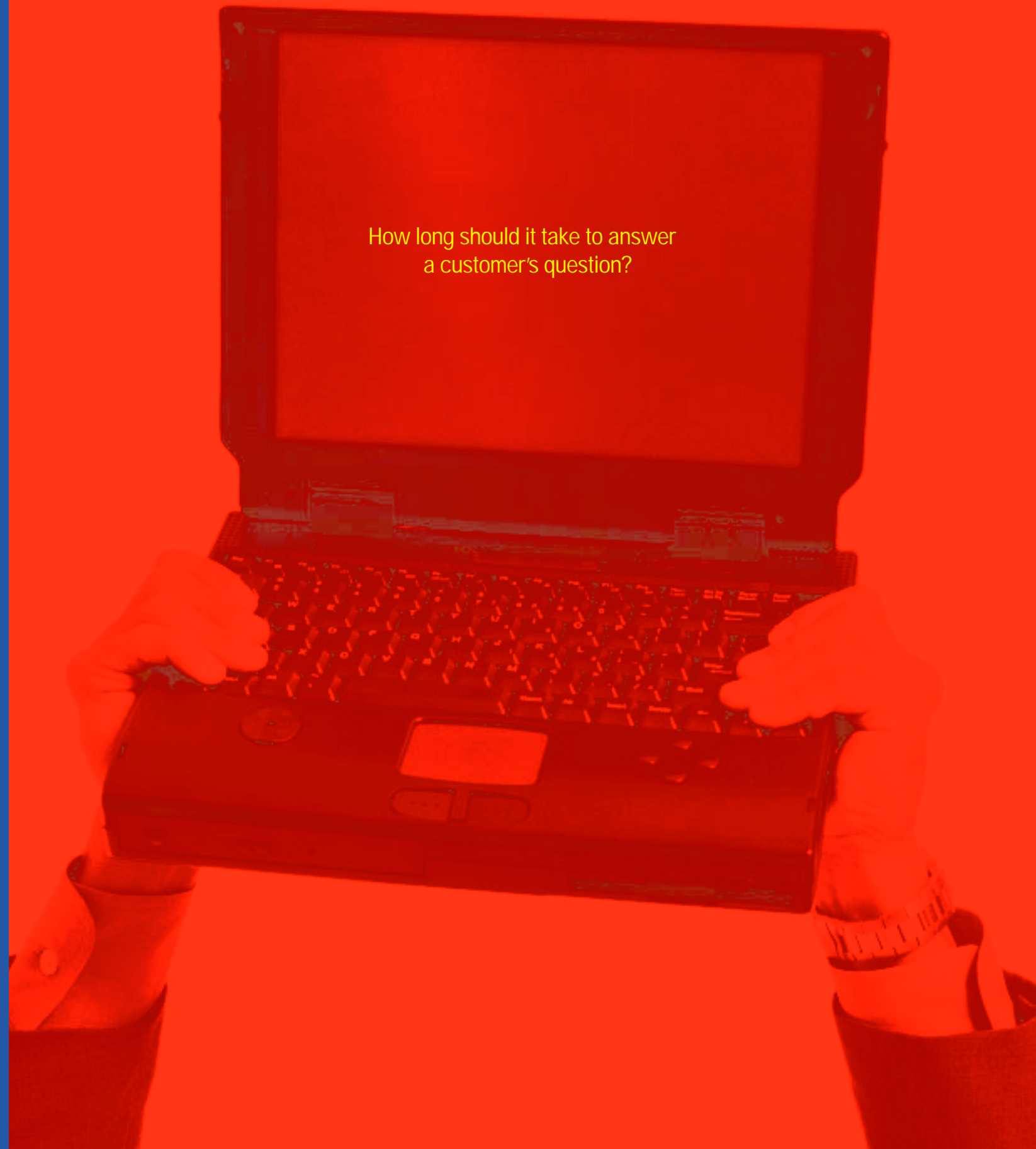




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How long should it take to answer
a customer's question?





Answer customer questions.
On the spot.



Search Results

No results found to your inquiry.

AnswerLogic eliminates Web rage by giving customers the answers they need *when* they need them.

When customers search your site, they're looking for answers, not search results. Yet according to a study by Forrester Research, only 2.5% of all customer searches end in success. For the other 97.5%, the results can be maddening. From "no matches found" to information overload, nothing drives a customer away from a Web site more quickly than a failed search. AnswerLogic is changing all that.

AnswerLogic redefines the dynamics of Web/customer relationships, bringing Web content to life with the most advanced natural language processing technology available today. With a lexicon of hundreds of thousands of words, over 2.5 million semantic relationships, and a constantly expanding base of industry-specific terminology, AnswerLogic not only understands vocabulary—it understands context. When a customer asks a question, the AnswerLogic solution analyzes the question as well as source documents on your site, and replies with specific, relevant answers, on the spot.

Looking for the competition? You won't find it. There are solutions that understand keywords or accept natural language queries, and there are solutions that can respond with "similar questions." But only AnswerLogic combines speed and intelligence with the ability to respond to unanticipated queries and incomplete questions. Give customers a new place to turn with their immediate concerns. You provide the information; AnswerLogic supplies the answers.

A woman in a business suit is pointing her finger at a computer screen. The screen shows a web page with a navigation menu and a list of items. The woman has a determined expression on her face.

To: m.felton@home.com
Re: Help!

We will respond to your e-mail within 24–48 hours.

AnswerLogic prevents e-mail madness with specific answers to specific questions, on the spot.

AnswerLogic puts an end to the delayed responses that have challenged customer relationships since the advent of e-mail support. And with technology that quickly integrates with your existing Web infrastructure, the AnswerLogic solution enables you to provide a superior online customer experience, while dramatically decreasing the cost of customer support. The result: AnswerLogic clients often achieve 100% return-on-investment within weeks of implementation.

The AnswerLogic User Interface can be fully customized to the look and feel of your Web site, preserving your brand identity as you improve customer relationships. But AnswerLogic does more than provide answers. It also delivers valuable feedback, revealing opportunities for improving Web content and customer service. AnswerLogic automates the process of adding new and updated content, understanding both the meaning and the context of new material. Information is available instantly for dynamic answers to customer questions, and there is no need to pre-formulate questions to match the new content.

With industry-leading sophistication and business-critical scalability, AnswerLogic provides a solution that keeps you ahead of growing customer needs. So when your customers turn to your Web site for answers, you can rest assured that they are turning to the most advanced Web-based interactive customer care solution in the world. By proactively addressing customer questions, your Web site provides a pre-emptive alternative to escalation. While you avoid escalation to more expensive customer channels such as e-mail, chat, and phone support, your customers get the answers they need, on the spot. AnswerLogic provides the tools you need to turn questions and problems into better customer relationships.

A close-up, black and white photograph of a woman's face in profile, looking down and to the left. She is holding a mobile phone to her ear with her right hand. The image has a soft, slightly blurred quality.

“Thank you for holding. Our current wait time is 19 minutes.”

AnswerLogic helps you end hold-time hysteria by delivering immediate customer care from your Web site.

Today's leading fast-growth enterprises are developing products and services at a dizzying speed. But when it comes to customer service, keeping up with change is not easy. Customers are depending on you for immediate answers. And your ability to respond quickly can be the basis for a healthy customer relationship. But what happens when customers turn to an over-burdened system for answers? All too often, they encounter phone menus, long hold periods, and a growing sense of frustration that can turn to anger—hold-time hysteria. So how do you keep up?

Give customers a place to turn with your AnswerLogic solution, and add a new dimension to your customer care infrastructure. AnswerLogic provides real answers to real-life questions at Internet speed. By putting your content-rich Web site to work for you, AnswerLogic's patent pending technology provides a new line of support with interactive speed and self-service efficiency. Customers can access your site, ask questions, and get the responses they need in seconds. No hold times. No delays. Just answers.

AnswerLogic turns your Web site into a dynamic customer care resource, reducing the burden on your call center and technical support staff, and keeping you ahead of growing customer needs. Maximize your Web investment. Raise the bar on one-to-one service, and turn customer questions into better relationships. Leverage the power of real-time customer care, with AnswerLogic.

Founded in 1999, AnswerLogic is a Washington D.C.-based software company that is pioneering a new category of online customer interaction. AnswerLogic's flagship product, the AE1™ answer engine, represents a radical departure from traditional methods of question answering, and positions AnswerLogic as the leader in the answer engine product category. From online customer care to advanced e-commerce applications, AnswerLogic is helping companies turn information into better customer relationships. Find out how to put AnswerLogic to work for you.

Call 1-866-267-9370, e-mail us at info@answerlogic.com, or visit our Web site at www.answerlogic.com