Natural Language Processing Solutions

DETAILS

Using Natural Language Processing (NLP) techniques offers two important benefits: Quick response time from your online assistance to customer queries, and a significant cost reduction in information management.

Currently, most systems are based on search and information management through the identification of keywords. Our NLP solution uses the next level of NLP technology. Through the development of an optimised semantic layer optimised according to the business sector (insurance, telecoms, services, etc.) and the integration of voice and/or text recognition systems, we provide a customised solution that allows you to optimise two critical areas:

- **Response optimisation through IVR** (Self-Service) and the **Virtual Assistant Solution:** These two solutions will provide immediate and meaningful answers to your customers' queries, improving their user experience both online the web or via telephone.
- **Mail management:** Semantic interpretation of incoming emails will enable us to refer them to the most suitable service area, or even answer a high percentage directly without an intervention of an agent.
- **Semantic Navigation:** Semantic analysis of the users' searches/queries, enables routing them to the appropriate location, avoiding complex routes, unsuccessful searches and enhancing system usability.

Re-inventa deploys, customises and integrates the semantic processing solutions developed in **SemantiaLab** with academic and institutional support from **the National University of Distance Education (UNED)** and Re-inventa staff members. The solutions have been adapted and designed to meet the requirements of your customer service systems. Specifically, **GallitoApi** is a semantic analysis engine that generates intelligent and personalised responses to users' queries. The service layer offered by **GallitoApi** enables clean its simple integration with any application type (voice systems, web systems, mobile applications, and more).

MAIN FEATURES

- Faster responses to customers using customer service online.
- Cost reduction.
- Better management and enhanced user experience.