Case Study: mPowering the Associate Digitally

Digital Assistant Solutions for India’s Leading Protection & Assistance Company

**BUSINESS REQUIREMENTS**

- To enable next generation self-assembling digital assistance solutions and platforms
- Make availability of advanced end user analytics to suggest newer dimension & deeper insights to business

**OUR SOLUTIONS**

- Built a solution with speech to text with CRM integration
- Log stack and predictive analytics to derive future application failures
- Classifying audio files and Sentiment analysis on audio, voice xml files
- Advanced Dashboards to measure & visualize these deeper insights

**TOOLS / TECHNOLOGIES**

- Cloud Design: AWS, IBM Bluemix, Azure, Apache Tomcat
- Server Implementation: Java, MySQL, MongoDB based implementation, Deep Learning AI Model
- Software: Java, J2EE, JS Query, R, NodeJS, Angular JS

**BUSINESS IMPACT**

- 37% increase in End-customer satisfaction
- 40% reduction in resolution time
- 60% reduction in summarization time
- 10% more cross-sell up-sell opportunities

**SOLUTION OVERVIEW**

- **mCaaS** - Self Assembling Knowledge & Smart and Federated Content Explorer

**About Happiest Minds Technologies:**

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, 5G, Blockchain, etc. Positioned as “Born Digital . Born Agile”, our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality. Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

To know more about our offerings. Please write to us at business@happiestminds.com