

# SAINAPSE MAKES ATTACHMENT READING CENTRAL TO PROBLEM SOLVING

Imagine reporting a damage caused by an accident to car or insurance company without an attachment. Text, image and even engineering drawings are therefore central to problem solving in B2B customer support situation.

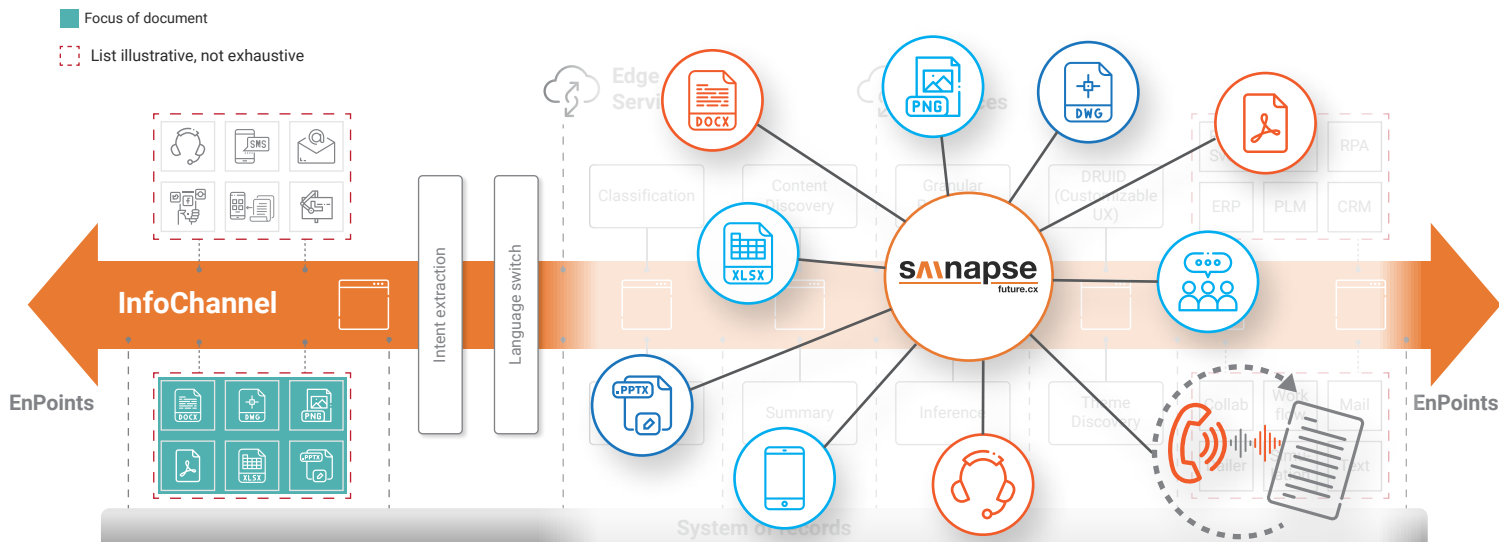
From resetting a wi-fi router at home to reporting about a failed VFD on shopfloor, Sainapse brings in enormous ease as customers could just take a picture and raise ticket leaving it to Sainapse to identify model number and lead to appropriate resolution recommendations. Class and Model number of VFD read from attached picture coupled with reported text would help classify problem at manufacturer's end and lead to first level problem solving guides on highbus or over current without any human intervention. Impact of such capability can be transformative as user side engineers could already isolate even complex problems making customer support collaborative, faster and less expensive for manufacturers.

Sainapse identifies filetypes and uses attachment APIs of message channels to open and read at an industry beating speed of 2 million lines/records in under 17

minutes. For long text files Sainapse uses its inbuilt abstractive summarizer to isolate most important sentences and include them in its downstream processing of classification, recommendation or remediation. Sainapse is able to identify and read text scattered across an image or .dwg, make coherent meaning of it and use the same for problem solving – as would have been done by a human agent/engineer.

Sainapse supported attachments include 'emails', 'db', 'doc', 'txt', 'pdf', 'dwg', 'docx', 'xls', 'xlsx', 'ppt', 'pptx', 'bmp', 'pbm', 'pgm', 'ppm', 'sr', 'ras', 'jpeg', 'jpg', 'jpe', 'jp2', 'tiff', 'tif', 'png',

## SAINAPSE ATTACHMENT HANDLING LIFTS THE BAR IN HIGH COMPLEXITY CUSTOMER SUPPORT AND BRINGS B2C EXPERIENCE TO INDUSTRIAL B2B CUSTOMERS.



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