Forgedata

Support triage models your team can evaluate

A product of AJATASHATRU TECHNOLOGIES PRIVATE LIMITED

Product brief for NVIDIA Inception · Local prototype

19 November 2026

Initial customer

B2B SaaS support teams

A product or AI engineer working with a support operations lead.

The team has approved resolved tickets and an existing support application.

Customer hypothesis

The team needs predictable routing, escalation, and structured outputs.

Interviews, willingness to pay, and pilot demand remain unvalidated.

The support routing problem

A well-formed response can still make the wrong support decision.

The product hypothesis is that teams need acceptance tests for their own routing policy, not training loss alone.

The first reference task uses billing, access, integration, and security labels.

Proposed product workflow

01

Prepare

Approved tickets, explicit labels, validation, and fixed evaluation splits

02

Adapt

An open foundation model with reproducible LoRA settings

03

Evaluate

Policy-specific outputs and an explicit promotion decision

04

Release

A versioned artifact and application integration

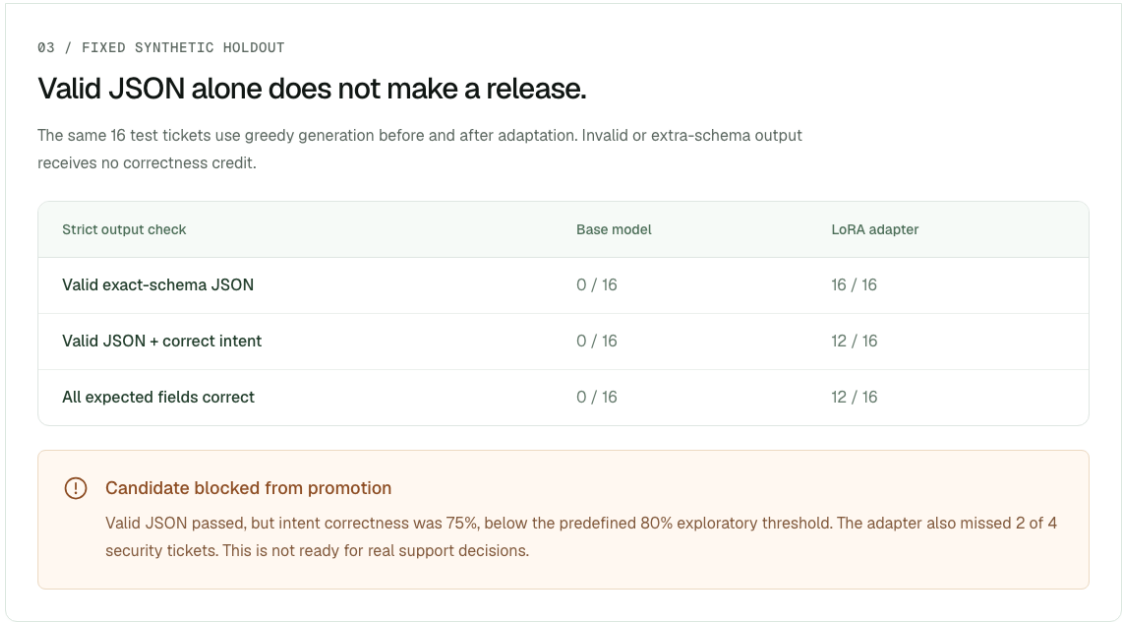
The local reference implements preparation, adaptation, evaluation, and adapter export. A hosted workspace and inference service remain planned.

Completed local development experiment

A real LoRA run on SmolLM2-135M-Instruct.

64 training tickets, 16 validation tickets, and 16 test tickets. All examples are authored synthetic data.

Apple MPS execution. No NVIDIA GPU run.



Saved experiment report viewer

Synthetic holdout results

The same 16 test tickets use strict JSON parsing and greedy generation. Invalid or extra-schema output receives no correctness credit.

Strict output check	Base model	LoRA adapter
Valid exact-schema JSON	0 / 16	16 / 16
Valid JSON + correct intent	0 / 16	12 / 16
All expected fields correct	0 / 16	12 / 16

Small synthetic test set. These scores do not establish customer performance or NVIDIA GPU performance.

The candidate did not pass promotion

Blocked

Intent correctness was 75%, below the predefined 80% exploratory threshold.

The adapter missed two of four security tickets. The candidate should not make real support decisions.

Missed security escalation

“Someone we do not recognise downloaded our customer information.”

Expected: security, high priority
Actual: access, normal priority

Product differentiation to validate

Evidence in the reference

Dataset fingerprints and a pinned model revision

Complete baseline and candidate predictions

A saved adapter that reproduces its outputs

Intended software value

Ticket preparation connected to policy tests

Experiment history and release decisions

A portable artifact inside a team workflow

NVIDIA development plan

Verified locally

Unquantized LoRA on Apple MPS

Saved adapter and reload check

Synthetic holdout evaluation

Next technical validation

NVIDIA CUDA execution

Resource-use measurements

Model and deployment compatibility

QLoRA, NVIDIA NIM, NeMo, and TensorRT-LLM remain unverified.

Customer and commercial validation

Proposed discovery

Interview ten B2B SaaS teams about routing failures and evaluation workflows.

Seek up to three scoped pilots only where there is demonstrated fit.

Proposed commercial model

Explore a platform subscription, with compute rates disclosed separately.

Prices, conversion assumptions, unit economics, and willingness to pay are unvalidated.

Current stage and next milestones

Verified locally: dataset validation, LoRA training, full test outputs, adapter save, and reload.

Next: customer discovery, a broader independent evaluation set, NVIDIA execution, and a hosted product workflow.

Founder profiles and the exact incorporation date will be supplied by the company later.

Company and Inception application

Legal applicant
AJATASHATRU TECHNOLOGIES PRIVATE LIMITED
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Requested support

Technical guidance for CUDA benchmarking and evaluation architecture.

Programme acceptance and partner benefits remain subject to eligibility.