Cortical.io Message Intelligence

Turn your message streams into added value

In a Nutshell

- ▶ Quickly process high volumes of customer requests

- ▶ React to social media messages in real time

- ▶ Decrease the costs of processing large amounts of emails

- ▶ Detect fraud or compliance issues in your communications

Immediately improve your productivity by automating the processing of messages

Message Intelligence is an out-of-the-box solution that filters, classifies, and routes streams of messages in real time at a massive scale. It comes as a pre-packaged software and hardware solution that can be immediately applied to high volume message streams in an enterprise environment. Message Intelligence automatically sorts incoming messages based on pre-defined or custom criteria and, for example, flags them and directs them to the appropriate department.

With Cortical.io Message Intelligence, large organizations can improve responsiveness and customer satisfaction while reducing the costs of manually processing vast amounts of incoming messages. Email or social media inquiries are classified and processed in real time based on the specific requirements of the organization. Message Intelligence can also be used to analyze messages with respect to risk and compliance regulations.

Quickly adapt the solution to your needs

The solution supports two types of filters – keyword filters and semantic filters. Keyword filters allow you to create a filter that matches specific words within a message. Semantic filters understand the meaning of words and phrases to effectively triage messages with similar meaning but with different phrasing. Semantic filters can be created in minutes. No AI training of the filters is required.

The real power of Message Intelligence, however, lies in the ability to create custom semantic classifiers that meet the specific needs of your organization. And even better, you can build highly accurate classifiers within hours with a fraction of the training material required by traditional AI approaches. Classifiers for language, sentiment and complaints come built in and ready to use.

Accurately process streams of messages in real time

Message Intelligence leverages Cortical.io patented approach to natural language understanding to understand the meaning of sentences independently of the formulation used. The combination of keyword filters, semantic filters and classifiers enables Message Intelligence to analyze and process messages with human-level accuracy.

The increased performance of Cortical.io algorithms on accelerated hardware enables Cortical.io Message Intelligence to process massive amounts of messages at unprecedented levels of speed and quality.

Benchmarking results* show that Cortical.io Message Intelligence vastly outperforms other classification approaches in terms of speed and accuracy while needing much less training efforts.

	Runtime
Cortical.io Message Intelligence	≈ 1 sec
BERT (GPU)	> 60 sec
BERT (CPU)	> 1200 sec

* Results available at https://www.cortical.io/solutions/message-intelligence/message-intelligence-benchmarking/

Natural language understanding inspired by neuroscience

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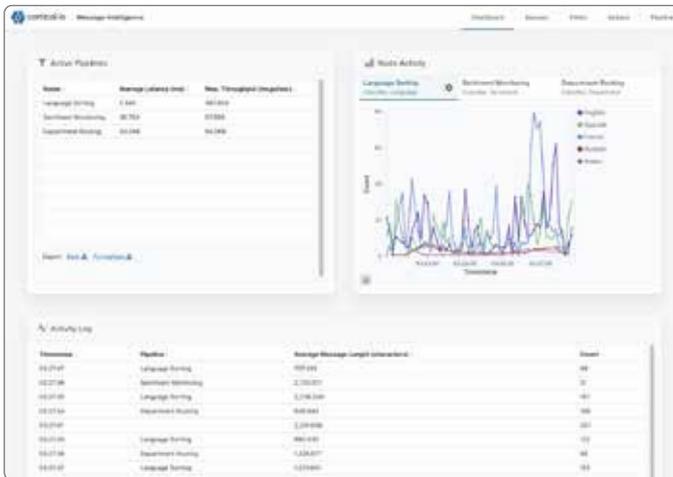
Start classifying your messages in just a few clicks

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

- **Sources:** definition of email and REST requests as input sources to monitor

- **Filters:** configuration of keyword and semantic filters

- **Actions:** definition of the actions triggered by the filter/classifier results (routing to a department, automatic reply, etc.)

- **Pipelines:** creation of custom classification processes by assembling individual components (sources, filters, classifiers and actions)
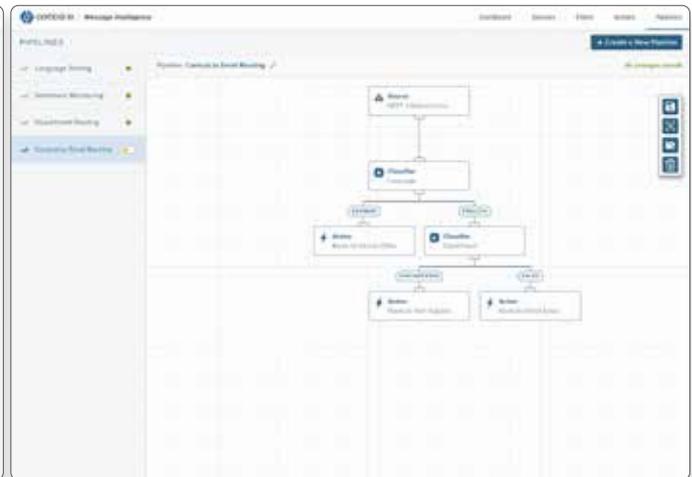
Why Message Intelligence?

- ▶ **More than 100x faster than common classification techniques**

- ▶ **Human-level accuracy**

- ▶ **Quickly customizable to customer needs**

- ▶ **Real-time processing at massive scale**

The Message Intelligence dashboard provides at-a-glance reporting on performance and pipeline activity.

Real-time overview of all filter & classification activities

Easy creation of classification pipelines via drag'n drop

Key Features

- ▶ Pre-configured Super Micro appliance with AMD processor and Xilinx Alveo Accelerator card

- ▶ Input sources: email and REST

- ▶ Easy creation of custom classifiers

- ▶ Pre-built classifiers: sentiment, complaint, language

- ▶ Action types: autoreply, block, log, route, tag, REST

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