

ARTIFICIAL
SOLUTIONS

Teneo[®]

Studio

Teneo Studio

Teneo Studio has rewritten the rulebook. By creating a powerful yet intuitive tool, we have put non-technical users in charge of building intelligent Natural Language Interaction (NLI) applications, such as Personal Assistants for mobile devices, speech-enabled NLI solutions for Connected Consumer Devices and Virtual Assistants for the web.

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Teneo Studio means users can quickly and easily build, edit and enrich sophisticated NLI Applications, without relying on specialist third party suppliers or experts.

Teneo Studio allows users to create and maintain sophisticated, humanlike and intelligent Natural Language applications for any connected device via an intuitive, graphical UI. It removes the dependence on the skills of specialist technical or linguistics consultants and transforms the traditionally complex task of creating NLI applications into a simple, business-as-usual task.

Natural language dialogs and business logic are created and graphically represented in a flowchart style and changes can be made directly within these flowcharts, for example amending a response, or updating a URL. Brand new dialogs can also be added instantly, simply by creating a new flowchart. This means users can quickly and easily build NLI applications themselves, without relying on specialist third party suppliers or experts. Changes can be

tested, implemented and published in seconds, so those last-minute panics are a thing of the past.

Numerous FAQs and responses can be created in minutes thanks to the built-in “FAQ Importer” feature. Once the questions and answers have been imported, Teneo Studio’s powerful algorithms will simultaneously create the underlying NLI code. But basic FAQs are just a small part of it. Real intelligence is created through sophisticated dialog flows. Teneo Studio enables users to create these complex dialogs quickly and easily. The advanced dialog management models required for these complex multi-step and multi-directional dialogs is automatically handled by the system backend and publishing is a one-click process, following any required (automated) testing process.

What’s different?

Teneo Studio is a revolution in the way NLI tools are built – until now, designing NLI software that adds real value to your customers, while simultaneously working in a user-friendly and accessible way, has been impossible. Teneo Studio has made it possible.

Teneo Studio is also putting power back into the hands of the users who need it most. Enterprise-ready, Teneo Studio allows large or disparate teams to collaborate, simultaneously building and managing any number of implementations across the online, mobile and connected consumer device channels.



The Teneo Studio interface is clean and user friendly, with familiar icons guiding the user.

Teneo Studio enables users to leverage many advanced NLI capabilities, including:

Goal-Driven Dialogs. Using the flowchart design, users can easily design goal-driven or multi-step dialogs, such as:

- New sign-ups, where multiple pieces of information are collected and verified before completing the sign-up process.
- Assisted e-commerce transactions, with complete transactional capability thanks to full ecommerce back end system integration.

Built-in Safety Net. On the rare occasion when an answer is not available, a smart built-in safety net will intelligently handle the situation – for example by automatically routing the user to a live agent.

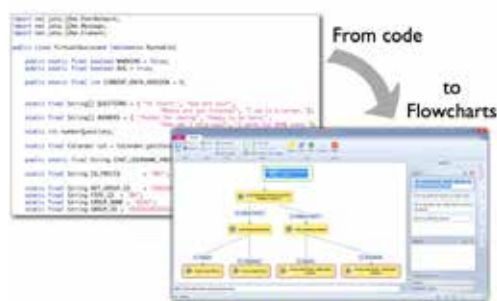
Built-in interruptability. Your customers won't always ask questions in a logical sequence. During complex, multi-stage dialogs, users often interject with one or two unrelated questions, before returning to the original subject. Teneo Studio easily handles these diversions, ensuring the conversation remains natural-sounding and humanlike.

Access information in Grids. Teneo Studio can access information held in grids, meaning that, for example, thousands of product names, descriptions and prices can be easily stored and maintained in a spreadsheet

or database, from which information be retrieved automatically and used in online responses. This allows you to easily re-use existing databases without the need to create the individual flows for each answer combination.

Seamless continuity of service.

Sophisticated consumers expect the same experience whatever channel or device they have chosen to interact with you on. When you make a change in Teneo Studio, you can roll it out to every NLI application you have straightaway, ensuring a consistent and correct response everywhere.



Teneo Studio has transformed the art of building intelligent NLI Applications from an advanced coding exercise, to a visual, logical flowchart structure.

An example of how Teneo Studio handles Topic Switching

User: What color is the Bellagio?
NLI App: The Bellagio comes in Navy Blue.
User: And how much is it?
NLI App: Including delivery, the Bellagio comes to €27.95 within mainland Europe
User: And the Luxor?
NLI App: The Luxor costs €32.95, also including delivery
User: And the color?
VA: The Luxor is red.

Key Benefits.

Flexibility and speed. When the unexpected happens, Teneo Studio can be updated in seconds, keeping information current, accurate and immediately available to everyone.

Real business user empowerment. Placing control of the implementation in the hands of the non-technical users ensures that changes, updates and enhancements can be made as frequently as needed.

Lower overall TCO. Increased efficiency, easier management and reduced external costs mean the Total Cost of Ownership is demonstrably reduced, leading to much faster ROI.

Bringing clarity to Natural Language Interaction. A quality NLI solution is inherently sophisticated, and the software needed to surface it has traditionally focused on technical functionality over usability. Teneo Studio does things differently, designed from the outset with usability in mind.

Complexity simplified. For the first time, users can view complex dialog flows and structures, in a graphical, easy to understand flowchart format.

Key Features.

Intuitive Interface. Teneo Studio has been designed to suit a non-technical audience, making use of intuitive, easy to understand commands and interfaces.

Graphical data visualization. Clear representation of dialog flows, using standard flowchart notation, makes designing and creating complex dialogs a trivial task.

Integrated Testing. Integrated auto-testing mechanisms, running in the background, proactively notify users of conflicts. These tools can also check multi-directional dialog paths and sequence quality.

Simple wizardry. Teneo Studio's Wizard functionality and auto-code generation allows new content to be added via a simple, step by step process.

Try-out capability. Newly created content additions can be tested instantly, and changes are reflected straightaway, so content is always up to date.

One-click publishing. Approve your changes or additions and Teneo Studio can automatically publish them to the live environment at the click of a button.

Re-use existing FAQs. Upload FAQ lists and let Teneo Studio automatically generate rules and dialog flows for you.

Out of the box functionality includes:

- Language Resources with implicit understanding of multiple languages and domain specific Language Objects.
- Ability to assign emotions and appropriate facial expressions to answers, matching the intended tone of each response.
- Automatic prioritization of different FAQs and dialogs using advanced algorithms.
- Easy integration with systems, ranging from advanced external ERP/ CRM systems or databases; to basic XML files stored on a server.



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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
