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# Conversational services

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## Natural Language Understanding

Chatlayer's Natural Language Understanding engine sets the benchmark when it comes to European languages and regional dialects. Our Deep Learning algorithms make sure human conversations, text or speech, are correctly understood and replied to in a relevant and personal manner.

## Bot configuration interface

Build complex NLU driven chats, REST API integration flows, or simple clickbots. Visually drag and drop chat components, write and modify responses and much more, to create dynamic and smart conversations.

## Multi-channel integration

Simply flip the switch to push the conversation to popular channels, such as Facebook Messenger, a web widget for your website, Google Home, or any custom channel using our SDK and API.

## Integration with Radiomanager and PriVaults

The chatbot platform is fully integrated with other MARCONI components, allowing you to use data from other sources in your chat conversation.

## Semantic services

With the Faktion NLP APIs, you can automatically analyse large amounts of text in several European languages.

## Classifying and tagging text

Whether the data source is tweets, e-mails, documents, website or books. You want to be able to better search, quantify and gain insight in your unstructured text data. Training your own classification model is easy using our NLP training API.

## Entity Extraction

The entity extraction engines can be trained on your own data, learning to identify relevant words, or you can use the API with pre-trained engines. These can automatically extract people's names and geographic locations, organisations, product names, titles, dates, etc.

## Topic detection

Cluster documents according to their content and discover seamlessly what your listeners are writing you about. Compare messages with programme descriptions to determine which programme they relate to.

## Sentiment analysis

Discover how your audience feels about a certain topic by sending their messages to our sentiment analysis API.

## About Conversational services

The Marconi platform is integrated with Chatlayer.ai, a platform for end-to-end conversational user engagement, allowing users to interact with the radio station 24/7.

## About MARCONI

The MARCONI project takes on the challenges that radio faces today: engaging users and offering personalised experiences on various digital platforms. By integrating broadcast radio with digital and social media, MARCONI enables fully interactive and personalised radio solutions. Visit for more information: [projectmarconi.eu](http://projectmarconi.eu)

