

# ARTIFICIAL SOLUTIONS

## Artificial Solutions Delivers Conversational AI to Grocery Giant ICA

[Artificial Solutions® \(SSME:ASAI\)](#), the leading specialist in enterprise-strength conversational AI, announced today that ICA Gruppen, Sweden's leading grocery retailer, is using Teneo® to deliver a range of conversational applications throughout its operations.

Teneo, Artificial Solutions' conversational AI development platform is enabling teams within the different ICA business groups to build natural language applications to support a variety of functions from HR and IT to the company's loyalty program, Stamma. With a strong focus on digital enablement, ICA is making full use of Teneo's ability to easily integrate into backend systems and RPA (robotic process automation) technology.

"We see conversational AI as an upcoming technology for businesses looking to drive their future with digital interaction while increasing customer satisfaction through improved levels of service," says Simon Harmark, who is responsible for driving the Intelligent Automation Journey at ICA.

"We are delighted that ICA has chosen Teneo to expand their use of conversational AI throughout the business," says Lawrence Flynn, CEO of Artificial Solutions. "Used strategically, conversational AI doesn't just solve operational issues and lowers costs. It expands the capabilities of digital channels and increases customer satisfaction, ultimately improving loyalty."

Applications built with Teneo are already live with more expected to come.

### About Artificial Solutions

[Artificial Solutions® \(SSME:ASAI\)](#) is the leading specialist in enterprise-strength conversational AI, a form of Artificial Intelligence that allows people to communicate with applications, websites and devices in everyday, humanlike natural language via voice, text, touch or gesture input.

Designed for the global enterprise, Artificial Solutions' advanced conversational AI platform, Teneo®, allows business users and developers to collaborate on creating sophisticated, highly intelligent applications that run across 40 languages, multiple platforms and channels in record time. The ability to analyze and make use of the enormous quantities of conversational data is fully integrated within Teneo, delivering unprecedented levels of insight that reveal what customers are truly thinking.

Artificial Solutions' conversational AI technology makes it easy to implement a wide range of natural language applications such as virtual assistants, chatbots, speech-based conversational UIs for smart devices and more. It is already used daily by millions of people across hundreds of private and public sector deployments worldwide.

Artificial Solutions International is listed on Nasdaq First North Growth Market in Stockholm with short name ASAI. Erik Penser Bank is the Company's Certified Adviser ([www.penser.se](http://www.penser.se), tfn +46 (0) 8-463 83 00, e-post [certifiedadviser@penser.se](mailto:certifiedadviser@penser.se)).

For more information, please visit [www.artificial-solutions.com](http://www.artificial-solutions.com).