

ARTIFICIAL  
**SOLUTIONS**

# Teneo

## Platform

# Teneo Platform

The Teneo Platform from Artificial Solutions is the world's most robust Natural Language Interaction (NLI) solution. It allows intelligent conversations between humans and computers to be held in any language across multiple channels including the web, mobile computing devices, SMS, email, social networks and live chat.

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Teneo allows intelligent conversations in any language between humans and computers.

First made commercially available in 2001, Teneo has benefitted from continuous research and development over the last decade and has been proven across hundreds of implementations worldwide, where it acts as the 'brains' behind the world's most humanlike, intelligent and capable Natural Language Interaction applications.

## What is it?

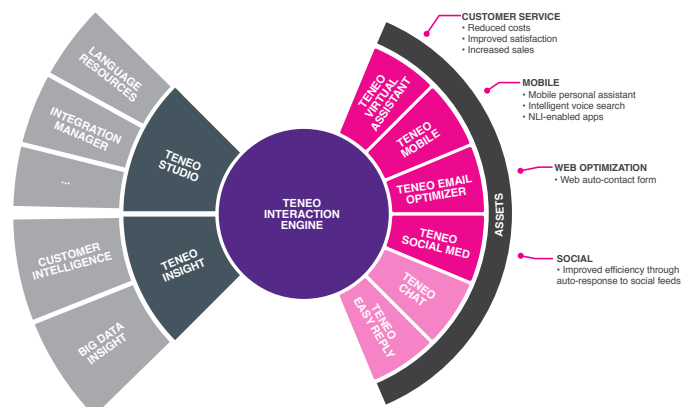
The Teneo Platform is built on the foundations of NLI, which uses powerful linguistic libraries and rules to enable humans to talk to machines (computers) in free-format, natural language. It is deployed through NLI applications such as online virtual assistants and speech-enabled mobile applications - all offering an unprecedented, humanlike user experience, with the added benefit

of an NLI-based big data analytics package to enable continual measurement and refinement of the solution whilst delivering unprecedented levels of customer insight.

## How does it work?

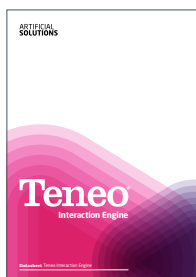
The core products within the Teneo Platform - Teneo Interaction Engine, Teneo Studio and Teneo Insight – enable users to build, manage and power any form of NLI application, whether that's a speech-enabled mobile app for a smartphone, an online virtual assistant or any other solution that calls for the intelligence and sophistication of NLI.

All NLI applications are managed from the same Core Product instance – created using Teneo Studio, analyzed by Teneo Insight and powered by Teneo Interaction Engine. These applications are integrated with each other, meaning users can update once to rollout changes to every live application, ensuring consistency (for example, regulatory requirements) and ease of use.



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## Core Products within the Teneo Platform



### Teneo Interaction Engine

The Teneo Interaction Engine uses advanced reasoning rules to process and understand natural human language, providing intelligent and equally humanlike responses back. It can integrate with backend and external systems to provide end to end, transactional functionality.

The Teneo Interaction Engine has access to the most advanced language and context-specific libraries available, which means it can not only respond to factual or informational requests, it can pack these responses with personality, smalltalk and emotion, giving real personality to an automated service.

The Teneo Interaction Engine is the core of the Teneo Platform, and has been designed to work seamlessly with Teneo Studio and Teneo Insight.



### Teneo Studio

Teneo Studio is revolutionizing how NLI- based solutions are created. It is a powerful, yet intuitive, tool that puts non-technical users in charge of creating and developing solutions such as speech-enabled apps for mobile devices, NLI solutions for Connected Consumer Devices or online virtual assistants.

Teneo Studio allows users to easily construct dialogs and business logic using a powerful flow chart structure which makes adding new dialogs or updating responses as simple as drag and drop, whilst one click testing and publishing ensures any changes made are instantly available. The interface gives you complete visibility and there is no need for specialist programming skills.



### Teneo Insight

Teneo Insight is a powerful business intelligence and reporting application that gives you valuable insight into your customers' needs and behavior.

It has been designed as an intuitive web-based tool for analyzing how users typically interact with your Teneo Applications. It analyzes vast amounts of unstructured, natural language data gathered from the transcripts of conversations and then interprets these by automatically tagging and categorizing information to reveal trends, issues and business insight that would be virtually impossible to gather through other means.

Using Teneo Insight, the intelligence held within the Teneo Interaction Engine is constantly refined and improved.

Get in touch today to find out how the Teneo Platform can help enhance your online presence, whether that's via a speech-enabled mobile application, an online virtual assistant, email optimization facility or other customer communication channel.



Artificial Solutions has customers and offices around the world.  
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 hold two-way meaningful conversations with applications and services running on computers, mobile technology and other electronic devices in a humanlike, intelligent manner.

Delivered through its Teneo platform that allows non-technical, non-computational linguists to build highly sophisticated, speech-enabled, natural language user interfaces and applications, Artificial Solutions' technology is typically deployed by Connected Consumer Device (CCD) manufacturers and app developers, and by enterprise-clients seeking to improve their customer experience. Operating system and device independent, Teneo is available in 21 languages and includes powerful analytics that deliver valuable insight into customers' needs and behavior.

With development centers in Barcelona, Hamburg, London and Stockholm and offices across Europe, USA, Asia-Pacific and South America, 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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