

SDolphin : [iReply, iExtract, iLocate]

A new generation product to go beyond traditional programming Uses a Technique called NLP-Natural Language Processing. Adds intelligence in responding to pre-defined standard business elements.

Necessity :

Case – 1:

- Huge volumes of emails
- Multiple contexts/contents for emails
- Details specific to domains
- How to reply?

E.g.; - *Receiving Huge volumes of emails for common requests like Order Status or Change of Address or Cancel Order, Etc*

Solution :

- SDolphin will analyze the mail and reply at least 60 – 80% of common cases automatically.
- Displays only un-answered mails for admin to view and reply.
- Reduces the per cost mail drastically by more than 50% depending on the volume of mails.
- **iReply** is the right module to suit the above scenario.

Case – 2:

- Enormous amounts of data on the internet
- Need to pick and choose required information/data
- Different jargon for different domains
- Where to search for?

E.g.; - *Need more staff and time to manually intervene in extracting the huge volumes of news and articles of a company*

Solution :

- Get all raw data from search engine.
- Apply NLP Technology to the collected raw data to refine and get structured information.
- Now, the output is ready for further analysis and information
- **iExtract** is the right module to suit the above scenario.



Case – 3:

- Need more staff to manually intervene into day-to-day operations because of above two.
- How to bring preciseness and reduce staff?

E.g.: - *You may be having huge pool of resumes applied for a specific post*

Solution :

- Feed all resumes to the Database.
- The data will be organized into different categories based on qualifications, Industry or experience.
- Now, the HR can extract the resumes based on different criteria.
- **iLocate** is the right module to suit the above scenario.

