Coseer Understands Human Language to Automate Workflows

- We are the best at Natural Language Search
- We are best at Cognitive Automation using NLS

- Natural Language Search answers questions just like a human would.
- NLS is also the building block for automation of complex workflows based on language.
Coseer NLS Outperforms Other Enterprise Search Solutions

**vs. Elastic Search**
- Questions answered in a fixed time period: 8x
- Questions answered among top results: 1x
- 100% vs. 54%

**vs. Google**
- 6x

**vs. Bing**
- NLS’s results at a govt agency led to IEEE papers

**vs. Institutional Knowledge**
- A tech company now auto-answers 60% customer queries vs 10% with Google GSA
- 19%

- A pharma company uses Coseer NLS to find reliable information, often decade or more old, for various reports. NLS finds more answers, much faster, and with a very high credibility.
Coseer in Numbers

95-98% Accuracy
2 years Commercial operation
7 years Research in technology
7 Fortune 500 customers
100% Security
12 Customer deployments
1 million Docs in largest corpus
4-12 Weeks Deployment Time
1 billion+ Documents read so far
1.5 TB Largest deployment size

AIChE
Paper on An Intelligent Machine for Document Preparation

Lilly

The Alconics
Best AI Application in Healthcare
Now AI means ROI.
— Jack Williams, VP
Ticket Deflection With SemiCo

- SemiCo, a $4b+ IC Maker, earns royalties on sell-through of their products.

- Tickets are used for integration challenges.
  - Cost: $400/ ticket.
  - Time: 2-3 days.

- Ticket deflection based on traditional technology met with limited success.
NLS Works by Focusing on Knowledge Behind the Data

1. Access All Data
   - Texts, Images, Tables, Trees, Ontologies

2. Extract Facts and Knowledge
   - NLS reports facts and knowledge, not documents.

3. Translate into Human Ideas
   - NLS understands all ideas denoted by a Keyword.

The Apple Inc. exchanged hands with 20.23M shares (nysenewstoday)

Q. What was volume for AAPL today?

Keywords: Co-occurrences, Synonyms, Attachments, Causal Relationships, Hypernyms, Troponyms, Hyponyms, Associations, Mutual Information.
Coseer: ROI within 4-12 Weeks

- **Point and Shoot**
  - No Annotation or tagging of training data.

- **Quick ROI**
  - Results within 4-12 weeks.
  - Iterations possible → 95%+ accuracy.

- **100% Secure**
  - Deployed on private clouds/ on-premise.
  - Explainable AI
Coseer ingests and understands everything...

...to answer questions just like humans do.
Coseer vs. Google Search Appliance

Successful Deflection

- Value Creation using Coseer
- 11%
- Google Search Appliance
- 64%
- Coseer

Customer user with technical problem

- 3 days

AI that understands natural language

Resolution over 2

Expensive ticket with Semico.

- Immediate resolution.
- Faster integration of products.
- Customer delight.
Framework for Digitalization of Customer Service

1. Manual (Current State)
2. Knowledge To Edge
3. Natural Language Search/ActuateBot

Highly complex use cases
- Customer Care Center
  or
- Online Chat/Correspondence

Simple use cases with 2-5 ‘intents’

- Automated for Representatives
- Automated for Customers

Traditional Chatbots

Knowledge To Edge (Not Recommended)
Appx: Point-and-Shoot is the Key Coseer Differentiation

- Quick deployment with high ROI
- Iterations possible → High accuracy
- On-premise, bespoke for each client
- Trained on external references

Coseer’s Point and Shoot means no tagging of data.
Appx: NLS is Key to Next Generation Knowledge Management

A natural language search system is a building block to any approach towards next generation KM.
Appx: Overview of Different Natural Language Search Solutions

- **Watson**: High Strategic Value, can be painstakingly trained to get high accuracy.
- **Coseer**: High Strategic Value, 95%+ accurate Point and Shoot solution.
- **Open Source e.g. BERT**: Low Strategic Value, point solutions, hard to customize.
- **AI Product Startups**: Low Strategic Value, needs data tagging, access to talent is bottleneck.
- **Traditional Search tools**: No Strategic Value, keyword based search.

**Returns from Cognitive Tool**

**Ease of Deployment**
Appx: Calibrated Quantum Mesh is for Natural Language

- Everything in natural language can have multiple meanings – words, phrases, sentences, etc.
- Everything is interconnected, and informs or constraint its connections e.g. context specific meaning of words.
- Human understanding of a situation improves with experience, and by parsing more and more data.
- CQM models these multiple associations as quantum states of each variable.
- CQM is designed to be “lazy” – it keeps all data in a mesh till it must make a decision.
- CQM learns by calibrating the mesh and its quantum states using external evidence.

We have published multiple academic papers on CQM including at IEEE, AICHE forums.