



# Accurate Answers in Microsoft Copilot for Agfa's Support and Field Engineers

Field Engineers at Agfa rely on Knoodle to find the right technical answers instantly.

Instead of digging through manuals, instructions, and tickets, Agfa uses Knoodle to organize all critical operational knowledge into Microsoft Copilot.

Technicians simply ask their question and instantly get the safety requirements, repair instructions, and maintenance history they need — solving problems faster, reducing downtime, improving safety, making expert knowledge easily available to junior engineers.

**"Knoodle has added the context Microsoft Copilot needed. The answers are now perfectly aligned with how we organize and use our information"**

Rob Kasslack - IT Business Partner, AI & Innovation at Agfa

Knoodle gathers enterprise data, prepares it for Microsoft Copilot, and orchestrates the right knowledge to the right agents — with context, structure, and control.

At Agfa, Knoodle provided a clear starting point: a fast, focused rollout for field engineers. With the right data and right answers in place from day one, Copilot is immediately useful — accurate, trusted, and ready to go. No confusion, no guesswork and no patchwork setup to hold things back. Agfa started small, is moving fast, and can scale with confidence — on a foundation built for enterprise-wide Copilot adoption and success.

With Knoodle, Microsoft Copilot doesn't guess. **It knows.**

**use your knoodle**

