Case Study: mCaaS - Digital Content Broker Solution

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
Improve business and operation efficiency

Solution Overview

Self Service Associate Service Virtual Agent

mCaaS - Self Assembling Knowledge & Smart and Federated Content Explorer

About Us

Happiest Minds enables enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies like data analytics, mobility, cloud, security, unified communications, etc. Happiest Minds offers domain centric solutions applying skills, IPs and functional expertise in IT Services, Product Engineering, Infrastructure Management and Security. These services have applicability across industry sectors such as retail, consumer packaged goods, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India, Happiest Minds has operations in the US, UK, Singapore, Australia and has secured $52.5 million Series-A funding. Its investors are JPMorgan Private Equity Group, Intel Capital and Ashok Soota.

For more information visit www.happiestminds.com. Write to us at business@happiestminds.com

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