



AMELIA® for Cloud – Product Description

Teaming humans and digital colleagues to unleash creativity and deliver business value.

AMELIA® for Cloud is a cognitive software agent who listens and interacts with people to solve problems through conversations. She understands natural language, understands context, applies logic, and infers implications. Amelia learns from operating procedures, chat transcripts, process workflows, FAQs, and process instructions through Business Process Networks (BPNs).

Natural Language Understanding

Communicates like your best agents.

AMELIA® for Cloud understands words and their intended meaning, providing contextual responses with high accuracy and minimal input for training. To train Amelia, subject matter experts can provide documents, multi-turn conversations, links to FAQs, spreadsheets etc. AMELIA® for Cloud will use the provided content to build machine learning intent models, entity models and process flow that will guide the conversations.

Semantic Memory

Structured content and FAQs.

Amelia® for Cloud's Semantic Memory represent structured content and FAQs that may be queried for quick and fast responses to questions that don't require additional questions to be filed to determine the context. A question gets its answer quickly and correctly, without any need for any business processes development.

Affective Memory

Discern the user's state of mind, emotion, mood, and personality.

For every single utterance, the Amelia® for Cloud service will try to discern the user's emotion, with potential insights into their current mood and type of personality. Amelia® will act accordingly and alter or amend her response after that. If the current mood continues to be on the negative side, she will transfer the conversation to any of her human colleagues. It is also possible to launch, or branch to a different process depend on the discerned state of mind.

Omnichannel

We support your channels and modalities.

AMELIA® for Cloud includes built-in support for chat and using additional Gateway Services, provides support for voice and a wide range of social platforms, CRM systems, call centre products and common bots from Google, Amazon, and Microsoft. Additional channels are added based on user requirements and market needs.

Language Translation

Creating multi-lingual conversations.

AMELIA® for Cloud is multi-lingual and support a wide range of languages and dialects through a combination of translation and native languages, with override capabilities. Google Cloud Services for language translation and speech to text and text to speech are the preferred services used by AMELIA® for Cloud. Additional third-party solutions may optionally be added.

Skill Builder

For a rapid start to benefits.

AMELIA® for Cloud include our Skill Builder that automatically creates intents, entities and a template workflow based on a single sentence. This may be utilized by less experienced users when creating new content for a rapid start.

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Digital Employee Builder

Utilizes Amelia® to build Amelia® capabilities.

The Digital Employee Builder is the Skill Builder's continuation. It allows for the creation of real workflows utilizing the full potential of AMELIA® for Cloud built-in Natural Language Processing (NLP) subsystems, simply by stating to her what task you would like her to build on behalf of a user, i.e. "say Hello to the user and ask how much money they want to transfer, then fetch the balance from the banking platform."

Business Process Designer

The expert's choice of tool.

Digital Employee Builder is integrated with the Business Process Designer, AMELIA® for Cloud's primary engine for workflow design. This is where AMELIA® finds her instructions on what to do when the intent and context has been captured. It includes all the necessary tasks and integrates easily with the Amelia® Integrations Framework, making actions on behalf of the users. This knowledge transforms business processes into services and abilities.

Flexible Dialog Flows

Handling unexpected situations.

AMELIA® for Cloud's has critical functionality built into the core of Amelia's brain to intelligently handle unpredictable situations without requiring complex programming. This enables Amelia to handle situations such as digressions, interruptions, questions mid-process, context switching, conditional logic statements, and changing previously provided information.

Custom UI

Branding to customer's needs.

AMELIA® for Cloud's Custom UI allows for customizing of Amelia graphical presentation to the customer's needs. It includes a graphical configurator for the easy and rapid development of new brand profiles.

Response Pools

For a human-like experience.

Allow for a human-like experience when there is a need to alter questions and responses from a pool of questions and responses, but with the same intention. This is also utilized by the AMELIA® for Cloud's Affective Memory, gauging the sentiment of an utterance and responding with the right feeling.

Amelia® Integration Framework

For any enterprises integration needs.

In addition to the Gateway Services, AMELIA® for Cloud include the Amelia® Integration Framework (AIF). Integrations using our cloud service are neither onerous nor unusually time-consuming to design and implement. AIF consists of approximately 200 (and growing) distinct integration components, enabling a versatile and top-of-the-line integration capability, supporting the most challenging integration requirements.

RESTful API Gateway

Front-end integrations when requirements are beyond the standard.

The Amelia® RESTful Gateway Service provides developers with access to the AMELIA® for Cloud services, creating conversations, adding intents, exporting metrics and audit logs. An extensive set of APIs for the most demanding needs.

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Content Management System

For your multi-media needs.

AMELIA® for Cloud's CMS stores documents, images, audio, HTML and non-text objects to be presented and retrieved by Amelia® as instructed by relevant workflow tasks. When third-party CMS applications are in use, Amelia® may retrieve the non-text object directly from the source if APIs are made available.

Tabular Data

For simple database needs.

The included Tabular Data Service provides convenient essential RDBMS services. For requirements beyond that, the Amelia® Integration Framework includes components for direct database access to a wide range of databases (not only relation databases) when that's favoured compared APIs.

Journey Analytics

A historical perspective on usage and customer satisfaction.

Downloadable conversational metrics, visualization of a customer journey from start to end including abandoned and escalated conversations – all with transcripts and quality of service. NPS analytics built-in into the Amelia® for Cloud services provides insights into how the service is perceived and potential risks.

Sentient Learning

Continuous driven improvement process using machine learning.

All conversations are tracked for learning, indicating how the service can be further improved and gives insights into those conversations where Amelia® did not recognize the intent of the customer, the customer decided to leave before Amelia® had completed the work, or the dialogue was escalated to a human colleague. Any potential improvement learned must be approved by a subject matter expert.

MindView

A real-time view into Amelia® for Cloud's thinking process

All active conversations may be monitored, providing visibility into her thinking, her actions for an in-depth understanding of the journey she's currently managing and executing on behalf of the user speaking to her.

AgentView

The human agent's interface

When a conversation is escalated to a human agent, the Agent View provides a simplified call centre view where the agent can continue the conversation with the user. In addition to providing an interface, it offers real-time coaching and advice to the agent dependent on context. For those cases where agents work in call centre solutions from third-party vendors, the agent may continue to use existing tools for those platforms that the Amelia® for Cloud integrate with, including platforms from NICE, Cisco and Genesys.

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