

**ARTIFICIAL
SOLUTIONS**

Teneo[®]

Virtual Assistant

Teneo Virtual Assistant

Give your company a professional, on brand and knowledgeable face with a Teneo Virtual Assistant. Teneo Virtual Assistants live on your website and other mobile computing devices, devoted to helping your customers by answering their questions and providing information.

A Teneo Virtual Assistant works alongside your staff, providing customers with the information they need, answering their questions and even completing transactions and updating systems, 24 hours a day, 7 days a week.

Customers can ask questions in the same way they would use if they were speaking to your staff face to face or on the phone, and your Teneo Virtual Assistant will respond intelligently, and with personality.

How does it work?

Using Artificial Solutions' powerful Natural Language Interaction (NLI) technology, a Teneo Virtual Assistant is equipped with the intelligence to learn, reason and understand, and then apply this knowledge to real customer interactions. Teneo Virtual Assistants can resolve queries, answer questions, retrieve information or resources, update databases, perform e-commerce transactions, log issues, book service calls and much more – solving customer issues and queries effortlessly, efficiently and cost-effectively.

The result?

A smart, fast and intuitive online customer experience. Every time. Instead of having to navigate to pages buried deep in complex website structures, search endless FAQ lists or try to view your website on their mobile device, your customer can explain exactly what they want in the same terms and language that they would use in a shop or service center – and get the same expert answer, instantly. Your customers will save time and effort, and you'll benefit from a significantly more streamlined and cost-effective customer service operation. Your customer service agents won't be wasting time on routine transactions and can focus on complex service issues or high-value customers.

Customer expectations

Your customers can visit your website at any time of the day or night, and your Teneo Virtual Assistant will be on hand to dynamically and intelligently guide them to the right solution – whether that is a taking them to a web page where they can fill in a form, updating their details on your CRM, providing product or service information tailored to their exact requirements, or even just having a friendly chat!

This level of service used to take time – time for the call to be answered at the call center, time for an email to be read and forwarded to the right department, time for any necessary clarification to be obtained – and all of this before the issue was even resolved! This “lost time” can be negated by “employing” an intelligent and capable Teneo Virtual Assistant as a fully-fledged member of your customer service team.

Benefits of a Teneo Virtual Assistant

Boost customer satisfaction and loyalty. Today's customer wants it all. Right now. Can you live up to their expectations? A Teneo Virtual Assistant makes it quick and easy for your customer to complete all their business, in one transaction, online. It's fast, simple and convenient. Which is exactly what they want.

Communicate across every channel. Customers are increasingly using their mobile computing devices to contact companies. A Teneo Virtual Assistant works seamlessly across multiple mobile platforms and devices, so you'll offer a professional and consistent service whatever the channel.



The world's most humanlike, intelligent and capable virtual assistants, available on any platform, in any language, anywhere.

Uphold your brand values. A personable, intelligent Virtual Assistant that's able to hold a meaningful online conversation with your customer adds a powerful dimension to your brand.

Do what comes naturally. Your customer doesn't need to know your corporate speak or technical jargon, or even have to play around trying to find the search keyword combination that works. Teneo Virtual Assistants already understand and speak your customer's language.

Always open for business. One Teneo Virtual Assistant can serve thousands of customers at once. They work 24/7 to suit the hours your customers keep, rather than the hours your call center staff work, and it means that you can do business with anyone, anytime, anywhere.

Bring overheads underbudget. As customers become ever more demanding, the costs of looking after them via traditional methods are spiraling. A Teneo Virtual Assistant reduces your dependency on expensive in-house resources by automatically answering a large proportion of those queries online.

Key features of a Teneo Virtual Assistant

Humanlike understanding. Teneo Virtual Assistants can interpret complex human dialog, vocabulary and phraseology which means they can understand the detailed context of a query and respond with highly relevant, company-approved answers.

Intelligent conversation. Teneo Virtual Assistants use the context of a query, the content of previous questions, external data and smart reasoning to intelligently and naturally interact with your customer, in just the same way a human agent would hold a conversation.

Does more than just talk. The Teneo Virtual Assistant doesn't just come back with words. It can get things done too, and integrate multiple channels to deliver the best online service. Our Virtual Assistant can be fully integrated with back-end and e-commerce systems.

Works virtually out of the box. The Teneo Virtual Assistant requires little technical integration with your system. It can be delivered as Software-as-a-Service (SaaS), or installed on-premise. The choice is yours.

Fits naturally into your online strategy. The Teneo Virtual Assistant is designed to suit your brand and corporate identity, and implemented in a way that suits your website, for example as a pop-up window or overlay.

Escalates difficult questions to a real agent. Should the customer ask for something the Teneo Virtual Assistant cannot or should not deal with, the conversation can be seamlessly transferred to a human agent.

Builds customer intelligence. Teneo Insight, our dedicated analysis tool, gives you the ability to analyze transcripts and statistics in real-time, building a detailed understanding of customer behavior and delivering information to help you continually improve your Teneo Virtual Assistant.



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
