

## TECHNOLOGY OFFER

### Intelligent virtual assistant for natural language conversation

Slovenian researchers have developed a virtual assistant platform that answers questions textually and orally in a natural language on the web site.

Research institute is looking for partners interested in licensing in the technology.

The platform provides web and mobile users of the service with an intelligent **assistant who can answer questions textually and orally in a natural language, and offer a range of additional services** specific to the needs of the user, enable interactive communication with a user through comments and entering remarks, and gives the client the chance to review interactions.

#### **Advantages / Invention**

Main competitive advantages and innovative aspects are:

In comparison to competitive services and solution providers:

- Cost effective and competitive price performance ratio.
- Unique features (TTX, feedback, context, etc.) that improve user experience and reduce the costs of maintenance of the knowledge database.
- Available for integration in mobile applications and services.
- Fast and easy implementation of the system – no highly specialized experts needed for local support and customization.
- Expose specific client services, application or topic with added advantage of narrowing the context of question answering which results in more relevant answers for users.

For the end users, marketing departments of end-user companies:

- Better user experience in comparison to looking for information on the web site manually or with search engines, FAQ lists (faster answering for the domain specific topics).
- Less investment needed for call centres.

The platform is available also for mobile application via four mobile platforms (Android, iOS, BlackBerry, Windows Phone). The intelligent assistant contains elements of virtual assistants, intelligent agents, web and mobile services, social networks, speech technologies and artificial intelligence. The virtual assistant platform is currently adapted to the municipalities and associations of senior citizens with the possibility of rapid transmission to other areas. Furthermore, in addition to the assistant, the innovation also offers a knowledge base for municipalities or senior citizens, and editor tools.

#### **The members of the development and research team**

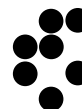
are internationally recognized researchers with extensive knowledge in the field of **artificial intelligence, language processing, intelligent systems and web applications.**

#### **Intellectual property**

*Secret know-how.*

#### **Stage of development**

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The platform has been already tested on the market. The platform is ready for integration and transfer of know-how for language and domain customization to the specific use of a partner. E.g. it could be installed at the web site of organization.

## **Target sectors for commercialization / application**

Two possible partner types for licensing agreement and technical collaboration are sought:

**Organizations that are looking for better availability of information for their clients and are able to provide an in-house ICT support for the implementation of the service**

**at their web sites.** The organizations could be municipalities, governmental organizations, ministries and agencies that extensively communicate with their clients, citizens, that are interested in their services, specific information etc.

**Also private companies with an extensive customer demand for specialized information about their products, customer support, also by employment of call centres.**

Another type of partners is **ICT and marketing companies with access to market for virtual assistants.** These companies should be able to receive know-how for customization and local support of the technology.

## **CONTACT DETAILS**

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