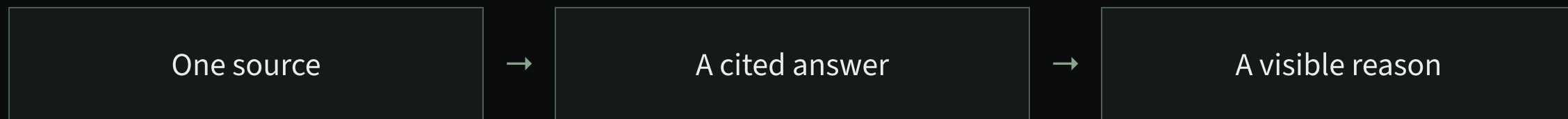


Support answers. With a trail you can trust.

Help technical teams find, check and reuse answers from their own documentation.



Built by Charan Rathore · Working prototype · Seeking a measured pilot

The docs exist. The interruption still happens.

Find it again

Recurring questions pull engineers away from product work.

Described by the founders of YC-backed [kapa.ai](#).

Check the version

A plausible answer can use the wrong configuration or an old release.

CircleCI's support and schema-grounding use cases.

Know what applies

Buried updates and role-specific context slow distributed support teams.

Guru's Perk customer account.

Public evidence motivates the pilot. These companies are not IntelliRAG customers; their outcomes are not our results.

START NARROW ENOUGH TO PROVE VALUE

One product. One support queue.

The first team

A developer-facing SaaS or API business with changing docs and recurring setup questions.

Support lead owns the outcome. Agents and developer advocates use the tool.

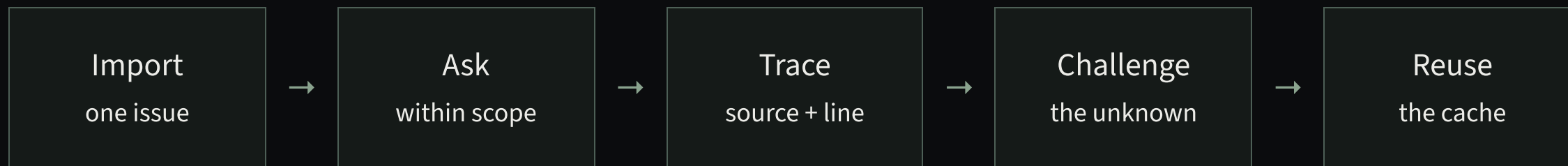
Target segment is a hypothesis. Interview five users before expanding to private, multilingual or company-wide search.

The first question

“What does our source actually say about this behavior?”

Begin with public GitHub documentation. Use the team's real historical questions.

Watch trust become inspectable.



The graph connects an answer to its evidence. A correction can guide retrieval; it never becomes a source fact.

Watch the real 57-second experiment ↗

Public demo: keyword retrieval and cited extracts. Temporary imports; no language-model generation in this recording.

Small tests. Clear boundaries.

PASSED

Two previously unseen READMEs

p-debounce and p-throttle: scoped citations, cited-only graph links, source excerpts, cached repeats and unsupported-question refusals.

Local tests plus a separate public issue walkthrough. This is fixture evidence, not customer accuracy.

OPEN WORK

Reliability beyond the happy path

GitHub tree requests returned 403; direct README imports passed. Private workspaces, automatic sync and durable production storage still need acceptance.

No claimed customer ROI, cost reduction or production-model accuracy.

Bring 100 real questions.

01

Establish the baseline

Choose 20–50 documents. Time the current search and checking process. Hold back 30 questions.

02

Compare blindly

Tune on the training set. Two reviewers judge held-out answers and citations, without knowing the method.

03

Break it deliberately

Change or delete sources. Ask unsupported questions. Check cache invalidation and recovery.

Deliverable: a verified-answer scorecard, failure analysis and go/no-go decision. Public or approved non-confidential data first.

Measure useful answers.

OUTCOME	PROPOSED TARGET — NOT ACHIEVED
Time to a verified answer	30% lower median; report p95 and quality together
Claims supported by citations	≥95% supported; report answer coverage separately
Unknown or stale information	Zero invented high-risk answers; zero stale answers after refresh
Cost per verified answer	Measure actual provider usage and cache benefit
Later private-data access	Zero unauthorized evidence in cross-user / tenant tests

Targets are negotiable pilot gates. Report sample sizes and reviewer disagreement. No generalized accuracy claim from a small test set.

The next increments are practical.

Fresh and recoverable

Source revisions, last successful sync, rate-limit retries and incremental refresh.

Current imports refresh on request.

Persistent and permitted

Postgres, authenticated workspaces, source permissions and revocation tests.

Corpus filtering is not access control.

Correctable by an owner

A failed-question queue and review history. Learn whether corrections improve held-out answers.

Current feedback guides retrieval.

Kapa, Guru and Onyx already serve this market. Our hypothesis to test: faster evidence inspection and correction for a focused support workflow.

Bring the questions your team keeps answering.

One owner. One workflow. A shared definition of a useful answer.

You bring

A representative question set, approved sources and a reviewer who knows the product.

Discuss a scoped pilot with Charan ↗

Agree scope, acceptance criteria and fee before starting a paid pilot.

We deliver

A scoped setup, transparent failure analysis and a measured recommendation—even if it is no-go.

The evidence behind the direction.

YC · kapa.ai company and launch profile

Technical support and maintainer interruptions.

Kapa · CircleCI customer account

Support scale and source-grounded configuration.

Guru · Branch customer account

Recurring questions despite documented answers.

Guru · Perk customer account

Distributed support, buried updates and role context.

Kapa · Keeping changing docs in sync

Refresh, source versions and invalidation.

Guru · Verification documentation

Human review, ownership and corrections.

Guru · Enterprise search

Inherited permissions and lineage.

YC · Onyx profile

An established open-source alternative.

Public research supports hypotheses; it does not rank pain across every startup or multinational. Vendor customer accounts are not independent studies. Full interview guide, test details and pilot protocol are in the repository.