2025

MICROCRAFT

A Modular Next-Generation AI Productivity Platform

V2.0

Product Team | February 2025

Product and related technical information may be adjusted every month, please refer to the specific cooperation communication

AI Q&A

Multi-source content

Compatible with multiple file formats (Office, PDF, picture and audio/video) Q&A, ensuring a wide range of data access.

Flexible Q&A format

Supports querying one or multiple multiple files within a designated designated knowledge center for for more precise information retrieval.

Traceability

Responses can be directly traced back to the relevant content in the uploaded documents, ensuring accuracy accuracy and credibility.

All-scenario intelligent Q&A

Not limited to the homepage, AI Q&A can can also be seamlessly integrated into document editing, translation, knowledge knowledge base, and other features.

Smart context memory

Option to "remember" the current Q&A Q&A history or switch between different query documents freely, ensuring continuity and depth in communication.

Flexible Model Selection

Supports DeepSeek, GPT, and and other models, offers a multi-provider model list, custom model configurations, configurations, and real-time time module adjustments
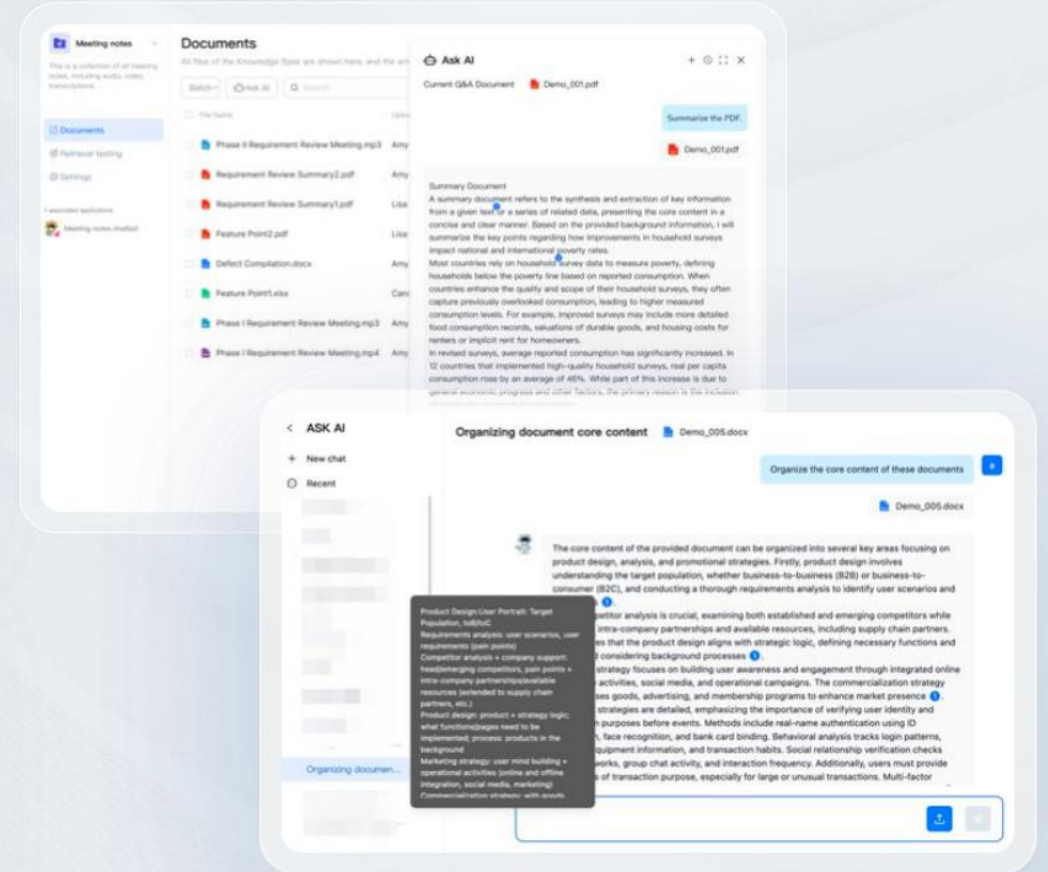
Medical scenario application

In a clinic, doctors can quickly access medical records, research papers, and clinical guidelines (such as the latest studies from authoritative journals like NEJM and JAMA) through the AI Q&A system, reducing search time by an average of 30%. The system is compatible with DICOM-format medical images, PDF reports, and audio/video case discussions, improving overall information retrieval efficiency by 40%.

AI-powered Intelligent Search: Precision · Efficiency ·Traceability

Global search

- Public search engines: Google, DuckDuckGo, Bing, etc.

- Public media: YouTube, Pinterest, X, Xiaohongshu, Bilibili, Weibo, etc.
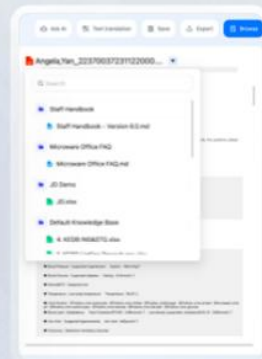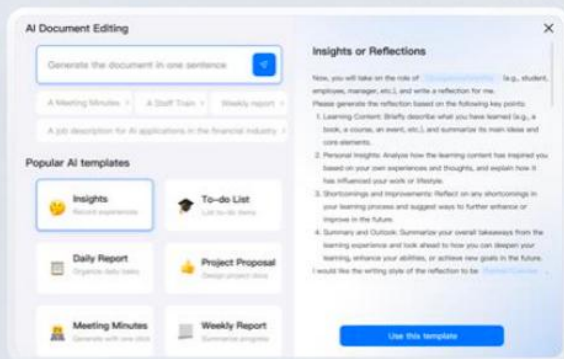
Knowledge base search

- Support personal and team knowledge base search

- Digital documents: Support PDF, Word, PPT, etc. etc.

- Paper documents: Recognized by OCR and converted into digital documents

- Multimodal data: Use natural language search to search to find the most relevant images, audio, audio, video, etc.

Domain-specific search

- Specific domains: Healthcare, Finance, Retail, Technology, etc.

- Specific website: e.g. wikipedia.org

- Specified time: unlimited, a year, a month, a week, 24 hours, etc.
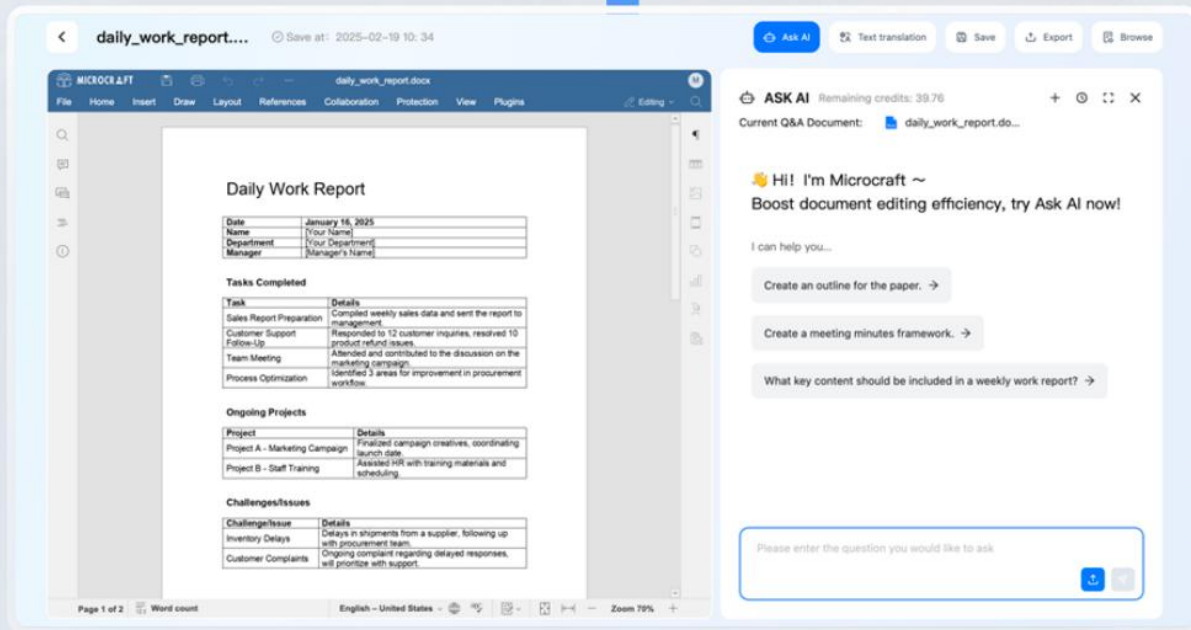
Traceability of search results

- Documents: Supports traceable results results with paragraph sources and file file types.

- Data: Records the search process, including keywords and timestamps.

Document Editing

Document creation
Allows direct creation of Word, PPT, PPT, and Excel files within the knowledge base

Smart AI templates
Offers a variety of AI templates to support efficient creation.

Multi-file upload
Supports local uploads or direct selection from the knowledge base, base, enhancing editing convenience. convenience.

Flexible save and export
Multiple saving options available, with the ability to ability to retain the original document and export as export as PDF to meet various needs.

Efficient collaborative editing
Supports real-time collaboration for over 200 users, users, improving team document management management efficiency.

AI Q&A assistance
Enables one-click activation of AI Q&A Q&A during editing to enhance productivity.

Post-editing
Allows editing of post-translated files within the knowledge base that the that the user has access to, making it easy to handle translations

Multi-document preview
Enables preview of knowledge base documents on the on the right side during editing for easy comparison. comparison.

Text translation
Provides real-time text translation during document editing for efficient cross-language creation.

In a Hong Kong clinic, document editing adopted an Office-style interface design that was in line with the operating habits of Hong Kong medical staff, reducing user learning costs. Built-in AI templates automatically generate standardized medical records, reducing doctors' paperwork time by 32%. The function of instant translation between Chinese, English and Cantonese enables automatic conversion of medical documents, increasing the efficiency of cross-language diagnosis and treatment by 43%. The collaborative editing function supports the simultaneous annotation function of multiple departments such as radiology and pathology.

Translation

Multilingual Multiple Formats

130+ languages, supports PDF, PPT, Excel, Word, etc.

Custom Terminology Database

Import specialized custom terminology databases to ensure accurate translation

Fast Translation

Efficient large-file processing, 100-page in just 2 mins

Smart Layout

Retain the original formatting completely

Post-editing

Flexibly edit translation results to to meet your requirements

Text Translation

Retain the original meaning, 1000 1000 characters in just 0.1s

Mr. Wang sought treatment in Hong Kong with a Simplified Chinese record. Document translation converted it to Medical English/Traditional Chinese, preserving the format for efficient diagnosis and accuracy.

Speech transcription & Simultaneous translation

Real-time voice transcription, precise editing, and smart search

Easily start real-time recording to fully capture communication content, automatically generating synchronized audio-to-text records

Independently search keywords to quickly locate original original content, edit transcribed text in real-time, and improve review efficiency significantly

File transcription for efficient management of massive audio and video files

Supports multiple audio and video formats, quickly converting them into accessible and editable text for easier management and retrieval, effectively integrating and utilizing audio-visual digital assets

Intelligent summaries and notes: AI-powered efficient information integration

AI extracts core information from the original text, generating summaries for quick review of key conclusions, conclusions, boosting content review efficiency intelligently

Professional template library, intelligent generation of structured notes, supporting flexible editing and multi-multi-scenario recording, standardizing and streamlining streamlining content output

Identify multiple speakers and filter conversation information accurately

Precisely identify voices of different speakers, effortlessly effortlessly handling meetings, interviews, and other other scenarios

Flexibly filter specific speakers and quickly extract key information to facilitate efficient organization and review review

Real-time Translation: Seamless cross-language collaboration

Enable instant translation between languages like Cantonese and English, easily overcoming language barriers for smooth cross-language collaboration
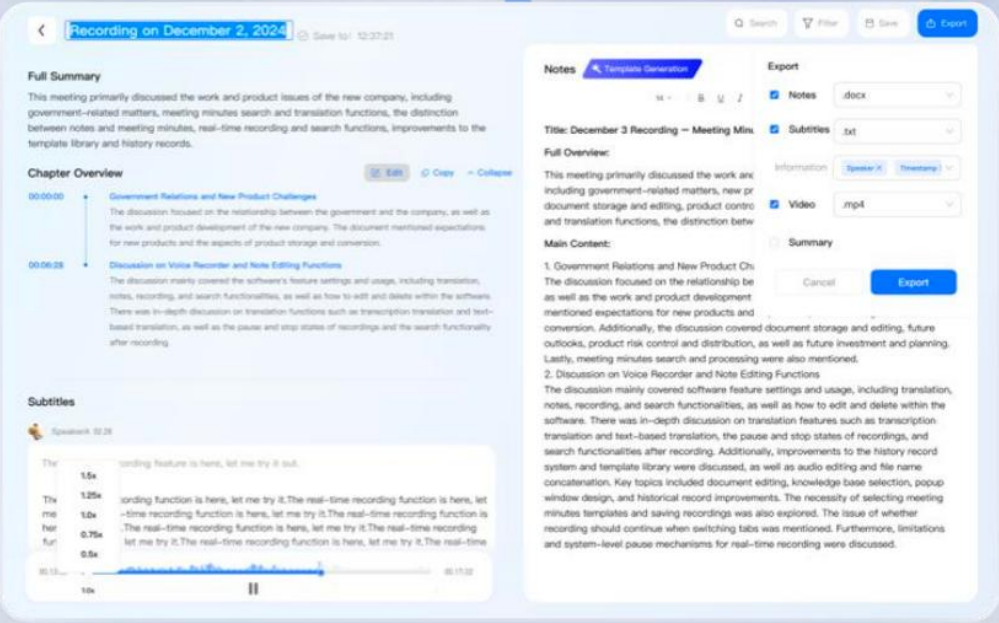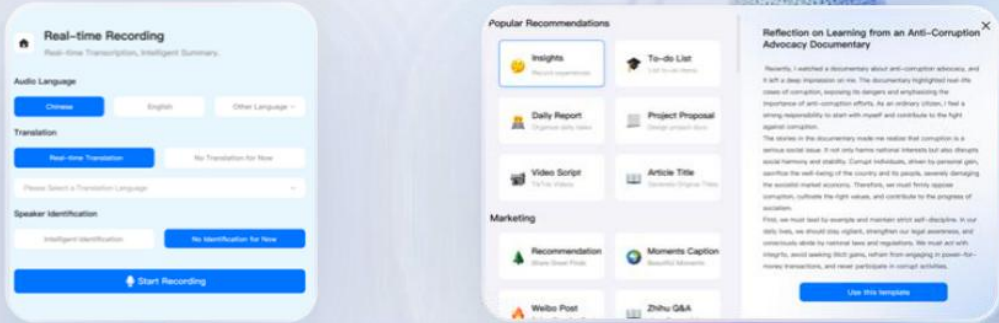
During field visits, employees activate recording, and the system transcribes Cantonese dialogue into text in real-time, automatically distinguishing between different speakers and providing simultaneous multilingual translation. Additionally, the system efficiently generates structured reports from up to four hours of audio. Compared to traditional recording methods, work efficiency is increased by 65%. Employees can quickly retrieve past records through keyword search, making follow-up evaluations easier.

The core competence of ASR system

Speaker Differentiation and Voice Separation

Utilizes advanced speaker differentiation technology to precisely solve the challenge of challenge of identifying multiple speakers – "Who said what and when"

Employs innovative voice separation technology to accurately extract individual voices individual voices from complex mixed audio, effectively addressing voice overlap issues overlap issues

Multilingual Processing Capability

Provides optimized solutions for code-switching scenarios, enabling precise recognition recognition of language switches within a single sentence

Specifically optimized for mixed dialogues in Chinese, English, and Cantonese, Cantonese, effectively managing complex linguistic phenomena and providing reliable providing reliable recognition for multilingual mixed-use scenarios
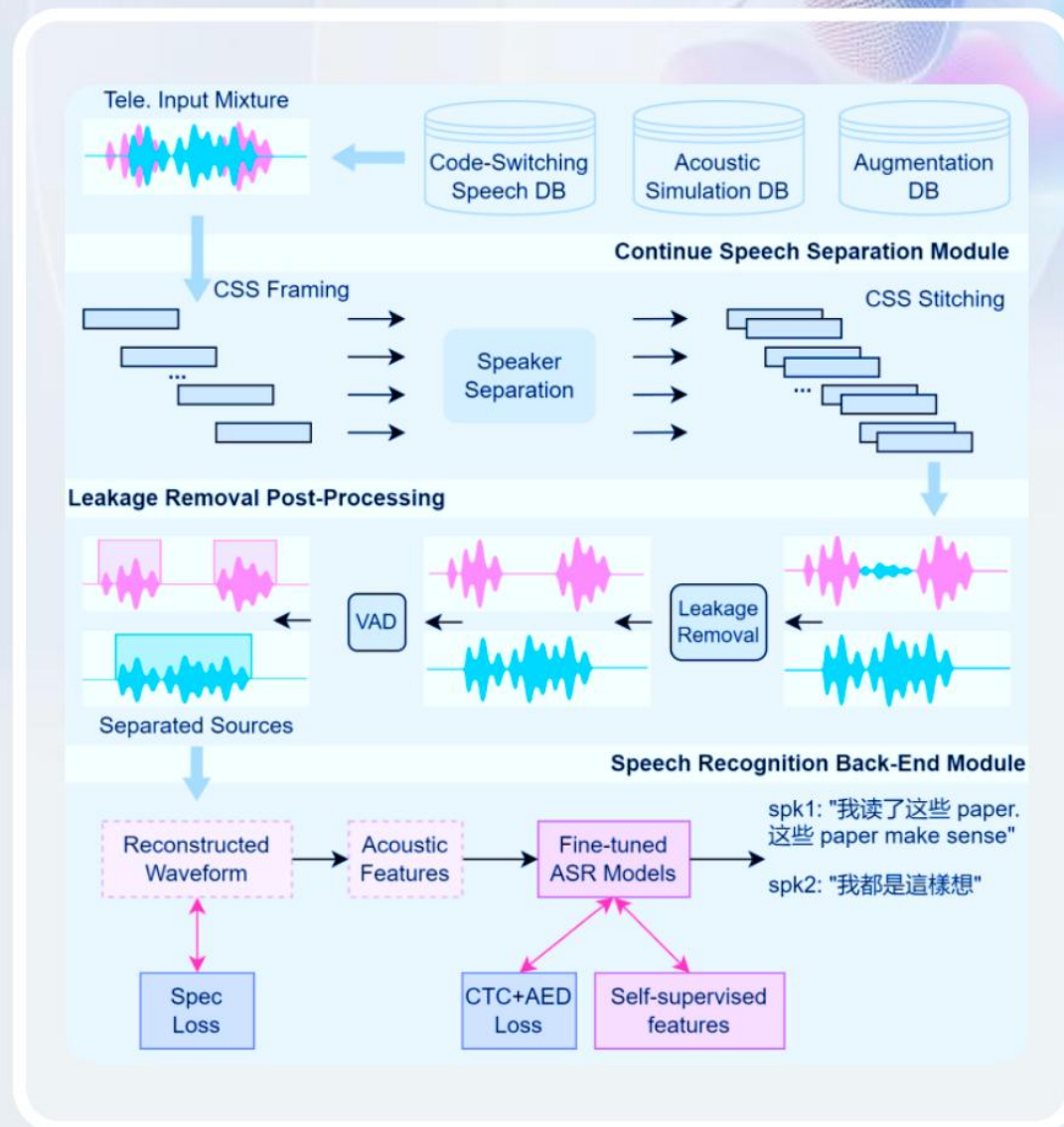
Multilingual real-time translation system

Innovative translation research foundation

- Pioneering APP of the Zero-Shot Adaptive Policy Policy (PsFuture Zero-Shot Adaptive Policy) to enhance the adaptability of translation models in models in new scenarios

- Utilizing the Divergence-based Adaptive Policy to handle language structural differences, combined with a multi-expert hybrid approach for high-quality multilingual translation

- Data generation based on LLMs has built a domain-specific dataset of over 10K, significantly improving translation accuracy in specific fields
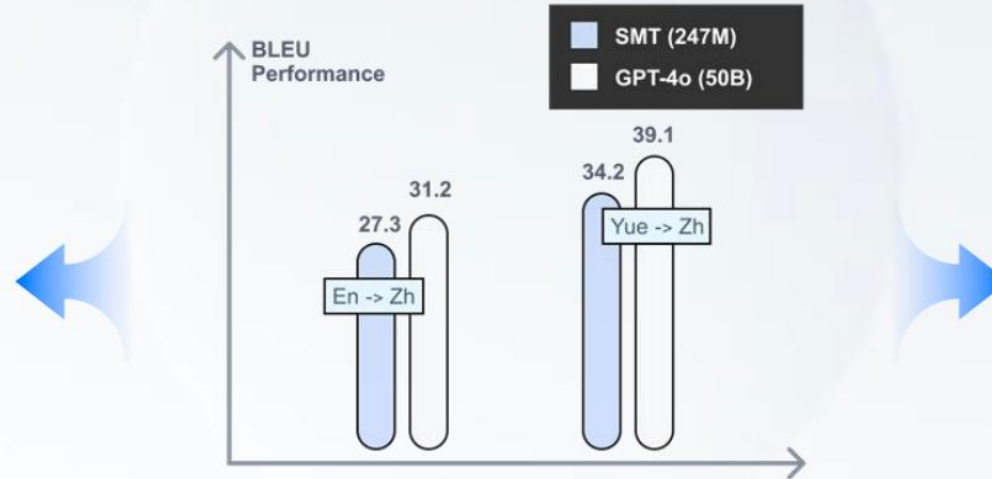
Translation performance optimization

- Adopting a 247M lightweight design, achieving GPT-achieving GPT-4o (50B+)-level translation with far with far fewer parameters

- Trained on a million-scale multilingual parallel corpus for excellent cross-language translation

- Demonstrates exceptional performance in core translation tasks (e.g., English-to-Chinese, Cantonese-to-Chinese), comparable to LLMs (e.g., GPT-4o)
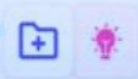
BLEU Performance

SMT (247M)
GPT-4o (50B)

39.1
34.2
31.2
27.3

En -> Zh
Yue -> Zh

Knowledge

Create Knowledge
Supports the upload of files, audio, video, images, and web content, building a rich context for LLMs.

Weekly Reports
Creator
Creator: Amy · 22docs
For archiving the weekly reports of all team members, including departments such as Product, R&D, Testing, and Operations.

Weekly Report

Meeting Nottes
Creator
Creator: Amy · 8docs
This is a collection of all meeting notes, including audio, video, transcriptions.

Meeting   vidoe   Cantonese

Development
Creator
Creator : Candy · 1
Programming Languages, Algorithms, Code Examples content.

Algorithm   Code   Prog

Business Scenario

In a tech company, various data like meeting meeting notes, reference materials need need storage. The knowledge base allows allows quick access, fast key info retrieval, retrieval, and AI summaries, boosting collaboration and ensuring smooth sharing. sharing.

Anytime access
Supports long-term multi-format file storage for easy search and sorting.

Editable Transcript
Modify text freely after converting audio and video to text.

Accurate OCR Recognition
Extract key data from various file types, greatly saving time.

AI Processing
Automatically segments text to enhance reading and search efficiency.

Instant Ask AI
Select a file and get AI insight in one click, summarizing key points to save time.

Collaboration
Supports multi-user editing and shared translation results.

Meeting notes
This is a collection of all meeting notes, including audio, video, transcriptions.

📄 Documents
◎ Retrieval testing
⚙ Settings

Documents

All files of the Knowledge Base are shown here, and the entire Knowledge Base can be linked to Microcraft citations or indexed via the Chat plugin.
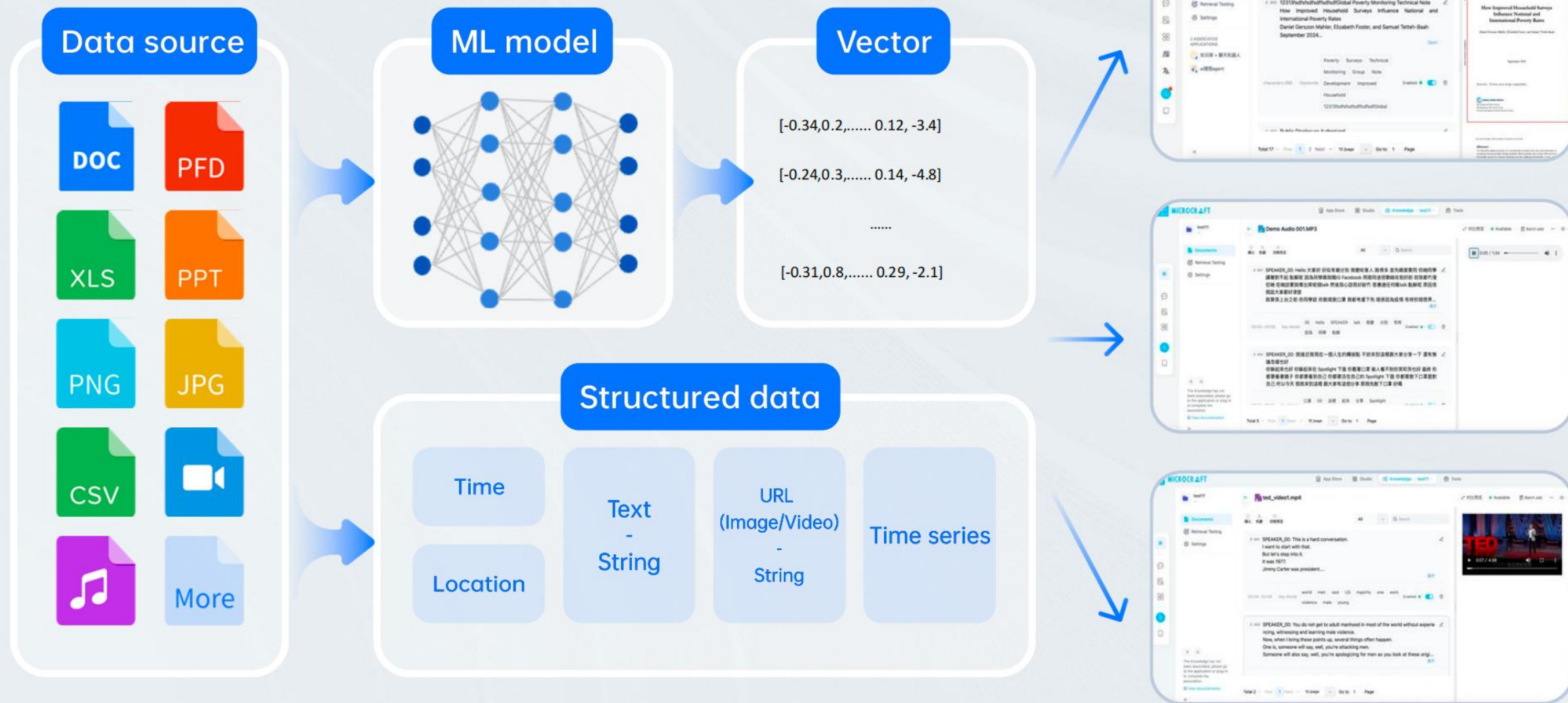
Batch ⌄   🤖 Ask AI   Q Search   New Document ⌄   + Add File

	File Name	Uploader	Upload Time	File Type	File Size	Action
☐	Phase II Requirement Review Meeting.mp3	Amy	2024-11-28 13:57	Audio/Video	12 MB	···
☐	Requirement Review Summary.pdf	Amy	2024-11-28 15:32	Meeting Summary	19-page	···

Multi-data source, multi-modal information analysis and retrieval

Data source

DOC
PFD
XLS
PPT
PNG
JPG
CSV
More

ML model

Vector

[-0.34,0.2,...... 0.12, -3.4]

[-0.24,0.3,...... 0.14, -4.8]

......

[-0.31,0.8,...... 0.29, -2.1]

Structured data

| Time | Text - String | URL (Image/Video) - String | Time series |
| Location | | | |

OCR Image Recognition Technology

AI-Driven Content Recognition

OCR and Table Conversion

Table and image-based formatted information extraction & manual verification

Authority management
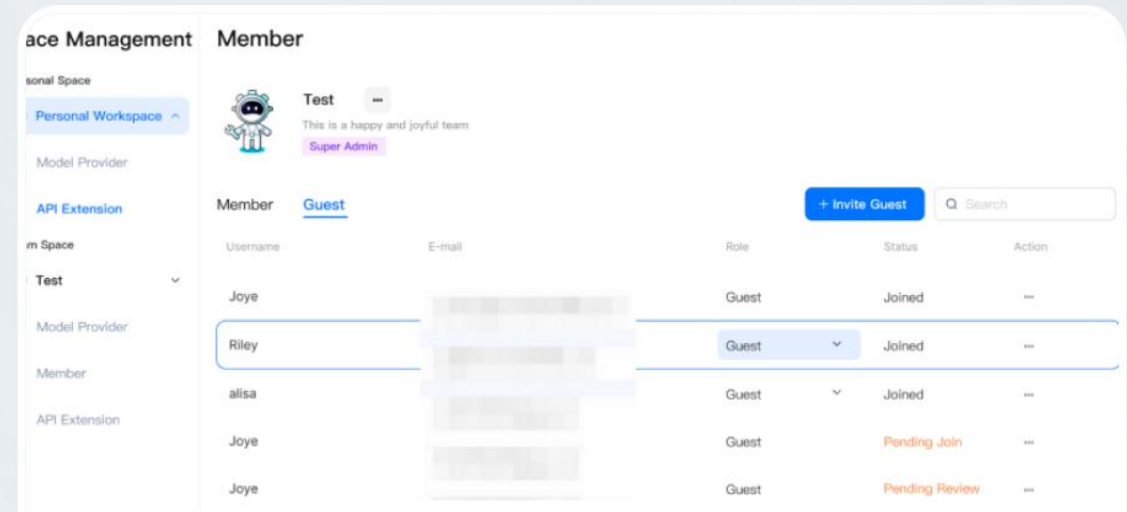
Space management

Clear hierarchy of permissions: hierarchically decreasing permission structure is divided into five roles: into five roles: Owner, Super Admin, Admin, Member and Guest to ensure management efficiency. efficiency.

Flexible external collaboration: Core features like translation and editing are accessible to external external guests, preventing the leakage of sensitive internal information.

Data security protection: Space Owners and Super Admin control core data through advanced permissions, while Member and Guest can't access or modify sensitive information such as permission settings.
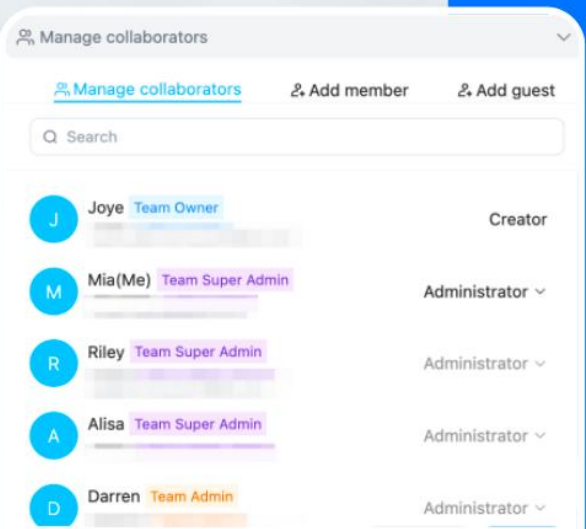
Knowledge Base Permission

Hierarchical management: In addition to managing managing team spaces, it includes control over over collaborators within the knowledge base.

Clear role division: Five collaborator roles—creator, creator, manager, editor, reader, and sharer—are are established to clearly define the responsibilities of responsibilities of different individuals in managing the managing the knowledge base.

A tech company aims to establish an efficient and secure R&D document management system. By implementing space management with five levels of permissions, they ensure core code documents are accessible only to internal members, while external testing teams can only edit bug reports and test cases. With the help of knowledge base permissions, the company further refines collaboration rights for API documentation: backend leads are responsible for creation, frontend developers can edit, and product managers can share, preventing misuse of permissions.

App Stores & Studios

Out of the box

Packed with a wide range of built-in AI applications, covering content generation, Q&A, and business process automation across various scenarios.

Build AI applications quickly with zero coding required

Easily build AI applications based on large models through a through a simple, visual user interface and orchestration tools. tools. No need for complex coding to meet specific business business needs, driving value growth for enterprises

Supports publishing to app stores, allowing other team members to access them directly, fostering collaborative innovation.

A rich and diverse plugin ecosystem

Integrates a variety of plugin tools, expanding the capabilities of AI applications greatly.

The platform's official self-developed plugins enhance AI performance in scenarios like search, document parsing, and content processing.

Deep data empowerment

Centrally manage and store enterprise data based on convenient convenient knowledge base management. By deeply interacting interacting with knowledge base data, AI applications can can provide precise services based on enterprise proprietary proprietary data, improving decision efficiency and workflow workflow automation.

A company's call center built a customer service application with intelligent Agent and workflow functions to intelligently collect and organize customer questions, provide accurate answers based on the enterprise knowledge base and history, and automatically respond to simple questions with 95% accuracy. Workflow automation connects customer feedback, work order dispatch, and service follow-up processes, increasing customer service efficiency by 65% and reducing work order processing time by 20%.

AI Image Search
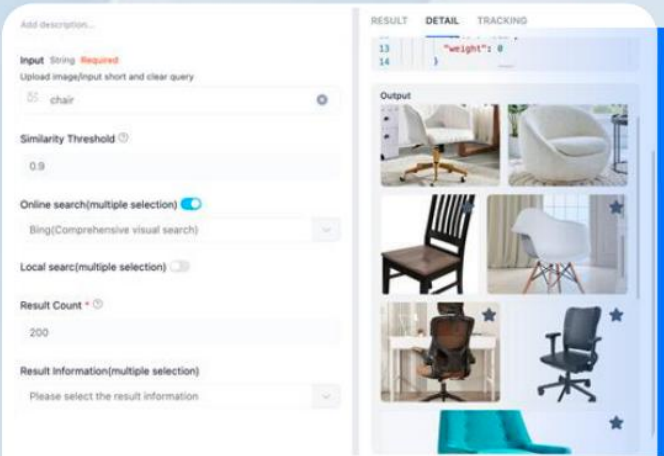
Upload materials locally

- Supports uploading of materials to the knowledge base for AI image search.

Configure before search

- Offers personalized image search settings to help users find images that meet their needs.

Online/Local search

- It not only supports online image search but also allows allows filtering images that meet the requirements from requirements from the local asset library.

A design team hopes to have a stable knowledge base to store and and manage the design materials within the team. It can realize text text search and image search through AI network search and local local material search, and adopt the same canvas function as canvas, canvas, supporting to drag and drop search results to the canvas for for typesetting design.

Text search + Picture search

- It can be realized by text search or by similarity search

Drag the image to the canvas

- The smooth and stable drag and drop function function can smoothly place the desired image image on the canvas

Canvas export/List export

- Provide canvas export with high image quality quality and format that meets user needs, complete and accurate list export of information information

Main features of AI APP development

Easy to use

- Multimodal data processing
- Information parsing parsing and search from multiple data sources
- Out-of-the-box AI applications

Efficient

- High-performance knowledge base
- AI APP outputs are editable and exportable

Scalability

- Customizable AI AI workflows
- Integrate various AI models and tools

Observability

- Model performance performance observability
- RAG Performance Monitoring

Security

- Support private deployment
- Fine-grained permission control

API Service

【Translation API】

- Overcome language barriers with easy real-time translation between multiple languages, supporting various language pairs for communication, localization, and more.

【Speech-to-Text API】

- Accurate speech recognition and transcription that quickly converts speech to text, ideal for meeting notes, interviews, customer support, and more, boosting efficiency.

【AI Application API】

- Seamlessly integrate AI applications into office workflows workflows via API for quick content creation, Q&A, and and task automation, making processes smarter and more and more efficient.

AI Application   Translation   ASR   Consumption Record

API Key Management

#	Access ID	Access Secret	Description	Status	Consumed Quota	Max Quota	Create Time ↓	Expired Time	Action
1	sa-9****gshj	sa-9****gshj	Text translation	Available	200	400	2024-12-6	2050-11-6	Edit D
2	sa-9****gshl	sa-9****gshl	File translation	Availabl	20	400	2024-12-4	2050-11-6	Edit D
3	sa-9****efdc	sa-9****efdc	File translation	Available	100	200	2024-11-6	2050-11-6	Edit D
4	sa-9****gshf	sa-9****gshf	File translation	Disabled	50	600	2024-11-6	2050-11-6	Edit E

API

```
"success": true,      //Processing success identifier
"content":{           //Response content
    "key1": "value1"
  }
}
```

failure message

Model management, observability, and private deployment

Model management

- Centralized control to reduce costs costs
- Automated deployment for fast CI/CD
- Performance monitoring via real-time metrics

Observability

- Comprehensive data retention and and visualization
- Fast system adjustments and optimization
- Continuous performance monitoring and RAG evaluation

Private deployment

- Secure enterprise data control
- Customized performance optimization
- Low-latency private deployment
- Flexible modular AI integration

Differentiation with Copilot

Functional comparison point	Copilot	Microcraft
Model capability		
Support DeepSeek model	❌	✅
Provides a list of multi-vendor models	❌	✅ (Nearly 40 are supported)
Custom model configuration, real-time module dynamic adjustment	❌	✅
File management		
File storage location	High in the clouds	Knowledge base
Office seamless connection	✅ (Embedded)	✅ (Embedded in editor)
Support audio and video type import and resolution	❌	✅
OCR technology recognizes PDF for editing	❌	✅
Translation function		
Supports the translation of PDFs and images through OCR identification technology	❌	✅
Support users to import professional terminology databases, improve translation accuracy and professionalism	❌	✅
The translation highly preserves the original typesetting	❌	✅
Phonological ability		
Transcribe real-time audio and video into text, and distinguish audio and video multi-speakers speakers	❌	✅
Provides multi-language processing capabilities to support the translation of audio and video transcribed text	❌	✅
Supports editing of audio and video transcribed text	❌	✅

Business Scenario: Youth Service Center

Client Pain Points & Needs

A youth service center needs to conduct home visits but faces three core challenges:

1.Inefficient information processing:

Home visits require real-time voice transcription to record key information, but manual review for reports takes 2-3 hours each.

2.High labor costs:

Social workers need to spend an additional 30% of their time on paperwork and often cause omissions or inaccuracies.

3.Fragmented data management:

Home visit data is unstructured, making retrieval and analysis difficult.

Solution

01 Intelligent Speech Transcription and Enhancement

The solution uses high-precision speech recognition recognition for real-time, multi-speaker transcription transcription with speaker differentiation. Noise reduction ensures clarity, and key segments are timestamped, achieving 90%+ accuracy.

02 Dynamic Report Generation System

Pre-configured templates for social work aid AI in extracting key data (e.g., family structure, structure, needs, risks):
Core information:
Structured data like family structure, financial status, and service requests
Sentiment analysis:
Automatically identifies the emotional tone of the interviewees and generates risk tags
Human-machine collaboration:
Social workers can edit and complete transcribed reports.

03 Full Lifecycle Information Management
A digital profile is created for each youth, automatically linking past home visit records and service plans

Performance

Efficiency leap

Report generation time per home visit reduced from 3h → 20min

Paperwork efficiency increased by 90%

Precision enabling

Completeness of key information extraction reached 95%

Manual review workload reduced by 80%

Service Upgrade

Social workers can devote 60% more time to in-depth services

Follow-up response time after home visits improved by 70%

Business scenario: An IT service provider

Performance

Client Pain Points & Needs

An IT service provider has accumulated a vast number of database fault handling cases, but faces three challenges:

1.Low knowledge utilization
Historical cases are poorly managed, making it hard to quickly retrieve and reuse them. Staff turnover leads to the expertise lost

2.High service costs
Relying on manual fault handling limits efficiency, and senior expert resources are

3.Skill gap among personnel
Junior and mid-level engineers lack systematic knowledge consolidation, which affects the consistency consistency of service quality

The client aims to use AI to build an automated diagnostic system for efficient knowledge reuse and service enhancement.

Solution

Based on the client's scenario, we provide an end-to-end service from data governance to intelligent applications:

01 Data Governance and Knowledge Extraction

We automate data cleaning, annotation, and key field extraction (e.g., symptoms, causes, solutions). Cross-modal processing achieves 95%+ accuracy in parsing unstructured text.

02 Knowledge Graph Construction and Dynamic Updates

Utilizing entity recognition and relationship extraction to build a "Fault-Cause-Solution-System" Solution-System" knowledge graph, with API integration enabling automated case entry and entry and real-time graph updates.

03 Intelligent Diagnostic Engine Design

Adopting a dual-engine architecture of "RAG + LLM," combining knowledge graph retrieval graph retrieval with industry-specific LLM reasoning to enhance diagnostic accuracy, while accuracy, while reducing hallucination through reverse validation.

04 Scenario-Based Applications

Providing a natural language interaction terminal that terminal that allows engineers to input queries via via conversation and receive real-time, tiered recommendations for issue resolution.

Efficiency Boost

Average issue response time reduced by 60%.

90% of common issues are resolved with instant solution matching.

Cost Optimization

50% reduction in the need for senior expert involvement, per-service labor costs by 40%.

Capability Building

New employee training time shortened by 70%.

Historical expertise transformed into reusable digital assets.

Business Scenario: After-Sales Service Solution

Pain Points

01 Lack of Convenient Online Feedback Channels :
Traditional customer service hotlines fail to meet the demand for 24/7 24/7 support, leading to poor user experience.

02 Inefficient and Error-Prone Manual Data Entry :
Call centers handle a high volume of daily calls, relying on manual recording, which results in low efficiency, frequent errors, and slow times, ultimately impacting customer satisfaction.

03 Absence of a Centralized Knowledge Base :
Without a structured knowledge base, customer inquiries are answered answered inconsistently, reducing response efficiency and limiting self-limiting self-service options.
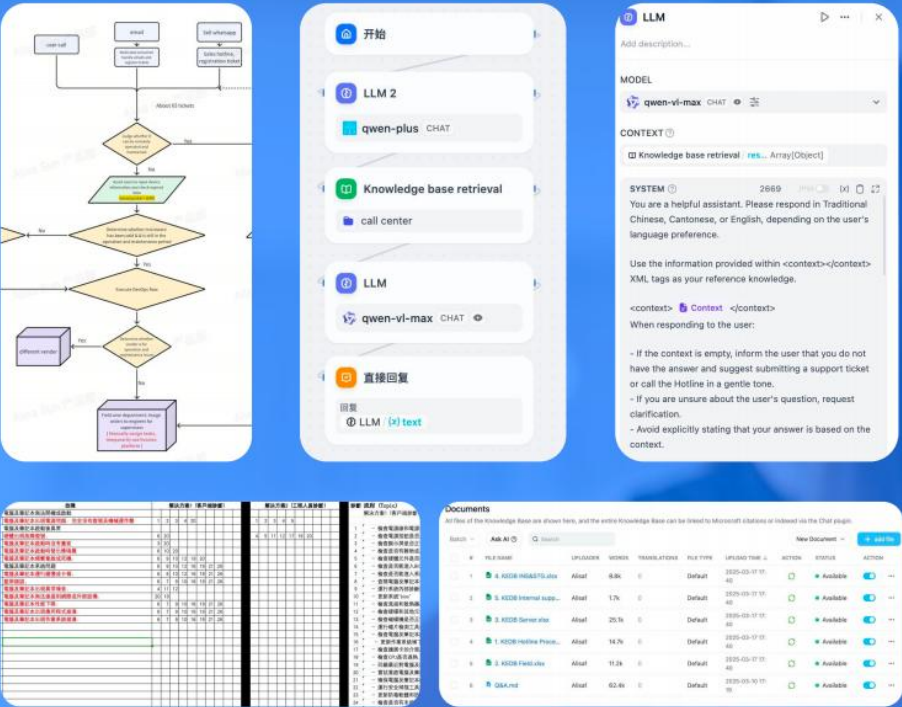
Solution

01 Intelligent Knowledge Base Management

- Build a custom enterprise knowledge base, enabling efficient document management and precise retrieval.
- Integrate the knowledge base into workflows to support AI-powered Q&A, delivering 24/7 automated customer responses for enhanced satisfaction.

02 AI-Powered Automated Customer Service

- Deploy AI-driven workflows connected to a knowledge base, ensuring accurate and instant responses while reducing manual workload.
- Seamlessly integrate with WeChat, WhatsApp, and other platforms to offer multi-channel automated customer support.

03 Private Deployment for Data Security

Offer private deployment options to ensure enterprise data security and regulatory compliance, protecting customer privacy.

Performance

Workload Reduction

Report 61.91% of call center inquiries can be handled by AI-powered customer service, significantly reducing human workload.

High Accuracy

AI chatbot achieves a 90% accuracy rate in troubleshooting customer issues, minimizing repetitive inquiries.

Faster Response

Response time is reduced from 2 mins to just 5 s, dramatically improving customer satisfaction and operational efficiency.

THANKS

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Microcraft Platform Link