

**Intent Recognition** – Understand what the user is trying to ask or say using natural language processing(NLP)

**Conversation – 2 Way Dialogs** – Ability to have a give and take conversation with a user gathering information to drive a user to a specific response

**Machine Learning** – Learn from usage and provide content gap analysis and topic creation to improve the knowledgebase over time based on usage.

**Business Integration (API)** – Out of the box integration tools to setup existing api transactions for conversations and responses

**Auto Content Creation** – Ability to pull existing website content in as FAQs within the knowledgebase and manage them ongoing.

**Faceted Search (Trusted Sites)** – Provide the ability to index website data and show the results in a traditional faceted search UI

**Recommendations** – Add on feature to define attributes for a topic and index the attributes so they can be used to suggest information to the end user

**User & Role Based Security** – Ability to add and manage users, change passwords and assign security roles for access to the authoring tools.

**Auto Content Creation** – Ability to create content from existing trusted website pages. Topic are created and managed in Astute Knowledge.

**Topic & Response Creation** – Ability to define a topic, examples on how a user would query the information and one or more response templates to create the varied responses for the channels and languages you are licensed to use

**Rich Text & Media** – Ability to create rich text including video and graphics for a robust response

**Response Templates** – Ability to pre-define response templates to streamline and standardize how you want to respond to a user

**Agent Scripting** – Specific agent directions can be added to a response that only the agent sees.

**Response Search & Replace** – bulk search and replace for existing responses allows you to update text across multiple topics at once.

**History & Versioning** – Tracks and reports all authoring changes that are made to topics and responses in the knowledgebase.

**Review & Approval of content** – Built in workflow to assign tasks to content for update, translation and review.

**Content Tracking & Awareness** – Track and notify all changes and modifications to external content being referenced in the knowledgebase.

**Multi-Lingual Capabilities** – Provide multi-language features to support responses in multiple languages

**Quick Create** – A spreadsheet like input screen for creating content quickly

**In-Line Translations** – Workflow feature that allows tasks to be assigned to 3<sup>rd</sup> party translators to translate responses within the authoring tool

**Auto-Translation** – Ability to auto translate questions asked and questions used for auto-complete

**Content Scheduling** – A specific schedule can be applied to when content is published and expired

**Cloud Document Storage** – Cloud based upload content feature to store external documents like pdf and excel items that are used as reference to responses

**Configurable Star Survey** – User and Agent surveys that can be configured for each channel

**CRM Integration** – ability to integrate and provide functionality for:

- Auto Case Updating
- Agent Recommendations
- 3<sup>rd</sup> party Live Chat Integration
- SOS Integration
- Email Integration

**Standard Dashboards & Reports** – Out of the box reports and dashboards

- Performance & Accuracy Metrics
- Usage Metrics
- Survey Metrics
- Agent Usage Metrics

**Ad-Hoc Reporting** – ability to create and view custom dashboards and reports. Including the ability to schedule reports for distribution.

**Standard User Interfaces** – SaaS standard user interface

- Custom CSS can be applied
- Configurable fields, names and logos

**API Toolkit** – Public Web Service SOAP API that allows users to create a custom user interface into Astute Knowledge.