ARIS.

POWERED BY BLINDSPOT.AI

Automate your customer support and request processing

ARIS, our intelligent system 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. ARIS 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. ARIS 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 the platform needs are historical data, ie reports. We normalize and standardize reports to discover categories of messages, we then use clustering techniques.

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

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.

constant improvement
ARIS 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.

easy integration
ARIS suggests the most relevant answers and automatically writes the changes to CRM or other systems.

Start using ARIS in four easy steps

1.
STEP 1
Let ARIS 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 ARIS for your daily business. The more you use it the better it gets.

Plug-in ARIS into your existing environment

ARIS 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 ARIS into the client's customer service operations. Since day one, ARIS 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.