

The Real Cost of “Let Me Get Back to You”

A short guide for owners who don't have time to read a long guide.

Every day, your team already has the answer. They just can't find it fast enough.

Every “let me check and get back to you” costs time, slows a decision, and sometimes loses the business entirely.

That's not a productivity problem. That's a revenue problem wearing a productivity costume.

Where it actually shows up

- A new hire asks the same policy question for the third time this month. The answer lives in someone's head, not somewhere findable.
- A prospect asks a pricing or scope question mid-call and gets “let me check and call you back” instead of an answer, right then, while they're still interested.
- Your best person spends 20 minutes digging through old emails and shared drives before every call, instead of preparing for the next one.

Here's what that adds up to. Five people, one hour a day lost to searching. That's over 1,200 hours a year. Run the same math on your own team. The number is never small.

None of it shows up on a P&L line. All of it shows up as slower deals, more churn, and a team that feels behind before the day starts.

What actually fixes it. And what doesn't.

Buying everyone a ChatGPT seat doesn't fix it. It just moves the same search problem into a different window. What fixes it is turning everything your business already knows into something every employee can use instantly. Not a document chatbot. Your company's second brain.

If any of this sounds like a normal Tuesday at your business, you're not alone. Most small businesses run this way until it costs them a deal they can point to.

That's the exact problem I built **SyntextAI** to solve. Ask your documents a question. Get a cited answer in seconds, sourced from your own files. No migration. No new place to store files. No setup project.

Built by an engineer who spent ten years leading AI deployments for Fortune 500 and government-scale clients. Now bringing that same rigor to businesses your size.

Without SyntextAI	With SyntextAI
Search across emails, folders, and chat	Ask one question
Interrupt a coworker to get the answer	Get an instant answer
Hope it's the current version	Every answer cites its source
Lose momentum with the customer	Respond while they're still on the line

Is this actually worth solving for you?

Not every business loses revenue this way. Some lose it to slow onboarding. Some to inconsistent answers across staff. Some don't have this problem yet at all. I'm not going to hand you a generic roadmap without knowing which one you actually have.

Join the free weekly webinar.

Bring your problem. Live, in the group, I'll help you find:

- Your biggest knowledge bottleneck
- The repeated question costing your team the most time
- Where AI could actually pay for itself fastest

If there's a real fit, I'll tell you exactly what I'd build first. If there isn't, I'll tell you that too.

Join the webinar → osas-inc.com/#webinar

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Osas Inc. AI knowledge systems for small businesses, built by the engineer behind SyntextAI.