

AI PLATFORM



SMART BUSINESS PROCESS AUTOMATION
INTELLIGENT OMNICHANNEL



SMART BUSINESS PROCESS AUTOMATION

INTELLIGENT OMNICHANNEL

A platform that can “think for itself” for the networked handling of all service requests.

Documents, e-mails, social media, web and mobile apps: AI PLATFORM is the intelligent core of the ITyX portfolio. It analyzes and understands text-based content – independently of language, type and structure. It helps you overcome the application chaos in inbound correspondence, customer service, and back office and make your service processes future-proof.

What is this e-mail about? Who is the sender of this document? To which business processes is the web visitor referring? Which employee can best take care of it? When does it have to be finished?

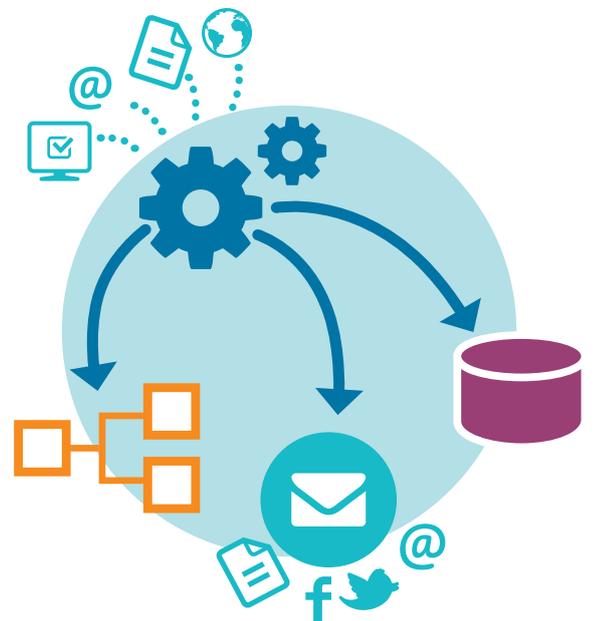
This workflow and integration platform understands the content of your daily inbound correspondence and customer service inquiries. It uses some of the most efficient algorithms for content analytics possible for commercially available enterprise solutions. In combination with the ITyX front-end solutions, it records all text information and transfers it intelligently to business processes and third-party systems.

ECM SOFTWARE (ENTERPRISE CONTENT MANAGEMENT)

In enterprise content management, it combines all input channels (e-mail, letters, web inquiries, and social media) inside and outside the company.

CEM SOFTWARE (CUSTOMER EXPERIENCE MANAGEMENT)

In customer experience management, it records all contextual customer and transaction information in order to trigger the right service process at the right moment.



FOR YOUR BUSINESS, THIS MEANS:

- Establish a centralized platform for incoming correspondence and customer service
- Automatically transfer data into usable business information
- Differentiate routine transactions from challenging individual cases
- Save up to 90% of the average processing time



HOW IT WORKS



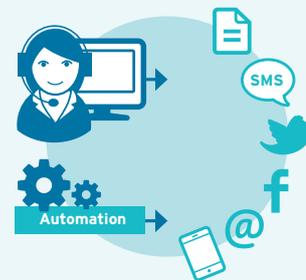
STEP 1: AI PLATFORM is trained by all service channels and routine transactions. The system can allocate incoming correspondence precisely to the right service processes, person responsible and service levels.

STEP 2: The data relevant to the respective service process is automatically taken from the correspondence content using semantic extraction methods and enriched with data from the existing systems.



STEP 3: AI PLATFORM is tolerant of errors and “fuzzy” data. If the confidence values defined for the service process are not reached, manual post-processing takes place in MAILROOM to provide certainty. The result, quality assurance dynamically flows into the improvement of the AI data base. The efficiency of the automation grows during operation.

STEP 4: The transaction is now sent to MAILROOM or the case management software used by your organization – including the required, contextual transaction information



RANGE OF SERVICES

- **INPUT MANAGEMENT**
Record, analyze, and process documents, e-mails, etc.
- **RESPONSE MANAGEMENT**
Prioritize, distribute and answer customer concerns
- **DUAL VALUE ADDED**
Optimum distribution of tasks to 1st, 2nd, and 3rd level service
- **AUTOMATE ROUTINE PROCESSES**
Repetitive tasks are recognized and managed autonomously. Up to 90 % efficiency increase proven in practice

WHERE IT IS USED

- Customer experience and customer service management
- Digital inbox and digital mailroom
- Internal company organization and process automation



SERVICE

Software platform for controlling and monitoring all business processes in real time through a graphic workflow and process designer

- ⊕ Distributed operation across several servers possible
- ⊕ Scalable architecture
- ⊕ Predefined workflow states (process steps)
- ⊕ Individualized workflow steps (in-place execution of Java code)

Recognition

- ⊕ OCR (Optical Character Recognition), OMR (Optical Mark Recognition) and barcodes can be combined in the process

Classification

- ⊕ Self-adaptive classification using AI (artificial intelligence), rules-based, image-based, zonal classification, or combinations of those for superior results

Data extraction and validation (extracting specialized data)

- ⊕ Self-adaptive extraction using AI basis, zonal extraction, table / field extraction can be combined in the process
- ⊕ Data validation with fuzzy search (fuzzy data matching)

SOURCES AND FORMATS

Text content import / export

- ⊕ FTP(s), SFTP, E-Mail (IMAPs, POP3s), File, VFS, WEBDAVs, custom

Text content in the following structures

- ⊕ Structured (fixed layout, predictable content), semi-structured (variable layout, reasonably predictable content), unstructured (variable layout, unpredictable content)

Text content from the following formats

- ⊕ PDF, TIFF, JPEG, PNG, MSG, DOC, HTML

OPERATION

- ⊕ **Validation station client on Java Web Start** under Windows, Linux, Mac OS X
- ⊕ **Server:** Windows (as of 2012), Linux
- ⊕ **Database:** MSSQL Server (as of 2005), MySQL (as of 5.5), Oracle (as of 11g)
- ⊕ **Integration via Web Services** (XML), ODBC, JDBC, message queues, native to third-party systems
- ⊕ **Single sign-on and Kerberos-5 support**
- ⊕ **Multi-client operation**

Curious? Contact us:

- ☎ T +1 407-427-1553
- ✉ info@ityxsolutions.com
- 🌐 www.ityxsolutions.com

