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Teneo

Toolkit

Datasheet Teneo Toolkit

Teneo Toolkit

Use the power of Artificial Solutions' patented Natural Language Interaction (NLI) technology to make your mobile app, software program or device think, reason and converse in an intelligent, humanlike manner, regardless of platform, device or language. The Teneo Toolkit packages the award-winning Teneo platform into a cloud-based suite of tools designed specifically for the developer community.

Artificial Solutions, specialists in Natural Language Interaction, develop, market and sell the Teneo suite of products: patented technology that lets your customers talk to computers, smartphones and other electronic devices in a humanlike, intelligent manner. Teneo Toolkit is a sophisticated, platform- and device independent, multi-language alternative to Apple's Siri technology

About Teneo Toolkit

Part of the Teneo Developer Portal, the SaaS-delivered Teneo Toolkit harnesses the power of NLI in a dedicated set of applications. NLI interprets the meaning and context of queries and has the intelligence to learn, reason, understand, and then apply this knowledge to real customer interactions. NLI enriches apps by providing the capability to answer questions, retrieve information or access resources, perform e-commerce transactions and much more – effortlessly, efficiently and very cost-effectively.

Teneo Toolkit includes everything you'll need to build advanced NLI into your own application or technology, plus testing, deployment, training and support tools and services.

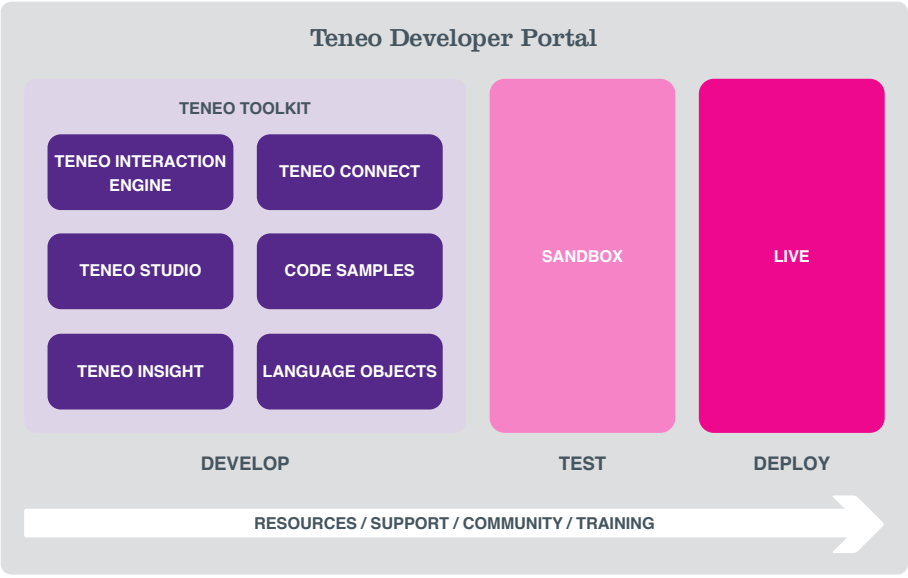
Out-of-the-box modules in Teneo Toolkit are:

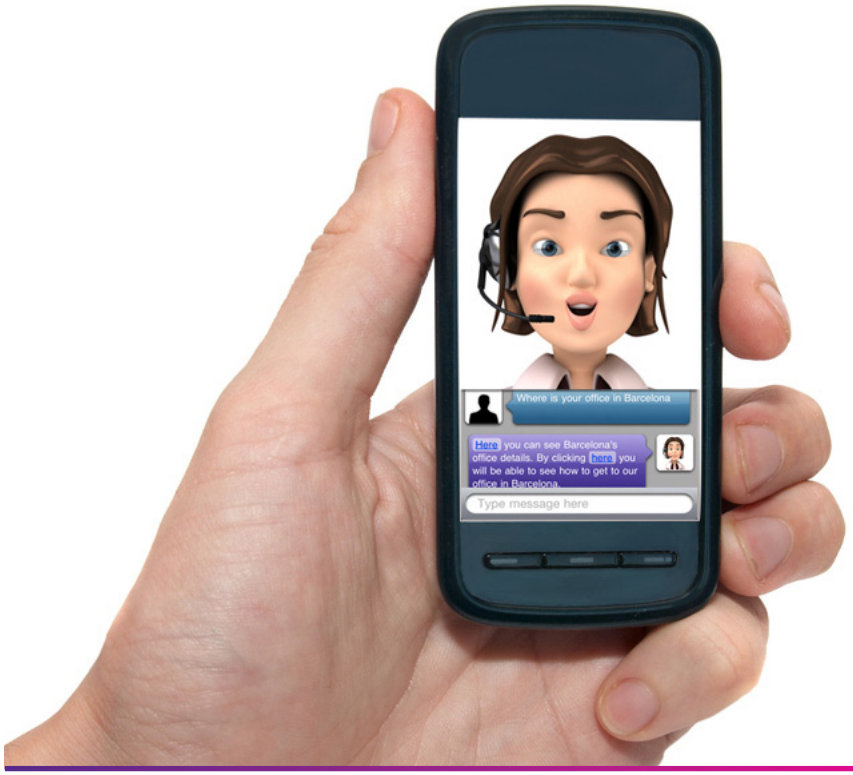
Teneo Interaction Engine
The most advanced Natural Language Interaction engine for powering intelligent, two-way conversations between humans and computers.

Teneo Studio
A graphical front-end application used to build and maintain sophisticated conversation dialogs and language objects using intuitive, logical flow chart structures.

Teneo Insight
A purpose-built analytics system that instantly analyzes individual dialogs, providing an unparalleled depth of

> Make your app think, reason and converse in an intelligent and humanlike manner





> Teneo delivers an intuitive experience for users wanting to communicate with mobile technology

insight into what your users are asking, and the terms they are using to ask it.

Teneo Connect
A library of APIs and web services to allow you to easily integrate multiple external information sources and online resources.

Code Samples
A set of pre-configured code samples which can be used as is, right out of the box, or tweaked to suit specific business requirements.

Language Object Libraries
A comprehensive, multi-lingual library of words, associations and contextual understandings which provide meaning, understanding and intelligence.

Analyze, Reason, React

At the heart of the Teneo Toolkit is the Teneo Interaction Engine, which uses powerful linguistic libraries and rules to enable people to talk to machines (computers) in free-format, natural language conversations, based on an Analyze/Reason/React process.

1. Analyze.
The Teneo Interaction Engine analyzes the user's input – either spoken or in text - using a robust linguistic understanding library to understand and then derive the meaning (or potential meanings), from the input. Teneo will eliminate ambiguity. For example, if a user asks about a 'bank' on a financial website, Teneo knows that the user is referring to a financial institution and not a mound of earth!

2. Reason.
Advanced linguistic interpretation and business rules are used to simulate 'intelligent thinking', allowing the Teneo Interaction Engine to reason like a human and determine the most appropriate way to react, taking into account contextual factors such as the day of the week, user location, information from previous dialogs and data about the user retrieved from back-office systems such as CRM systems.

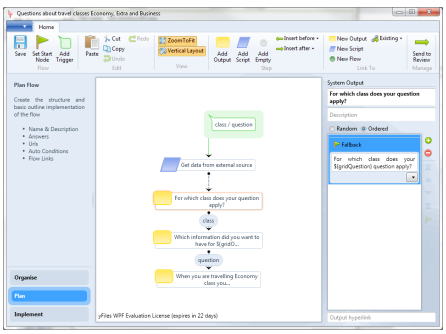
3. React.
The last stage is for Teneo to perform the necessary actions in the most appropriate manner. This may be to give a suitable verbal or textual response, to ask for more information, open a webpage, play a video, open another app, automatically fill in a form or execute a transaction by updating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

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

Teneo Mobile brings the proven power of Artificial Solutions' Natural Language Interaction technology to applications and software developers, in a convenient, fully-supported, cloud-based developer portal.

To learn how Teneo Toolkit can benefit your software, contact us today, or visit www.artificial-solutions.com

Teneo Studio allows you to build complex flows with logical flowchart structures



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About Artificial Solutions

Artificial Solutions develops and implements software-as-a-service based virtual assistants that allow intelligent conversations between people and computers to be held in 21 different languages across multiple channels including the web, mobile (smart phone), SMS, email, social networks and live-chat. Utilizing its natural language interaction technology, Artificial Solutions helps organizations improve customer experience and reduce the cost of online queries. With its development centre in Stockholm, its employees represent 30 nationalities in offices in Sweden, Spain, UK, Italy, France, Slovenia, Germany, Denmark, Japan and the Netherlands. For more information, visit **www.artificial-solutions.com**