



# Rocket® Smart Chat for Product Information



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

Transform your customer support and sales processes with Rocket® 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



### GenAI-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.



### Enhance security and accessibility

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

## Data/proof points/insights



**80%** time savings in answers (hours to minutes).



**75%** time savings in onboarding (months to weeks).



**60%** of today's corporate data is unstructured.



**10M+** IT professionals trust Rocket Software.

What are you waiting for?

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MAR-12771\_DS\_SCPL\_V2

