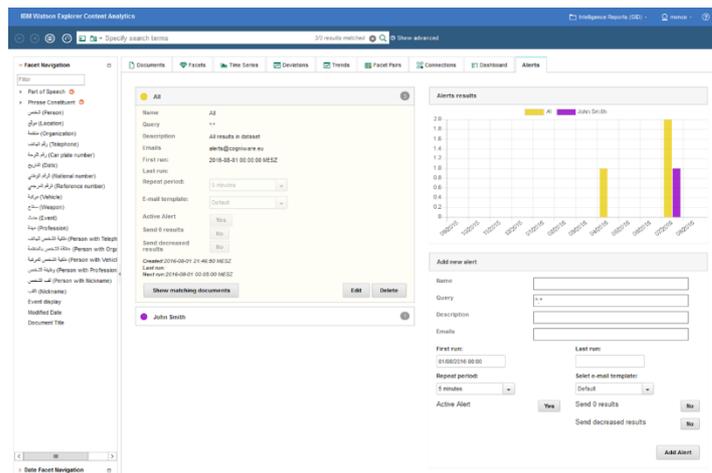# COGNIWARE ADVANCED ALERTING SOLUTION

IBM Watson Explorer Content Analytics Widget

PRODUCT SHEET

Cogniware Advanced Alerting Solution is an easy to use end user solution for monitoring changes in documents. It seamlessly integrates with Watson Explorer Content Analytics web client interface as a widget.

Cogniware Advanced Alerting Solution User Interface

OVERVIEW & MAIN FEATURES

IBM Watson Explorer Content Analytics system enables administrators to be notified about all system-level activities using the built-in alerting mechanism. Cogniware Advanced Alerting extends these basic capabilities and focuses on end users. It allows them to monitor specific events in a user-friendly dashboard, integrated in the Content Analytics Miner.

Management of alerts

End users are able to manage their alerts directly. There is no need for a system administrator to set up rules and be informed about changes in the content.

User interface

This solution provides an intuitive user interface for easy management of alerts. It contains three main components:

- List of alerts – All alerts, defined by the user, with ==a preview of results count== as well as the ability to edit or delete the configuration for each alert.
- Alerts results – Graphical preview of monthly ==results count== for each alert in last 12 months.
- New alert – A configuration option for creating new alerts based on the specific user's needs. Cogniware Advanced Alerting automatically takes the recent analysis (query) and then the user can decide to apply it as a new alert or define their own.

The responsive design of the solution fits automatically with the browser size and resizes or reorders the components regarding to the space on the screen, keeping all functionality fully available.

Alerting results

Users are notified by email when the alert is triggered. The solution offers a default email template and there is the possibility to create their own.

Users are able to schedule every alert separately using a set of periodicity intervals from 5 minutes to 1 month.

Security

The alerting solution is using a built-in document-level security model. All alerts are user based and every user is able to see only his own alerts. The alerting emails about changes in the content are not sent with the content itself. The emails only include information about the number of changes and links directing the user to the secure environment of Watson Explorer.
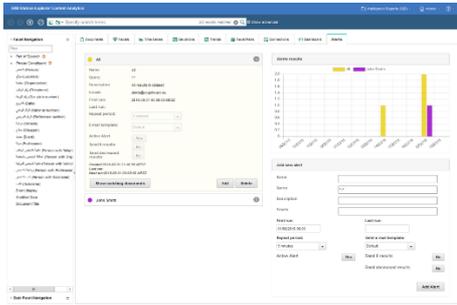
Language support

Cogniware Advanced Alerting automatically recognizes the language of the users environment and sets up the same language.
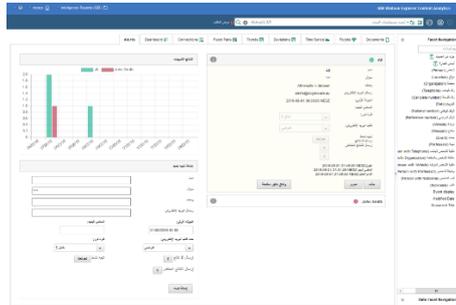
Supported languages:

English, German, Arabic (including Right-to-Left layout), Spanish, French, Czech, Slovak, Polish, Russian, Romanian and Serbian.

Any other language not listed above can be implemented if needed.

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Left-to-Right User Interface   _Right-to-Left User Interface_

Additional features

In some specific cases, the system may need to send alerts with 0 new results or a decreased number of results. Advanced Alerting Solution allows the user to set up these options depending on their needs.

USE CASES

Public Safety

Intelligence organizations can monitor mentions of individuals in relation to selected organizations or locations automatically, without the need to manually check data regularly. For example, you would be able to search for (fictive person) "Ali al-Haddad" mentioned together with a location i.e "Baghdad". This would narrow down the search more efficiently therefore reducing the risk of failing to alert criminal activity accurately.

Customer Care

Marketing or PR departments must monitor customer behaviour across all available communication and sales channels. Cogniware Advanced Alerting enables analysts to monitor all the negative feedback related to a product or a campaign within 5 minutes. This enables the company to respond to customer feedback almost immediately, which reduces the conduct risk.

Cogniware, s.r.o.
U Habrovky 247/11

140 00 Praha 4
Czech Republic

info@cogniware.eu
www.cogniware.eu