

in**b**enta



about us

- Software company
- Started in 2005
- HQ in Barcelona
- Team: 62
- Provider of NLP software
- Series A investment



PayPal™ Buy Sell Transfer

Help Center search results

Can I manage my accounts with my smartphone? Search

Your search returned no results

no answer found

How do I get started using PayPal Mobile? Print

Here's how you can get started with PayPal Mobile:

- Download the PayPal Mobile App at www.paypal.com/mobile
- Or
- From your mobile web browser, go to m.paypal.com.

...one number today and begin using our SMS payment services

...n? yes no

But there is an answer!



The problem...

the magic of macy's

Search or enter web ID

my bag (0)

FOR THE HOME BED & BATH WOMEN MEN JUNIORS KIDS BEAUTY SHOES HANDBAGS & ACCESSORIES JEWELRY & WATCHES SALE

the giftguide deals & promotions gift cards wedding registry

customer service

Featured Help Topics

- About My Order
- Shipping & Delivery
- Easy Returns
- Macy's Credit Card
- Furniture & Mattresses
- Stores
- Wedding & Gift Registry
- Para Ayuda
- Password Assistance
- More Topics
- Gift Card Balance
- Contact Us

find an answer

can you send my purchase to a physical store? SEARCH

search results

About 1 results found for "can you send my purchase to a physical store? "

[eReceipt FAQs](#)

[Need more information about our return policy?](#)

[Does Macy's provide reusable bags for purchase?](#)

[Pricing Policy for Online Merchandise](#)

[Can I return my macys.com purchase to a Macy's store?](#)

Call Us at 1.800.BUY.MACY (1-800-289-6229) We're available:

- Mon-Fri: 9am-9pm
- Sat: 9am-7pm
- Sun: 11am-7pm

All hours are your local time.

no answer found

but there is an answer!

the magic of macy's

Search or enter web ID

my bag (0)

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the giftguide deals & promotions gift cards wedding registry

find an answer

Search Customer Service SEARCH

Can I buy online and pick up in a Macy's store?

Yes you can at select stores! Here's how it works:

- You place your order online.
- The selected store receives your order.
- We find and prepare your items.
- We contact you when it's ready and notify you if anything changes.
- You pick up your order, no shipping fee incurred!

Click on the links below for more information.

Call Us at 1.800.BUY.MACY (1-800-289-6229) We're available:

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All hours are your local time.





- 60% users cannot find wanted information in a web site
- 57% of online consumers abandon their purchase if they can't quickly find the answer to their question
- 20% of users will contact a call center if they can't find information online
- 56% of calls in a call center come from users that could not find online information previously

[Help Home](#) / [View All FAQs](#) / [Contact Us](#)

powered by 

Search

Your question '**does my son have to pay?**'

Do I need to buy a ticket for my kid?

If it's a children's show, such as The Wiggles or Sesame Street Live, then yes - usually all kids need a ticket to get in.

For all other events, it depends. Rules vary from venue to venue and from event to event, so your best bet is to search by venue at the top of any page on Ticketmaster.com, click the venue name under "Location," and scan "Venue Information" on the right. Call the box office number for more information.

Related contents

- [How do I find an event?](#)
- [Monster Jam kids ticket and pit pass information](#)

Was this answer helpful?

Yes

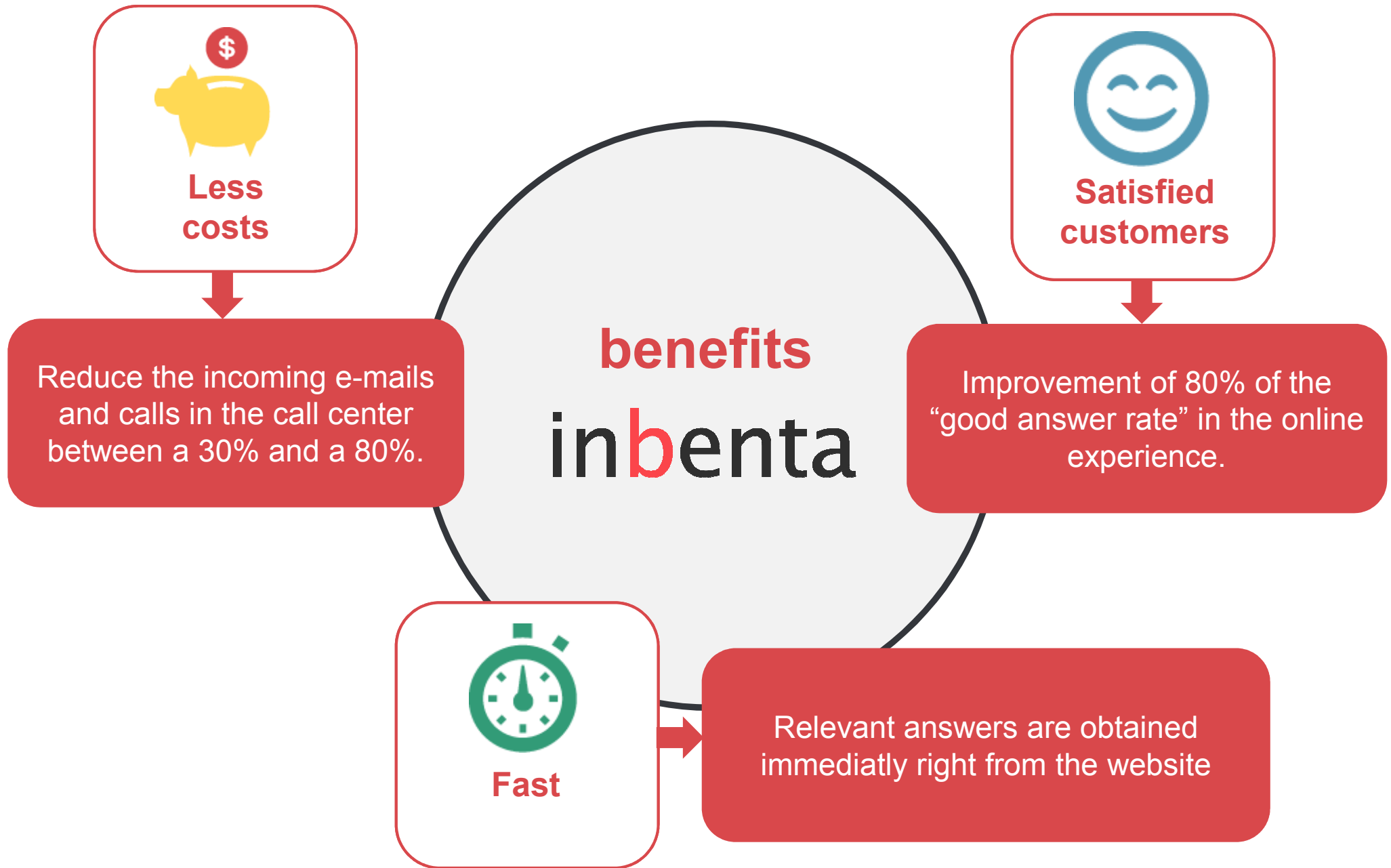
No





inbenta

The customer care suite with the best self-service rate in the market, thanks to our patented **Natural Language Processing** technology



inbenta



Symbol	Word Class	ISD	Noun_Verb	Part_Verb	Syn_0	Syn_1	Syn_2	Origin_End	Loc	Oper	ClearSic	AddSic	Neg	Phraseme
ansia	N	:	ansiar (V)	-	-	-	-	-	-	ansiar (V) <- tener (V) ansiado (VA) <- tendio (VA)				
anteposicion	N	:	anteposier (V)	-	-	-	-	-	-	anteposier (V) <- hacermain (V) antepuesto <- hecho (VA) (VA)				
anulacion	N	:	anular (V)	-	baja (N) cancelacion (N) cancelar (V) cancelado (VA) cerrar (V) cierre (N) op_de_baja (V)	anulado (VA) cancelado (VA) cancelado (VA) cancelado (VA) cancelado (VA) cancelado (VA) cancelado (VA)	-	-	-	anulado <- efectuado (VA) cancelado <- hecho (VA)				
anuncio	N	:	anunciar (V)	-	-	anunciado (VA) anunciante (N) marketing (N) propaganda (N) publicidad (N) spot (N)	-	-	period (N)	anunciado <- colgado (VA) anunciado <- publicado (VA) anunciado <- radio (VA) anunciado <- realizado (VA)				
aparcamiento	N	:	aparcar (V)	-	parquadero (N) parquear (V)	parqueado (VA) parqueado (VA)	-	-	-	aparcar <- efectuado (VA) aparcar <- hecho (VA) aparcar <- realizado (VA)				
aparicion	N	:	aparecer (V)	-	-	-	aparecido (VA)	-	-	aparecer <- efectuar (V)				
apote	N	:	apote (V)	-	-	-	apote (VA)	-	-	apote <- haberaux (N) apote <- hacermain (V) apote <- producir (V)				

- Patented Meaning-based **Matching Algorithm**
- Based on Meaning-Text Theory
- Response time under 100ms

- **Lexicon** with 500k+ semantic relationships
- 20+ languages supported and growing
- 3 levels: general, vertical sectors and company-specific

Semantic search engine using lexical functions and meaning-text criteria

EP 2400400 A1

ABSTRACT

Semantic Search Engine using Lexical Functions and Meaning-Text Criteria, that outputs a response (R) as the result of a semantic matching process consisting in comparing a natural language query (Q) with a plurality of contents (C), formed of phrases or expressions obtained from a contents' database (6), and selecting the response (R) as being the contents corresponding to the comparison having a best semantic matching degree. It involves the transformation of the contents (C) and the query in individual words or groups of tokenized words (W1, W2), which are transformed in its turn into semantic representations (LSC1, LSC2) thereof, by applying the rules of Meaning Text Theory and through Lexical Functions, the said semantic representations (LSC1, LSC2) consisting each of a couple formed of a lemma (L) plus a semantic category (SC).

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Priority date	Jun 22, 2010
Inventors	Mañá Jordi Torras
Applicant	Inbenta Professional Services, S.L.
Patent Citations (4), Non-Patent Citations (2), Classifications (10), Legal Events (3)	

External Links: [Espacenet](#), [EP Register](#)

IMAGES (4)



Search Report (1)



Search Report (2)

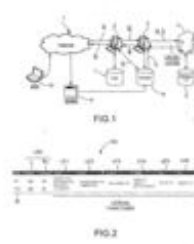


FIG. 1

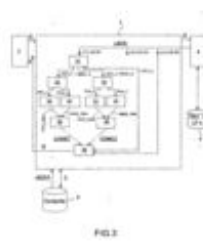
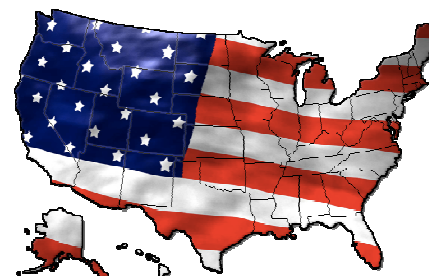
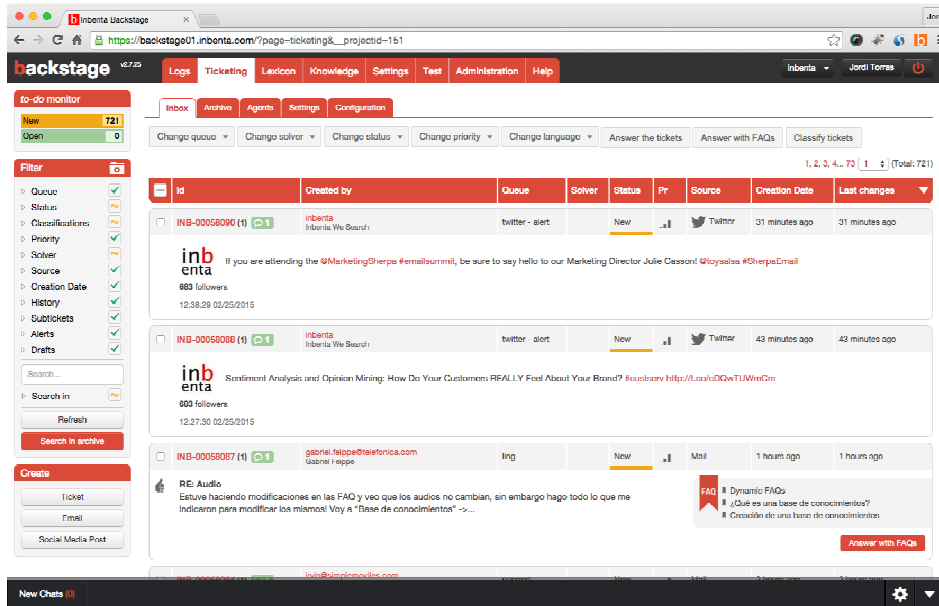


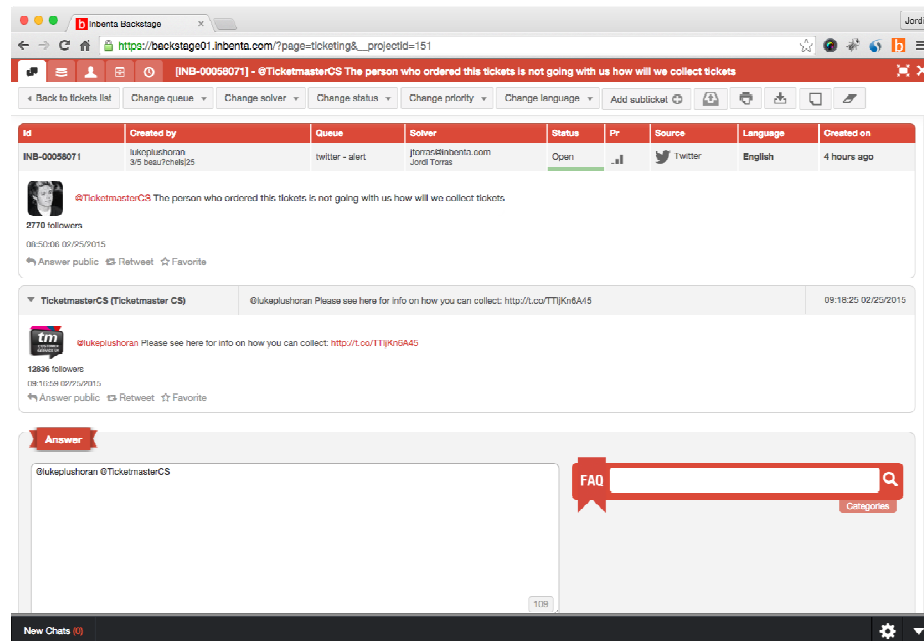
FIG. 2



It also comes with a Ticketing System



- Web-based Ticketing System
- Multi queue, multi-channel,
- Supporting Web forms, e-mail, Live Chat, Twitter, Facebook, SMS and more
- Integrates Natural Language Search [automatic FAQ detection, canned responses, sentiment detector]



they have something in common



Languages available

- Spanish
- English
- French
- Portuguese
- German
- Italian
- Turkish
- Dutch
- Russian ... and more coming



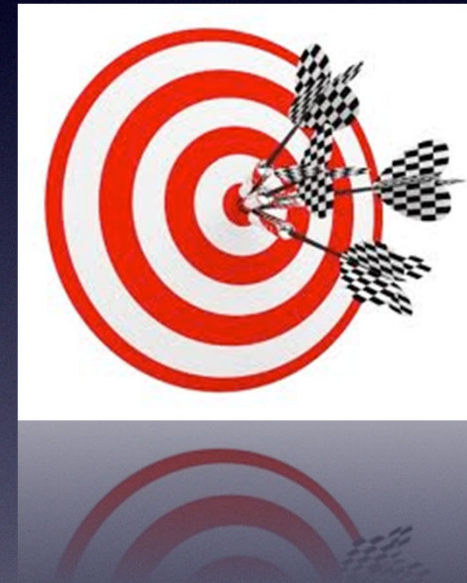
Business model

- Recurrent SaaS
- One-off setup fee
- ROI guaranteed 1st year

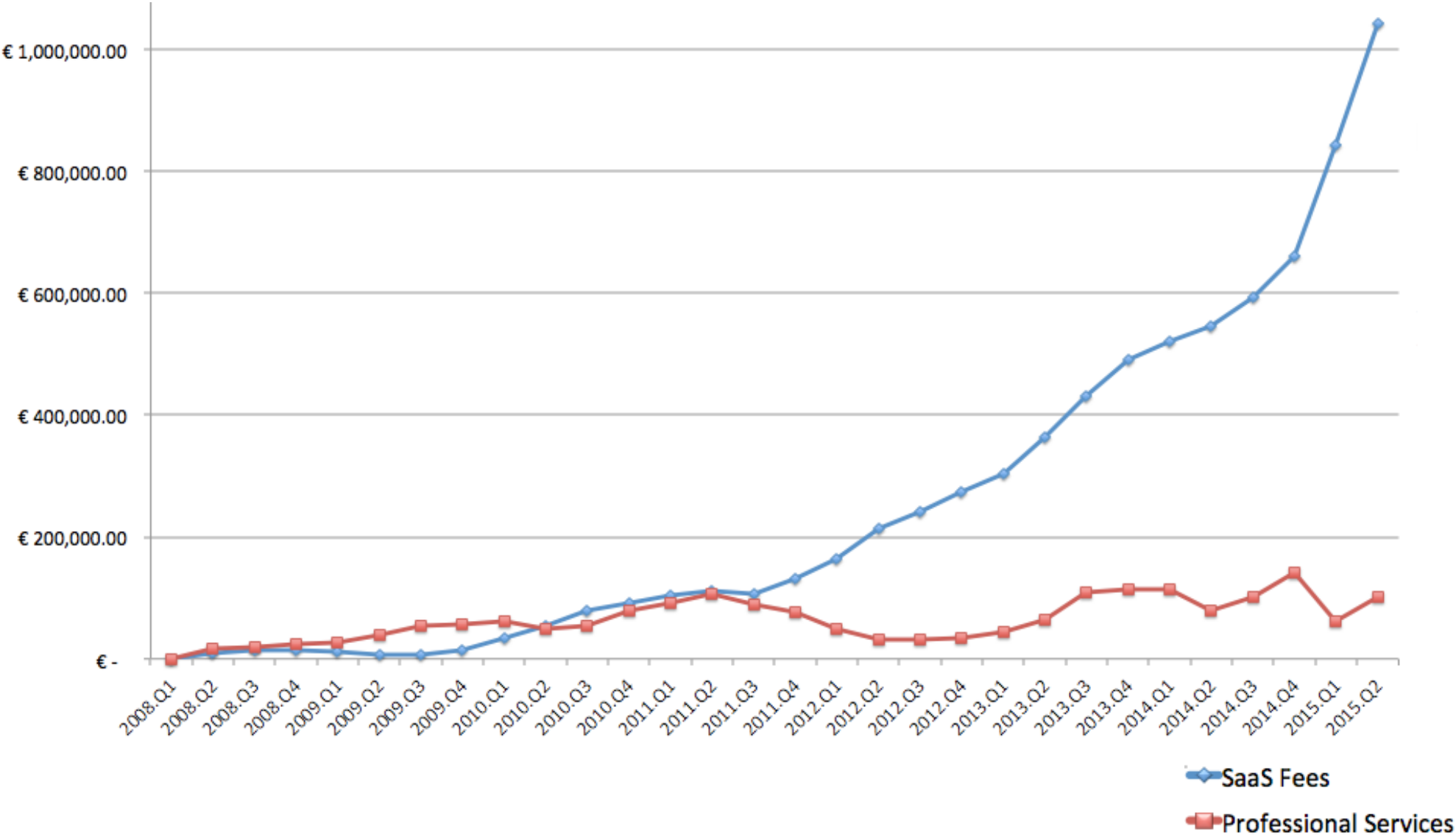


Market focus

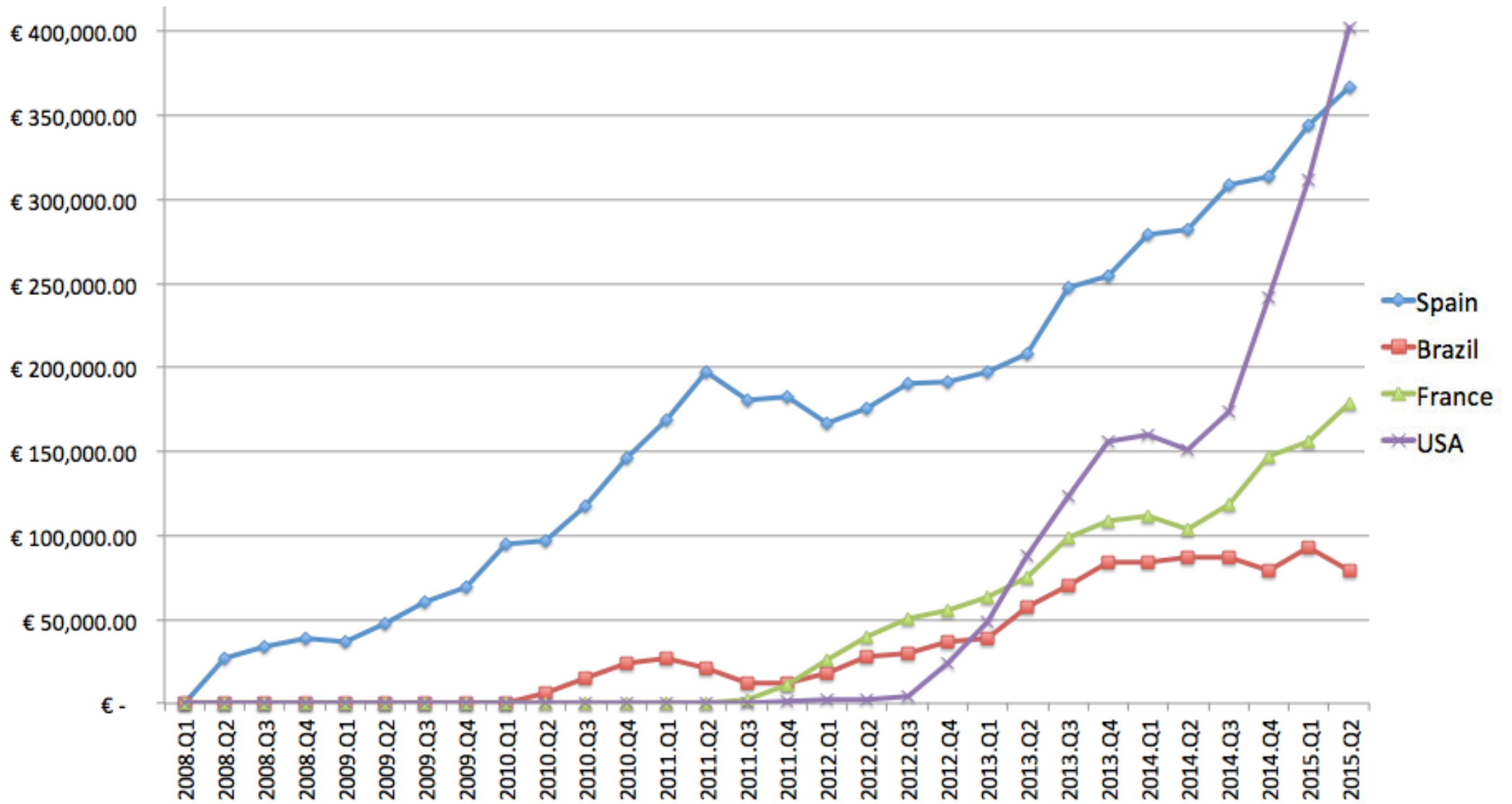
- Corporate companies
- eGovernment
- eCommerce
- SMEs and startups
- internet / extranet / intranet



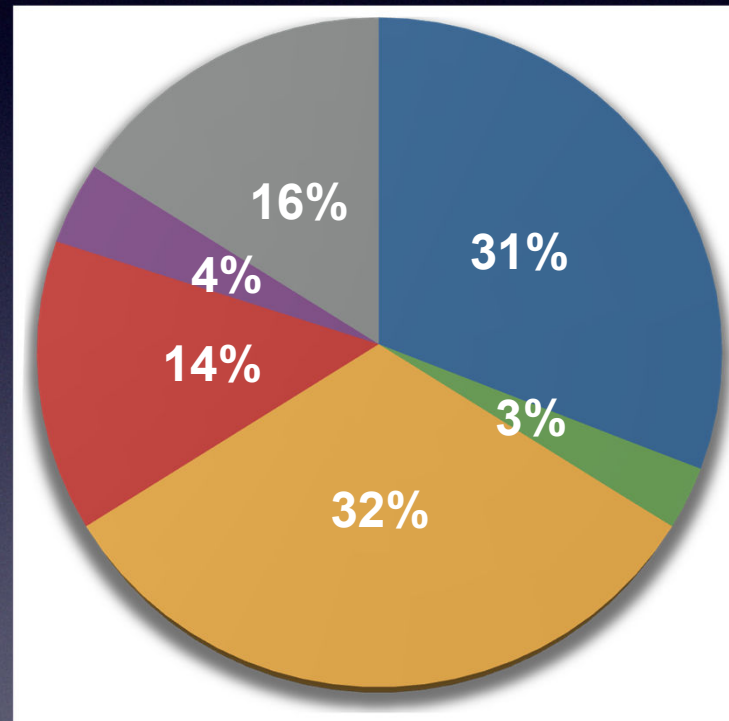
Quarterly Revenue SaaS / Professional Services (€)



Total Revenue per Country (€)



Current revenues by vertical sector



■ banking ■ insurances ■ other
■ government ■ telco ■ utilities

Revenue 2013	\$2.2m
Revenue 2014	\$3.1m
EBITDA	2.49%
Expected Revenue 2015	\$5m
Yearly Growth Rate	60%
Average SaaS Annual Contract Value [ACV]	\$30k / year
Biggest ACV	\$290k / year
Average Contract Length	12 months
Yearly Churn Rate	4.31%
Customer Acquisition Cost	\$0.82 per \$1 ACV



Competitors



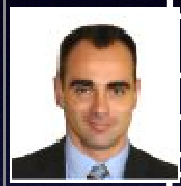
hootsuite

ARTIFICIAL
SOLUTIONS

salesforce.com

- Smaller: fast, flexible, feasible, focused
- On premise
- Performance
- Cheap

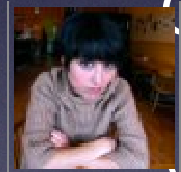
Management team



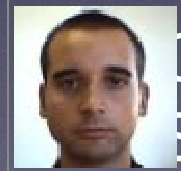
Founder: Jordi Torras, VP Q-go, Country mgr. Alten, CEO Sbd, Ass. professor at EADA, EuroMBA, Harvard BS, UAB



CEO: Julio Prada, Project mgr British Telecom, Sun microsystems engineer, Sbd engineer, UAB, IE



CLO: Caterina Balcells, Linguist Team Leader at Inbenta, Universitat de Barcelona, Universitat Rovira i Virgili



CTO: Ferran Saurina, R+D at Inbenta, PHP developer SLT at UPC, Universitat Politècnica de Catalunya

Internationalization, future

- Milestone 1: European Market
- Milestone 2: Series A2 (10M€)
- Milestone 3: Asia



Questions?

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