Pryon AI Help Desk Assistant

The AI-powered help desk assistant for federal organizations that move the nation forward.

Our adversaries pose a bigger threat than ever with their technological progress and intelligence gathering, and an ever-growing United States populace demands a more responsive government.

Pryon AI Help Desk Assistant empowers federal teams with real-time, AI-driven support, ensuring speed, accuracy, and security at every step.

Trusted by leading government institutions

Mission-ready answers for mission-critical moments

Pryon AI Help Desk Assistant is designed to help government organizations deliver secure, efficient, and exceptional support to employees and citizens.

Powerful data ingestion

Unites disparate information into a single, trusted corpus of knowledge.

LLM-driven chat interface

Surfaces contextually relevant information in response to queries

Agentive capabilities

Enable users to take quick action, such as opening tickets or summarizing large documents

Empower every team with AI

IT teams

Ticket resolution times ↓

Automation of repetitive tasks ↑

HR teams

Employee satisfaction ↑

Time spent reviewing resumes and writing reviews ↓

Focus on strategic employee development initiatives ↑

Public-facing government agencies

Meet higher request demands ↑

Public trust ↑

All federal organizations

Faster, more informed decisions ↑

Security and compliance ↑

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Built for mission velocity

Pryon AI Help Desk Assistant is designed to help government organizations deliver secure, efficient, and exceptional support to employees and citizens.

Drive mission efficiency
Streamline operations, reduce workloads, and take on mission-critical projects with the right information on hand

Power better support experiences
Deliver seamless Tier 1 support to internal teams and citizens

Protect sensitive data
Meet stringent data protection requirements with secure deployment options, including federal cloud and on-prem

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Modernizing information delivery for DAF DTO

Powered by Pryon, DTO Wingman redefines self-service for personnel and civilians alike.

- Delivers quick and trustworthy answers from 150,000 pages of DoD content in 80+ languages

- Optimizes internal resources by automating tier 1 support needs

- Generates reports and emails by pulling from trusted content

Try DTO Wingman for yourself
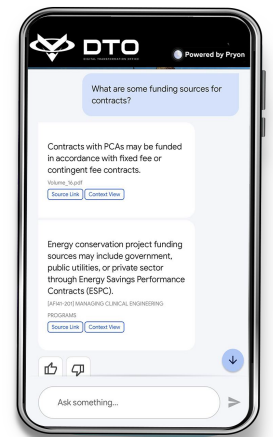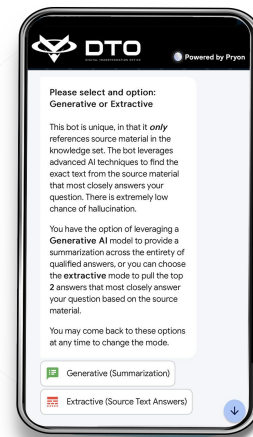
Why Pryon AI Help Desk Assistant?

- **Accuracy:** Ingests multi-modal content, including policies, procedures, equipment manuals, and more with 90%+ accuracy, and retrieves answers with clear attribution to source documents to mitigate hallucinations

- **Built for Government:** Connects to a variety of data stores, including SharePoint, ServiceNow, Workday, and Salesforce, retrieving answers from multilingual content and delivering these answers to thousands of users

- **Security:** Meets security standards for use with sensitive data, can be deployed in federal cloud or on-prem, doesn't require data migration, and does not train AI models on customer data

- **Rapid time-to-value:** Enables rapid deployment while offering a low-code/no-code interface for updating content and orchestrating custom GenAI workflows

About Pryon

Pryon's secure generative AI platform, deployed at IL2-IL6+, powers advanced assistants and agentive AI applications for leading government and enterprise organizations.

Founded by the creators of Amazon Alexa, Apple Siri, and IBM Watson, Pryon is focused on using GenAI to drive productivity and improve decision-making at every level of government.

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