

ADASTRA Arespo

Automate your customer support and request processing

Arespo, our intelligent platform for customer services automation based on the latest natural language processing (NLP) technologies, understands messages written in natural language, automatically processes them, and replies to them.

Addressable business needs

repetitive query and message processing

Human operators must manually respond to repetitive similar queries. Arespo classifies incoming messages, helps to keep all customer queries organized, and increases productivity.

request processing efficiency

Different business domains require different knowledge and skills. AI learns any domain based on the provided data. Therefore, people can focus on their field of expertise.

processing of messages incoming through different channels

All businesses receive a large number of messages from different channels and sources. Arespo analyzes message content and suggests an answer. That makes the process more efficient.

Key benefits

90 %

The vast majority of incoming messages is automatically categorized.

70 %

Almost three-quarters of incoming messages have automatically generated and ready-to-send answers for categorized messages.

20 %

The other 20% of answers are ready to send with manually added information.

10 %

Only 10% of messages require an individual approach and human input.

Main technical features



preprocessing of raw data

All Arespo needs are historical data, ie reports. We normalize and standardize reports to discover categories of messages, we then use clustering techniques.



customizable to specific needs

We train and evaluate natural language processing models as well as modules for extracting. So the solution corresponds to the client's needs.



easy integration

Arespo suggests the most relevant answers and automatically writes the changes to CRM or other systems.



on-premise or cloud

We can deploy Arespo to your environment or in the cloud. We will help you choose the option that best suits your needs and business.



constant improvement

Arespo is an intelligent system that is constantly learning and improving itself. It brings you valuable information about the customer experience, based on which you can improve it.

Start using Arespo in four easy steps

1.

STEP 1

Let Arespo learn your domain based on historical messages and recognize different categories.

2.

STEP 2

Predefine answer templates and actions to be taken for each category.

3.

STEP 3

Onboard your customer service team to their new, intelligent inbox.

4.

STEP 4

Start using the platform for your daily business. The more you use it the better it gets.

Plug-in Arespo into your existing environment

Arespo is powered by a wide variety of state-of-the-art open source as well as proprietary NLP tools to provide high-speed, high-accuracy classification and answering machine. Given our exceptional understanding of the concepts behind the used technologies, we "use the right tool the right way", develop our own NLP models, and tailor the solution to a specific business domain.

- compatible messaging systems: e-mail, messengers such as Facebook Messenger, Skype, etc, a custom messaging system with defined API
- data storages: SQL//noSQL DBs, API-enabled CRM systems
- executing actions of 3rd party systems via their API

Case study

BASIC CUSTOMER QUERY PROCESSED WITHIN 10 SECONDS

EA European-based peer-to-peer lending platform provider needed a solution that would automate processes related to customer care and enable more efficient processing of messages incoming via different channels. We deployed Arespo into the client's customer service operations. Since day one, the platform categorized correctly more than 80% of messages and provide a ready-to-send answer for 75% of those. More than 60% of messages are processed with minimal human input. Nowadays, a basic customer query is processed within 10 seconds.



The Top-Quality AI Services Provided by Blindspot.AI

Blindspot.AI is a highly professional team of AI experts delivering end-to-end implementations of AI systems for multinational companies and startups. Blindspot is your partner in adopting and using AI in any area of business processes.



ARTIFICIAL INTELLIGENCE
BUSINESS CONSULTING



CUSTOM AI SOLUTION
DEVELOPMENT



MACHINE LEARNING
DATA SCIENCE TEAM

Founded in 2014 in
Prague, Czech Republic

Member of group
Adastra

Contact us at:
contact@blindspot.ai

Karolinská 706/3
186 00 Prague, CZ

BLINDSPOT.AI