

ARTIFICIAL
SOLUTIONS

Teneo[®]

eMail Optimizer

Teneo eMail Optimizer

People come to your website looking for answers. If they can't find what they're looking for, they'll usually call you or fill in the 'Contact Us' form on your website to get help. But once they've clicked submit or send, it could be hours, even days, before they get an answer. Some simply don't bother to try.



Your website will usually be the first port of call for customers looking for help and information. Most will choose to contact you there and then, by email. A web form makes it quick and easy for them to get in touch. Trouble is, it can take days to get an answer.

Teneo eMail Optimizer is the answer.

A quick reply would be welcome, an instant one surprisingly fast. But imagine if the answer were to come up intuitively, as they were typing their question. That's precisely what they'll get if you use Teneo eMail Optimizer.

Teneo eMail Optimizer is an intelligent web contact form that analyzes and interprets the meaning of an email inquiry as the customer types it in, and gives an answer before they even click send. It uses a powerful Natural Language Interaction engine to analyze the question sentence by sentence in real time, until it becomes clear what it's about, and then comes straight back with the answer.

The result is a massively enhanced customer experience. Your customer gets their answer right away, when they were probably not expecting one for at least 24 hours. It's effortless too. Your customer doesn't have to switch to another channel, such as the phone, to get their problem solved.

For you, it means a major boost to brand loyalty, an opportunity to cut costs and make better use of contact center staff. Teneo eMail Optimizer will radically reduce the number of emails that come flooding into your contact center every day.

Surprise and delight your customers

They're expecting to wait days before getting an answer. You give them the answer they want on the spot.

No need to change channel

Dealing with the issue alongside the email, or offering click-through solutions in related FAQs, means your customer doesn't have to chase around for information elsewhere – on websites or via contact centers.

Save money

Every inquiry that you can answer automatically within the contact form is one less email that needs handling by a live agent. And for many contact centers, this amounts to thousands of emails a day. With the total cost of answering an email inquiry often being even higher than phone-based queries, the savings to your business are dramatic.

Gets smarter with each new answer added

Teneo eMail Optimizer delivers cost savings from the very first answer that is added. If the answer isn't yet available, Teneo eMail Optimizer won't activate and your customer sends an email query through your 'Contact us' form in the usual way. As more and more answers are implemented, Teneo eMail Optimizer just keeps getting better, automatically answering more questions, saving more money and helping more customers with its instant responses. Teneo eMail Optimizer can be implemented iteratively, allowing you to add more capabilities over time; the only risk you'll have is more and more satisfied customers!

How it works

Teneo eMail Optimizer looks like any other ordinary contact form that you see on the 'Contact Us' pages of websites. It's a familiar format that your customer will be happy using. But working quietly behind the scenes is Artificial Solutions' powerful Teneo Natural Language Interaction engine that's ready to pop up an answer as soon as the question becomes clear... and before the "send" button is clicked. As more information is added by your customer, Teneo eMail Optimizer will continue to interpret the query and refine the answer. For customers who were anticipating a lengthy delay before they received a response to their email, this instant resolution to their query is a revelation!

Key features

- **Intelligent in real time.** Teneo eMail Optimizer works out what the question is from the way sentences are constructed and connected, in the same way that humans do. Displays the answer, along with any relevant links, within the contact form.
- **Displays** Frequently Asked Questions related to the inquiry, to make sure the customer doesn't have to go elsewhere for the answer.
- **Robust and scalable.** Thousands of email inquiries can be analyzed at once.
- **Integrates** with your website and adapts to your branding, page design and house style.

Get in touch with us today to discuss how Teneo eMail Optimizer can transform the way your customers and prospects interact with you.

The screenshot shows the MIRABANK website's contact form. The form fields are filled with: Name: John Smith, E-mail: john.smith@email.com, Phone: +44 555 123 456, Subject: Credit Cards, and Text: I have accidentally blocked my pin code for my credit card, how do I get a new code?. A 'Send' button is visible. To the right of the form, a green callout box displays the answer: 'You may find your answer here' followed by instructions on how to obtain a new pin code. Below the answer are 'Related questions' with a link to 'How do I check my registered postal address?'. At the bottom of the callout is a link to 'Click here to receive this tip by email'. The website header includes the MIRABANK logo and navigation links: HOME, BANKING, SAVINGS, MORTGAGES, LOANS, CREDIT CARDS, CONTACT US. A 'HAVE A QUESTION? ASK CARA!' banner with a woman's image is also present.

Email content is analyzed in real-time

When known, answer is displayed in dynamic field

Related FAQs are displayed to facilitate further look-up

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About Artificial Solutions

Artificial Solutions is the leading specialist in Natural Language Interaction (NLI). The company's patented technology enables people to hold two-way meaningful conversations with applications and services running on computers, mobile technology and other electronic devices in a humanlike, intelligent manner.

Typically deployed as web-based Virtual Assistants for customer service and sales, and as embedded speech-enabled applications for mobile computing, Artificial Solutions enables organizations to increase customer satisfaction and direct revenues, whilst reducing costs. Platform and device independent, Artificial Solutions' NLI technology is available in 21 languages and includes powerful analytics that deliver valuable insight into customers' needs and behavior.

With development centers in Barcelona, Hamburg, London and Stockholm and offices across Europe, Asia-Pacific and South America, Artificial Solutions' technology is deployed by hundreds of public and private sector organizations and used by millions of people every year. For more information, www.artificial-solutions.com