

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

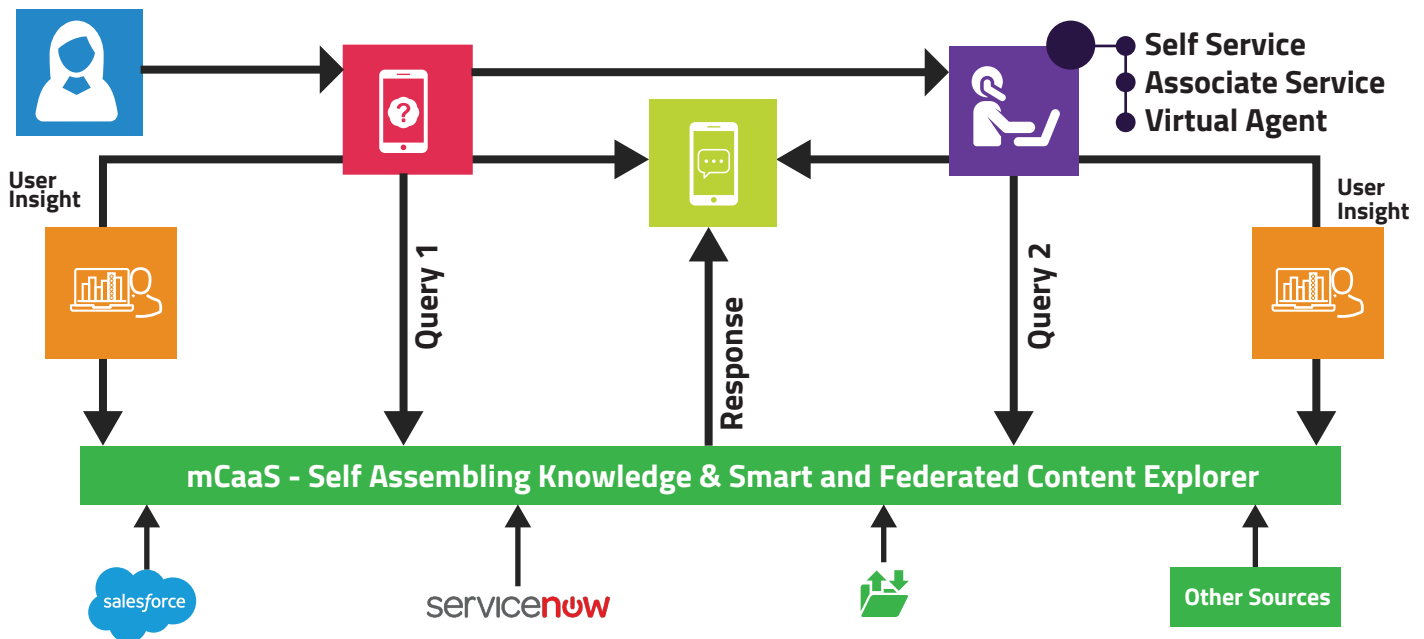


60% reduction in summarization time



10% more cross-sell up-sell opportunities

SOLUTION OVERVIEW



About 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: **Big Data Analytics**, AI & Cognitive Computing, **Internet of Things**, Cloud, Security, SDN-NFV, **RPA**, 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.