (such as ChatGPT, Copilot, and Gemini) are primarily suitable for ad-hoc interaction, VersaDoc offers a reliable, scalable, and secure solution for structural knowledge management based on proprietary documentation.

	Generic AI chatbot (ChatGPT, Copilot etc.)	VersaDoc	Knowledge management system
Finding conflicting and missing information	—	✓	—
Central management of own data	—	✓	◐
Suitable for thousands of files	—	✓	◐
Use information from databases	◐	✓	◐
Information from emails	◐	✓	—
Context aware	◐	✓	—
Multimodal (text, tables, images, diagrams, etc.)	—	✓	✓
Own files are not shared	◐	✓	◐
Citations	◐	✓	—
Prevents hallucinatory behavior	—	✓	✓
Answers only from own sources	—	✓	◐
Curated answers (FAQ)	—	✓	—



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24%

increase CSAT*

Force increase in customer satisfaction

56%

reduce AHT*

Average 56% reduction in average handling time

68%

lower costs per interaction*

Significant cost reduction

Seeing is believing

Do you have a question about VersaDoc? Do you want to know how its functionality compares to other solutions? Or would you like a demonstration? Contact us now. We are happy to answer all your questions!



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* based on benchmark research
"AI in Customer Service 2026 - All About AI"