

SiteAssistant.

A Co-Worker Online

SiteAssistant provides users with the ability to converse in human language with a Web site or a program using a multitude of channels. Users ask questions in their own words and get direct answers, not pages of search results. Instead of struggling with finding relevant information on the Web site or being kept on hold by a help desk, users get quick and direct answers.

Resource Benefits

SiteAssistant can be described as a Web portal to which you can connect a multitude of information sources. Users do not have to contact a help desk as SiteAssistant provides them with direct answers. This saves time and minimizes delays and frustrations for users. It also saves time and resources for the help desk as the number of phone calls and e-mails are substantially reduced. In short, Humany's SiteAssistant is readily accessible and user friendly, providing contextual information and proactive problem resolution.

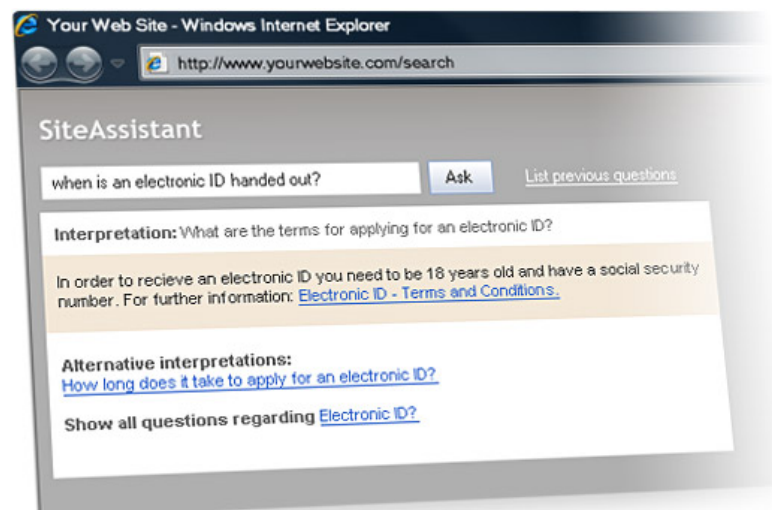
Statistics

SiteAssistant is a powerful statistical tool providing management with information on what questions are asked and which areas and categories are most frequently used. Management can then know where to add or concentrate resources.

Speak Freely

SiteAssistant can handle different languages and users can misspell words and use faulty grammar. When answering questions, SiteAssistant can automatically navigate to more specific information on the Web site. SiteAssistant can also handle a dialogue with a user, for example by asking follow-up questions to better understand what the user wants to know. If a question is unclear, SiteAssistant proposes interpretations as well as listing questions in related categories.

SiteAssistant in Action



Some of the organizations using SiteAssistant:



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Major Advantages of SiteAssistant

- Considerable cost reductions in support services
- Immediate, consistent and precise responses
- Maximum initial contact resolution, avoiding routine calls
- Support professionals have more time to focus on higher-value customer cases
- Permits customers to ask even the most technical questions using their own words
- Substantial return on investment typically within 6 months
- Simultaneous deployment over multiple communication channels, including Web, e-mail, WAP and SMS
- Enables non-technical staff to improve and refine performance



Channels

SiteAssistant

Web is hosted on a Web site, allowing users to ask direct questions in human language. It also navigates to more specific information on the Web site.



SiteAssistant

Mobile works in a similar way to SiteAssistant Mail, automatically answering incoming questions via SMS, WAP and mobile browsers.



SiteAssistant Mail uses natural language processing technology to automatically interpret and answer e-mails. This significantly reduces the response time for the majority of questions sent to a help desk. Replies can include relevant links for further guidance and for moving the dialogue from e-mail to the Web. SiteAssistant Mail can also be used to direct incoming e-mail to the right person within an organization, or to create a suggested answer for the help desk that can, after approval, be forwarded to the original sender..



SiteAssistant Intra is specially designed for internal use. The staff is provided with an access point for its information and the organization can make sure information given by the help desk is uniform and consistent. In addition to the external answers given, users of this tool can view supplementary internal information.

