



Conversational Assistance

An intelligent mode of conversation



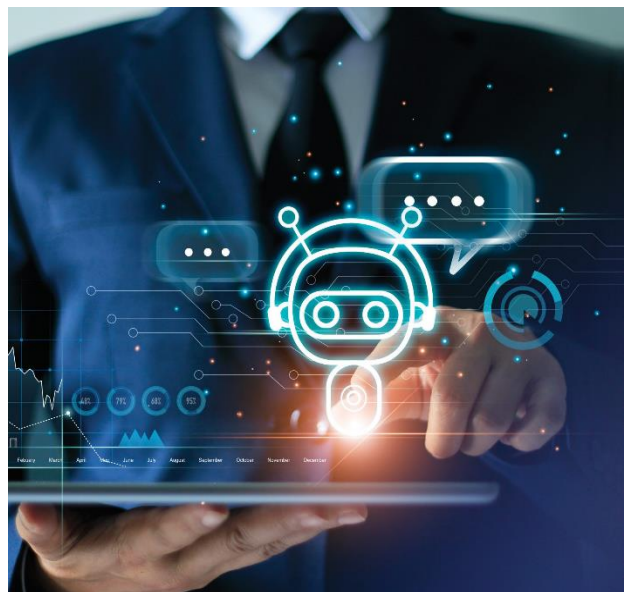
A conversational assistant that can cater to informational and transactional queries raised by user in the trained areas using the power of Artificial Intelligence and Machine Learning

Capabilities

Our virtual assistant is a multilingual intelligent conversational assistant powered by Azure cognitive services. It is easily deployable, scalable and integrable with your backend components. It comes with several ready to use conversation flows and AI models used most frequently across industry for IT, HR, Finance service and helpdesks etc. on top of it any additional requirements can be easily customized based on the pain points of customer. The solution is capable to transfers call to live agents giving end user a seamless experience about service. The solution can reduce operational cost to a great extent and enhance the customer experience and satisfaction.

Key features

- Automation of L1 and L2 support for service requests or left shift
- Automation of business transactions / processes
- Supports multiple languages
- Can be configured for multiple channels
- Voice enabled
- Supports share point search
- Proactive messaging support
- Includes digital assistant
- Raising service tickets through chat
- End to end automation of service ticket resolution
- Intelligent document processing
- Adaptive learning based on new data
- Understand and respond to emails



Integrates seamlessly with enterprise channels and ITSM tools like BMC Remedy, Successfactor, SharePoint, SAP and all major platforms includes digital assistant



Advance analytics on the chat transcribed gives deep insight on the usage pattern, root cause analysis and drive the organization to make future business decisions

Key features



Success story

- Client's business problem was that existing corporate portal was outdated, difficult to navigate and didn't have good user experience. Portal was used to query different knowledge base corresponding to Purchasing, Finance, HRSS & IT division and create Remedy Tickets.
- Wipro built a solution with following azure services: QnA, LUIS, Bot framework, blob storage, Application Insights

Benefit delivered

- Wipro delivered the bot in Dec-2020 & Chatbot is able to help employees navigate to their requirements faster
- Chatbot self-help capability helped to reduce IT Live Chat team's load as customers are able to find actionable help on their own
- Chatbot is having on an average 700-1000 conversations/day

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to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at info@wipro.com

