

**ARTIFICIAL
SOLUTIONS**

Teneo[®]

Interaction Engine

Teneo Interaction Engine

Take your Natural Language Interaction (NLI) strategy to a new level with the Teneo Interaction Engine. With over a decade of development work behind it, the Teneo Interaction Engine is the most advanced NLI engine available.

What is it?

The Teneo Interaction Engine uses NLI to analyze, reason and react to human input, before responding in an intelligent and humanlike way. The Teneo Platform is device, language and platform independent, enabling NLI Applications to be deployed across multiple communication channels. This seamless capability means that your customers can choose the channel or device of their preference to contact you, and always be assured of a consistent, on brand and professional response.

1. Analyze. The Teneo Interaction Engine analyzes the user's input (such as a question put to an online Virtual Assistant, spoken questions transcribed to text with an Automatic Speech Recognition (ASR) Service or text in an email or chat transcript). It then uses our robust linguistic understanding library, based on the specific context and characteristics of the business, to first understand the user input and then derive the actual meaning, or possible meanings, from the input. The Teneo Interaction Engine will eliminate ambiguity. For example, if a user asks about a 'bank' on a financial website, the Teneo Interaction Engine will have been configured to know that the user is referring to a financial institution and not a mound of earth.

2. Reason. The Teneo Interaction Engine then uses advanced linguistic interpretation and business rules to simulate 'intelligent thinking', allowing it to reason like a human and determine the most appropriate way to react. During this reasoning process, the Teneo Interaction Engine will take into account many contextual factors such as the day of the week, the location of the user, information picked up from previous dialogs and data about the user retrieved from back-office systems such as CRM systems. For instance, with a Personal Assistant deployed on a mobile phone, if the user says: "I am hungry", Teneo can take account of contextual factors such as Time, Location and even Social Networks. By assimilating and understanding all this information, the Virtual Assistant is able to provide a meaningful reply: "Maria recommends "Gino's Trattoria", which is nearby. Do you want to call them?"

3. React. The last stage is for the Teneo Interaction Engine to execute the necessary actions in the most appropriate manner. This may be to give a suitable verbal or textual response, to ask for more information, open a webpage, play a video, open another app on the user's smartphone, automatically fill in a form or execute a transaction by updating a database or integrating with one of your backend or e-commerce systems.

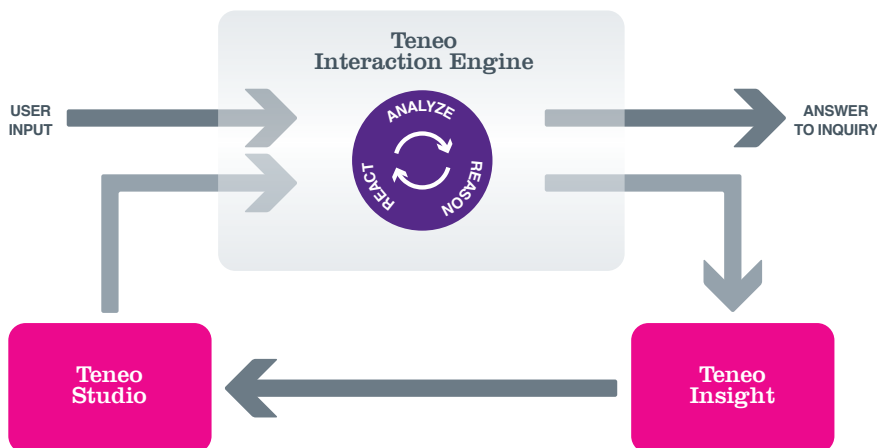
These three steps all happen seamlessly in milliseconds with the Teneo Interaction Engine able to handle thousands of interactions simultaneously.

Features of the Teneo Interaction Engine

- Language-specific pre-processing, able to handle misspellings
- Understands & interprets questions
- Applied advanced reasoning rules to determine most appropriate response.
- Interacts with back-end systems and external systems through APIs.
- Extensible core
- No limitations in simultaneous users, sufficient hardware provided.
- Engine core is standardized and fully scalable.

Benefits of the Teneo Interaction Engine

- Thinks for itself – just like a human
- Understands natural, conversational language
- Relevant intelligence and context-specific libraries ensure concepts are understood
- Performs complex reasoning instantly
- Acts on what it has understood across multiple channels, simultaneously



The Teneo Interaction Process

The Teneo Interaction Engine powers some of the world's largest and most sophisticated NLI applications. Contact us to find out how we have helped these global organizations deliver their customer interaction experiences.



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
