HCL CLARA

An Automation Chatbot for Workload Automation

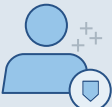**PRODUCTS & PLATFORMS**
by HCL Technologies

OVERVIEW

Workload Automation enables organizations to gain complete visibility and control over attended and unattended workloads. HCL Clara, an automation chatbot, understands human input, provides answers by tapping into a rich, specialized knowledge base, and allows direct interaction with Workload Automation in natural language to execute tasks. Clara saves IT ops time, frees up the schedulers, manages the how-to questions and initiates the initial troubleshooting of Workload Automation conveniently with voice command or simple text chat.
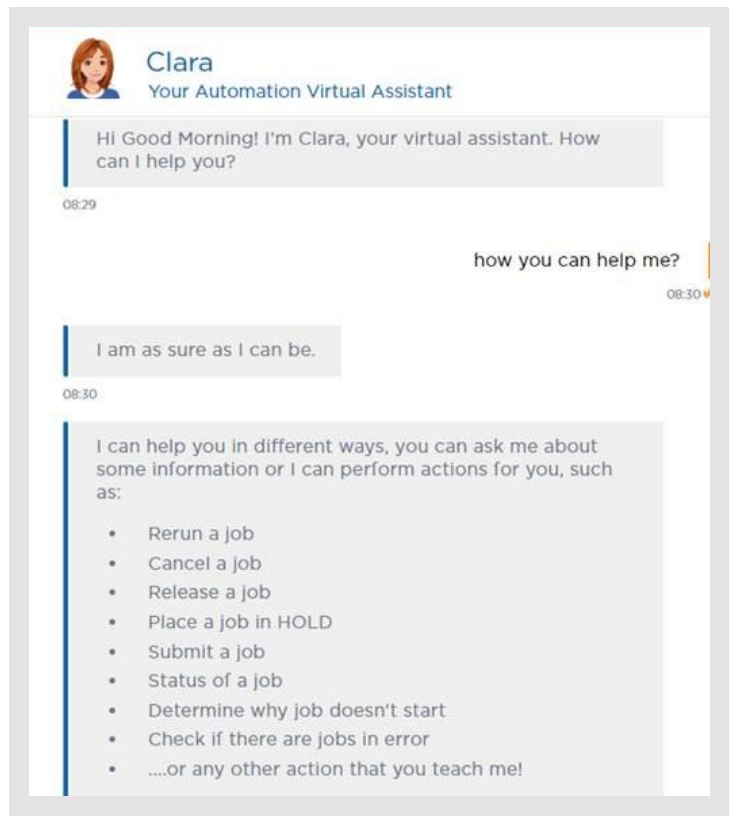
BENEFITS

Clara offers a human-like, personalized, round-the-clock experience to Workload Automation users, which will:

Minimize the FAQ-type calls	Reduce common-issue repetitive incidents	Speed up learning curve on new features	Promote best practices

CAPABILITIES

Enterprises depend on Workload Automation to manage critical business processes, while reducing operating costs. IT Operators ensure Workload Automation operation continuity 24x7, avoiding involvement of support team, Application support teams want to quickly solve issues in their applications to ensure business continuity. Clara makes Workload Automation even easier to use, by offering a conversational interface to scheduling users, access the **company's automation knowledge base**, providing **recommendations and performing tasks** for the end-users.

Clara
Your Automation Virtual Assistant

Hi Good Morning! I'm Clara, your virtual assistant. How can I help you?

08:29

how you can help me?

08:30

I am as sure as I can be.

08:30

I can help you in different ways, you can ask me about some information or I can perform actions for you, such as:

- Rerun a job
- Cancel a job
- Release a job
- Place a job in HOLD
- Submit a job
- Status of a job
- Determine why job doesn't start
- Check if there are jobs in error
- ....or any other action that you teach me!

CLARA OFFERS ADVANCED CHATBOT CAPABILITIES, INCLUDING:

Interactions in natural language	Easy and intuitive training modules	Robust AI/NLP based Intent identification engine	Intuitive conversation definition via UI
Action script support for Integration	External Interface for third party integration	External language support for integration (java, C#, Perl, Python, etc.)	Voice recognition

Pluggable/Customizable Knowledge Base:

- HCL Knowledge base with regular updates
- Possibility to customize the knowledge based on customer needs

Actions & runbook implementation leveraging product APIs:

- Clara leverages HCL Products & Platforms product APIs to enable users to automate business processes and troubleshoot problems.

SIMPLE TO GET STARTED

Learn how to use various functions and work-arounds, and get your actions done on Workload Automation in simple conversations at your convenience with Clara.

MANAGE HOW-TO QUESTIONS	SUPPORT BASICS SCHEDULING SCENARIOS	TROUBLESHOOT WORKLOAD
• Get me started with building my process (jobs, APIs..) • How to use calendar or event-based scheduling • Understand new features	• Submit a job or job stream • Re-run jobs	• Why the job is not starting? • Why it failed?

For more information, please contact us at products-info@hcl.com