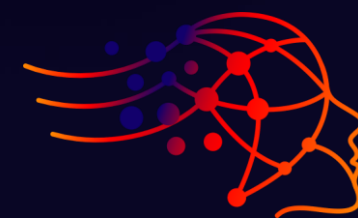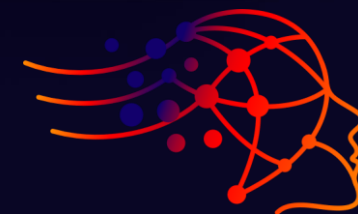# CEI Clairvoyance

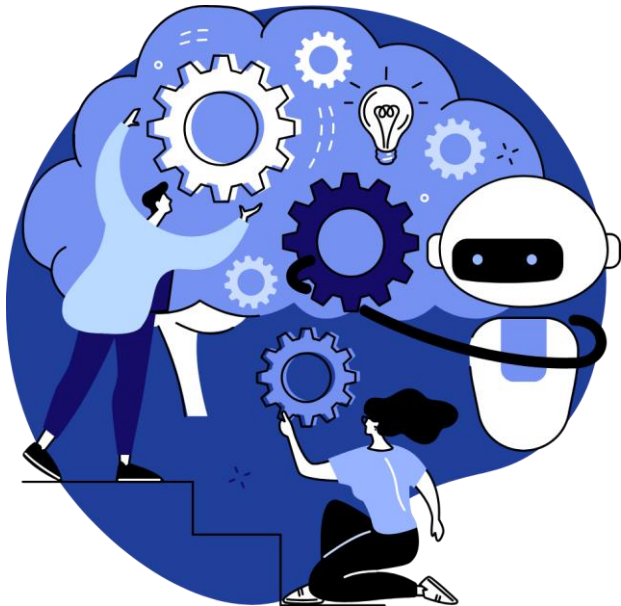## Generative AI Accelerator

Generative AI Use Cases

Enterprise Assistants

Strengthen employees with intelligent personal assistants designed to drive productivity, enhance decision-making and embrace collaboration

Common Use Cases

- Call center agents & analytics
- Training assistants
- Copilots / virtual assistants
- Managed services

Empower your workforce

77% of organizations are already using or exploring AI as a means of improving their business processes - IBM

Increased Efficiency

AI assistants can handle repetitive tasks and speed up workflows, freeing employees for focus on value-added work

Improved Customer Service

Improve customer service while reducing operational costs through 24/7 generative AI-powered customer service assistants

Streamline training & onboarding

Offer personalized learning experiences, training and feedback for employees
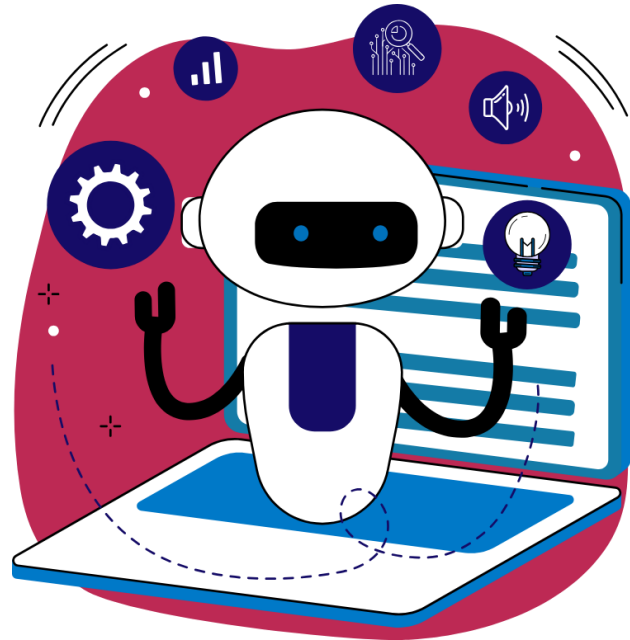
Managed services automation

Significantly improve the productivity of systems and solution support teams, leading to faster issue resolutions and increased support capacity

Customer Engagement

Increase sales and foster deeper brand loyalty through personalized customer insights

Common Use Cases

- Personal shoppers and advisors

- Virtual support agents

Empower your workforce

75% of customers believe generative AI will vastly improve their interactions with companies - Forbes

Personalized Recommendations

Anticipate customer preferences to suggest products and services based on their unique scenarios and situations (such as special occasions, lifestyle, preferences, history, etc.)

Adaptable shopping experiences

Analyze customer sentiment and adapt recommendations and offers in real-time based on a customer's unique & evolving preferences

Elevated customer support

Assist customers with conversational product guides and service information taking into considerations a customer's sentiment and native language

Knowledge Search

Boost team proficiency in extracting insights from corporate documents and data

Reduce time to insights

It's estimated that knowledge workers spend roughly **2.5 hours per day** searching for information - IDC

Comprehensive Insights

Unlike traditional searches that simply list links, generative AI can synthesize information from various sources to provide comprehensive, direct answers to queries

Summarization

Summarize and consolidate information from multiple sources with embedded citations, saving time users would otherwise spend hunting for information
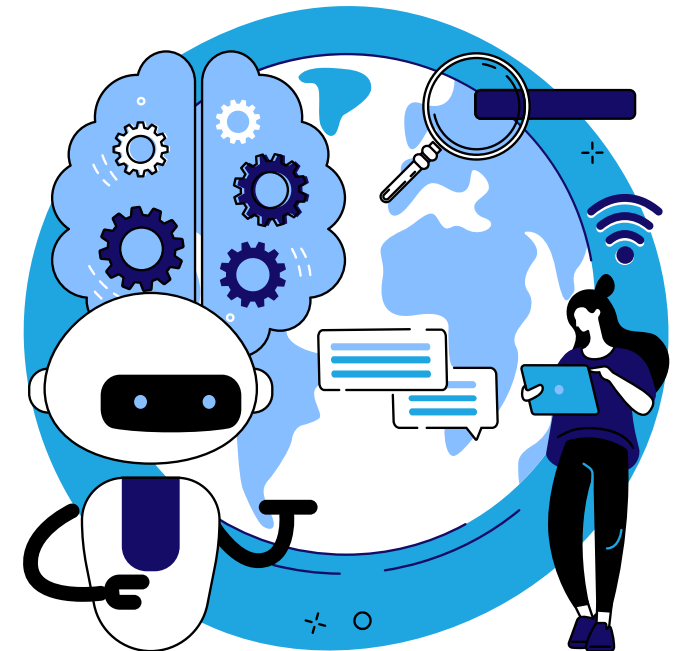
Personalization

Generative AI can tailor search results to the specific needs and context of the user, including preferred languages, text-to-speech, and personalized results

Create engaging customer experiences

Common Use Cases

- Customer support and customer service
- Product recommendations and personal assistants
- Employee knowledge base
- Virtual research assistants (loan processing, underwriting, etc.)

Clairvoyance for Data Analytics
Curate enterprise data to fuel your AI innovation

Capitalize on your data

Mature data organizations are more than 8.5 times likely to report > 20% revenue growth - Forrester

Improve data accessibility

Transform data silos into a collaborative data ecosystem, driving informed decision-making and analytics

Ensure data quality

Fuel your analytics with data that is correct, complete and enriched through AI and your organization's unique insights

Reduce time to insights

Harness the power of generative AI to engage in dynamic dialogues with your data, crafting tailored reports and unveiling profound insights when you need it

Solutions & Capabilities

- Modern data warehouse and Lakehouse solutions
- Deeply integrated reporting, AI and machine learning
- Enhanced data consistency, quality and access

Clairvoyance for Automation

Optimize your internal operations through intelligent automation

Document processing automation

Many workers spend **over 40%** of their time on repetitive tasks – Automation Anywhere

Increased Efficiency and Productivity

Offload time-consuming short or long-term workflows, drastically decreasing operational costs while freeing up the value time of your staff
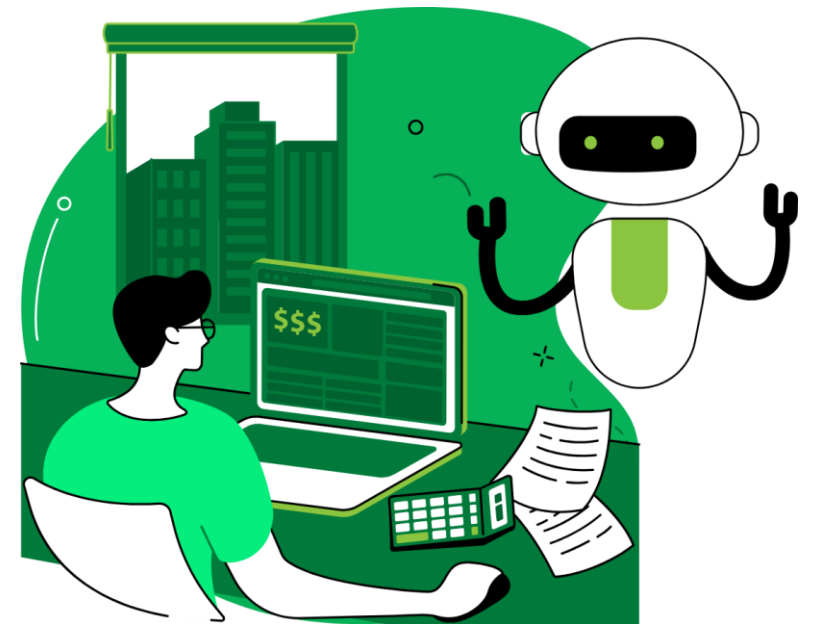
Reduced errors

Automated systems minimize human errors in data entry. This leads to lower costs with higher data quality and reliability

Improved Compliance and Auditing

Design workflows to comply with various regulatory standards, making it easier to adhere to industry-specific compliance requirements and simplified auditing processes

Common Use Cases

- Intelligent virtual research assistants

- Data entry automation (invoice automation, etc.)

Clairvoyance for Managed Services

Empower your systems and solution support teams to work faster and smarter

Common Use Cases

- Assisted troubleshooting and resolution
- Real-time security analysis and threat detection

Minimize downtime while maximizing productivity

Increase your managed service capacity by 25% through generative AI integrations and automation - CEI

Maximize system uptime

Strengthen your support team through targeted issue resolution recommendations fully integrated against your organization's ITSMs and IT ecosystem
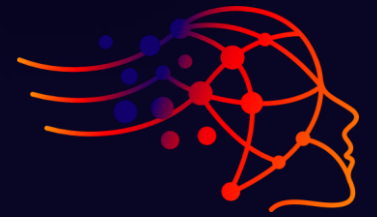
Automate remediation

Provide no-touch resolution to common issues, enabling your team to focus on the truly challenging scenarios

Ensure your data and systems are secure

Analyze, detect, respond and remediate potential security threats as they arise
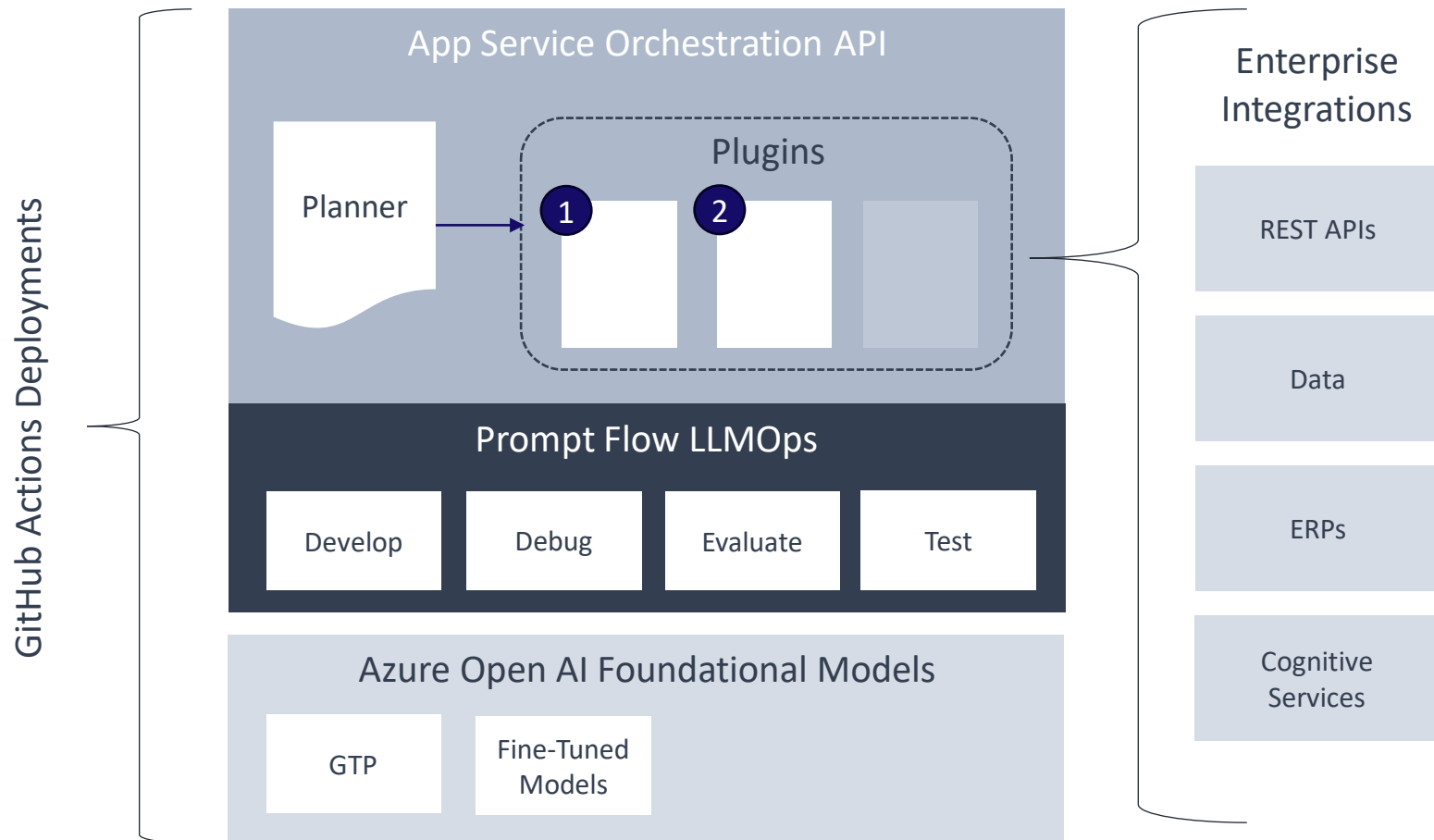
Clairvoyance Foundation

An open platform form building Generative AI solutions

GitHub Actions Deployments

App Service Orchestration API

Planner

Plugins

1 2

Prompt Flow LLMOps

Develop | Debug | Evaluate | Test

Azure Open AI Foundational Models

GTP | Fine-Tuned Models

Enterprise Integrations

REST APIs

Data

ERPs

Cognitive Services

Capabilities

Extensible architecture

Orchestrate simple or multiple-step RAG workflows through planner and plugin architecture

Enterprise connectors

Leverage 100s of configurable connectors to enterprise data & LLMs through open-source tools such as LangChain and Semantic Kernel
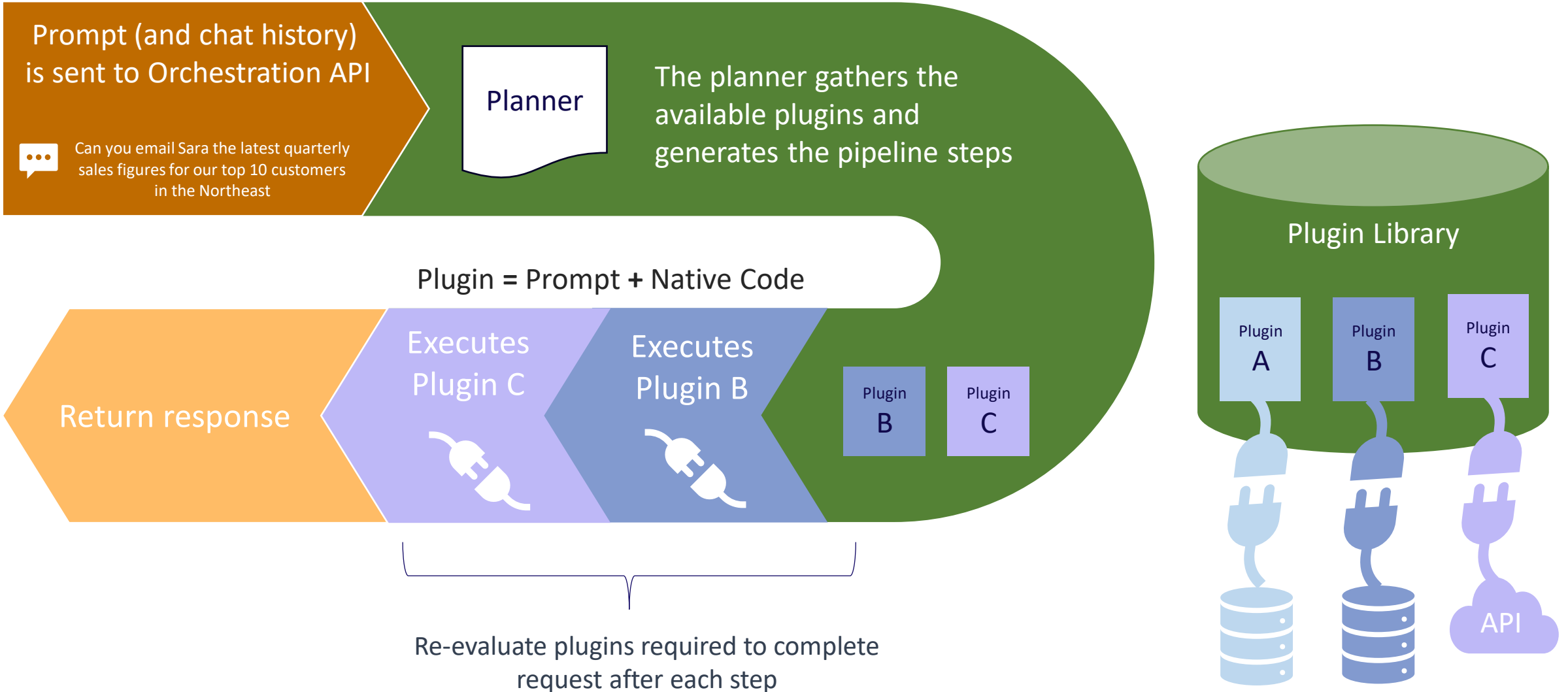
Automated deployments

Preconfigured CI / CD scripts

Flexible hosting

Host the solution within **your** cloud environment or within a managed cloud environment
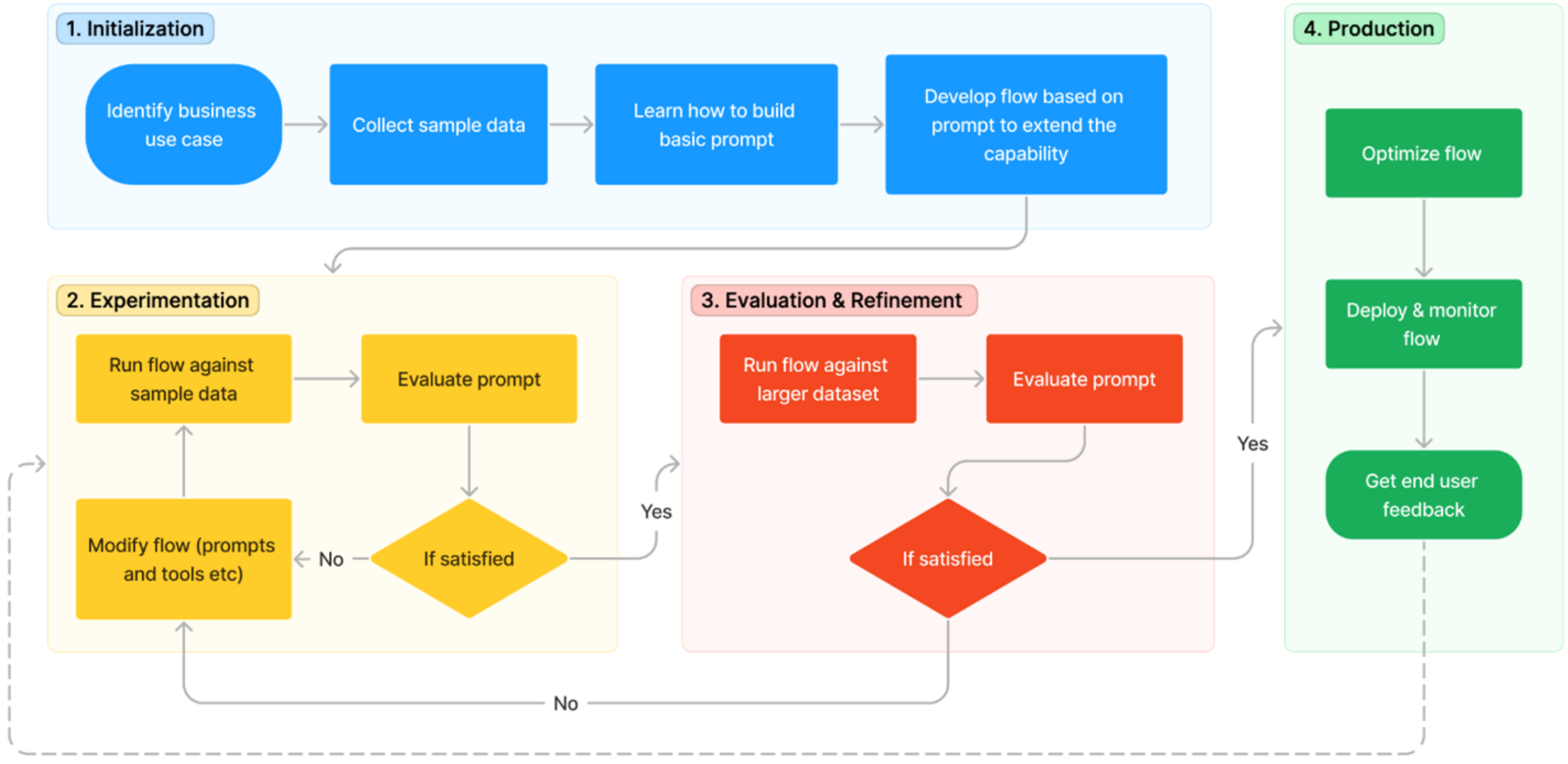
Clairvoyance Orchestration

Build static and dynamic RAG orchestrations via extensible planners and plugins

Prompt (and chat history) is sent to Orchestration API

Can you email Sara the latest quarterly sales figures for our top 10 customers in the Northeast

Planner

The planner gathers the available plugins and generates the pipeline steps

Plugin = Prompt + Native Code

Return response

Executes Plugin C

Executes Plugin B

Plugin B

Plugin C

Re-evaluate plugins required to complete request after each step

Plugin Library

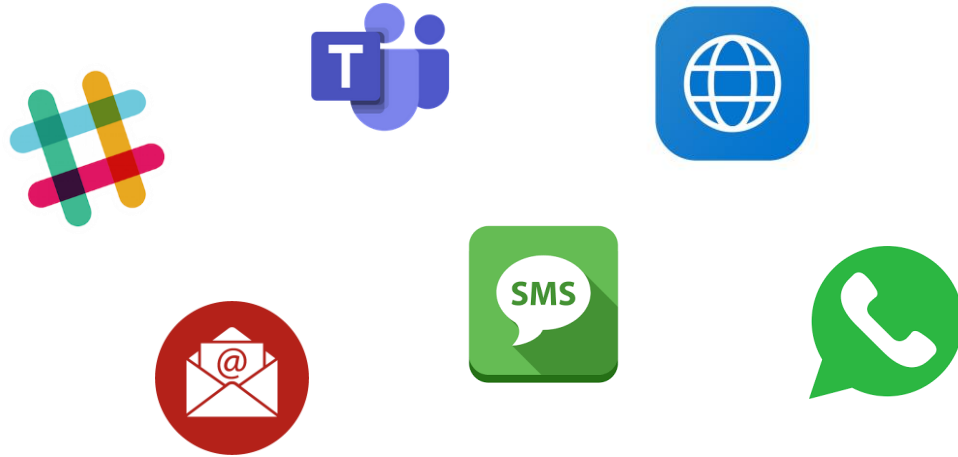Plugin A

Plugin B

Plugin C

API

Clairvoyance LLMOps Workflow

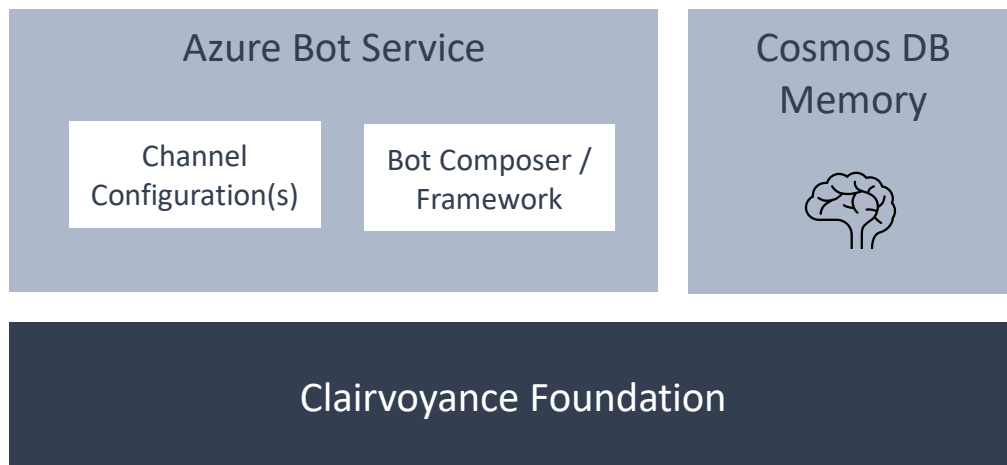End-to-end LLMOps via Microsoft Prompt Flow & Visual Studio Code

Clairvoyance Assistants

Build intelligent, generative assistants for your enterprise and for your customers

GitHub Actions Deployments

Azure Bot Service

Channel Configuration(s)

Bot Composer / Framework

Cosmos DB Memory

Clairvoyance Foundation

Capabilities

Numerous channels
Configure chat interfaces against a wide range of channels, including web, MS Teams, slack, SMS, etc.

Visual dialog designer
Craft sophisticated intelligent chatbots with ease using MS Bot Composer's integrated visual designer

Conversational memory
Enjoy a chatbot that learns from your history, making every conversation more relevant and engaging

Premium Customizations

Language detection & translation
Experience seamless communication in multiple languages, making your chatbot universally accessible
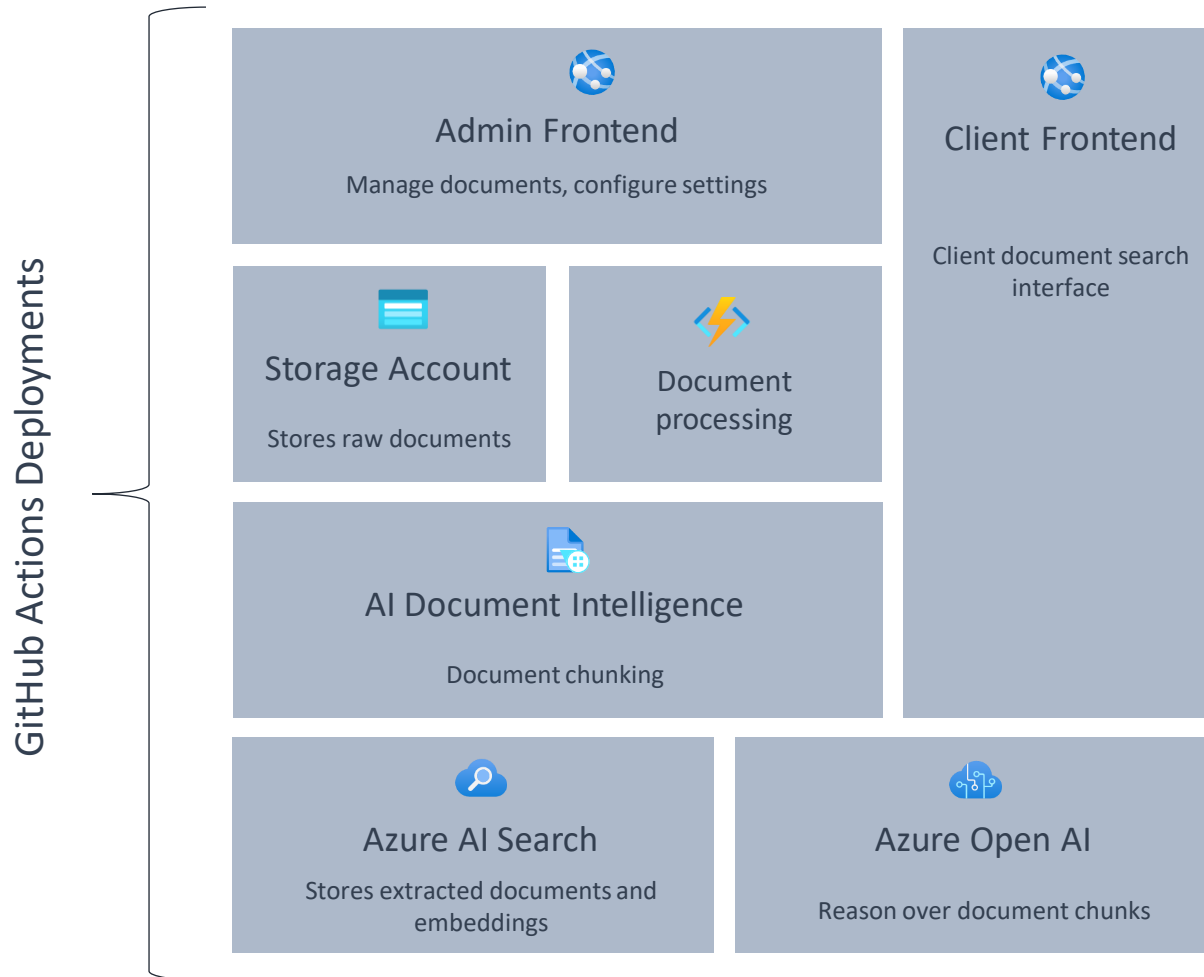
Speech enabled
Bring conversations to life with speech-enabled interfaces, making interactions more natural and engaging

Live Avatars
Add a face to your conversations with Live Avatars, creating a more personalized and trust-building relationship

Clairvoyance Knowledge Search

Enable ChatGPT experiences against your enterprise data

GitHub Actions Deployments

Admin Frontend
Manage documents, configure settings

Client Frontend
Client document search interface

Storage Account
Stores raw documents

Document processing

AI Document Intelligence
Document chunking

Azure AI Search
Stores extracted documents and embeddings

Azure Open AI
Reason over document chunks

Capabilities

Content summarization & citations
Experience the power of concise knowledge with our content summarization, directly linked to source documents for credibility

Content management
Empower your team with our admin interface, effortlessly integrating documents and web content into a smart search experience

Premium Customizations

Automated document & web crawls
Maximize efficiency with our automated website and document crawls, keeping your content fresh and comprehensive

Language detection & translation
Enjoy fluid conversations in a variety of languages, ensuring content is accessible to all audiences

Document-level permissions
Maintain strict control over your data with document-level permissions, ensuring content is accessed responsibly
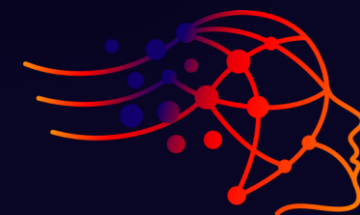
Sensitive data scrubbing
Add a face to your conversations with Live Avatars, creating a more personalized and trust-building relationship

Data enrichment
Extract additional information for advanced customizations (such as Information Protection Sensitivity Labels, locations, etc.)

Pilot Approach

STEP 2

Proof of Value Engagement

Implement a use case into production, measure results, and determine the ROI impact.

STEP 1

AI Innovation Workshop

Gain an understanding of how AI tools can be incorporated and identify specific use cases for your organization.

STEP 3

CEI Clairvoyance

Incrementally adopt AI tools, models, and automation, ultimately maturing to a state of fully AI-Powered Operations.

6-8 WEEKS

2 DAYS

STEADY STATE

CEI

CONSULTING | SOLUTIONS | RESULTS