



ASK SOUTRON

Artificial Intelligence Enquiry Management Solution

Cognitive and Artificial Intelligence (AI) technologies have much to offer Libraries and we are delighted to bring to market a new optional plugin to enhance the Enquiry Service. This is a significant step forward in providing automated assistance to Knowledge Services, an enhanced Artificial Intelligent driven query tool to support online enquiries.

The increasing workloads on Library and Information Knowledge Workers and Researchers demands automated tools to maintain high levels of customer service and accurate fast response to online enquiries.

This innovative enquiry response service incorporates natural language search with fast performance that executes against internal and external data sources, web sites and other resource sets nominated as source knowledge libraries.



Fast Innovative Enquiry Response Service

Soutron's highly flexible information management platform manages all types of content and metadata, storing both conventional library materials as well as full text documents, journal articles, know how, images and video materials. These resources are easily accessible via Soutron's Search Portal that combines powerful search with a flexible display of matching results, all of which is mobile responsive.

Soutron is now introducing a further enhancement and step forward in providing automated assistance to Knowledge Services with our Ask Soutron AI Enquiry Service, an enhanced query tool to support Enquiries.



The Ask Soutron software solution is an innovative enquiry response service that incorporates natural language search with fast performance that executes against internal and external data sources, web sites and other resource sets nominated as source knowledge libraries. The ability to deliver high levels of service while reducing staff time and involvement responding to enquiries is significantly improved.



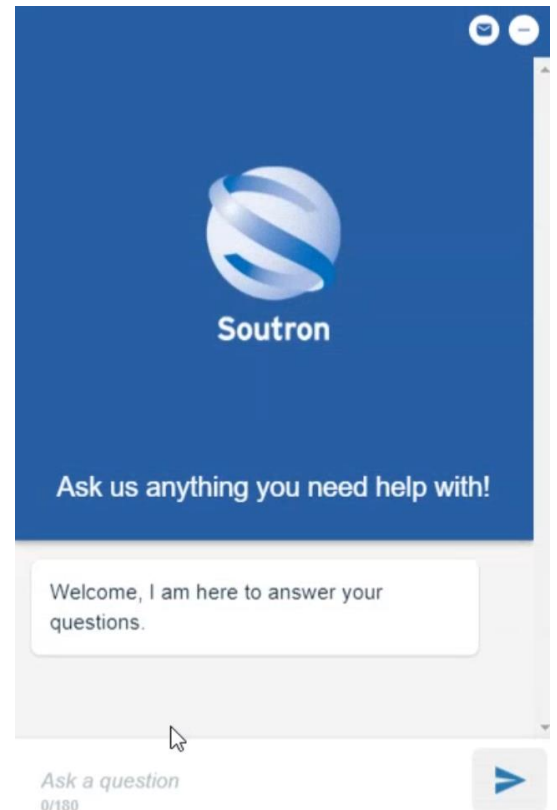
Fast, Accurate, Instant Answers

The solution can be applied to any website and provides end users with instant answers to queries.

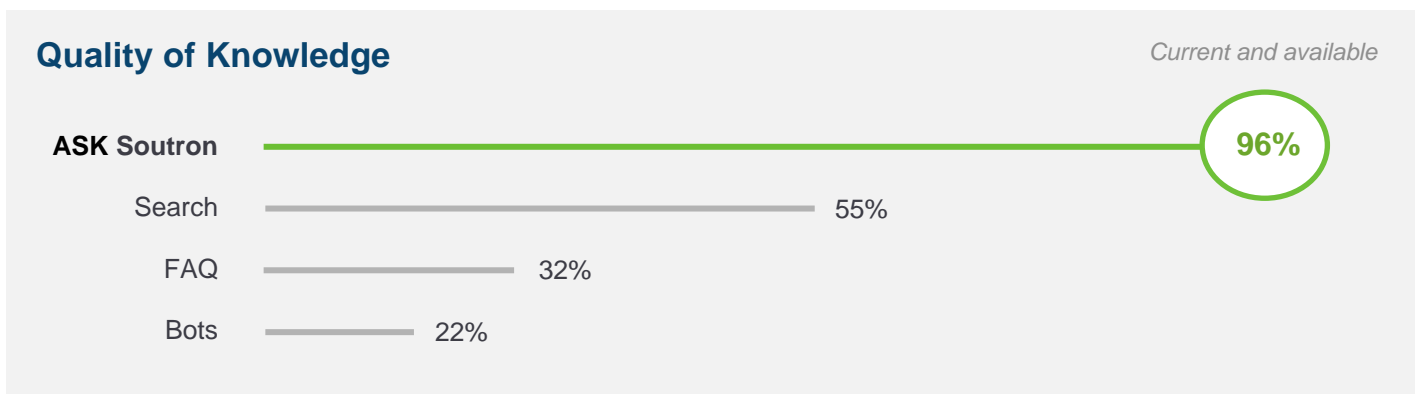
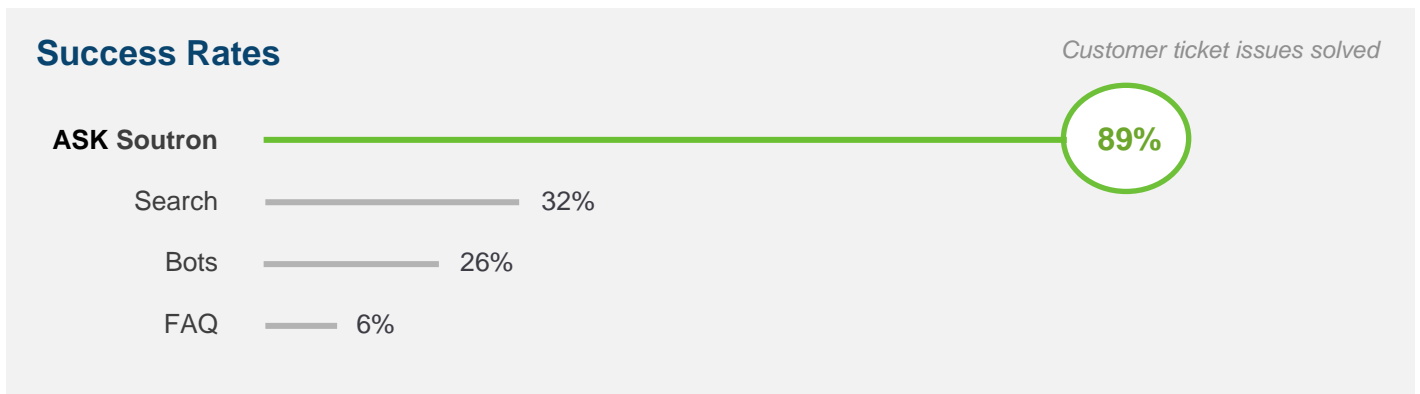
The benefits are considerable:

- Time saving for end uses and staff
- Greater consistency and accuracy of response
- Reduction in the need for online staff agents
- Performance metrics to support resource planning
- Improved customer service
- Conformance to company policies and rules

The Enquiry Form is simple, yet intuitive and can be styled to match the colours and fonts of your website or Soutron Search Portal.



Your ability to self-serve your knowledge directly affects your customer





ASK SOUTRON – Main Features

Online Dashboard

- 360 Degree visibility & knowledge quality assessment
- Investigate the effectiveness of your customer experience and customer service
- Understand the automation that customers need
- Peel back and see the layers of your contact drivers
- See the corrective actions needed
- Monitoring of real time change



Take action with Instant Cognitive Engine

Automate your customer support with Cognitive Engine powered scalable dialogue-based self-service.

- Scalable Dialogue based self-service. Start at any scale fast, minimal set-up, no long enterprise implementations (decision trees).
- Unparalleled Success rates that reduce ticket volume significantly or converts sales.
- Fast, quick to implement, simple to use, results almost immediate.
- Ensures you know where to focus to self-serve your customers.
- Builds smart self-service ready knowledge from nothing or legacy knowledge at scale.
- Any channel, any language, any customer facing knowledge base.
- Unique patented and award-winning AI powered knowledge creation and predictive dialogues.
- Knows where to focus, no more complex decision trees.



Let the product talk

PRODUCT / SERVICE GUIDE

- Convert instructions into dialogue
- Find locked down knowledge fast
- Reduce bounce rates
- Increase CSAT



Increase conversion

USER EXPERIENCE

- Pre / post login:*
- Educate to convert
- Increase usage
- Onboarding:*
- Guide to conversion
- Reduce friction



Slash your handle time

ASSISTED SUPPORT

- Prepare customer data for agents
- Reduce resolution time
- Understand customers
- Activate new channels



SERVICE AND SUPPORT

The Ask Soutron system is implemented by highly experienced database professionals. This expert service is backed up with technical resources to:

- Provide alternative languages
- Custom screen design template building
- System integration using APIs and Web Services
- Help identify your requirements
- Customise and integrate search interfaces
- Set up HTML, CSS to present content and brand your application
- Deliver on 'out of the box' requirements

Experience is important. Detailed project planning and in-depth training maximise your use of the application. Your needs are the priority consideration throughout and these needs are analysed and addressed by the experienced team within Soutron Limited.

NEXT STEPS

To find out how Ask Soutron can improve your Enquiry Management, visit www.soutron.com/ask

or **get in touch**:

UK and Worldwide

Soutron Limited
T: +44 (0)1332 844 030
info@soutron.com – www.soutron.com

North America

Soutron Global
T: +1 (0)760 870 4243
info@soutronglobal.com – www.soutronglobal.com