Espressive

Barista Enterprise Search
From Retrieval to Resolution

Employees today face an overwhelming amount of information scattered across knowledgebases, intranet portals, ITSM systems, HR platforms, and file repositories. Traditional enterprise search tools attempt to solve this with keyword matching and document retrieval—but they often fall short of delivering real answers.

Barista Enterprise Search enables our virtual agent platform, Espressive BaristaGPT, to go beyond simple retrieval. Instead, BaristaGPT delivers **personalized, accurate,** and **actionable responses** by combining advance **hybrid search, contextual RAG**, and intelligent **post-retrieval orchestration.** The result? A dramatically improved self-service experience that drives productivity, increases accuracy, and ensures employees always get the help they need.

Hybrid Search That Finds What Others Miss

Barista Enterprise Search is built on a **Retrieval-Augmented Generation (RAG)** architecture, enabling BaristaGPT to generate grounded, context-aware answers in natural language—rather than just returning document links. At the core of this architecture is a **hybrid search engine** that combines **dense vector search** (semantic relevance) with **sparse keyword search** (exact matching) to retrieve the most relevant content.

BaristaGPT has an underlying **embedding model that is trained on billions of documents,** allowing employees to ask questions naturally—without needing to know the exact phrase or keywords. This broad training foundation ensures unmatched understanding across departments, domains, and use cases.

Our hybrid approach ensures high performance across real-world search scenarios, optimizing for metrics like **mean average precision (MAP), precision@k,** and **recall@k.** It also emphasizes placing the most relevant content in the top results where employees are more likely to find them. The result is faster resolution, higher confidence, and a significantly improved self-service experience.

How Does BaristaGPT Understand What You're Asking?

BaristaGPT uses **advanced semantic classifiers** to deeply understand employee questions—even when phrased in casual, vague, or inconsistent language.

Behind the scenes, each query and content source are encoded into **high-dimensional vectors** that capture meaning, not just keywords. These vectors are compared using similarity scoring to find the best possible match—even across departments, languages, and content formats.

BaristaGPT also uses **hybrid search,** blending this semantic intelligence with exact keyword matching to ensure **accuracy** and **coverage**— retrieving the right answer, even when the employee phrasing isn't perfect.

This is how BaristaGPT turns scattered, unstructured data into a precise, context-aware response in seconds.

🔍 What Is Precision@k?

Precision@k measures how many of the **top k results** returned by a search are actually relevant.

Most users only look at the first few results— so high precision@k means employees get the right answers faster, without digging through irrelevant content.

EXAMPLE:
If 4 out of the top 5 results are correct:

➡️ **Precision@5 = 80%**

BaristaGPT is optimized to **rank the best answers first**, improving speed to resolution and boosting employee trust in self-service.
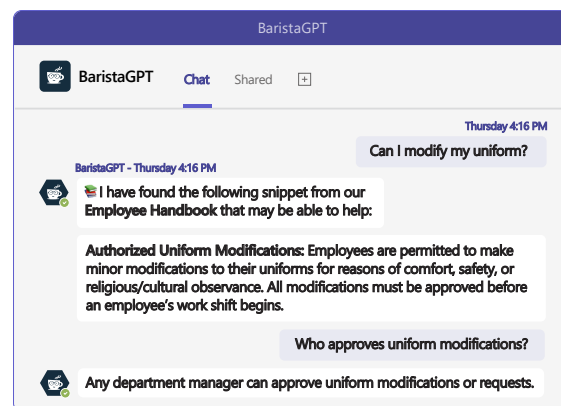
Contextual, Personalized Answers

BaristaGPT dynamically personalizes responses using real-time user context, including role, department, location, device, and language preference. This enables BaristaGPT to return different answers to the same question depending on who is asking—ensuring relevance and increasing resolution.

Under the hood, BaristaGPT leverages an **enterprise knowledge graph** that maps relationships across content, people, systems, and topics. This enables a deeper understanding of employee-given context, improves retrieval accuracy, and ensures more intelligent responses—especially in complex environments with overlapping domains or similar terminology.

Employees only see what they're authorized to access, thanks to enterprise-grade permission enforcement. And with real-time indexing, employees never receive outdated content like last year's holiday calendar or obsolete policy documents.

If a question cannot be answered through self-service, BaristaGPT offers seamless escalation to an expert, eliminating the need to search the corporate directory or guess who can help. Employees get the support they need—every time.

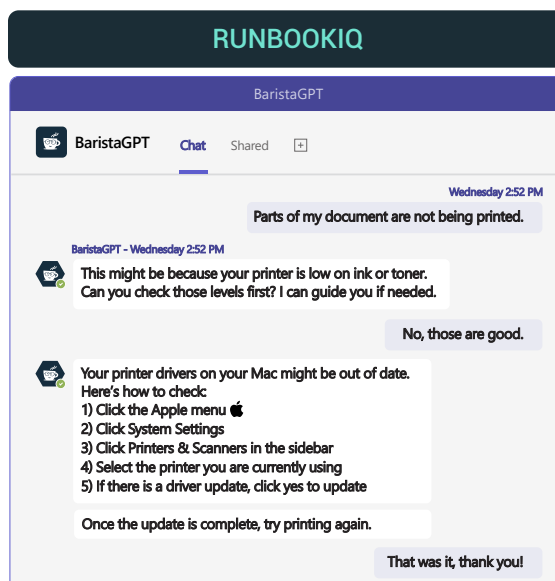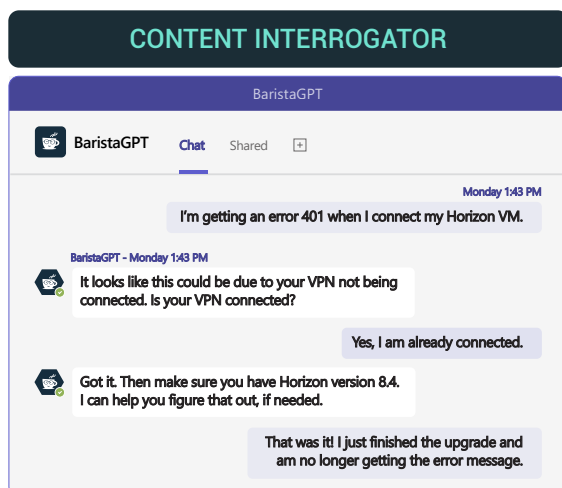## Multilingual and Global-Ready

BaristaGPT supports **130+ languages** and can **translate content in real time,** so employees can access any article—even if that article hasn't been manually translated. This ensures that organizations can provide consistent support and resolution across a global workforce without maintaining duplicate content libraries.

Resolution Beyond Retrieval

While many enterprise search solutions stop at retrieving and summarizing documents, Espressive goes further with intelligent post-retrieval capabilities:

- **Content Interrogator** handles **unstructured content** like policy documents and HR guidelines, extracting precise answers in natural language—no need to open a link or search a portal.
- **RunbookIQ** identifies **structured, step-by-step content** and guides employees through it interactively, adapting the flow based on conditions like device type, OS, or process outcomes.

By understanding the nature of the retrieved content, BaristaGPT can decide how best to respond—delivering not just information, but true resolution.

CONTENT INTERROGATOR

BaristaGPT

BaristaGPT   Chat   Shared   +

Monday 1:43 PM
I'm getting an error 401 when I connect my Horizon VM.

BaristaGPT - Monday 1:43 PM
It looks like this could be due to your VPN not being connected. Is your VPN connected?

Yes, I am already connected.

Got it. Then make sure you have Horizon version 8.4. I can help you figure that out, if needed.

That was it! I just finished the upgrade and am no longer getting the error message.

RUNBOOKIQ

BaristaGPT

BaristaGPT   Chat   Shared   +

Wednesday 2:52 PM
Parts of my document are not being printed.

BaristaGPT - Wednesday 2:52 PM
This might be because your printer is low on ink or toner. Can you check those levels first? I can guide you if needed.

No, those are good.

Your printer drivers on your Mac might be out of date. Here's how to check:
1) Click the Apple menu
2) Click System Settings
3) Click Printers & Scanners in the sidebar
4) Select the printer you are currently using
5) If there is a driver update, click yes to update

Once the update is complete, try printing again.
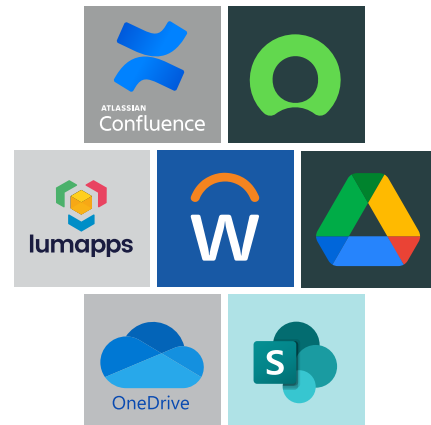
That was it, thank you!

Broad Repository Coverage, Built-In Intelligence

Barista Enterprise Search connects to your existing systems out of the box—**no content reformatting** or **tagging required.** As an **agentic platform,** BaristaGPT not only ingests, retrieves, and understands content, but it can also **take action** using a large and growing library of **prebuilt connectors.** In addition, Barista Enterprise Search automatically knows when updates to content have been made, so content will always be relevant even if changes are made even after it has been ingested.

Whether it's accessing a knowledgebase, submitting a catalog request, or updating a system of record, BaristaGPT is built to operate across your enterprise ecosystem. Supported repositories include ServiceNow, Microsoft SharePoint, Confluence, Workday, LumApps, Google Drive, Microsoft OneDrive, intranet sites, trusted public sites, and HR or IT portals.

And when needed, BaristaGPT can even **build its own integrations** using API documentation or existing runbooks—reducing reliance on custom development and accelerating time to value.

One Platform, One Experience, Global Reach

Barista Enterprise Search is more than just a search tool—it's a **resolution engine.** It brings together hybrid retrieval, contextual understanding, language intelligence, real-time indexing, access control, and escalation into a single, seamless experience.

Whether the answer is found in a company policy, an IT runbook, or a trusted external source, BaristaGPT ensures employees get fast, accurate, and secure answers every time they ask.