EXSYS Inc. Announces Exsys CORVID® Release 3.0 of Knowledge Automation Expert System Software with New Interactive Email Capabilities

ALBUQUERQUE, New Mexico - EXSYS Inc., the 20-year leader in Knowledge Automation Expert System technology, has recently released Exsys CORVID 3.0. Two new capabilities bring email automation, personalization and interactivity to new levels. CORVID systems deliver complex decision-making knowledge – situation-specific answers and recommendations to prospects, clients and staff, emulating a conversation with a human expert.

Exsys CORVID ver. 3.0 has the ability to insert and run actual expert systems within emails. It adds a whole new interactive rich-media dimension to online communications by providing direct interaction and customized recommendations, not just data, in emails, without needing to link to a Web site. They add a significant competitive and cost-saving edge to emails by providing an "expert consultant" experience, which produces on-the-spot answers and recommendations based on top-level sales and support expertise. Systems built with CORVID can help prospects decide on specific products or services. In auto-response emails, they can be used as first-stage help desks to handle common problems. User input can be returned to the sender for reporting or fed into databases or other systems.

A second new email capability allows CORVID-built systems running with the Servlet Runtime, to compile, generate and send customized emails, based on a user's responses when they run knowledge automation expert systems. Systems can be run via a Web browser using the CORVID Applet or Servlet Runtimes, which use system logic, plus user input to analyze and select email content appropriate for the specific user. These systems are especially effective for product selection, help desks and regulatory compliance self-appraisal systems – anywhere direct delivery of decision-making knowledge is needed.

These systems make use of the Exsys CORVID WINK (What I Need to Know) approach to selecting and building unique content for each Web site visitor. After a user runs a system online, they are provided with a customized email with specific information formulated for their interests and requirements. This allows a customized "e-brochure" to be created for each site visitor. Since the system can also run in a batch mode using a database or spreadsheet for input, highly customized emails can be generated based on existing customer data. Even a "mass mailing" can have the content of emails tailored to the specific interests, buying patterns and history of each individual customer. The information can be presented in the browser, but email is especially useful where the system recommendations need to be documented or preserved. In addition, the email capability can be used to send user input back to a company for use in market research, databases, or by adding to other forecasting, sales/marketing and knowledge automation expert systems.

The Exsys CORVID email commands are simple to use and very powerful. A system that builds a report for a user can simply email it to them. Emails can be built by using templates or a series of commands that add individual items based on the user input and system logic. CORVID's Collection variable class makes it easy to build messages and reports. Messages can be text or HTML codes used to format the message to include images and links – even other CORVID systems that can be run within the email.

With CORVID 3.0, it is possible to merge several CORVID systems into a single system. This is particularly useful for collaboration if there are multiple developers working on a single application. Each developer can build their own section, and then the sections can be merged together. Each system developer can now add their own variables, Logic Blocks and Command Blocks to their copy of the system.

Exsys CORVID knowledge automation expert systems are used for product selection, troubleshooting, tech support, diagnostics, regulatory compliance, predictive maintenance, automating routine tasks, capturing expertise/procedures, and bringing knowledge assets and interaction to Web sites and wireless communications. Systems can be deployed client-side or server-side using the Exsys CORVID Web Runtime. Interface design can match the "look-n-feel" of existing Web sites. A 30-day free evaluation download is available at www.exsys.com. When you request the download, you'll see that it uses the new ver. 3 email technology to send the download links, along with customized information on EXSYS products selected to match your interests and background. System development and deployment, prototyping, project management and design services are also available from EXSYS, Inc.

About EXSYS

For over 20 years, EXSYS Inc. (www.exsys.com) has been the leading provider of software and services that enable businesses to capture, automate and disseminate decision-making expertise to their prospects, clients and employees through interactive knowledge automation expert systems. Selected by over 50 of the Fortune 100 companies, many government agencies and thousands of businesses worldwide to integrate problem-solving expertise into their decision-support infrastructures, EXSYS systems measurably improve operational efficiency and customer satisfaction, delivering a significant ROI. Exsys CORVID Knowledge Automation Expert Systems make employees more capable and productive, provide the brains for "virtual representatives" on the Web, automate customer support, provide the answers customers need to make purchasing decisions, assure regulations are followed consistently, perform background filtering, analyze data streams and provide a unique online interaction that bring visitors back to Web sites. Additionally, EXSYS Inc. offers a comprehensive set of professional services including system development and implementation, software support and training.

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