



# Teneo Platform

Teneo is an advanced Natural Language Interaction (NLI) development and analytics platform that enables business users and developers to collaborate on creating sophisticated natural language applications.

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Complete technical platform for the development, execution and analysis of NLI applications

## Complete Technical Platform

It is a complete technical platform of closely integrated modules for the development, execution and analysis of NLI applications, ranging from intelligent mobile personal assistants and online digital employees for customer service and sales; to speech-enabled natural language interfaces for wearables, home automation, IoT, automotive applications and more.

The revolutionary approach that Teneo takes allows users to create in days that which would take many months using other technologies. The Teneo platform is fast and easy to use whilst still retaining the power and flexibility to build the most sophisticated and complex natural language solutions possible.

The platform consists of four core components: Teneo Language Resources, Teneo Studio, Teneo Interaction Engine and the Teneo Analytics Suite. These components cover every aspect from creating, extending and optimizing your NLI application; to analyzing and understanding the natural language data that delivers unprecedented access to the ‘voice of your customer.’

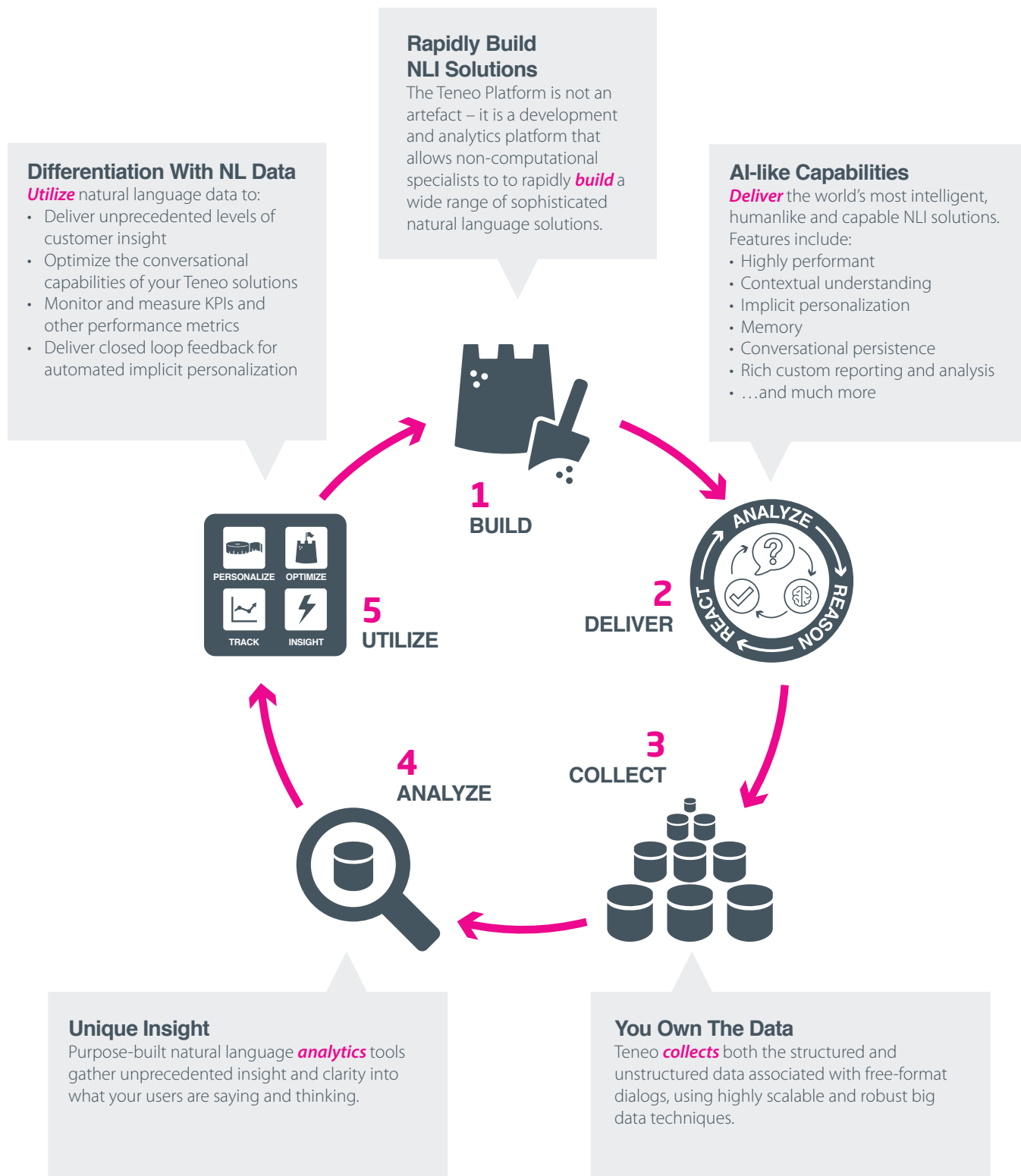
## Why is Teneo Unique?

Teneo is the only platform available that allows you to build complete, artificially intelligent natural language solutions that understand and act on what people are saying. It packages up the end to end process of understanding requirements, building the solution and analyzing it, to provide quantifiable, data-driven optimization and customer insight in a single platform. Teneo enables every natural language application developed to remain current and accurate at all times; with the added benefits of being able to simultaneously manage multiple implementations in different languages, across different operating systems, on any connected device, and with integrations to any back-end or support system required – all from one user-friendly, easy to use graphical interface.



## Why a Platform?

Consumers increasingly expect technology not just to hear them, but to behave and react intelligently. In the past, building these applications and interfaces was a complex and time-consuming process demanding specialist linguistic skills. Designed to be different, Teneo is a single, integrated natural language development and analytics platform that directly addresses this problem. A platform that can be used by clients, partners or developers. A platform that helps Make Technology Think.



## Why Natural Language?

Conversation is the lifeblood of communication, but that communication is no longer just human to human. People now expect technology to not only hear them, but also to understand them. They want to be able to control devices, cars, mobiles and wearables; to access and manage online services and connected technologies. People want to use natural, everyday language when they talk to technology – and they expect to get intelligent responses.

## Understand the Voice of Your Customer

People reveal significant amounts of information about their views, sentiment, likes and dislikes, what they want or don't want and much more when they communicate in a natural, conversational manner.

When this information is multiplied across many thousands or even millions of such conversations, it delivers an extraordinary level of insight into the 'voice of your customer'.

The Teneo Platform includes powerful NLI tools to unlock the knowledge from these vast quantities of natural language conversations, delivering rapid access to an unrivalled depth of analysis and key business intelligence. Whether these conversations take place within NLI applications such as online digital employees and mobile personal assistants, or on other channels such as social media feeds, chat logs, call transcripts or contact forms, the data can be captured, interpreted and analyzed. In addition, it can be cross referenced with other sources of data such as demographics, geolocation, device usage and much

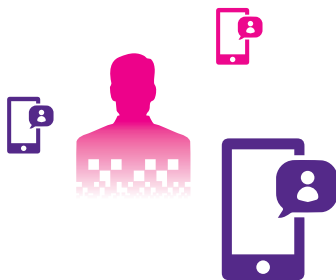
more to build a unique profile of every user and provide a direct line to understanding what your customers are really thinking.

This insight can be used in many ways. Usage data and user profile information helps monitor the performance of NLI applications, measure success against critical KPIs and provide greater understanding of how the application can be enhanced to improve its ongoing performance.

However, the true value of NLI data is when it's used to better understand what consumers are thinking, what they are saying and what they are - and are not - interested in. The Teneo Platform makes Big Data Insight not only available, but actionable.

## Who uses Teneo?

Teneo is the platform of choice for large corporations, enterprises and integrators who recognize the value and opportunity that a natural language capabilities brings to their business; to deliver a conversational interface to applications and devices and to provide natural language capability for automated service, sales and support.



# Teneo Platform

## Strategic Differentiation Delivered by Teneo



### Rapidly Build, Deploy and Optimize Natural Language Solutions

Teneo is the only development and analytics platform that allows users to build highly sophisticated, speech-enabled, natural language solutions in-house and very rapidly.

Teneo is a fully-fledged, mature and proven natural language platform that incorporates the full lifecycle of designing-developing-deploying-running-learning-reporting-optimizing highly sophisticated NLI solutions. It is fast, highly visual, productive and collaborative.

### Speak Your Customers' Language

Teneo's unique Language Resources are a vast library of pre-built natural language understanding (NLU) blocks in 35 languages. They cover virtually every conceivable way of expressing language and terminology, enabling users to rapidly build NLI applications. Their structure allows new languages to be quickly added, whilst building and controlling multilingual implementations is easy through its powerful 'master-local' management facility.



### Personalize Your Customer Experience

The Teneo Analytics Suite brings immediate meaning to vast quantities of natural language data, making NLI applications that offer implicit personalization a reality.

Further, Teneo's rapid development capabilities ensure NLI applications are continually improved and enhanced to deliver ever-increasing levels of personalization and competitive differentiation.

### Deliver the next generation of speech-enabled UX

By its very nature, the IoT encompasses multiple devices, device families and ecosystems. The Teneo Platform allows the world's most humanlike, intelligent and capable speech-enabled UX, apps and solutions to be quickly built across multiple environments and tailored to the specific requirements of different devices and domains.



### Continue to Learn About Customers' Thoughts

The data generated is held within the business and immediately accessible, providing a better understanding of customer attitudes around your company, products and service. Imagine the free-speaking environment of a focus group and multiply the value across the entire customer base.



### Understand the "Voice of Your Customer"

Teneo interprets conversations sourced from NLI applications, live chat, social and many other natural language sources to deliver big data natural language understanding and insight. This allows the enterprise to further enhance their understanding of trends, likes, dislikes and more through the analysis of customer interactions.

### The confidence of working with a proven platform

Teneo is a robust, highly scalable technology, proven across hundreds of large NLI projects covering a wide range of natural language applications. It is highly performant, supporting both cloud and on-premise implementations. NLI applications developed using Teneo can run across multiple languages, devices, channels and platforms.



# Teneo Platform

## Key Features of Teneo

### Fully-integrated platform covering entire NLI application development lifecycle



- A single NLI development and analytics platform that eliminates the need to switch between multiple tools, maximizing productivity
- One platform covers every aspect of NLI application development: pre-analysis, scoping, design, development, integrations, testing, deployment, logging, analysis, data-driven automated optimization
- Highly collaborative and visual, Teneo enables developers and business specialists to work together to build, visualize, optimize and deploy NLI applications
- Data-driven machine learning allows Teneo to learn, predict and proactively recommend improvements; then test and deploy



- Delivers rapid development of sophisticated natural language applications
- Users can build advanced natural language capabilities with no need for specialist (and expensive) computational linguistic skills
- Meet customer demand for NLI-based applications and UX without requiring large resources
- Massive improvement in sophistication and complexity of solutions that can be developed

### Multi-lingual, multi-platform, multi-channel, multi-modal NLI applications



- Teneo Language Resources support 35 unique languages covering 7 global language families, plus different dialects and variations for each language
- Unrivalled 15 year experience based on natural language data from millions of real-life dialogs
- New languages can be quickly built and deployed using patented statistical tools and algorithms
- Multi-modal input supports speech, text, touch and gesture in the same conversation
- Build a master NLI application once; then expend minimal effort to deploy across new languages, platforms and channels
- Persist conversations across multiple devices and platforms



- Easily manage, deploy and add multiple languages to NLI apps
- Your customers no longer have to learn how to 'speak' to your business – they can communicate using their own language and terminology
- Deliver an omni channel experience by continuing conversations across multiple platforms
- Develop humanlike natural language experiences built on unparalleled linguistic capabilities

### Powerful natural language understanding



- Perform both scheduled and ad-hoc reporting and analysis
- Identify and monitor long term trends as well as rapidly emerging issues or requirements
- Mine unstructured, interactive datasets
- Closed-loop feedback to modify responses based on understanding



- Deliver implicit personalization capabilities and tailor individual responses
- Bring meaning to structured and unstructured conversational data that was previously closed to interpretation

# Teneo Platform

## Natural language analysis and insight



- Collect and analyze huge volumes of natural language data to derive understanding and insight
- Works across multi-siloed NL data sources (not just NLI applications but log files, live chat transcripts, social feeds and more)
- Business user friendly dashboards with the option to integrate with standard BI tools
- Infinitely customizable data modeling
- Interprets untagged, unstructured conversational data from multiple natural language data sources



- Understand the voice of your customer and learn their true thoughts and feelings
- Proactively identify and act on emerging trends ahead of competition
- Optimize products and services based on quantifiable customer insight
- Train of thought analysis negates the requirement for pre-structured questioning
- Enhance NLI applications based on actionable insight
- Interpret natural language data from the highest level down to individual conversations

## Advanced integration and modularization capabilities



- Vastly extend knowledge and functionality by easily integrating external data sources including enterprise applications, web services and content apps
- Simple integration with 'best of breed' language resources such as specialist tokenizers and named entity recognizers
- Purpose-built wizard for APIs ensures 'build once use many' functionality across NLI applications



- Improve the user experience by dynamically incorporating relevant knowledge from external data sources in answers
- Deliver significantly more sophistication in the NLI application by incorporating specialist language resources
- Build substantial flexibility with best available resources

## Graphical approach to building NLI applications



- Unique visual approach and ease of use
- Advanced capabilities and access to automatically generated NLU allows sophisticated logic to be quickly built and deployed



- Can be used by non-specialists and is also powerful enough to allow highly sophisticated NLI applications to be built

## Data-driven implementation methodology



- Analyze multiple natural language data streams to quickly gain insight into key customer queries and priorities
- Build NLI applications based on quantified facts relating to end-user requirements
- Use data to confidently identify and prioritize the most prolific issues



- Quickly build and deploy highly effective NLI applications addressing the majority of customer queries



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Visit [www.artificial-solutions.com/offices](http://www.artificial-solutions.com/offices) to find your nearest office.

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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 converse with applications and services running on computers, mobiles, wearables and other electronic devices in a humanlike, intelligent manner.

Called Teneo, it is the first complete platform to enable enterprises to rapidly develop and analyze natural language applications that embrace artificial intelligence through the use of machine learning and implicit personalization.

Teneo allows business users and developers to collaborate on creating sophisticated natural language applications in record time that run on any operating system, in 35 languages, without the need for specialist linguistic skills. Teneo also unlocks the knowledge held in immense volumes of natural language conversations, delivering unprecedented levels of big data insight and true 'voice of your customer' understanding.

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

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