

Super efficient technology for automated massive documents processing and knowledge extraction

Knowledge-driven business transformation

Data driven experience becomes the norm. Unstructured text data can provide tremendous value to consumers and companies alike. Quality knowledge from these data is the #1 need for every modern business. Smabblor instantly unlocks this broad value at scale.

One super knowing and super fast language technology to work with text

Smabblor is a general purpose system that uses human-like language abilities to fully automate workflows involving complex and diverse unstructured text.

"Because of our product portfolio complexity, time pressure on Agents and long list of symptom categories, we require a unique solution able to work with diverse, dynamic and multidomain text data."

**David**  
CX Intelligence & Analytics Senior Manager  
Global Customer Satisfaction & Quality

Selected Use Cases :

- Contextual Customer Service: Customer Issue Instant Handling
- Knowledge Assistance: Genius Customer Service Workers, Knowledgeable Agents
- Intelligent Process Automation: Knowledge Support for RPA Software
- Customer Satisfaction & Quality: Classifying Symptoms in Troubleshooting
- Intelligent Knowledge Integration: Claims Handling and Fraud Detection
- Legal Text Analysis: Contract Analyzer & Due Dilligence Support

Reduced Resolution Time

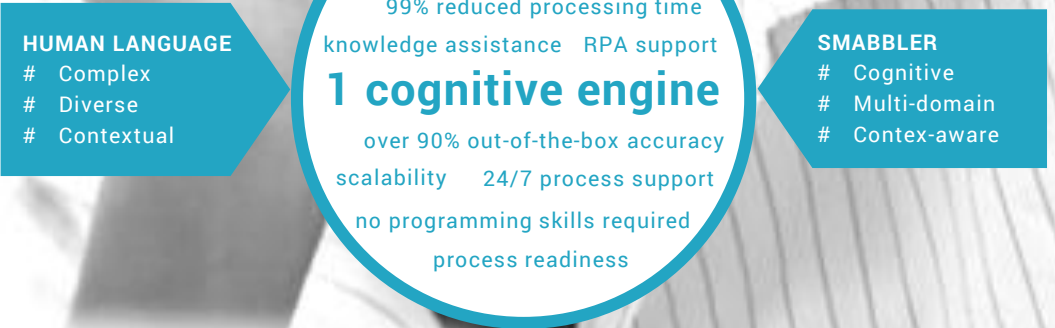
Unique off-the-shelf solution automates tasks for multi-domain text data

Improved Performance Quality

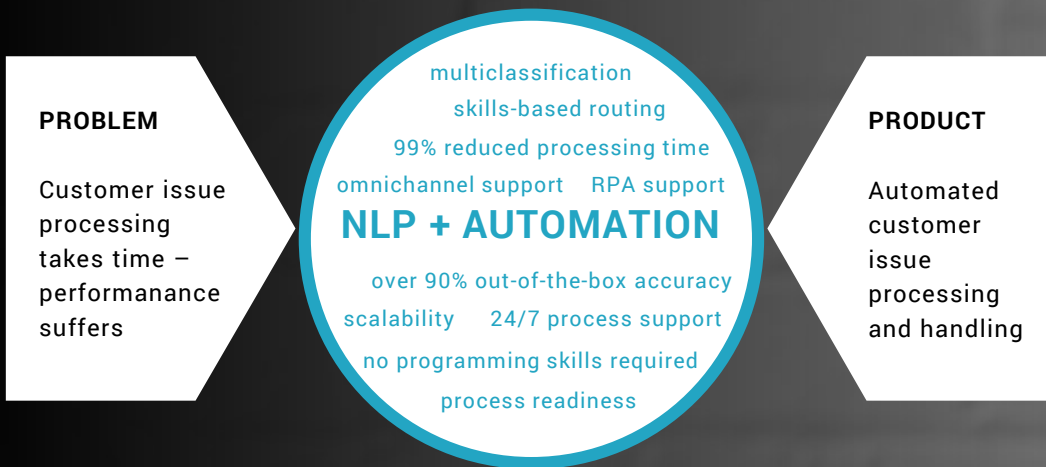
90%+ off-the-shelf accuracy  
Up to 70% issue handling  
99% reduced processing time

Increased Customer Satisfaction

Instant access to information  
Knowledgeable support  
Accelerated service time



**USE CASE:**  
INTELLIGENT AUTOMATION FOR CONTEXTUAL CUSTOMER SERVICE



**DOES IT PAY OFF?**

Comparison: manual issue classification vs automated issue processing

**Manual Classification:**

- Time pressure: reading, classifying, describing, ...
- 'Other' – the most popular category
- Up to 40% mistakes

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**Automated processing:**

- 99% reduced processing time
- All tasks < 1 sec
- Up to 95% less mistakes
- Multiclassification
- Skills-based routing
- Multiple attributes

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Lowering customer service cost, improving customer service quality

