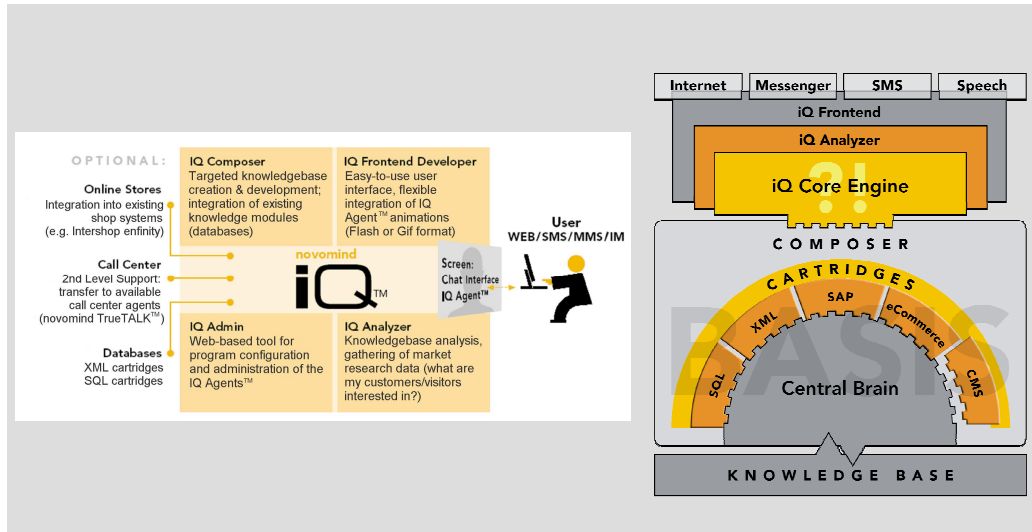


## Features & Benefits



### Search strategies

Action selector	The agent is not an automaton. Just like a human being, the agent can provide individual responses, even if customers re-enter identical input.	<input checked="" type="checkbox"/>
Event handling	The novomind IQ Agent™ recognizes events.  Example: The user clicks on a specific site area and the agent reacts appropriately.	<input checked="" type="checkbox"/>
Proactive features	The agent can intervene proactively. A number of methods are available:  "Communication targets" setting  Example: Dialog targets can be defined individually, enabling the conversation to be steered in the right direction – this function is particularly useful for proactive sales strategies in the e-commerce sector.  "Check knowledge" setting (at runtime). Example: If a defined percentage of rules from a particular knowledge area (context) have been accessed and triggered during a session (e.g. 30%), the agent changes the topic proactively.	<input checked="" type="checkbox"/>
Guided tours	Creation of pre-defined dialog courses (guided tours).	<input checked="" type="checkbox"/>

## Features & Benefits

intelliLINKs	The user can choose from a range of options presented in the text interface (multiple choice) and therefore access information faster.	<input checked="" type="checkbox"/>
<b>External systems</b>		
XML cartridges	Flexible integration options for novomind IQ Agents™. Dynamic access to XML-format data.	<input checked="" type="checkbox"/>
SQL cartridges	Database access: External knowledge is accessed using SQL statements and integrated into the realtime dialog.	<input checked="" type="checkbox"/>
Intershop Enfinity cartridges	Direct connection between novomind IQ™ and Intershop Enfinity, enabling competent shop assistants to be set up and implemented rapidly.	<input checked="" type="checkbox"/>
User profiling	Utilization of user profile data from third-party systems (e.g. Broad Vision).  Example: User's name, gender and age can be accessed and integrated.	<input checked="" type="checkbox"/>
Application server	Compatible with all current Java 2 platforms, Enterprise Edition (J2EE) Application Server	<input checked="" type="checkbox"/>
Information requests from other websites	url-connect	<input checked="" type="checkbox"/>
E-mail dispatch	E-mail dispatch via SMTP protocol, e.g. completed application forms from the dialog.	<input checked="" type="checkbox"/>
<b>Frontend</b>		
Integration	Integration examples are extended by the variants "Frameless" and "Dynamic FAQs".	<input checked="" type="checkbox"/>
Frontend options	<ul style="list-style-type: none"> <li>JSP-based</li> </ul>	<input checked="" type="checkbox"/>

## Features & Benefits

JSP compatibility	API servlet from version 2.3 / JSP SPEC from version 1.2, compatible JSP base class for integration into all JSP pages as required.	<input checked="" type="checkbox"/>
Flash	Provides maximum flexibility for the frontend layout – special effects for the text interface and agent animation.	<input checked="" type="checkbox"/>
HTML links	Utilization of freely-definable HTML links from the dialog window	<input checked="" type="checkbox"/>
<b>Technology</b>		
Scalability	Optimum scalability through RMI technology and high-performance load-balancing functionality	<input checked="" type="checkbox"/>
Multi-platform capacity	Windows NT, Linux Redhat, Suse Linux, Solaris	<input checked="" type="checkbox"/>
<b>Mobile applications (SMS; MMS; etc.)</b>		
SMS client adapter	Seamless integration into existing SMS platforms via flexible interfaces (API or TCP/IP Socket)	<input checked="" type="checkbox"/>
Session handling	Unlimited session length. Particularly important for mobile applications, to ensure that conversations can be continued from the point at which they were left off, even after several days have gone by.	<input checked="" type="checkbox"/>
Variable response length	Configurable response length to transfer additional information - such as advertising texts - for display.	<input checked="" type="checkbox"/>
Recognition level data	The recognition level (confidence value) is transmitted with each user input response. This enables manual access to the chat if required (semi-automatic chat).	<input checked="" type="checkbox"/>

## Features & Benefits

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### Knowledgebase development

Multi-channel knowledgebase	Unique technology enabling a central, multi-channel knowledgebase to be set up to deal with a variety of communication media (e-mail – novomind iMail, internet, SMS, etc.). Corporate knowledge is gathered, bundled and administrated centrally, saving time during the development and optimization phases.	☑
Master knowledgebase	<p>The 'masterbrain' contains approx. 1,800 standard knowledge rules.</p> <ul style="list-style-type: none"> <li>• German, English Swedish, Norwegian and Finnish knowledgebase</li> <li>• Modular structure (name module, phrases, small-talk topics).</li> <li>• Dependency registry (import and export of knowledge modules).</li> </ul>	☑
IQ Analyzer	<p>Knowledgebase optimization using a statistical analysis application (user behavior mining tool).</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Preferred customer topics</li> <li>• "Degree of utilization" for available knowledge</li> <li>• Knowledgebase quality assessment</li> </ul>	☑
Concurrent knowledge design	Quicker and more efficient knowledgebase set-up and development phases through concurrent knowledge administration by editing staff - who focus on individual topic areas according to specialist field.	☑
Composer authoring tool	<ul style="list-style-type: none"> <li>• Optimization of the user interface in accordance with the latest Microsoft standard (Windows XP)</li> <li>• Extension of the rule creation wizard tools</li> <li>• Installer provides driver for cartridge configuration of Oracle, MS-SQL, MaxDB.</li> <li>• Supports Microsoft Windows Vista</li> </ul>	☑

## Features & Benefits

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### Analyzer

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Reports	<ul style="list-style-type: none"><li>• Misunderstood inputs and the frequency of their occurrence.</li><li>• CSV export</li></ul>	<input checked="" type="checkbox"/>
Multi-client capability	Sophisticated evaluation of all clients managed by a single, central knowledgebase (websites).	<input checked="" type="checkbox"/>

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