DRYiCE by HCL Technologies

HCL

AI-Enabled Cognitive Virtual Assistant

DRYiCE Lucy

www.hcltech.com

#CPGbyHCL

INTRODUCTION

Enterprises have grown at an exponential scale with multiple business units operating within them. It is these business units that an end user belongs to. An abundance of resources are deployed by enterprises to transform end-user experience (employee and customer), while improving productivity and fostering innovation.

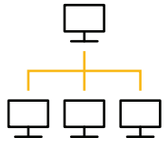
In an effort to further bolster end-user experience and uphold innovation, enterprises offer multiple channels of communication like social media, websites, call support, forums, etc. However the perpetual challenge is to ensure consistent, personalized, and immediate digital experience across all channels.

Focusing on these enterprise business problems, HCL designed it's cognitive virtual assistant – **DRYiCE Lucy** (Lucy). It mimics human interactions, learns, and adapts to user needs through smart conversations by leveraging enterprise-grade Natural Language Processing (NLP) and Machine Learning (ML). Users can leverage Lucy to procure relevant information spread across a multitude of enterprise systems. Lucy helps organizations move up the maturity curve and enhance user experience for both employees and customers. By deploying advanced NLP, Lucy reduces human error and increases productivity. It comes with out-of-box use case for various scenarios and can be easily extended to cover the "Cognitive Chatbot" needs of modern enterprises.

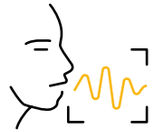
DRYiCE Lucy

CHALLENGES ADDRESSED

Limited availability of support resources causes high wait time



Multiple systems and applications to get the simplest routine work done, drains time and efficiency



Language inconsistency in a global business scenario leaves users dissatisfied

Routing through a complicated and information-heavy system, to fetch required knowledge wastes time and effort

Absence or high cost of 24X7 help/support system

Inconsistent responses to same or similar end user queries based on support executives' understanding

#CPGbyHCL

DRYiCE Lucy

KEY FEATURES

Enterprise Grade Security

Data region flexibility with end point-based security and third-party integrations. The current version of Lucy is Security Assertion Markup Language (SAML) and Single Sign-On (SSO) enabled

Flexible Billing

Custom fit billing model with numerous billing templates and usage categories

Context Switching

Multi-level context switching that allows users to get back to incomplete or digressed conversations

Third party Integrations

Out of The Box (OTB) third party integrations with IT Service Management (ITSM)/ Enterprise Resource Planning (ERP)/ Robotic Process Automation (RPA) and Customer Relationship Management (CRM) providers for quick and robust deployment

On Demand Scalability

Scalable platform for enterprise business needs

Multiple OTB Channels

Various OTB channels available to easily configure

Dynamic Customer Provisioning

Software–As –A-Service (SAAS) availability of Lucy for a provider to create multiple Lucy instances for different customers

Configuration Management

High configurability with low maintenance through rich Graphic User Interface (GUI) role-based consoles

DRYiCE Lucy

KEY MODULES

Configuration Module

Administrators can configure Lucy for various aspects. It has various sub-modules such as Standard Operating Procedure (SOP) Management, UI Management etc, to name a few.

Cognitive Module

Lucy has the ability to understand and interpret the context of conversations happening in natural language. The product is NLP engine agnostic and can work with all industry leading Natural Language Processing engines.

Channel Integrator

Lucy can be integrated with any voice / text - based channel of communication like voice assistants, social media channels (FB Messenger, Skype, MS Teams), and email to receive intuitive human - like responses.

NLP Engine

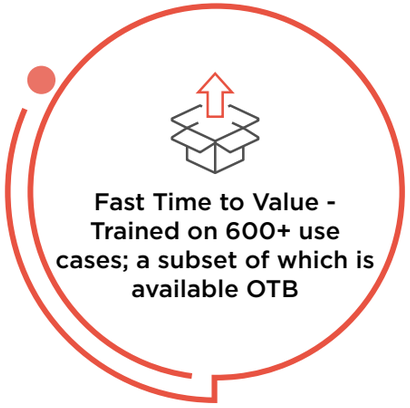
Natural Language Processing engine empowers Lucy to comprehend all conversations happening in natural language.

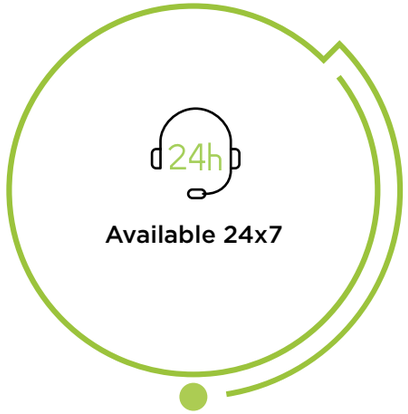
Rule Engine

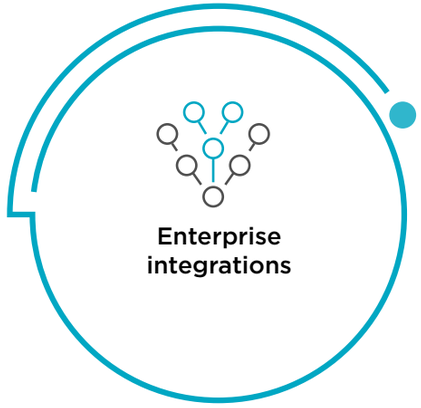
The Rule Engine enables Lucy to define business rules and enables integration based on context of conversations as identified by the NLP engine.

DRYiCE Lucy

BENEFITS







#CPGbyHCL

ABOUT DRYiCE

DRYiCE is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and cloud.

Our vision focuses on:

- Enabling a Service-Oriented Enterprise
- AI-led Service Assurance
- Driving Enterprise-wide Digital Agility
- Business Process Observability

For more information
write to us at **rcpg.solutions@hcl.com**
#CPGbyHCL

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL o ers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through o erings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS o ers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2021, HCL has a consolidated revenue of US$ 10.53 billion and its 176,499 ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com

www.hcltech.com

BI-115241305761993-ENOOGL