

Pathfinder

Design and implement Conversational AI applications in minutes

Conversational AI (CAI) applications are inherently complex and time consuming to build since they are trying to model human language that is complex by nature. Traditionally, these applications require high skill sets, and take substantial effort to design and implement. Despite some advances, current tools still fail to significantly reduce build time and cost. The effectiveness of a CAI application also depends heavily on the quality and quantity of data, which often comes in varied formats requiring a skilled team to process and design the application effectively.

What is Pathfinder?

Pathfinder is a tool to address these challenges. Using Generative AI, it ingests, pre-processes and analyses three types of data: unstructured data (like PDFs and FAQs); API specifications; and transcribed dialogs from contact centers.

Pathfinder identifies intents from this data to help you pinpoint automation opportunities that your application may be missing. It then creates sample utterances for training and deduces business logic. The user can then curate the generated knowledge and simulate dialogs.

Once the user is happy with the simulated outcomes, they can automatically create a CAI application and flow with one click of a button.

Benefits



Reduce Design Time

Identifying intents from documents can take days and creating classification models weeks. Leveraging pre-trained algorithms and machine learning, Pathfinder clusters the data in minutes and transforms it into conversational applications.



Reduce Errors in Your Application

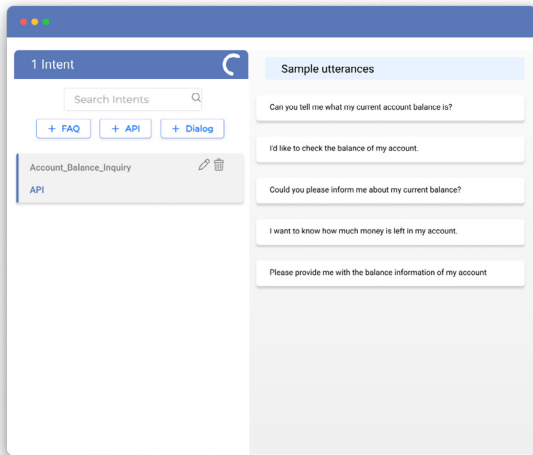
By automating the data input processes, inputting intents that would normally be copied by a human, Pathfinder reduces the chance that data transfer errors will impact the application's performance.



Automate More Customer Interactions

By accurately identifying a wider range of user intents and scenarios, Pathfinder makes your CAI application better equipped to resolve a broader spectrum of customer queries without needing to hand off to a human agent.

Features



Training Data Generation and Classification Model Creation

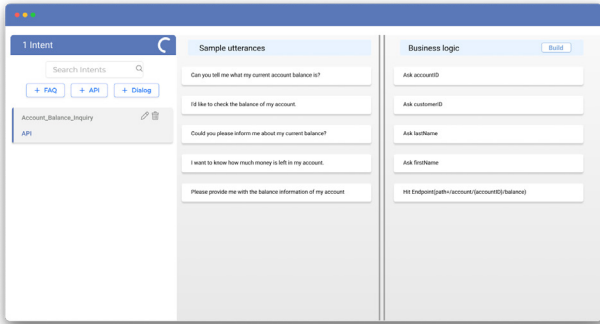


Create the data needed to train a classification model.



Train models around the intents Pathfinder identifies.

Features



Identify Flows Automatically



Upload API specifications and dialogs to identify sample utterances and business logic. Pathfinder provides a clear list of identified intents, their triggers, and the corresponding business logic.

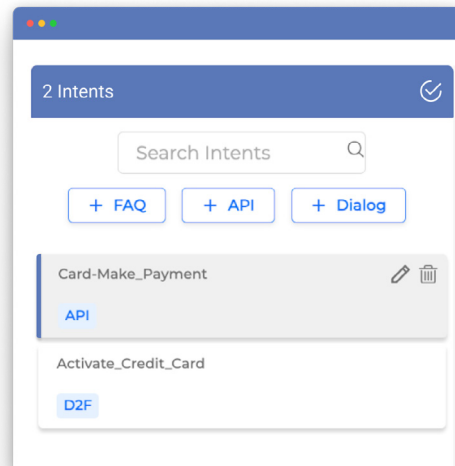


Stand up a conversation flow in minutes.

Data Curation



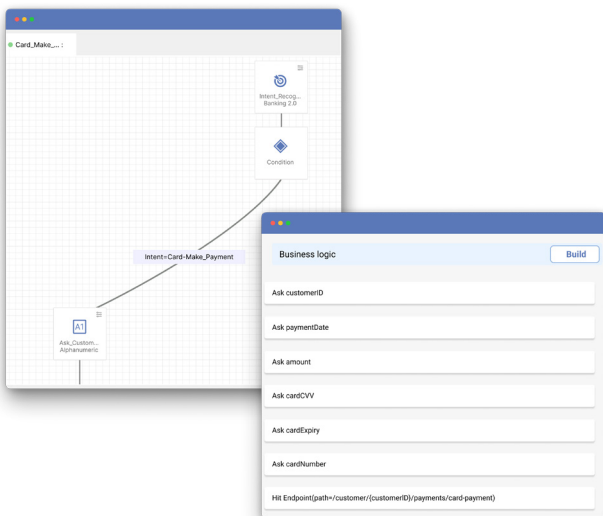
The user can manually change the state of the data and add, remove or update intents, sample utterances, the business logic and flows.



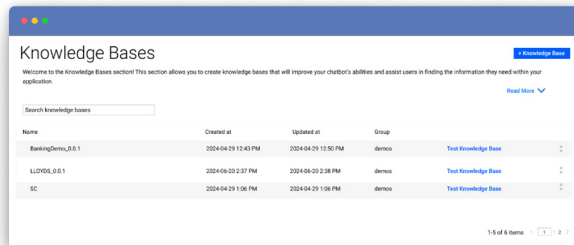
Bootstrapping the Application



After the data curation phase, a user can click a button to create the application which is ready to use within minutes based on the snapshot of data.



Features



Knowledge Base Creation and Management



Auto-populate and augment your knowledge base with the outputs of Pathfinder using Generative AI.



Manage your knowledge base by adding, removing and updating documents.

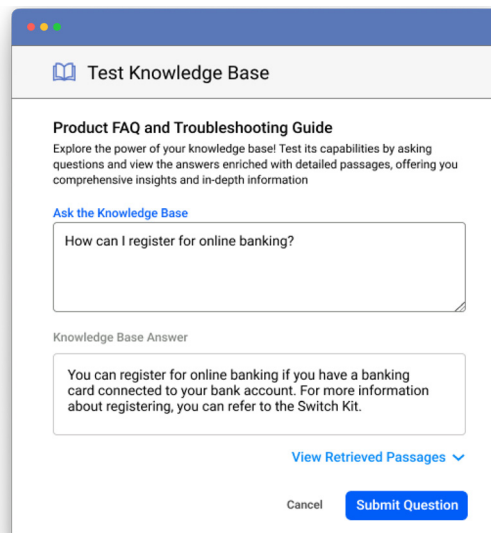
Knowledge Base Responses



Explore the questions and answers you're providing via your knowledge base.



Enable the application and agents to answer a wider array of questions.



Summary

Pathfinder is the only tool that can leverage different types of data to reveal customer automation opportunities that your application may be missing. No other tool can combine data from real contact center payment dialogs with API specifications to deduce business logic. You can paste your API specifications into Pathfinder and get back a whole CAI flow that works.

* The images contained in this datasheet are artist's renderings

Omilia is a Conversational AI pioneer, delivering the highest quality, automated voice and chat solutions for Customer Service. Omilia owns and provides state-of-the-art technology in Conversational AI, enabling clients to improve their customer experience, shorten response times, and reduce costs. The Omilia Cloud offering allows businesses to effortlessly identify, authenticate, and serve customers across any channel, with ready-to-go integrations, and pre-built solutions trained for specific use cases.

Omilia Natural Language Solutions Ltd. Inomenon Ethnon 50, Thekla Konteatis Court, Off. 41, 6042, Larnaca, Cyprus
omilia.com | hello@omilia.com

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