



thankful Best-in-Class Natural Language Processing

What is Natural Language Processing (NLP)?

NLP is a subfield of artificial intelligence that enables computers to analyze, understand, contextualize and measure the meaning and sentiment of language with great accuracy. This deep level of understanding enables AI to deliver experiences that are indistinguishable from human interactions.

Thankful Trained



Built from the ground-up, with Deep Learning from millions of customer service tickets, Thankful's NLP achieves a high-level of understanding that is not possible with in-house AI.

Built for Your Brand



Understanding the nuance in your business, Thankful's expert training team delivers AI models that are tailored to your business; following your policies and reflecting your brand identity.

High-Level Confidence



A shared AI training model enables Thankful to understand your customers with over 90% confidence on day one, with some customers seeing up to 99%. Thankful's performance continues to strengthen as new data is collected over time.

Better Understanding For Better Service



Thankful's NLP goes beyond surface level intents, to understanding each individual customers' contact reasons, motivations and even their sentiment. With the deep ability to understand what customers want, Thankful is able to deliver the service they need.

