Workshop 1 · 90 minutes

Voice Intelligence and VOP

Make approved knowledge accessible through conversation

One or two candidate areas for your organisation

Shared purpose

Purpose and agenda

Understand terms and the knowledge loop

Observe a demo and discuss its limits

Collect situations and decide the next step

Four building blocks

The VOP foundation

KSE provides sources, evidence and confirmed knowledge states

TalkTo orchestrates use, Voice runs the conversation

Frontend shows understanding and status; overmind.talk supports domain review

Knowledge loop

Knowledge requires approval

A new hint starts as a proposal

A person reviews and approves knowledge in overmind.talk

Only confirmed KSE adoption makes it the new authoritative knowledge state

15 minutes

Live conversation

One prepared question and a follow-up about evidence

One interruption and a question without a matching source

After three minutes of outage, turn to 1.2. Record the mode, evidence and outstanding question.

Worksheet 1.2

Demo observations

What was actually answered?

Which source or uncertainty was apparent?

Which check would your own deployment require?

Engagement blueprint

The four Cs

Context clarifies knowledge and situation; Code clarifies systems and actions

Culture clarifies language and ways of working

Compliance clarifies access, approvals and data boundaries

Catalogue reference October 2026

TalkTo for customers and knowledge

TalkToCustomers answers recurring customer questions

TalkToProduct explains products and variants

TalkToKnowledge provides approved knowledge; TalkToExpert captures experience

Catalogue reference October 2026

TalkTo for reports data training and processes

TalkToReport produces a reviewable report

TalkToData answers metric questions; TalkToTrain supports conversation practice

TalkToProcess executes approved system processes

Limits

Sources and uncertainty

State missing sources and do not fill gaps in internal rules

Expose contradictions using both sources

Approve new statements only after human review

Responsibility

Action and handover

Actions require agreed permission and confirmation

Outside scope, the voice names the responsible contact

Technical transfer requires a separate integration

Worksheet 1.3 · 4 minutes silently

Your work situation

When was knowledge last missing at the moment of work?

Who needed to complete what, and what happened?

Where is the right answer today?

Worksheet 1.5

Candidate areas

Group similar situations and use two votes per person

Management confirms one or two areas

The most important open assumption remains visible

Decision

Sponsor and next meeting

Continue with format 2, clarify a specific issue or stop with reasons

Every next step has an owner and date

Minutes record candidates and open questions