

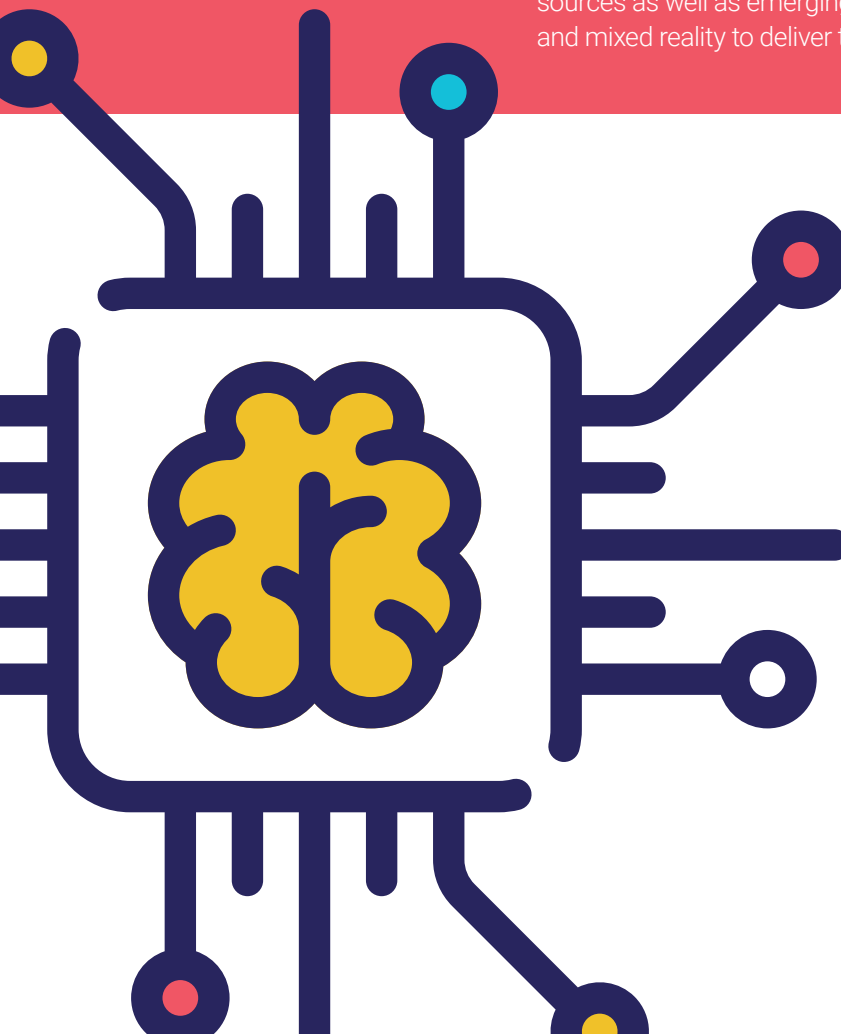
DATA SHEET

fusion teneio

Take control of the conversational AI landscape within the enterprise and deliver greater value through increased customer satisfaction and scalability of applications.

Teneio Fusion enables enterprises to deliver a conversational AI capability like no other, enabling enterprises to dramatically improve the quality of their conversational AI systems, while taking control of the chatbot landscape and demonstrating clear business value within the organization.

Teneio Fusion delivers the technology that allows CIOs to enable both developers and business users to collaborate on building the ultimate conversational experience and provides the capability to enable integration with existing data sources as well as emerging technologies like Robotic Process Automation (RPA) and mixed reality to deliver truly immersive, conversational experiences.



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Teneio Fusion allows enterprises to reconnect with their customers on an extremely personalized level using advanced conversational AI technology.

TENEIO FUSION – ENHANCED AI TECHNOLOGY FOR CLEAR BUSINESS VALUE

Teneio Fusion is a blend of enhancements to the current Teneio software platform, alongside business value measurements, to deliver the ultimate conversational AI experience for enterprise. It enables enterprises to dramatically improve the quality of their conversational AI systems, while taking control of the chatbot landscape and demonstrating clear business value within the organization.

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DELIVER THE SEAMLESS CX YOUR CUSTOMERS EXPECT

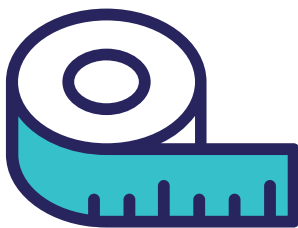
A seamless customer experience is a top priority for CIOs. Engaged customers drive loyalty, which boosts revenue, and in turn increases profitability. **Teneio Fusion allows enterprises to reconnect with their customers on an extremely personalized level using advanced conversational AI technology.**

Teneio Fusion combines a powerful mix of new technology developments including **Teneio Learn** – a unique approach to machine learnt natural language conversations that gives users the ability to automatically build powerful new learning models, and **Teneio Predict** – that evaluates and scores real life inputs to constantly improve the whole Teneio solution.





enterprises can blend customer demands for automated, personalized, intelligent interactions with the need to deliver value to the business on a global scale, all from a single platform



This combination delivers increased “out of the box” conversational understanding and fully automated self-learning to optimize the system, while lowering maintenance costs and providing greater control over dialogue management.

With Teneio Fusion, enterprises can blend customer demands for automated, personalized, intelligent interactions with the need to deliver value to the business on a global scale, all from a single platform.

PERSONALIZES, QUANTIFIES, ANALYZES

Teneio Fusion delivers the three key benefits that CIOs need to gain a competitive advantage from conversational AI:

▶ **Personalization**

Top of the list is a personalized, intuitive interaction that engages customers with humanlike understanding and intelligent capability to carry out complex tasks. Teneio Fusion understands the user’s intent, no matter how complex the sentence. It can ask questions to remove ambiguity or to discover more about the user. It has a memory and can reuse key pieces of information for contextual and personalization purposes. It can even bring the conversation back on track, when the user asks off topic questions.

▶ **Clear Measures of CX**

The next benefit is the means for CIOs to demonstrate to interested stakeholders the business value. Enterprises need to be able to give clear customer experience measurements, whether that’s a 400% increase on online conversions, a 40% reduction inbound calls or 98% customer satisfaction rating. All real statistics that Teneio Fusion is delivering to global businesses today.

▶ **‘Voice of the Customer’ Analysis**

Finally, enterprises need to be able to collect and analyze accurate, real time feedback, while complying with privacy regulation, to reveal individual Voice of the Customer data across thousands or millions of voices that opens a whole new channel of reliable, actionable insight for business, process and CX improvement



a comprehensive resource to allow enterprise developers and partners fast access to experience the power of Teneo

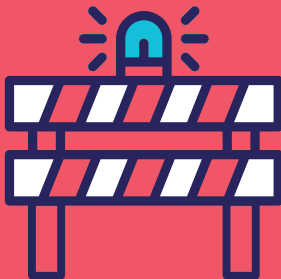
TENEIO DEVELOPERS - TRY BEFORE YOU BUY

Many enterprises have experimented with other solutions, before realizing they needed a broader, deeper, more capable AI platform on which to base their enterprise AI strategy.

This is where Teneo Developers comes in - a comprehensive resource to allow enterprise developers and partners fast access to experience the power of Teneo. Teneo Developers gives enterprises the ability to “try before you buy” and build real working solutions. These solutions can be used to validate business cases and understand how Teneo delivers enterprise-grade conversational AI, on a multi-lingual, multi-channel and multi-device basis.

Teneo Developers showcases Teneo’s native hybrid approach, which now features extended machine learning capabilities out of the box. This removes the need to build the complex models that other development tools rely upon to understand the difference between simple concepts such as booking a flight and reading a book on a flight.

Teneo Developers also offers the unique functionality to fully automate the optimization of conversational AI applications, while still giving control over guiding the system from a single unified interface. This ensures the chatbot can be trained to go beyond the typical 85% understanding mark of competitor products to deliver near perfect results every time.



WARNING

Good CX is becoming increasingly a decisive factor to customers, over price and brand. But many so-called conversational AI development products quickly run of steam, once applications are taken out of a limited pilot stage and into full production across the enterprise. Whether that’s the number of intents they support, or the ease of increasing knowledge or adding different languages and channels.

And worse than wasted spend is the fact that many of these chatbots have been developed outside of the sight of the CIO, duplicating resources and potentially opening the business up to information and data security and privacy risks.

TENE0 FUSION IN ACTION

Let's look at an example of what a good conversational AI solution for a large restaurant chain might need:

	OTHER SOLUTIONS	TENE0 FUSION
Make a reservation	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Choose a specific table	<input type="radio"/>	<input checked="" type="radio"/>
Add special seating instructions	<input type="radio"/>	<input checked="" type="radio"/>
Query the venue's menu for specific allergy or dietary requirements	<input type="radio"/>	<input checked="" type="radio"/>
Pre-book special wine or dishes	<input type="radio"/>	<input checked="" type="radio"/>
Replicate it country-wide	<input type="radio"/>	<input checked="" type="radio"/>
Replicate on a global basis, incorporating local variations	<input type="radio"/>	<input checked="" type="radio"/>
Offer all this on any channel?	<input type="radio"/>	<input checked="" type="radio"/>
...across any device?	<input type="radio"/>	<input checked="" type="radio"/>
...in any language?	<input type="radio"/>	<input checked="" type="radio"/>
Re-use flows across other areas of the business?	<input type="radio"/>	<input checked="" type="radio"/>
Empower staff within your business to manage and update it on a day-to-day basis, as and when needed?	<input type="radio"/>	<input checked="" type="radio"/>
Incorporate new channels, languages, devices and conversational AI intelligence tools to the solution at any time?	<input type="radio"/>	<input checked="" type="radio"/>
Integrate backend systems and databases and perform transactions on them?	<input type="radio"/>	<input checked="" type="radio"/>
Add external AI Assets and incorporate them into the solution?	<input type="radio"/>	<input checked="" type="radio"/>
Use machine and linguistic learning tools to improve ongoing personalization and speed up transactions for authenticated customers	<input type="radio"/>	<input checked="" type="radio"/>
...and more	<input type="radio"/>	<input checked="" type="radio"/>

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ABOUT ARTIFICIAL SOLUTIONS

Artificial Solutions® is the leading specialist in enterprise-strength Conversational AI, a form of Artificial Intelligence that allows people to communicate with applications, websites and devices in everyday, humanlike natural language via voice, text, touch or gesture input.

Designed for the global enterprise, the company's advanced conversational AI platform, Teneo®, allows business users and developers to collaborate on creating sophisticated, highly intelligent applications that run across 35 languages, multiple platforms and channels in record time. The ability to analyze and make use of the enormous quantities of conversational data is fully integrated within Teneo, delivering unprecedented levels of insight that reveal what customers are truly thinking.

Artificial Solutions' conversational AI technology makes it easy to implement a wide range of natural language applications such as virtual assistants, chatbots, speech-based conversational UIs for smart devices and more. It is already used daily by millions of people across hundreds of private and public sector deployments worldwide.

For more information visit www.artificial-solutions.com