Expert System

While technology has given us access to an unlimited amount of information, the ability to extract meaning and insight from data is more difficult than ever before. To take advantage of this intellectual capital, we need tools that offer more than just good search functionality. Semantics is the only technology that can offer a deep, automatic understanding of content that can be expanded into the realm of business intelligence, opening new doors and paths to managing data and solving the problems of unlimited sources of information.

COGITO® is a unique technology

Expert System's Cogito semantic software relies on deep linguistic analysis and a rich semantic network to ensure a complete understanding of a text beyond the limitations of statistics or keyword based technologies.

Customers choose Cogito to gain insight and intelligence from documents, websites and information streams residing inside or outside the corporate firewall.

Using Cogito semantic technology, organizations can quickly understand information in context, using it to drive knowledge management deployments to address the most critical business requirements including:

- Automated Classification
- Automated Self-Help Solutions
- Business Intelligence
- Discovery
- Enterprise Search

COGITO®

COGITO® Search Explore Engine

Leveraging the power of semantic technology in capturing knowledge and intelligence from information streams.

Cogito SEE revolutionizes access to information, enabling complex analysis with the same ease of basic search; from the precise and accurate identification of information, to the selection, extraction and integration of structured and unstructured information.

KEY FEATURES

- Semantic search for the most advanced analysis functionality for the assessment of sentiment and optimal performance in terms of precision and recall.
- Semantic intelligence agents intelligently filter acquired information so that only the most relevant data is analyzed.
- Advanced semantic filters enable reporting and extraction features, as well as visualization and integration with maps.

COGITO® Categorizer + Discover

Maintaining order and extracting intelligence from structured and unstructured information.

The functionality of Cogito Categorizer and Discover helps maintain order of the growing amount of information organizations manage daily, enabling the transformation of text into data that can be analyzed and easily retrieved to create greater organizational intelligence.

KEY FEATURES

Cogito Categorizer
- Organizes large volumes of documents, news, emails or web pages.
- Classifies them based on standard or customized taxonomies.

Discover
- Automatic tagging: Automatic generation of the metadata map for simpler retrieval in the next phase of search. Tags include most relevant concepts, events and other information such as people, companies, places, etc.
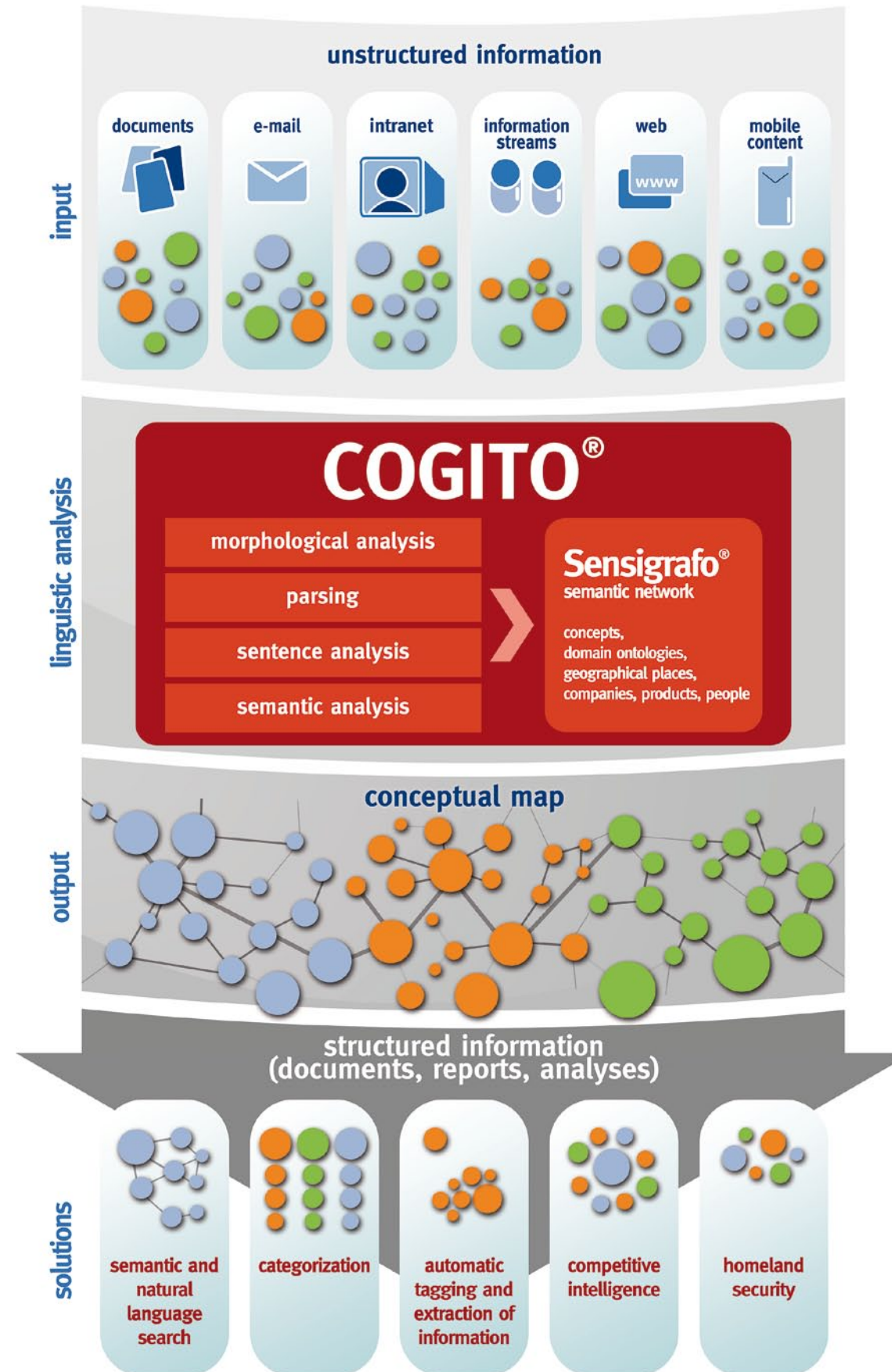- Extracts data from text to be used with advanced business intelligence.

COGITO® Answers

Natural language search for knowledge-base and self-help solutions.

Cogito Answers is the natural language interface that provides knowledge-base and self-help solutions via the web, email or mobile phone. It streamlines the customer support experience by enabling users to ask questions about products, services or applications and receive immediate, accurate and personalized answers.

KEY FEATURES

- A distinctive new support experience for call center operators or direct users; eliminates excessive customer service needs and costs.
- Fully scalable to provide the same high quality user experience, even for the richest knowledge bases and for millions of questions per day to support global products.

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input

unstructured information

documents | e-mail | intranet | information streams | web | mobile content

linguistic analysis

COGITO®

- morphological analysis
- parsing
- sentence analysis
- semantic analysis

Sensigrafo® semantic network

concepts, domain ontologies, geographical places, companies, products, people

output

conceptual map

structured information (documents, reports, analyses)

solutions

semantic and natural language search | categorization | automatic tagging and extraction of information | competitive intelligence | homeland security

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COGITO® Monitor

Bringing the voice of the customer to life.

Cogito Monitor is the leading technology for the automatic monitoring, detection and analysis of online reputation and customer sentiment in blogs, forums and social media, opening a direct window on the world of constantly changing customer opinion.

KEY FEATURES

- Identifies the most relevant concepts, interprets the meaning of the texts and precisely extracts information useful for strategic decision-making.
- Sentiment Analysis detects and ranks content according to the sentiment expressed.
- Advanced visualization features include a dashboard for comparison, and the ability to drill down into information.

COGITO® Intelligence Platform

Capturing signals and minimizing risk.

The Cogito Intelligence Platform is the Expert System suite that applies semantic analysis to support analysts and knowledge workers in all phases of the intelligence cycle, enabling the discovery of information patterns and connections with a variety of visualization options.

By combining superior text analytics and domain ontology capabilities with the ability to search and manage large quantities of data from documents, multimedia, audio streams, web pages and social networks, the Cogito Intelligence Platform incorporates the best software components for speech analysis, GEO mapping, deductive algorithms and advanced visualization systems with a proven approach for intelligence data management solutions.

KEY FEATURES

- Semantic analysis modules for the automatic classification of multilingual text content.
- Instruments for interactive analysis and data correlation.
- Instruments to customize the semantic knowledge component and to define the rules for text mining and classification.
- Data acquisition from the main databases and the creation of case method analyses with deductive algorithms and neural networks.

Expert System

The patented Cogito semantic technology is at the core of all of Expert System's products, and provides solutions that increase business value in the areas of Knowledge Management, Customer Care and Corporate Intelligence.

KNOWLEDGE MANAGEMENT

The information you need when you need it.

- Quick access to and management of corporate knowledge for complex data issues.
- From unstructured information (documents, emails, web pages, etc.) to structured, accessible data.
- Automatic tagging of any kind of text (main concepts, people, places, events, relations, products, etc.).

CUSTOMER CARE

Staying in synch with customers.

- Multi-channel self-help systems allow customers to ask for information using a natural language interface, and receive immediate responses.
- Analysis of customer feedback for early identification of best practices or product and service issues.
- Advanced functionality for web or mobile.

CORPORATE INTELLIGENCE

Strategic insight to control risks and opportunities.

- Global monitoring of communications, news and events, social media, and more.
- Real-time monitoring and analysis of information about customer sentiment, suppliers, competitors, resellers, etc.
- Strategic insight and supports decision making for greater intelligence.

" Customer services, competitive intelligence and faster categorization of large quantities of unstructured content for research and professional internal use each benefit from Cogito point solutions. "

Senior Analyst Lynda Moulton
Gilbane Group, 2010

ABOUT EXPERT SYSTEM

We help companies benefit from information and technology in the areas that matter most, and serve customers in the primary markets, including: Automotive, Consumer Electronics, Finance, Homeland Security, Media and Publishing, Mobile, Oil & Gas and Public Administration.

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EXPERT SYSTEM
SEMANTIC INTELLIGENCE