

SLAQuery

Ask what a client requires, what your department must do, and what was actually in force on the date that matters.

Effective-date aware

Human-correctable

Source-traceable

Runs inside your environment

ON-PREMISE - CONTROLLED KNOWLEDGE

WHAT YOUR PEOPLE WOULD ASK ON MONDAY

The answer is not just in a PDF. It is in the right version, rule and procedure.

SLAQuery combines client directives, service-level requirements and internal department procedures so staff can ask one question and get the instruction that actually applies.

What does Chase require Accounting to do before submitting a fee invoice?

What are the current redaction requirements for escrow statements?

Which foreclosure referral steps are due within the first 24 hours?

What procedure does Accounting follow when a client rejects an expense?

What did this client require on the date this matter was referred?

Did the latest guideline change our bankruptcy proof-of-claim process?

Does our internal procedure impose a tighter deadline than the client SLA?

Where exactly does the rule come from - and who approved our interpretation?

THE DIFFERENCE

Indexing finds words. SLAQuery determines what applies.

It understands client, department, practice area, effective date, superseded versions, approved corrections, firm overrides and source authority before it answers.

Time-aware

Current, historical and future requirements stay separate. Ask what applied on a specific date.

Procedure-aware

Accounting, foreclosure, bankruptcy and other teams can maintain their own approved procedures.

Correctable

Fix an interpretation, create an override or approve a trusted answer without retraining a model.

Traceable

Every material answer can show the source, version, effective date, section and approval path.

HOW IT WORKS

A controlled knowledge layer your staff can actually maintain

Upload the documents you already have. SLAQuery organizes what is authoritative, keeps the timeline straight and gives people a simple place to ask.

1 Ingest and classify

Load client guidelines, SLAs, bulletins and department procedures. Detect client, version, practice, department and dates.

2 Review and approve

A human confirms what is authoritative before new material becomes current.

3 Ask in plain English

SLAQuery filters to the right client, department, date and approved source before generating an answer.

4 Correct once, keep it corrected

Turn feedback into a correction, rule, override or trusted answer with full history and approval.

Current. Historical. Future. Never silently mixed.

CURRENT

Uses the approved requirement and procedure in force now.

HISTORICAL

Answers from the versions that were effective on the date you specify.

FUTURE

Tracks approved upcoming changes without making them current early.

One source of truth for client obligations and how your teams execute them.

NOT JUST CLIENT DIRECTIVES

Different departments follow different procedures - SLAQuery keeps both sides together.

A client may say what must happen. Your firm may have a specific approved procedure for how Accounting, Foreclosure, Bankruptcy, Operations or Compliance carries it out. SLAQuery preserves that distinction instead of blending everything into one AI answer.

ACCOUNTING

Client billing rules, expense approvals, invoice backup, fee caps and rejected-charge procedures.

"What do we do when this servicer rejects a publication expense?"

FORECLOSURE

Referral intake, title, first legal, service, publication, sale and client-specific escalation steps.

"What is the procedure after a sale is postponed?"

BANKRUPTCY

Proofs of claim, motions, deadlines, referral handling and client reporting procedures.

"What changed in the current proof-of-claim process?"

OPERATIONS / COMPLIANCE

Internal controls, audit requirements, redaction, exception handling and approved interpretations.

"Does our procedure require more than the client guideline?"

TEACH THE SYSTEM WITHOUT RETRAINING THE MODEL

When your experts know better, SLAQuery remembers the decision.

The goal is not to "fine-tune" a black box. The goal is to make knowledge easy to correct, approve, scope and audit.

Correct an interpretation

Fix what a requirement means while preserving the original source text.

Create a firm override

Keep the client requirement visible, but apply the firm's approved procedure when it is stricter or different.

Add a standing rule

Teach SLAQuery a repeatable definition or instruction for a client, department, practice or jurisdiction.

Approve a trusted answer

Lock down a frequent answer - and flag it for review when the underlying source changes.

BUILT FOR GOVERNED OPERATIONS

Evidence first. Human authority. Local control.

- Every answer can cite the exact source, version, section and effective date.
- New or revised documents can require approval before they become authoritative.
- Conflicting client and internal instructions are surfaced instead of silently resolved.
- Corrections, overrides and approvals keep an audit history and can be reversed.
- The application can run inside the firm environment with local document storage and search.
- If an external AI provider is enabled, deployment policy controls what retrieved text may be sent.

Stop asking, "Which PDF is right?"

Give every department one governed place to ask what the client requires, what the firm procedure says, and what was effective when the work happened.

SLAQuery - CLIENT REQUIREMENTS + DEPARTMENT PROCEDURES, KEPT CURRENT AND TRACEABLE