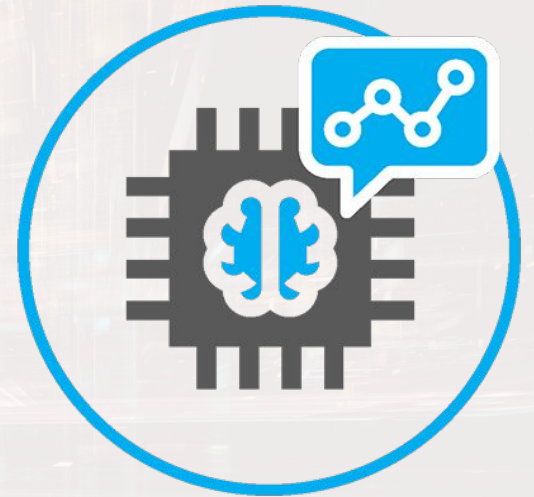


SupportPredict

Most advanced deep learning technology platform centered on customer service interaction data.



Powerful Data = Powerful Support

SupportPredict uses the most advanced deep learning techniques implementing convolution neural networks (CNN) implemented in Python using TensorFlow.

This versatile intelligence layer allows us to build a test set of queries and responses, then test that against a database of test sets. We use NLP processing of new queries to score them against the neural networks built from this framework.

Not Just Bigger...SMARTER

The SupportPredict difference is the focus on deep vertical learning. The more queries that are fed into SupportPredict, the better the results so the system is constantly learning.

Actionable Insights

Be proactive with Pattern Planner for building customer service campaigns based on known patterns in the calendar year. Take action for sales engagement based on seasonal requests.

Reporting

Cohort level tracking and reporting on your content with alerts, calculations and visualizations in your admin portal.

Integrations

Open APIs to integrate to existing customer management software or to extend the content to take action on other systems behind your firewall.

Feedback & Ratings

Quantify the effectiveness of your content or perform surveys that are linked to the user session to enhance the products and services you offer.

Applying artificial intelligence (AI), machine learning algorithms, and predictive analytics, SupportPredict provides your organization data to make better decisions and take immediate action. Gather and measure your insights through reporting, dashboards, and optimized user journeys with our reporting dashboards or your own BI tooling using an open interface to all the information.