Sainapse is designed to eliminate search time and enable engineers/agents across front-office customer support and back office design and maintenance dramatically reduce their solution time.

Implementation starts with specifying sources of learning that experts, agents, engineers currently use. Sainapse Navigator RDA (raw data adapter) ingests data from specified directory structure that could include heterogenous data sources such as CRM / Service Management, Document Management System, Knowledge Management System, Collaboration Platform, PLM and even Engineering Drawing repository.

Forum RDA uses customer access rights and scans tech/customer/discussion forums focusing on information within specified time window while considering popularity of messages/responses and filtering out specified patterns or content.

Sainapse customers are able to configure all of above parameters directly using Sainapse UX. It learns from texts and records at an industry beating speed of 16 minutes per 2 million records / lines and reads texts from drawings and images at a speed of 100-120 images per second.

At the end of each cycle of training Sainapse creates an information model that includes not just CRM/SM records but also learning from all texts drawn from drawings, images, discussion forums and x1 cells. Ability to relate such diverse data types to issues and queries allows Sainapse to render all that’s needed to respond and solve a problem.

Enterprises typically ends up with multiple landscape of same application due to language, geographic, historical and even budgetary reasons. Knowledgebases are therefore in silos and often even out of date. Sainapse’ ability to learn from and relate to data meaningfully across sources, makes Sainapse the ideal unified omni-lingual port of call for any enterprise query.

LEVERAGE ALL KNOWLEDGE SOURCES IN YOUR ENTERPRISE ACROSS SOURCES & FORMATS. SAINAPSE DATA ADAPTATION REDEFINES THE ‘OMNI’ IN OMNI-CHANNEL.