



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, Node.JS, Angular JS



BUSINESS IMPACT



37% increase in End-customer satisfaction



40% reduction in resolution time

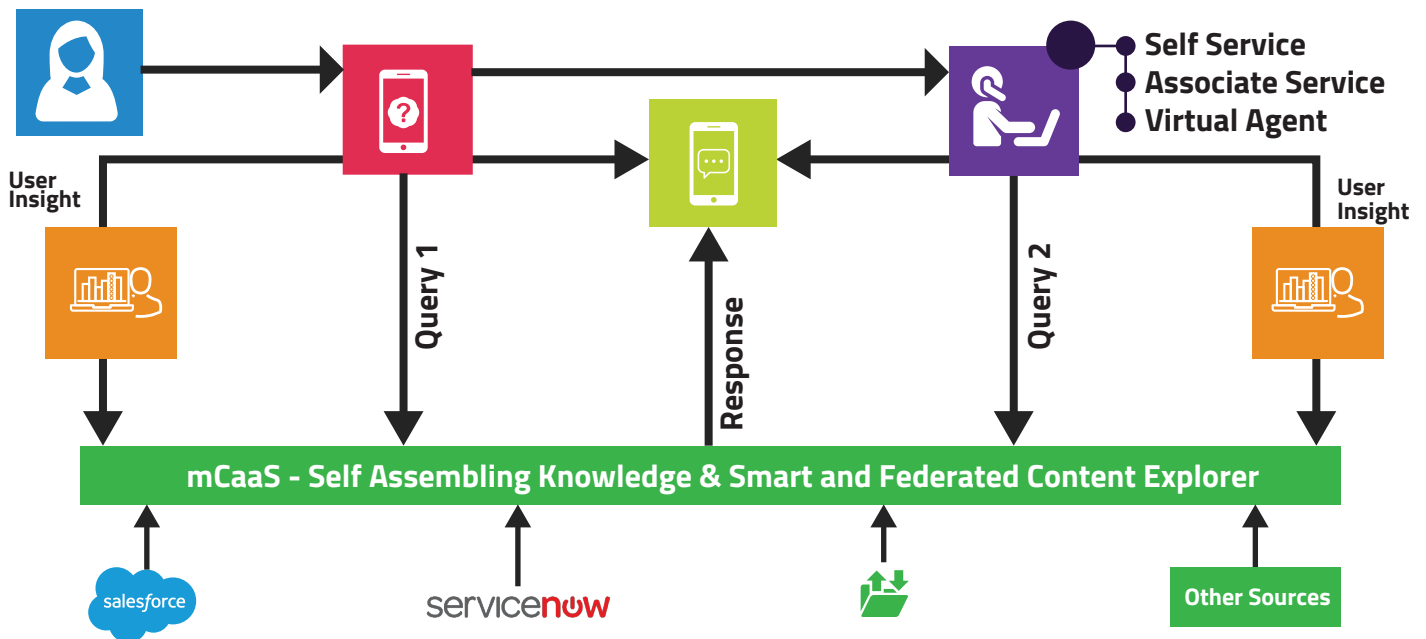


60% reduction in summarization time



10% more cross-sell up-sell opportunities

SOLUTION OVERVIEW



About Us

Happiest Minds enables Digital Transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies: big data analytics, internet of things, mobility, cloud, security, unified communications, etc. Happiest Minds offers domain centric solutions, IPs in IT Services, Product Engineering, Infrastructure Management and Security. These services have applicability across industry sectors such as retail, CPG, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality. As a Mindful IT Company, the focus is on 'Being Mindful' and 'Doing Mindful' which involves perceiving immersively, processing non-judgmentally and performing empathetically. 60 minutes in a week is committed towards inculcating a mindful approach within the organization, using a select set of tools and techniques. Headquartered in Bangalore, India, Happiest Minds has operations in the US, UK, The Netherlands, Australia, Middle East and Turkey.

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

