
















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

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

Solution Overview

