

# Cortical.io Message Intelligence

Improve Productivity with Intelligent Document Processing

No AI Experts  
Needed

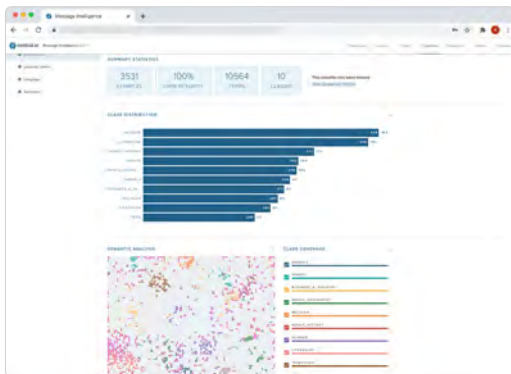
## Automatically process documents in real time

Message Intelligence is a packaged solution that filters, classifies and routes streams of messages in real time. It can also extract information from these messages and attached documents. The solution automatically performs these actions with a high level of accuracy and can be quickly adapted to meet an organization's needs. Message Intelligence can either be used as a stand-alone solution or be integrated into enterprise workflows through a set of REST APIs.

With Cortical.io Message Intelligence, large organizations can improve productivity, responsiveness and customer satisfaction while reducing the costs of manually processing vast amounts of incoming messages. Email messages, social media posts, or other sources of input are classified and processed in real time based on the specific requirements of the organization.

## Why Message Intelligence?

- ▶ Decrease costs of processing incoming messages and documents
- ▶ Improve response times through automated processing
- ▶ Accurately classify and / or extract information from unstructured text
- ▶ Quick time to production



Classifiers Statistics and Semantic Analysis

## Quick and easy customization

With Message Intelligence, organizations can easily create custom semantic classifiers. These highly accurate custom classifiers can be built within hours using a fraction of the training material required by traditional AI approaches. Classifiers for language and sentiment come built in and ready to use. The solution also supports two types of filters – keyword filters and semantic filters that can be created within minutes.

Message Intelligence can also be trained to extract key information from messages and their attached documents. A user-friendly tool allows subject matter experts to build models that identify key extraction targets from within unstructured text. These extraction models can be quickly built with a minimal amount of training data.



Classifier Evaluation Results

## Accuracy through a patented approach to natural language understanding

Message Intelligence leverages Cortical.io patented approach to natural language understanding to understand the meaning of words, phrases and sentences independently of the formulation used. The combination of keyword filters, semantic filters, classifiers and extraction capabilities enables Message Intelligence to analyze and process messages with human-level accuracy, drastically reducing the costs of processing false positives.

Natural language understanding inspired by neuroscience



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## Message Intelligence features at a glance

Cortical.io Message Intelligence provides a user-friendly interface for easy configuration and management of simple to complex processing pipelines:

- **Sources:** definition of the email addresses or REST API to monitor
- **Filters:** configuration of keyword and semantic filters
- **Classifiers:** upload of new training data set and easy training of new semantic classifiers;  
Pre-built classifiers: sentiment, language
- **Extractions:** configuration of extraction model mappings and default values used to extract information from messages and attached documents
- **Actions:** definition of the actions triggered by the classifier / extraction / filter results (autoreply, block, compose email, log, move to folder, tag, REST call out to an application)
- **Pipelines:** creation of custom processes by assembling individual components (sources, filters, classifiers, extractions and actions)
- **Dashboard:** at-a-glance reporting on performance and pipeline activity

