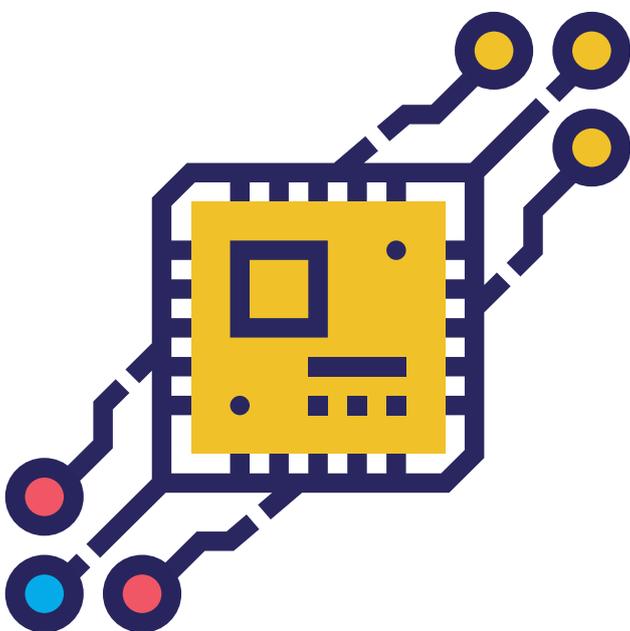DATA SHEET

TENEO CONNECTOR FOR BLUE PRISM

Seamlessly integrate conversational AI applications into RPAs to increase chatbot intelligence and capability

ARTIFICIAL SOLUTIONS

Artificial Solutions® is the leading specialist in enterprise-strength conversational AI. The company's award-winning development platform, Teneo®, provides all the tools needed for developers and business users to collaborate, build and maintain advanced conversational AI applications in over 35 languages, running over any channel, device or service.

blueprism®

READ ON →

Already used by global companies in multiple industries including banking, insurance, automotive, , energy, entertainment, telecoms and travel marketplaces, Teneo enables global brands to increase engagement, maximize revenues and receive actionable business insight using the power of conversational AI.
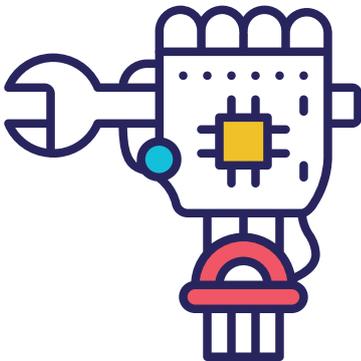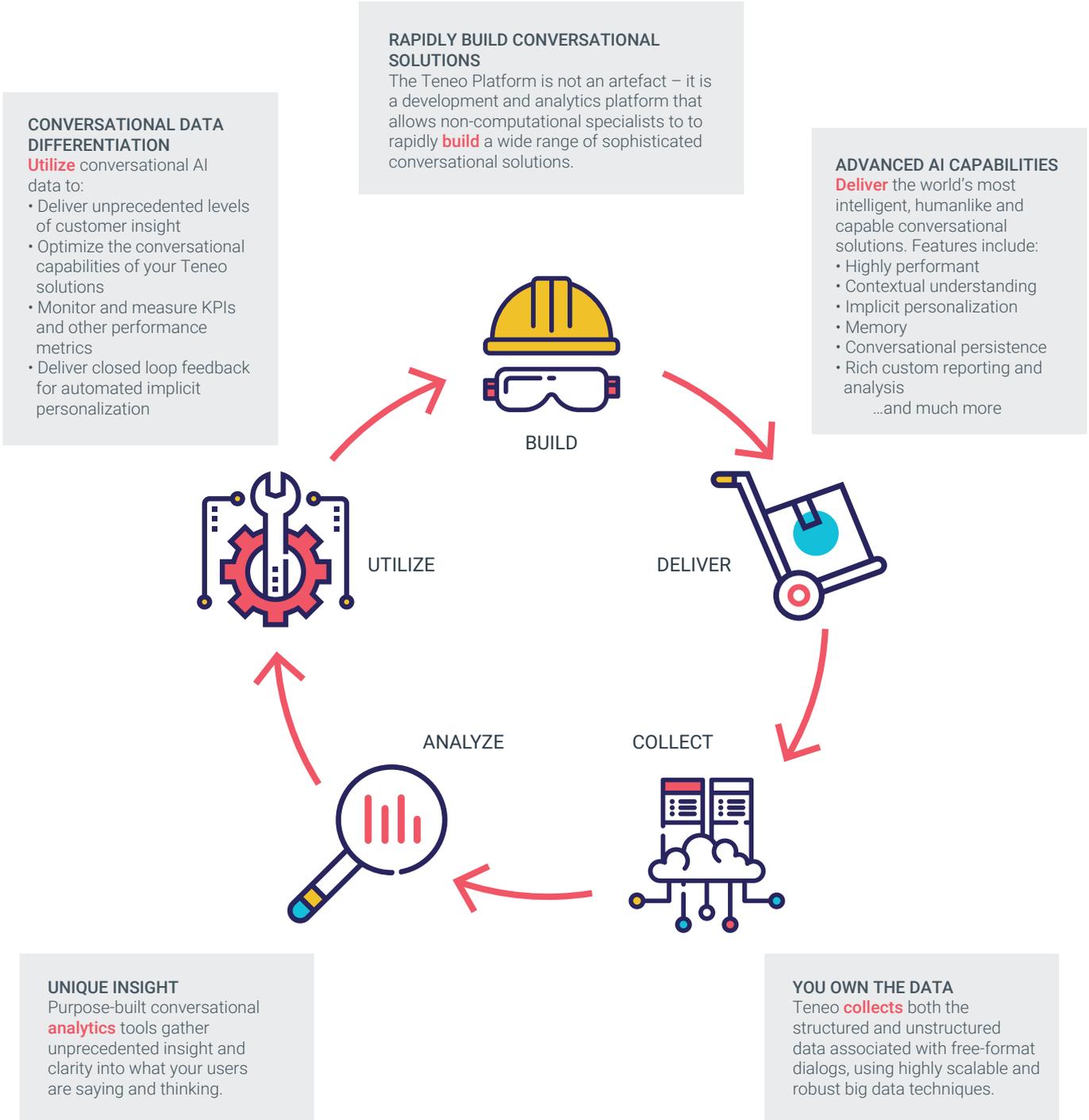
THE TENEO ADVANTAGE

The revolutionary approach to building conversational interfaces that Teneo takes allows developers to create in days that which can take months in competitive products. Teneo achieves this by simplifying the complexity in building natural language applications.
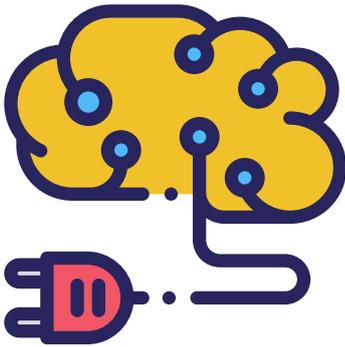
It uses intelligent automation to remove the need for specialist skills such as computational linguists, and then enables applications to be easily maintained in real time by business users.

Teneo addresses all three aspects of the development process to deliver truly humanlike understanding:

- Firstly, Teneo uses its inclusive vast, curated data resources, equivalent to millions of conversations, to provide the data needed to train the system, alongside the tools for quickly expanding them if required. (This is in direct contrast to other products which depend on the enterprise having extensive, pre-curated data – a highly impractical approach, particularly if it is addressing a new opportunity within the business.)
- Secondly, Teneo manipulates the data using its patented hybrid approach. This hybrid methodology combines the best of both linguistic and machine learning models and allows enterprises to quickly build conversational AI applications whatever their starting point – with or without data – and use real-life inputs to optimize the application from day one.
- Finally, Teneo is built around its unique graphical user interface that enables users to quickly and easily construct the intelligence flows behind human/machine conversations, ensuring that natural language applications properly understand the context of the conversation – every time.

RAPIDLY BUILD CONVERSATIONAL SOLUTIONS
The Teneo Platform is not an artefact – it is a development and analytics platform that allows non-computational specialists to to rapidly **build** a wide range of sophisticated conversational solutions.

CONVERSATIONAL DATA DIFFERENTIATION
Utilize conversational AI data to:
• Deliver unprecedented levels of customer insight
• Optimize the conversational capabilities of your Teneo solutions
• Monitor and measure KPIs and other performance metrics
• Deliver closed loop feedback for automated implicit personalization

ADVANCED AI CAPABILITIES
Deliver the world's most intelligent, humanlike and capable conversational solutions. Features include:
• Highly performant
• Contextual understanding
• Implicit personalization
• Memory
• Conversational persistence
• Rich custom reporting and analysis
     ...and much more

BUILD

UTILIZE

DELIVER

ANALYZE

COLLECT

UNIQUE INSIGHT
Purpose-built conversational **analytics** tools gather unprecedented insight and clarity into what your users are saying and thinking.

YOU OWN THE DATA
Teneo **collects** both the structured and unstructured data associated with free-format dialogs, using highly scalable and robust big data techniques.

SEAMLESS INTEGRATION

Conversational AI applications shouldn't just be something that are built and then forgotten. A tick in the box next to the word chatbot. To optimize ROI, capitalize on emerging channels or expand into new geographies, conversational AI applications need to be adaptable to tomorrow's needs. By building on the Teneo platform it's possible to build an application once and deploy it in multiple languages, across multiple platforms and channels and still reuse most of the original build. With Teneo typically around 80% of the original build can be reused.

In addition, conversational AI can be used extend the robotic process automation (RPA) proposition, allowing for RPA and other AI assets to be integrated into conversational applications to deliver zero intervention solutions for high volume processes.
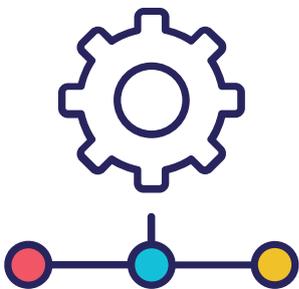
TENEO CONNECTORS

Teneo Connectors are a pre-built library of intelligent connectors that span a range of business and AI assets including RPA (robotic process automation) and CPaaS (Communications Platform as a Service).

With Teneo Connectors, enterprises can easily integrate a wide variety of back-end systems and processes into their conversational AI interface in order to deliver more intelligent responses, combined with increased capabilities that allow the conversational applications to deliver on actions, requests and processes. Now enterprises can answer questions more accurately, for example approve loan requests by integrating existing RPA sequences, use personalized data from a CRM system to deliver contextually aware, personalized responses or trigger a series of events when an employee books leave.

TENEO CONNECTOR FOR BLUE PRISM

Teneo Connectors are pre-built integrations that enable seamless communication between a Teneo Conversational AI application and Blue Prism robotic processes to deliver more personalized answers and execute tasks on behalf of customers.

The Teneo Connector allows for easy integration into Blue Prism's RPAs. Teneo collates all the information required before calling Blue Prism to run the process. Teneo uses pro-activity to check progress as appropriate and notifies the users when it is complete. In cases where processes may take longer than the initial user interaction, Teneo can notify the user when they next interact or offer some other method of communication such as email.

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 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**