

NeuroService™ The Proven Solution for Effective Automated Customer Service

NeuroService is powered by Neuromedia's NeuroServer™ product suite that includes scalable server software, a comprehensive authoring system and customer interaction analysis tools. It enables you to develop, deploy and expand your vReps™ as your specific customer needs evolve. It integrates with your existing IT infrastructure and leverages your existing customer information systems. Use our NeuroServer product suite to create customer service, technical support and help desk vReps to automate your customer service interactions.

SOME OF OUR CUSTOMERS AND PARTNERS

One 2 One Wireless
Oracle
Procter & Gamble
Convergys Corp.
Goldmine Software
Aliant
Axxess Media Ltd.
Bigstep.com
JP Morgan
Altus Mortgage.com

FEATURES

BENEFITS

Human-like conversational interface	<ul style="list-style-type: none"> Enhances your web site with text-based, interactive, natural language conversations. Allows your customers to interact with your web site just as they would with a live person.
Easy to use	<ul style="list-style-type: none"> Requires only a basic web browser. Customers just type in their questions to receive instant answers.
Easy to create and maintain	<ul style="list-style-type: none"> Authoring tools put content experts - not programmers - in charge of creating, deploying and maintaining vReps.
Gathers new information automatically	<ul style="list-style-type: none"> Customer interactions are captured and indexed by topic, subject, date & time, result, etc. Customer interaction analysis tools help you identify trends and understand customer needs.
Adapts to your customers	<ul style="list-style-type: none"> Content Wizards automate new content generation based on captured customer interactions.
Single point of contact	<ul style="list-style-type: none"> Ensures that your message is consistent to all recipients. Creates a friendly "first point of contact" for your new customers. Shields your customer from web-site complexity.
Completely scalable	<ul style="list-style-type: none"> Our vRep software modules can grow with your company's needs - they can handle millions of transactions daily.
Enterprise interoperability	<ul style="list-style-type: none"> Leverage existing back-end systems. Our plug-in architecture allows your vRep to provide a friendly interface to any complex customer information system.

SYSTEM REQUIREMENTS

NEUROSERVER SPECIFICATIONS

OPERATING SYSTEMS

Microsoft Windows NT 4.0 or Windows 98 / 95
Requires a Windows 32-bit or 64-bit architecture

MEMORY

128 MB or higher recommended

DISK SPACE

50 MB minimum

PROCESSOR

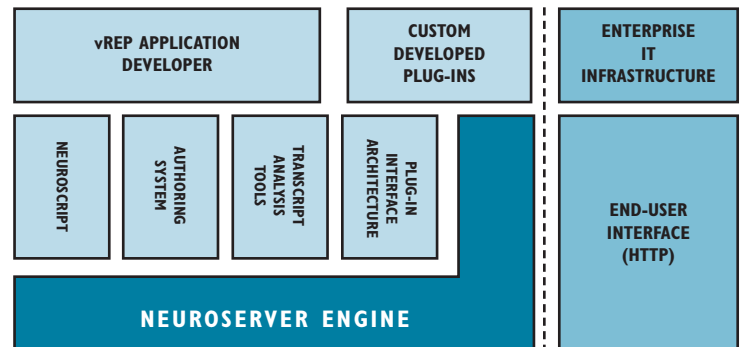
Pentium II 400 MHz or higher recommended
Supports SMP

CLIENT REQUIREMENTS

BROWSER

Microsoft Internet Explorer 3.0 or higher
or Netscape Navigator 3.0 or higher

THE NEUROSERVER ARCHITECTURE



FOR MORE INFORMATION, VISIT OUR WEB SITE, CALL OR EMAIL US TODAY.

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