**ARTIFICIAL SOLUTIONS**

TENEO ACCELERATOR FOR MICROSOFT LUIS

SUPERCHARGED CONVERSATIONAL AI WITH CLEAR BUSINESS VALUE

Teneo helps you maximize existing strategic investments in the Microsoft LUIS conversational AI framework by dramatically cutting development times for new solutions to go-live by 50%; as well as scaling usage by 2x on existing best-of-breed LUIS implementations.
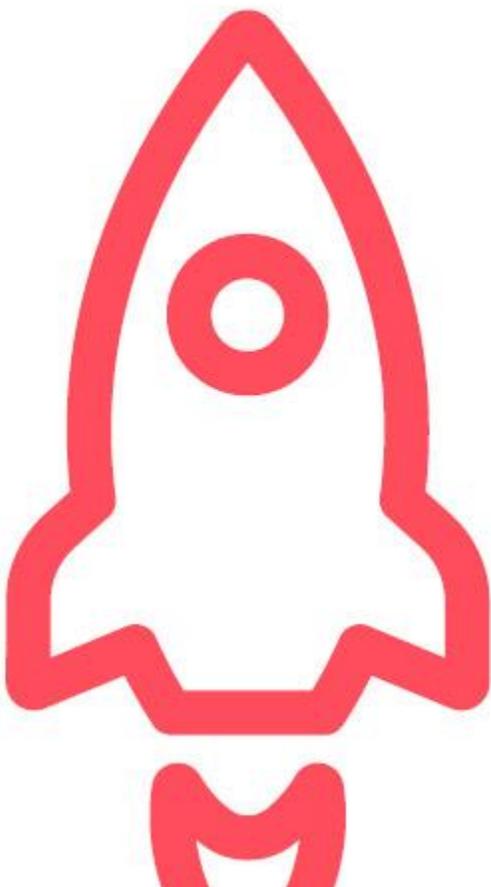
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MAXIMISE INVESTMENT AND CUT COSTS

Teneo helps you maximize existing strategic investments in the Microsoft LUIS NLP service by dramatically cutting development times for new solutions to go-live by 50%; as well as scaling usage by 2x on existing best-of-breed LUIS implementations.

50%
reduction in development time on new projects

2x
usage scalability on existing implementations

WHAT IS TENEO?

Teneo is an advanced Conversational AI development and analytics platform that enables implementation partners, enterprise business users and technical developers to collaborate on creating sophisticated conversational AI applications.

These conversational AI applications range from intelligent mobile personal assistants and online digital employees for customer service and sales; to speech-enabled natural language interfaces for wearables, smart speakers and automation, IoT, automotive applications and more.

Teneo allows users to create AI applications in days, 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 conversational solutions possible.

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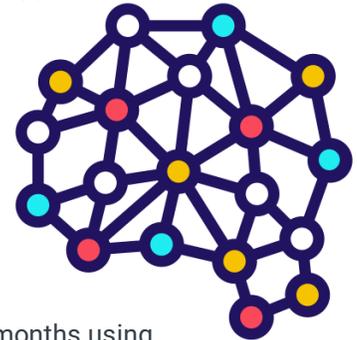
Teneo can also simultaneously manage multiple implementations in **40+ languages**, across **different operating systems**, **on any connected device**, and with **integrations to any back-end** or support system required, as well as the **uniquely user-friendly, graphical Teneo Studio interface**.

Implementing the Teneo Accelerator for LUIS will enable SIs to supercharge existing projects, driving significant usage revenues and strengthening client relationships. In turn, this will enable client enterprises to take control of the conversational AI landscape and deliver greater value through increased customer satisfaction and competitive advantage.

# KEY DELIVERABLES FOR CONVERSATIONAL AI PROJECTS

Seamless CX

A seamless customer experience is a top priority for enterprises. Engaged customers drive loyalty, which boosts revenue, and in turn increases profitability.

Integrating Teneo into a LUIS implementation will deliver increased "out of the box" conversational understanding and tangible business value, through significantly reduced development and maintenance costs; and increased time spent on revenue-generating services, not the underlying business processes and tools configuration.

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Personalization at scale
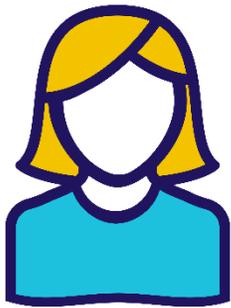
A personalized, intuitive interaction that engages customers with humanlike understanding and intelligent capability to carry out complex tasks at scale is key.

The solution must understand the user's intent, no matter how complex the sentence. It must be able to ask questions to remove ambiguity or to discover more about the user. It must have a memory and be able to reuse key pieces of information for contextual and personalization purposes.

It should even be able bring the conversation back on track, when the user asks off topic questions. Teneo does all this and more.

VOTC access and analysis

Finally, enterprises need to be able to collect and analyze accurate, real time feedback across thousands or millions of voices that opens a whole new channel of reliable, actionable "Voice of the Customer" insight for business, process and CX improvement.

And all this while complying with different global privacy regulations too. Teneo has data analysis and accessibility built in as standard.

STRATEGIC DIFFERENTIATION DELIVERED BY TENEO

Features & Benefits

Highly graphical approach	
Features	**Benefits**
▪ 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 conversational applications to be built.

Advanced integration and modularization capabilities

Features

- 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 applications.

Benefits

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

Powerful natural language understanding

Features

- 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.

Benefits

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

Fully-integrated platform covering entire application development lifecycle

Features

- A single conversational development and analytics platform that eliminates the need to switch between multiple tools, maximizing productivity.
- One platform covers every aspect of application development: pre-analysis, scoping, design, development, integrations, testing, deployment, logging, analysis, data-driven automated optimization.

Benefits

- Delivers rapid development of sophisticated conversational applications.
- Users can build advanced natural language capabilities with no need for specialist (and expensive) computational linguistic skills.
- Meet customer demand for conversational applications and UX without requiring large resources.

- Highly collaborative and visual, Teneo enables developers and business specialists to work together to build, visualize, optimize and deploy applications.
- Data-driven machine learning allows Teneo to learn, predict and proactively recommend improvements; then test and deploy.

- Massive improvement in sophistication and complexity of solutions that can be developed.

Conversational analysis and insight

Features

- Collect and analyze huge volumes of conversational data to derive understanding and insight.
- Works across multi-siloed data sources (not just conversational 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 data sources.

Benefits

- 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 conversational applications based on actionable insight.
- Interpret conversational data from the highest level down to individual conversations.

Data-driven implementation methodology

Features

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

Benefits

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

Multi-lingual, multi-platform, multi-channel, multi-modal	
Features	**Benefits**
▪ Teneo Languages supports 40+ unique languages covering 7 global language families, plus different dialects and variations for each language. ▪ Decades of 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 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 existing applications. ▪ 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. ▪ Offer humanlike experiences built on unparalleled linguistic capabilities.

SUMMARY

Microsoft LUIS is a popular choice for enterprises and global Systems Integrators, and we recognize the many benefits this cloud-based NLP tool brings. But by bundling LUIS with Teneo, development time can be cut by 50%; and you will be able to quickly scale usage to over 2x of today's leading implementations, supercharging the solution and maximising investment.

Teneo is a robust development and run time environment that offers easy and fast integration with LUIS. It also offers multilingual implementations in 40+ languages at lower cost, based on millions of real user sessions for more than a decade; and powerful data export, interrogation and analysis tools for conversational AI solutions.

Register your interest for a half-day workshop to see how you can easily integrate an existing LUIS solution with Teneo.

Artificial Solutions has customers and offices around the world. Please visit **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 more than 40 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**.

Teneo® is a registered mark in Europe