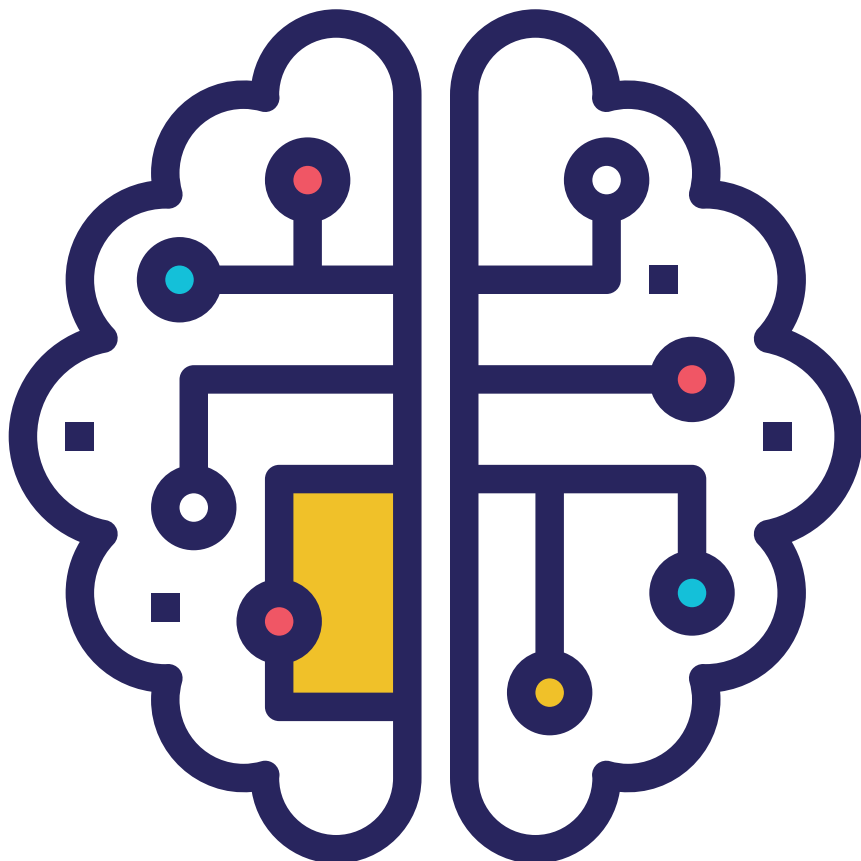


DATA SHEET

# tiva

## TIVA - PERSONALIZED AI-POWERED SUPPORT FOR EMPLOYEES WORLDWIDE

Boost morale and employee satisfaction by allowing your at-home workforce to get the answers to their HR and IT queries 24/7.



READ ON →

**COVID19 has forced businesses to adopt a global work from home strategy almost overnight, and HR and IT departments are at risk of cracking under the pressure of supporting a vast number of employees across multiple time zones.**

**Tiva immediately reduces the load on overwhelmed HR and IT departments. It gives employees a flexible, easy-access channel with instant answers to many of the common questions they have around work during COVID19, tailored to your specific company policies and integrated with your back-end systems.**

**Tiva can give personalized and accurate answers to each individual, while freeing up Operations teams to focus on more complex tasks and other business-critical projects.**

### OVERVIEW

Tiva is a business-focused, artificially intelligent virtual assistant that allows public and private sector organizations to rapidly deploy much needed automated HR and IT support to employees currently working remotely.



#### Relieve pressure on support desks

Designed specifically to help organizations cope with the bombardment of requests and queries from their employees, Tiva removes the pressure on HR and IT departments by allowing staff to easily find the answer to a wide range of issues. Workers can simply ask Tiva what they want to know, whether that's setting up a hotspot, cancelling approved leave or finding out if bonuses will still be paid, and receive a fast and consistent response.



#### Deliver the answers your employees need...

Tiva comes preloaded with a wide variety of HR and IT dialogues with information that can be quickly adapted to suit specific requirements, either by using the knowledge helper or by dynamically reusing existing data sources. Fully customizable, responses can be tailored to ensure they align directly with the individual policies of each organization and integration into back end systems is available to enable Tiva to carry out company specific requests and queries.



#### ...On channels they use everyday

Employee access to Tiva can be made over a wide number of channels. Tiva comes as standard for webchat, IVR and Microsoft Teams, but integration into any other channels and tools you use is easy. Tiva can be simultaneously deployed in multiple languages and the application can be adapted to ensure privacy rights are respected.



### **...In a humanlike, intelligent way**

Tiva uses conversational AI to chat to employees in a natural, friendly and personalized manner. Tiva is contextually aware of the conversation and can handle follow-up questions, interruptions and task switching with ease. Other features such as using existing enterprise authentications and user identification allows Tiva to deliver personalized responses to questions based on specific inputs or location.



### **Tiva – support for today, evolving for the future**

Once the current COVID19 crisis is over, Tiva can continue to work tirelessly on behalf of the whole business, helping employees with questions about day to day corporate policies and procedures – perhaps about how to get connected to a secure company network; reset their passwords; get login credentials set up for new systems and more. Tiva is always ready to help, not just in an emergency.

Tiva, short for Teneo Intelligent Virtual Assistant, was developed using Artificial Solutions' award-winning conversational AI development platform Teneo®. Using Teneo's advanced automated maintenance tools, enterprises will be able to easily build upon and expand Tiva's knowledge in any business area, on any channel, in more than 35 languages. As with any Teneo solution, all enterprise features such as version control, roll back capabilities and user roles to manage collaboration are included as standard.



### **Learn about the help your employees need**

With Tiva you gain a greater understanding the main issues affecting your employees, without impacting on employee confidentiality and data protection requirements.

Our dedicated analytics tools allow you to view at-a-glance management information dashboards for the high-level facts; or drill down to granular level to understand what's going on in depth. Using this information, you can implement additional training or other HR processes to help employees even further.

## FEATURES & BENEFITS



### Wide range of content already available

Tiva comes pre-loaded with a wide range of HR and IT support content allowing you to start helping employees straightaway. Topics such as general policies, health, equipment requests, security, working in the cloud are all covered. The virtual assistant can even customize answers, links, forms and other resources, based on the employee's location.



### Flexible channels for easy connection

Tiva is available on a variety of channels allowing you to be flexible in meeting an employee's personal circumstances regardless of sometimes challenging residential situations.

Employees can connect with Tiva over webchat, IVR, SMS and Microsoft Teams, and a wider range of Teneo connectors is available to quickly and easily add additional channels where required.



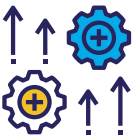
### Easily customize pre-scripted answers

Tiva allows businesses to easily modify pre-scripted answers to suit their specific needs, ensuring responses always reflect your company's particular policies. Tiva can also retrieve answers from external websites, allowing businesses to utilize existing, trusted sources of information - for example when providing general health and wellbeing advice about working from home.



### Give a clearer picture

Sometimes it's easier to answer a question with an image or a video you already have, which is why Tiva supports both. Just add them in when customizing your answers.



### Intelligent escalation

Should an employee not be able to resolve their query through Tiva, the virtual assistant can handover conversations to the relevant department. Tiva can also understand when the user is becoming frustrated or annoyed and can offer to escalate the issue, complete with a log of the conversation so far. There is also an emergency feature that can be triggered by keywords or specific questions that allows for a text or SMS to be sent from the employee to a designated contact person within the company.



### Chat with your employees like a local

Tiva is multi-lingual. The moment your employee starts to chat with Tiva, the virtual assistant can switch to their language. Currently, Tiva already speaks English, Swedish, Spanish and German, and as the application is powered by Teneo, there are over 35 languages to choose from.



### Make it personal

Using user authentication packages such as Microsoft Office 365, Tiva can deliver a more personalized experience from the initial greeting based on time, location or even the previous issue, through to resolving their query using customized information to their situation.



### No need to repeat information

Contextually aware of the conversation, there is no need to repeat information. Tiva automatically understands that when an employee asks a question like “can I book leave in June?”, when they follow-up with “and in July?”, they are still talking about holidays.

Not only that, if an employee asks about a different topic, such as when a bonus might be paid but hasn't concluded the conversation about holidays, Tiva will bring them back on track with a gentle reminder.



### Faster access to help with prioritized topics

Tiva automatically prioritizes and displays the top 4 topics at the initial greeting of each session. This allows employees to easily reach the most commonly asked questions at that time.



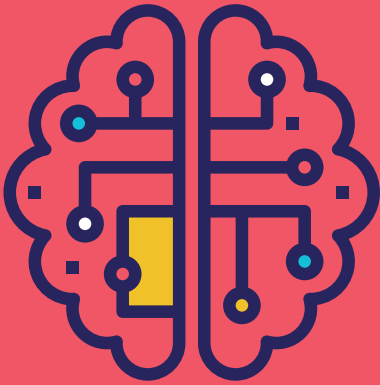
### Proactively inform employees of news and updates

Tiva can proactively deliver announcements to employees when they visit the website or other supported channels including an option to opt-in for SMS messages. This ensures that users are always kept up to date with the latest company information.



### Flexible hosting

Deploy Tiva on your own infrastructure or let us host the application. We understand that different businesses have different IT, security and hosting policies, so we've made sure Tiva can live anywhere. We maintain secure, reliable cloud hosting with Amazon; but if you want Tiva on-premise, we can advise you how to set that up too. The choice is yours.



## tiva

We know you need a quick solution, so get started with Tiva for your organization today

Tiva: here to help  
**Stay home. Stay safe.**

Artificial Solutions has customers and offices around the world. Please visit [www.artificial-solutions.com](http://www.artificial-solutions.com) to find your nearest office. Alternatively, you can find us on social media:



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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](http://www.artificial-solutions.com)