



Licensing opportunity

Intelligent virtual assistant for natural language conversation

Field of use

Natural language conversation

Current state of technology

The platform has been already tested on the market.

Patent status

TBA

Publication

TBA

Developed by

Jožef Stefan Institute

Reference

TBA

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Background

Slovenian researchers have developed a virtual assistant platform that answers questions textually and orally in a natural language on the web site. Research institute is looking for partners interested in licensing in the technology.

Description of the Invention

The platform provides web and mobile users of the service with an intelligent assistant who can answer questions textually and orally in a natural language, and offer a range of additional services specific to the needs of the user, enable interactive communication with a user through comments and entering remarks, and gives the client the chance to review interactions.

Main Advantages

Main competitive advantages and innovative aspects are:

In comparison to competitive services and solution providers:

- Cost effective and competitive price performance ratio.
- Unique features (TTX, feedback, context, etc.) that improve user experience and reduce the costs of maintenance of the knowledge database.
- Available for integration in mobile applications and services.
- Fast and easy implementation of the system – no highly specialized experts needed for local support and customization.
- Expose specific client services, application or topic with added advantage of narrowing the context of question answering which results in more relevant answers for users.

For the end users, marketing departments of end-user companies:

- Better user experience in comparison to looking for information on the web site manually or with search engines, FAQ lists (faster answering for the domain specific topics).
- Less investment needed for call centres.

The platform is available also for mobile application via four mobile platforms (Android, iOS, BlackBerry, Windows Phone). The intelligent assistant contains elements of virtual assistants, intelligent agents, web and mobile services, social networks, speech technologies and artificial intelligence. The virtual assistant platform is currently adapted to the municipalities and associations of senior citizens with the possibility of rapid transmission to other areas. Furthermore, in addition to the assistant, the innovation also offers a knowledge base for municipalities or senior citizens, and editor tools.

