Making the Ubiquitous Personal Assistant a Reality

Artificial Solutions: Making Technology Think

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Setting the Scene

Artificial Solutions

- Core product - Teneo Platform
  - Natural Language Interaction environment
  - Enables people and machines to converse meaningfully
  - Any Language. Any platform. Any device.
- Blue-chip customer base across 26 countries
  - Shell, Telenor, DHL, Kabel Deutschland, Canal Digital, Tele2, Connexxion
- Identified as “visionary” by Gartner / Winner of Loebner Award for AI / Multiple industry awards
A Platform to Build Personal Assistants

Concentrated on building a Platform...
...not an artefact
Allows Non-Computational Linguists to Build Sophisticated NLI-Assistants
Platform That Builds the Personal Assistants
Personal Assistants For Consumers

For Consumers

Indigo
Your Personal Assistant. Everywhere.
www.hello-indigo.com

Get Informed
Get Planning
Get Social
Personal Assistants for Enterprises

For Enterprises
Delivering Compelling Value

For Enterprises

Customer Self Service

Big Data NLI Insight

Reduce Costs
- Deflect / Reduce volume of support calls, emails and chat sessions
- Auto-route to correct resource is escalation required

Improve Customer Satisfaction
- Faster, more direct resolution
- When & where they want
- Immediate

Leverage Customer Insight
- Understand your customers (trends, sentiments, …)
- Enable deeper personalization

Increase Revenue
- Raise conversion rates
- Increase order size (cross sell, up-sell)
- Customer Sat = Retention/Reorder

Maintain Brand Consistency
- Consistent identity, tone of voice and image across all channels and languages
Multi-Lingual, Multi-Platform, Multi-Device
Platform & Personal Assistants Inextricably Linked

Eco-System of Developers Building NLI Apps
(Mobile PA, NLI-UI Layer for apps & devices, ‘In-game’ characters, Enterprise Self Service & Sales, etc)
An Eco-System of Intelligent Assistants
“The Virtual Assistant Network”
An Eco-System of Intelligent Assistants “The Virtual Assistant Network”
The Virtual Assistant Network in Action

What you know about James Bond movies

I don't know about movies, but Sam does. Should I transfer you?
The Final Piece of the Jigsaw

- Ubiquitous Personal Assistant
- Virtual Assistant Network
- Big Data
- SDK
Natural Language Driven Customer Insight
“The Network of Knowledge” ...

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