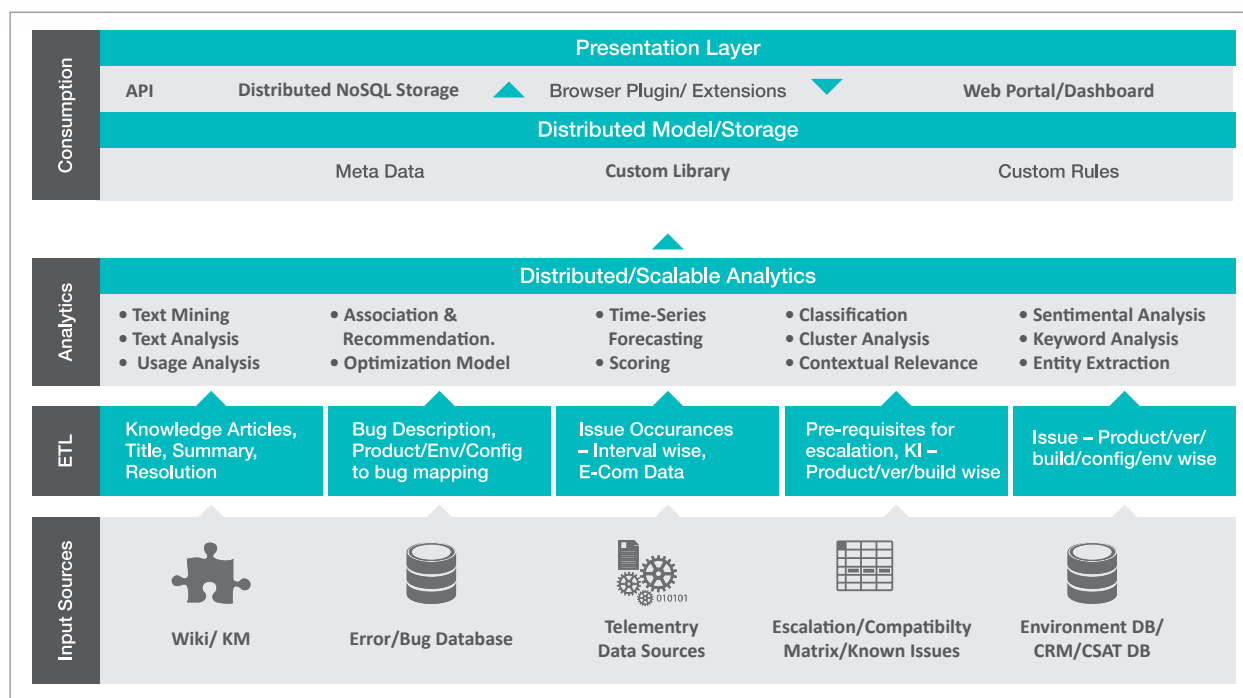




INTELLIGENT TECH SUPPORT (ITS)

ITS is an advanced support analytics framework that utilizes the information mined from support history and uses text mining, NLP and machine learning to recommend resolutions to support engineers



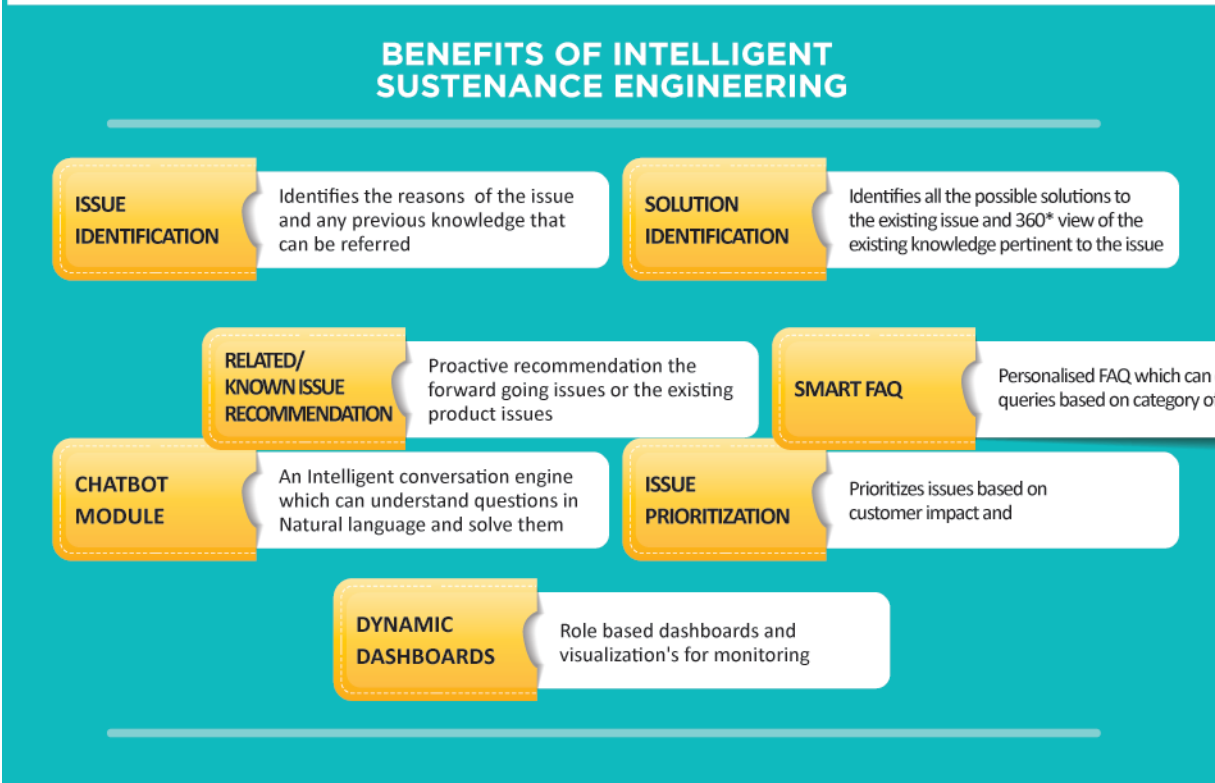
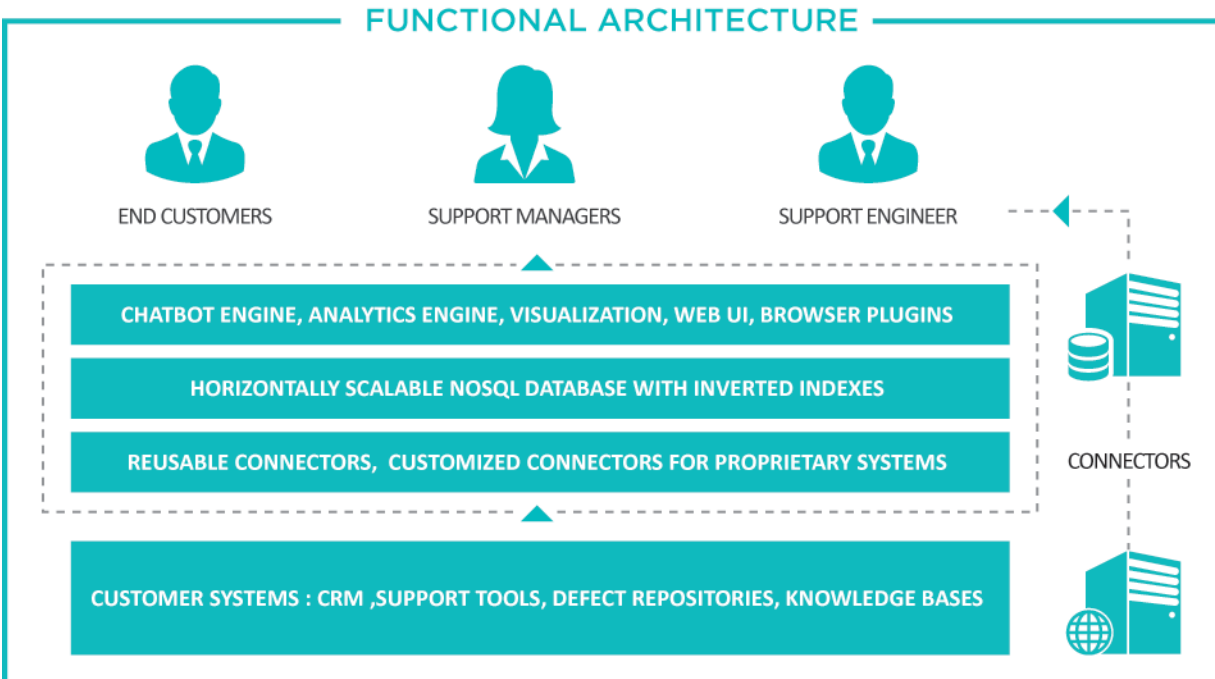
CHALLENGES

- Customers are demanding a more proactive, intelligent and intuitive support experience
- Increase in support cost and rise in call volumes
- Customer Support Reps (CSRs) are disconnected from product issues and their impact to calling customers
- Unstructured methodology for product support



BENEFITS

- Improves the productivity up to 8–10%
- Helps in support volume reduction of 15 to 25%
- Improves operational efficiency and throughput
- Improves CSAT and product experience



Hello, I'm from HCL's Engineering and R&D Services. We enable technology led organizations to go to market with innovative products and solutions. We partner with our customers in building world class products and creating associated solution delivery ecosystems to help bring market leadership. We develop engineering products, solutions and platforms across Aerospace and Defense, Automotive, Consumer Electronics, Software, Online, Industrial Manufacturing, Medical Devices, Networking & Telecom, Office Automation, Semiconductor and Servers & Storage for our customers.

Follow us on twitter: <http://twitter.com/hclers> and our blog <http://ers.hclblogs.com/>

Visit our website: <http://www.hcltech.com/engineering-services/>