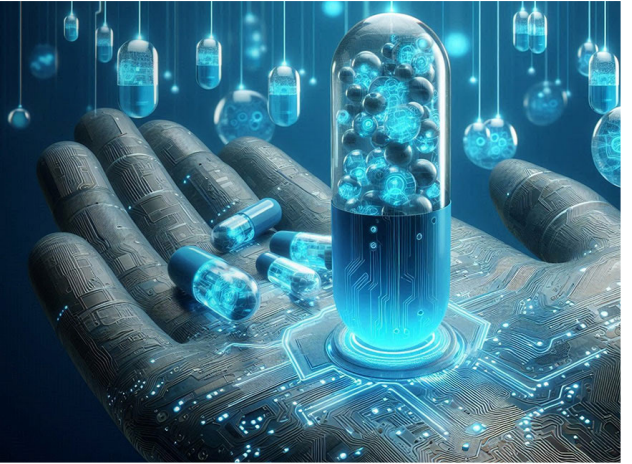


# Accelerating Clinical Collaboration with Contextual Conversational AI



## The Customer

Clinical Trials teams at a large pharma organization collaborating across documents, emails, and chats who need conversations to retain prior findings, decisions, and references—so multiple stakeholders (medical writers, safety, regulatory) can align quickly without re-explaining context.

## The Challenge

Maintain end-to-end conversational context and traceability so teams can:

- Avoid context loss when switching among documents, email threads, and chat tools.
- Reuse prior discussions and decisions without duplication.
- Locate original source passages and citations quickly for audit and review.

## The Solution

Enable a contextual chatbot workspace (deployed on the platform) that preserves and surfaces prior knowledge:

- Upload and embed medical documents for in-chat reference and grounding.
- Apply context filters, generate prompts, and surface FAQs on demand.
- Persist session history so users can resume threads with full context.

## The Results

- Continuous context across documents and sessions
- Reduced rework and miscommunication
- Faster, more consistent clinical analysis

## Impact Delivered

- 40% Faster issue resolution
- 35% Fewer repeat explanations
- 30% Productivity improvement
- 25% Better decision quality

## Solution Components

- LLMs
- Document embedding
- Contextual filtering
- Session persistence