

# Virtual assistants for citizens and employees

Proactive, frictionless, omnichannel engagement, to improve efficiency & reduce cost per contact

## About the Client:

The client is the water utility of one of the world's largest metropolitan areas. Tasked with supplying 9 million people with potable water. In addition, this government department is responsible for ensuring that the country's roads and highways remain safe, technologically sound, and environment friendly.

## Modernizing the user experience with Virtual Assistants

Deployed AI-powered intelligent chatbots that enable employees to converse in natural language, find information and answers to queries instantly, and eventually increase organizational productivity across departments – IT, HR & Accounts

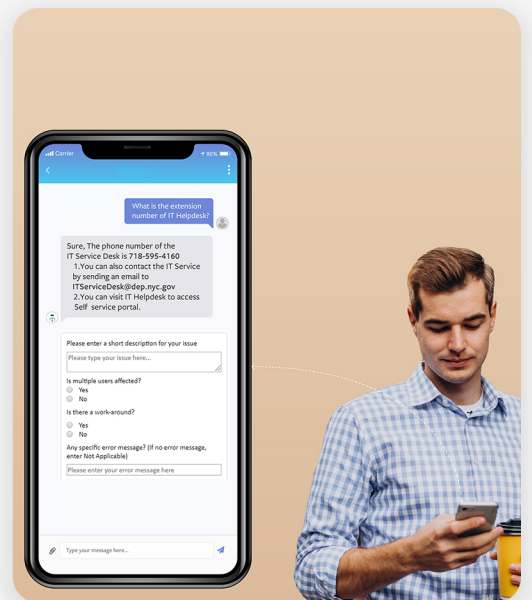
## IT HELPDESK BOT

### Situation

IT helpdesk chatbot to answer IT related FAQs & provide an interactive guided conversation experience for users to capture all contextual details required to authenticate and resolve their queries. Also, needed to integrate the chatbot with ITSM tool to auto create incidents upon user's request..

### Solution

Leveraging Acuvate's chatbot expertise built an IT chatbot which could not just answer the FAQs, but also provide interactive guided conversation on new email creation, list creation, and password reset etc. IT Chatbot also provides an option to create tickets on CRM, check status and seamlessly transfer conversations to humans when required.



## OUTCOMES



Reduced number of IT Helpdesk requests



Responds to user queries via text & speech



Enhanced Employee experience and productivity



24/7 access across all Devices

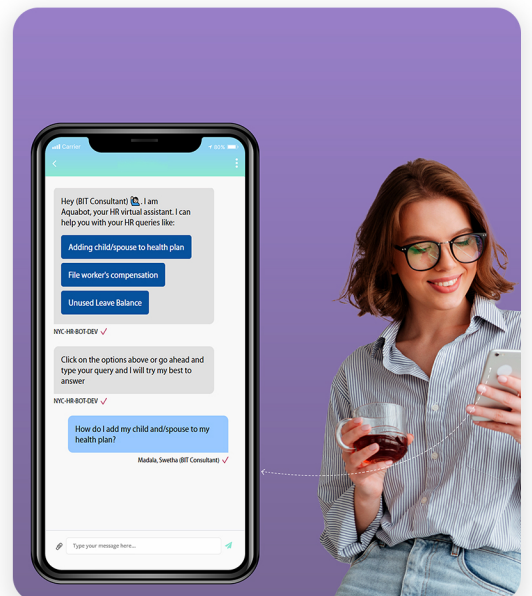
## HR CHATBOT

### Situation

To access HR-related documents and materials which are spread across different sites within the organization and to reduce overall time and effort looking for information, a HR department was looking for a virtual assistants that could address routine employee queries/tasks related to employee joining, Pay/Benefits, Finance, L&D, etc.

### Solution

Acuvate built and deployed an all-encompassing chatbot that could assist employees with queries related from HIRE to RETIRE, from simple to complex tasks, and with an option to handover to live agents as and when required, all within chatbot without switching to different apps for different purposes. Employees can interact in natural language, use office jargon with the NLP-enabled chatbot.



## OUTCOMES



HR support availability is now 24/7 from the earlier TAT of 9 hours.



Answers HR FAQs in natural language & can be accessed from multiple channels



Enhanced Employee experience and productivity



24/7 access across all organizational devices

## ACCOUNTS CHATBOT

### Situation

A Contracting Office that lacked a single view of SLA compliance due to its reliance on multiple on-premise databases, needed a solution to track workflows, trigger alerts for SLAs, order changes, & vendor payments, which could result in penalties if delayed and a virtual assistant that could provide info at fingertips.

### Solution

Acuvate built and deployed a data chatbot that could query data warehouse in real-time, provide insights based on the natural language questions and surface relevant visuals from dashboards based on the questions being asked. Users can access the bot from mobile app to and can drill down through the reports or can also export these from chatbot itself.



## OUTCOMES



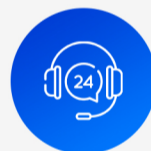
Faster and real time reports on chatbots



Improved decision making leading to reduced costs



Enhanced Employee experience and productivity



24/7 access across all devices

Empower citizens/employees with human-like AI interactions to get required information and automate routine tasks. With Acuvate you can create, launch, and manage powerful and smart chatbots for your organization that leads to enhanced employee & citizen experiences.

## ABOUT ACUVATE

Acuvate is a global player in next-generation digital solutions & services that modernize, automate, and transform processes. With over 16 years of experience, we have been enabling our clients globally to steer their digital transformation strategy using Cloud, Data & AI. We build & develop smart & sustainable solutions to help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in Europe, North America, and Middle East, where we serve multiple ultra-large customers as well as SMBs from various sectors such as Public Sector, CPG, Retail, Oil & Gas, Energy, Manufacturing, BFSI, Healthcare, etc. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers.