

A voice-enabled training assistant that answers staff questions 24/7 — grounded only in approved procedures, with every answer traceable to source

Ryanair

We delivered an internal training platform pairing Synthesia-generated course videos with a Bedrock-powered conversational assistant that answers staff questions on demand — grounded strictly in approved operational procedures, with every answer citable to its source document and interactions logged through the LMS.

THE CHALLENGE

Rolling out new operational procedures across thousands of staff at a major European carrier demanded scalable, consistent training and a way for employees to ask follow-up questions without bottlenecking subject-matter experts. In aviation, an assistant that improvises an answer about a safety or operational procedure is a genuine risk — so a generic chatbot with no grounding, no source traceability and no auditability of what staff were told could not be trusted. Answers had to come only from approved material.

WHAT WE BUILT

- Authored course content as scripts and generated presenter-led videos at scale via Synthesia for consistent messaging across every cohort
- Indexed the underlying approved procedural documents into a Bedrock-backed RAG knowledge base so answers are grounded in real, current sources
- Built a conversational interface using Amazon Lex with Amazon Transcribe for voice input, so staff ask questions naturally and receive grounded, cited answers
- Integrated with the existing LMS so completion and every Q&A interaction is tracked and auditable

OUTCOMES

- Staff self-serve accurate answers 24/7, grounded strictly in approved procedures with every answer traceable to its source document
- Training-content production accelerated by an estimated order of magnitude via video generation
- Consistent, controlled messaging across all training cohorts
- SME time freed from repetitive Q&A while retaining oversight of the source material

STACK