

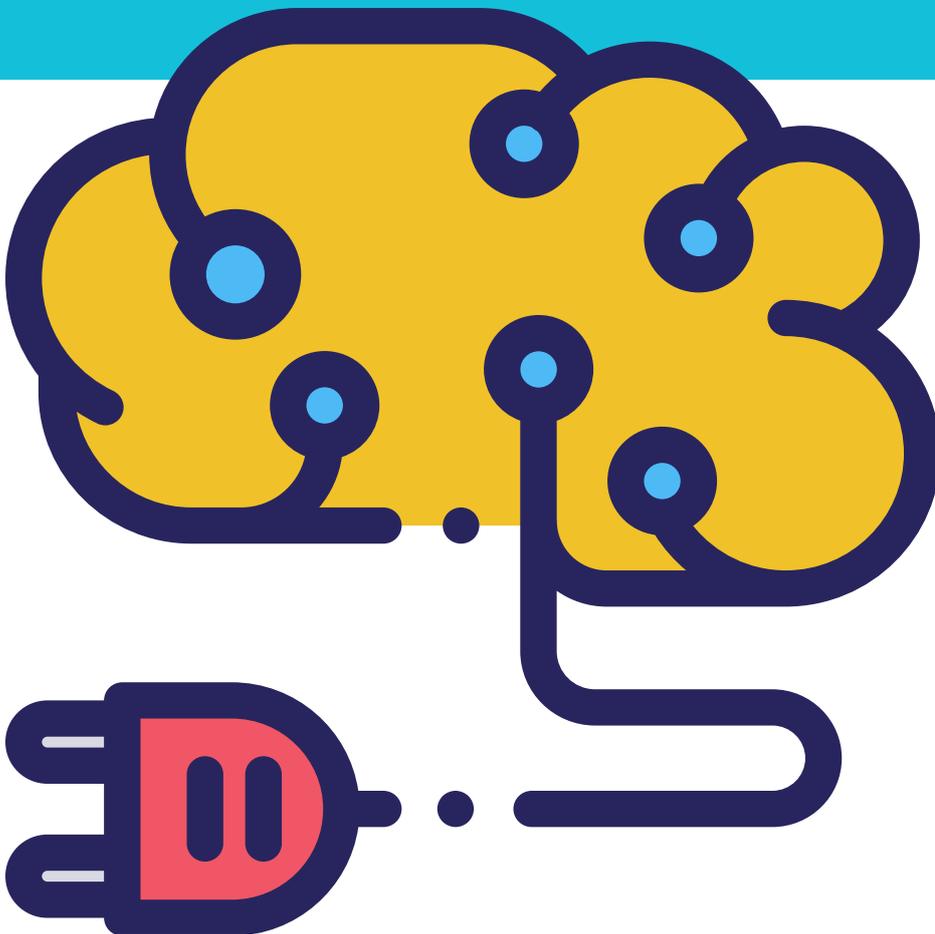
DATA SHEET

TENEIO CONNECTORS

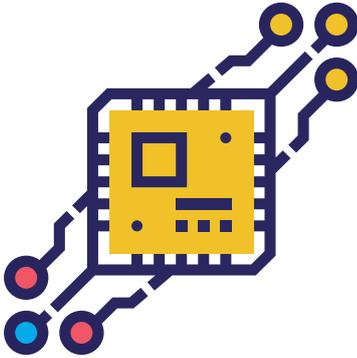
Deliver more personalized answers based on behind the scenes business processes and execute tasks on customers' behalf.

With Teneio Connectors, enterprises can easily integrate a wide variety of back-end systems and processes into their conversational AI interface using a pre-built library of intelligent connectors that span a range of business and AI assets, such as RPA (robotic process automation) and CPaaS (Communications Platform as a Service). This expands the chatbot's capabilities and enables it to deliver more intelligent responses based on the back-end actions, requests and processes it has executed.

Teneio Connectors builds on Teneio's already impressive integration capabilities with a range of ready-made APIs, making it significantly faster to integrate a wide range of back-end systems and third-party data sources



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BENEFITS OF TENEIO CONNECTORS

Greater Intelligence. Increased Capability.

Integrate easily with other technology to reach users on any channel, deliver more personalized answers based on behind the scenes business processes, and execute tasks on customers' behalf.

Connect to users – everywhere.

Teneio allows your customers to communicate with you wherever they are, on whatever channel they chose. Messaging platforms, mobile apps, social media, smart home, smart tv, in-car communication, live chat, IVRs etc. Whatever channel it is, you can connect your Teneio conversational AI applications easily and serve your customers at their convenience anytime of the day.

Teneio lets your customers switch between channels mid-conversation and then continue just as if nothing had happened. Teneio is smart enough to remember everything, including the context. And if your customer has forgotten the point of the conversation, Teneio can even remind them.

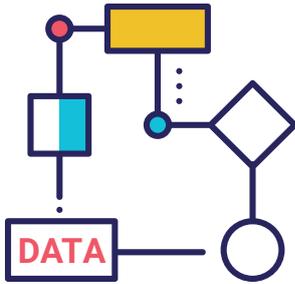
One Artificial Solutions customer has reduced the time it takes to deliver essential legal documentation to customers from 7 days to one hour, simply by connecting its Teneio-based chatbot into an RPA workflow

More than a conversation.

Integrate your Teneio chatbot into back-end systems and processes to deliver an even better service to your customers. Answer questions more accurately using personalized data from a CRM system, approve loan requests by integrating existing robotic process automation sequences, or trigger a series of events when an employee books leave.



Teneio's intelligent understanding allows it to handle customer conversations relating to complex processes with ease. If a back-end process will take several minutes to complete, Teneio can answer other queries the customer may have and then interrupt that conversation when the result is ready.



Alternatively Teneo can offer to notify the customer later using the customer's preferred method of communication.

With Teneo you can improve customer satisfaction and increase your RoI by leveraging existing technology investments, while taking your chatbot to the next level.

Hear your customers clearly.

Teneo's patented technology delivers understanding to your customer's words, but when voice is added to the equation the technology used to transcribe can impact on the user experience.

Automatic Speech Recognition (ASR) and Text to Speech (TTS) are ancillary conversational technologies that turn voice into text and vice versa.

It's vitally important to hear exactly what customers are saying and to be able to annunciate your response correctly. But often, particularly with multi-lingual applications, to obtain the best result requires using several different ASR and TTS providers.

Teneo allows you to choose which ASR and TTS technologies are used and even combine technologies depending on the language to improve user experience and increase customer satisfaction.

Improve customer satisfaction and increase your RoI by leveraging existing technology investments, while taking your chatbot to the next level

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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