

Cention AutomaticAnswers

Cention AutomaticAnswers can answer e-mails without any human interaction. Using natural language processing, it can assess an incoming e-mail, interpret the meaning of the text and instantly create an answer containing all the requested information.

Cention AutomaticAnswers goes far beyond producing standard, pre-written e-mail responses to simple enquiries, and with its highly sophisticated technology manages the difficult task of addressing each e-mail request individually. Using Q-technology*, it can interpret the context and meaning of even long and complex enquiries and create specifically tailored answers, supplying the exact information requested.

Cention AutomaticAnswers crosses the boundaries of previous auto-response technology with its capacity to respond to numerous queries in one reply. This system can answer all the questions in each e-mail, no matter how many there may be. This not only reduces administrative costs, but also enhances your company's reputation for high-quality customer service, as clients receive instant, accurate responses to their enquiries.

Cention AutomaticAnswers can improve SLA levels by taking care of simple tasks and enquiries that you might not want to handle manually, freeing time and resources to be spent on more complex or important tasks.

The software can also be used to answer e-mails in part, before it turns an operator's attention to the unanswered part, thereby reducing the operator's workload. The system can of course be adjusted so that it does not automatically answer certain types of e-mails, in case you prefer handled manually.



** Q-technology is highly sophisticated language search technology, built upon language-pattern matching. Combined with the existing keyword search strategies employed by other software, Q-Technology provides significant improvements in response accuracy. The technology has been researched at the Swedish Royal Institute of Technology. Cention works closely with the SRIT to develop applications for Q-technology in real-world environments*

Some of the benefits include:

- Higher percentage of correct answers. (95%)
- Quick answers to clients.
- Automated answering processes makes the handled less expensive

Contact: