ARTIFICIAL SOLUTIONS

Datasheet Teneo Insight

Teneo

® Insight

Teneo Insight

Continually improve your customer's experience with real-time reporting and sophisticated Natural Language Interaction (NLI) analysis, based on the conversations held between your customers and your Teneo applications.

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Teneo Insight can gather an unprecedented level of real-time intelligence about what your customers want from your business

Teneo Insight gives you deep insight into your customers' needs and behavior by tracking and analyzing the conversations your customers have with your Teneo applications.

Teneo Insight helps you maximize the value of your Teneo implementation. By analyzing the dialog files of how your customers interact with your Teneo applications, Teneo Insight provides the information you need to review and refine KPIs and business targets, and the knowledge you need to identify gaps in the content base, allowing you to continually improve and refine the solution's performance.

Know your customer

Understanding what is going on in the mind of your customer brings genuine business differentiation and Teneo Insight delivers this. By using Teneo Insight to analyze the actual conversations taking place between your customers and your Teneo application, you can gain a much more detailed understanding of what they are actually looking for, and the exact words and phrases that they are using to ask for it. This is in stark contrast to ordinary website analytics packages which are limited to providing information about general browsing behavior.

Teneo Insight not only enables you to very quickly slice and dice the reports to get to the relevant statistical data, but also allows you to read individual dialog transcripts and perform powerful text search, filtering and analysis in real-time. Ultimately, this allows Teneo Insight to provide unprecedented levels of in-depth intelligence about what your customers want from your company.

Look into your crystal ball

It is not enough to simply know your customers' current circumstances, and what they need right now. It is vital to have the ability to react quickly to changes in the future as well. Traditional statistical analysis tools used to pinpoint problems and variances in the data required large data sets (such as those generated from the log files of natural language conversations) took hours, days or even weeks to crunch the data. By the time the relevant statistics were collated, and problems identified, it was often too late to try and resolve them – the damage was done. Speed is crucial, and Teneo Insight will give you the agility you need by providing data straightaway. Its natural language analysis capabilities allows you to instantly dissect large sets of data, analyzing raw information to get relevant points of interest, from which actual interactions can be examined to quickly obtain actionable insights.

Key Benefits

Quick quick, not slow slow. Teneo Insight's in-memory data analysis capabilities means that results are displayed instantly, unlike typical Business Intelligence solutions. Faster results mean faster decisions.

Customer Intelligence for the business user. Teneo Insight is designed for the non-technical user. With its intuitive interface, using Teneo Insight is a simple "business as usual" task, with analysis and visual presentation all handled on the same interface, by the same user.

SaaS delivery. Teneo Insight and its data warehouse are hosted on Artificial Solutions' secure server environment, so there no additional set-up or integrations are needed.

Key Features

Dashboard. The Teneo Insight dashboard provides a snapshot of important reports, KPIs and other information, enabling you to track and monitor events and progress.

Bookmarks and Export. All reports and data can be saved for easy retrieval and exported in a variety of formats at the touch of a button.

Analytics. The natural language conversations held in dialog files are a rich seam of data provided by your customers. Teneo Insight's analytics feature enables you to unlock the hidden data in these logs to obtain actionable insights.

Do you want to know which products or services have the most questions asked about them?

Have you noticed a sudden increase in volume of complaints registered on the website and want to find out why?

Do you want to understand why there are more sales-related queries in the morning; or service-related queries in the evening?

Do you want to know what questions are most frequently asked via your mobile app?

Would you like to know exactly what your customers and prospects are asking?

Would you like to widen the reach of the intelligence collected by your Teneo solution to improve service, marketing and sales activity?

For more information about how Teneo Insight can help you understand your customers and obtain actionable insight, please get in touch.

Artificial Solutions has customers and offices around the world.
Visit www.artificial-solutions.com/offices to find your nearest office.

Alternatively, you can find us on social media:

www.linkedin.com/company/artificial-solutions

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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.

Delivered through its Teneo platform that allows non-technical, non-computational linguists to build highly sophisticated, speech-enabled, natural language user interfaces and applications, Artificial Solutions' technology is typically deployed by Connected Consumer Device (CCD) manufacturers and app developers, and by enterprise-clients seeking to improve their customer experience. Operating system and device independent, Teneo 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, USA, Asia-Pacific and South America, Artificial Solutions' technology is deployed by hundreds of public and private sector organizations and used by millions of people. For more information, visit **www.artificial-solutions.com**