

Digital Assistant & Knowledge Management Solution for a Leading IT Outsourcing Specialist

<p>BUSINESS REQUIREMENTS</p>	<p>Self-Assembling Knowledge</p>	<p>Knowledge Brokering and Knowledge Management Solution</p>	<p>Cognitive Contact Center, Capable of Self-Learning</p>	<p>Relevant and Contextualized Knowledge to Deliver at End User with Predictive Analytics</p>
<p>OUR SOLUTIONS</p>	<p>Self-Learning Engine was developed as part of the mCaaS Platform</p>	<p>Cognitive Capabilities like: Predictive Analysis, NLP, Semantic Search, Speech to Text, etc</p>	<p>Relevant and Contextualized Knowledge Delivery</p>	<p>Intelligent Virtual Agent availability for 24/7</p>
<p>TOOLS/ TECHNOLOGIES</p>	<p>Proprietary and Adaptive Security Architecture</p>	<p>Material Design Paradigm for achieving ambient user experience</p>	<p>Industry Leading Languages like NodeJS, AngularJS, R, Scala</p>	<p>Proprietary Cognitive Technologies and Self-Learning Algorithms</p>
<p>BUSINESS IMPACT</p>	<p>SaaS based offering, leading to Zero installation cost and go-live within 2 days</p>	<p>Improved customer experience</p>	<p>Reduce call time with relevant knowledge delivered at finger tips</p>	<p>Handle more calls per minute</p>

Solution Overview

