**Rocket** software

# Rocket<sup>®</sup> Smart Chat for **Product Information**

Revolutionize product sales and support with the power of GenAl for product information.

Transform your customer support and sales processes with Rocket<sup>®</sup> Smart Chat for Product Information. Powered by advanced GenAI technology, this conversational interface delivers lightning-fast answers to product-related questions by synthesizing data from multiple sources. Save time, reduce costs, and enhance customer satisfaction, all with seamless and effective integration.

## **Benefits and Features**



#### GenAl-powered questions and answers

Use Generative AI and advanced natural language processing for quick product insights that save time and improve accuracy.



#### Simplified data access

Access comprehensive information from diverse unstructured data sources like manuals and knowledge bases.



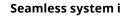
#### Industry-tailored efficiency

Designed for retail, manufacturing, CPG, and other product industries to reduce costs and increase operational efficiency.



#### **Enhanced information security**

With robust access controls, ensure your sensitive data stays protected while maximizing usability.



#### Seamless system integration

Connect effortlessly with your current workflows using our secure REST API for ultimate flexibility.



#### Intelligent query processing

Get high-quality answers and recommendations thanks to automatic query classification, which determines the best strategy for selecting the right content, and guardrails to control "hallucinations" and evaluate answer quality.

# With Rocket Smart Chat for Product Information you can:



#### Boost employee productivity

Interact using a conversational interface for questions and answers to reduce the manual resources and time required to search through technical documents.



#### Improve decision-making with GenAI

Extract valuable insights from unstructured content sources like manuals, spec sheets, and knowledge across disparate data sources, with user guidance and links to content for further research.



#### **Connect disparate repositories**

Leverage content from disparate data repositories and types to yield more accurate and complete answers to customer or sales support inquiries.



#### Reduce costs

Cut training and personnel costs with a natural language interface and intelligent content processing that controls the amount of data the LLM processes.



#### Streamline customer interactions

Accelerate response times for customer queries, ensuring a superior experience every time.

Talk to an expert

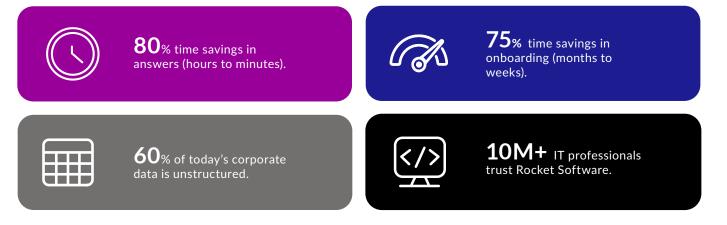
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#### Enhance security and accessibility

Safeguard sensitive files with robust data governance, user-friendly access controls, and redaction capabilities to ensure secure and seamless usage.





### What are you waiting for?



## Modernization. Without Disruption.™

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