

# Maximize the value locked within your enterprise content

## Bring industry-leading accuracy to your customer and employee support experiences

At Pryon, we're shortening the distance between humans and knowledge with the most accurate natural-language search technology on the market. Built by well-known leaders in AI innovation, Pryon is accelerating productivity and improving customer and employee experiences by unlocking the value held within enterprise content.

### Turn your enterprise content into competitive advantage

Look at nearly any large organization today and you'll find a microcosm of the digital transformation conundrum: We are generating data and information at a faster rate than we can productively organize and consume it — yet today's customers and knowledge workers have come to demand instantaneous and highly accurate access to that information whenever they need it.

The answers are there, in the form of your most valuable knowledge assets — digital stores of policy, product, and instructional documents — but they're locked within silos of content repositories and in multiple formats that make discovery slow and costly, and impede innovation.

#### “We just need a chatbot.”

Chatbots and virtual assistants (VA) have become the default solutions to automate and serve up information at scale — but they're only solving part of the problem. While chatbots and interactive voice response (IVR) technologies are good at providing rote answers to predictable, repeatable questions on specific topics, they lack the depth that your institutional and documented knowledge can provide. This results in a deficient user experience for contact centers and web sites.

Built with advancements in natural language, vision-based and virtual assistant Q&A technologies, the Pryon platform delivers precise answers to text and voice queries with industry leading accuracy — and does not require special skills to use or deploy.

**When you exceed modern expectations for answers, customers are satisfied, employees are productive, problems are efficiently solved — and business impact is immediate.**

### The Pryon difference



#### Accuracy: Get the right answer, the first time

In head-to-head comparisons, Pryon delivered results that were 67 percent more accurate than legacy providers. Pryon enriches content using proprietary computer vision and natural language engines, which delivers the industry-leading accuracy that is critical to the success of any knowledge system.



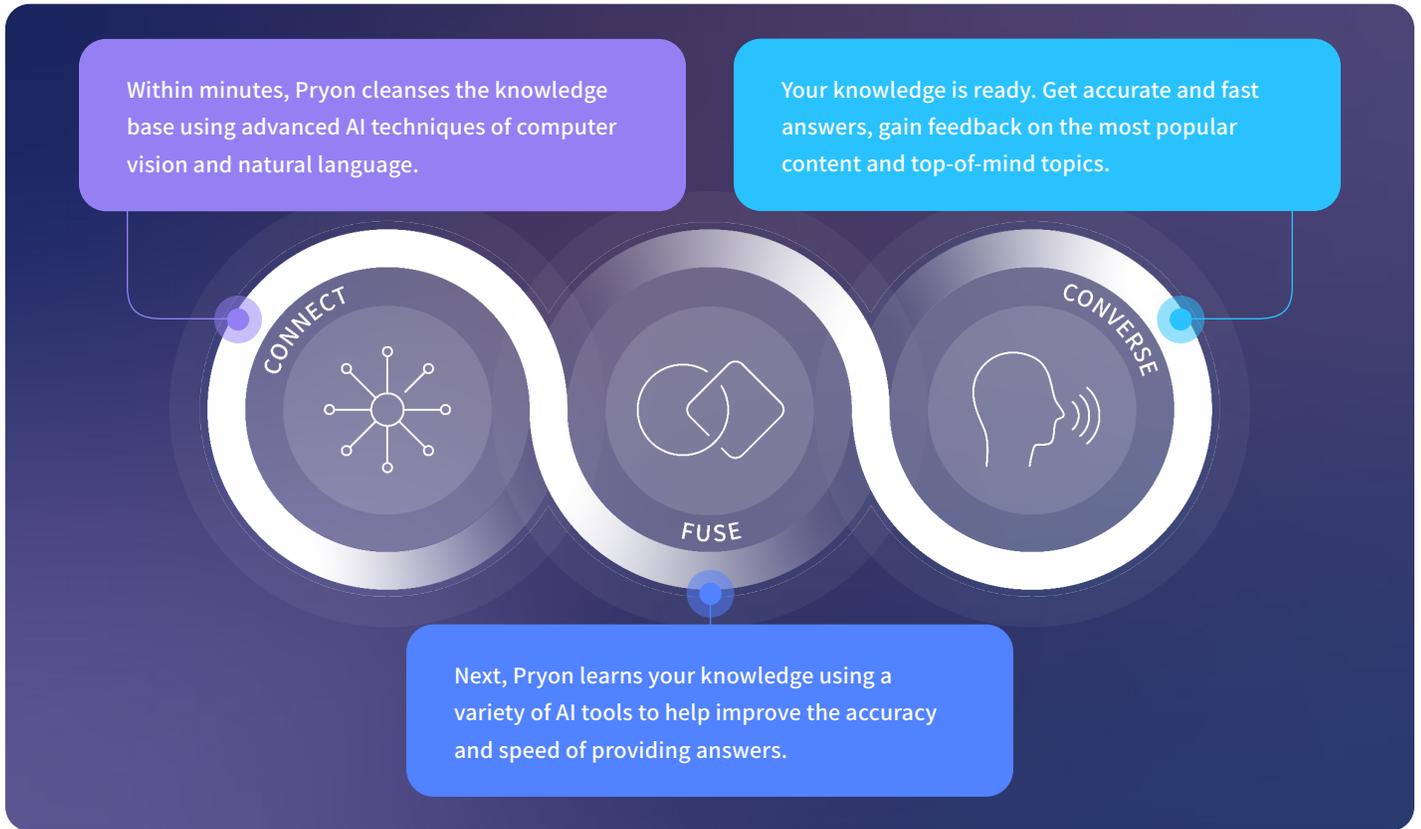
#### Speed: Transform your content in minutes, not months

Pryon is an intuitive, no-code solution that can be up and running in minutes and does not require special skills to use. Administrators can deploy with the push of a button and empower their teams to create new models easily and adapt quickly to market conditions.



#### Impact: Turbocharge your interactive experiences

Pryon's API rapidly expands the functionality of existing AI assistants, chatbots, and interactive voice response (IVR) installations, which can typically only respond to a limited set of requests. This improves the quality and speed of problem resolution by front-line staff and SMEs working contact centers and helpdesks, increasing overall business impact.



## Use cases: Opportunities for impact

### Exceed customer expectations — exponentially

By adding voice- and text-based access to a nearly unlimited number of potential questions, customer service organizations can provide more effective support and deliver a personalized, and more profitable, experience.

### Super-optimize workflows with AI-powered Intelligent Document Processing

Intelligent Document Processing is more than simply extracting data and triggering workflows. With proprietary technologies such as Visual Parsing and Hybrid OCR, Pryon IDP solutions make document processing a breeze with industry-leading accuracy at any scale.

\* <https://www.okta.com/businesses-at-work/2021/>  
 \*\* Adobe Future of Time study, Aug. 2021

### Cut support costs with more helpful helpdesks

**For IT:** Technology companies deploy — and support — an average of 155 applications.\* IT helpdesks are overwhelmed and understaffed. By ingesting and enriching application documentation, IT support organizations can provide higher levels of service while reducing costs.

**For HR:** 50 percent of enterprise workers would switch jobs if it gave them access to better tools that made them more effective at work\*\* By transforming thousands of policy and process documents of all types and overlaying an AI-based natural language interface, employers create more efficient, satisfying, and cost-effective employee experiences.

Unleash the potential of your organization’s knowledge with the company that set the standard for AI. Contact us at [pryon.com/transform](https://pryon.com/transform).