Crow Canyon Software Brings AI Services to Microsoft SharePoint and Office 365

Crow Canyon Software's AI tools for SharePoint and Office 365 enable companies to provide better service to their employees and customers. With Chatbots, Natural Language Processing, and Data Optimization services from Crow Canyon, organizations of all sizes can modernize and improve their operations for a low cost.

BENICIA, Calif. (PRWEB) May 13, 2019 -- Crow Canyon Software provides a number of out-of-the-box applications for Microsoft SharePoint and Office 365 as well as the popular NITRO Studio™ application creation platform. Crow Canyon has now integrated Microsoft Azure-based Artificial Intelligence (AI) and Natural Language Processing services into its products.

With Chatbots, Natural Language Processing, and Data Optimization services from Crow Canyon, organizations of all sizes can improve their operations with sophisticated AI features for low cost. These services are now integral components of Crow Canyon's applications and NITRO Studio for Office 365 and SharePoint 2013, 2016, and 2019.

Chatbots are frequently used in service desk, customer support, and help desk scenarios. With an estimated 60% of service calls being repetitive, chatbots can take this load off staff, freeing people up to concentrate on more critical concerns.

Chatbots can also help manage user requests, such as for new hardware. The chatbot can interact with the employee to help determine the appropriate equipment and then move the request along to a manager for approval.

Natural Language Processing (NLP) is used in Knowledge Base and information searches. Instead of having to type in specific keywords, the user can enter in a "natural" sentence or question and the AI service will interpret it appropriately, then run the search.

NLP can also run "Email Sentiment Analysis", where an email from a customer or client is read as it comes in to determine if the language in it indicates a problem or grievance. If it does, a manager can be instantly alerted so that the unhappy customer's concerns are immediately addressed.

By using Crow Canyon's AI Services for SharePoint and Office 365, organizations can reduce costs and save time while giving users and customers quicker answers and an overall better experience.

Read more at: Crow Canyon Chatbots & Ai Services.
Contact Information
Scott Restivo
Crow Canyon Software
http://www.crowcanyon.com
1 925 478-3110

Online Web 2.0 Version
You can read the online version of this press release here.