

ABOUT HCL'S CONVERSATIONAL AI BOT - **AUTOBOT**

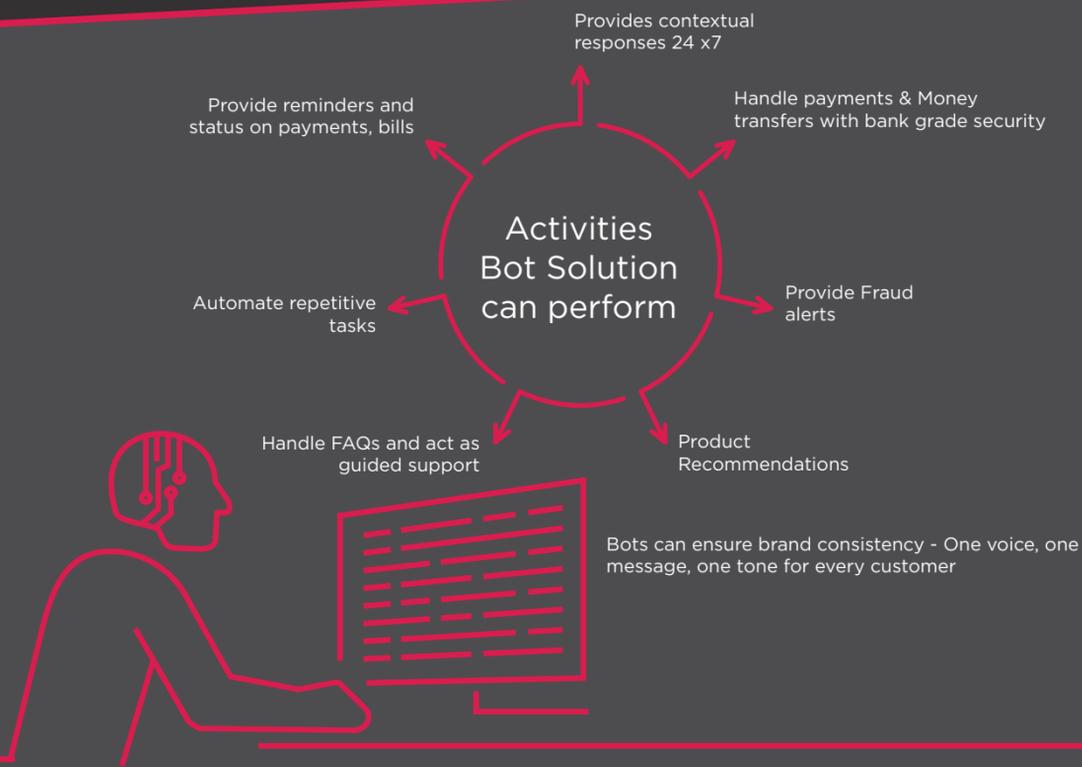


“ OVER TIME, THE COMPUTER ITSELF — WHATEVER ITS FORM FACTOR — WILL BE AN INTELLIGENT ASSISTANT HELPING YOU THROUGH YOUR DAY. WE WILL MOVE FROM MOBILE FIRST TO AN AI FIRST WORLD. ”

It is an AI based Intelligent Assistant engine which automates tasks and interactions through machine learning and natural language processing.

The solution provides a conversational user interface (CUI) that delivers text-based or voice-based information and engage customers via Omni channels- mobile website, messenger platforms, alexa etc

HCL Bot solution can be integrated with leading platforms and smart home devices.



Features and Capabilities



- ROBUST AI/NLP BASED INTENT IDENTIFICATION ENGINE** - Accurately classifies the questions with the predefined intents for further processing
- EASY AND INTUITIVE TRAINING MODULES** - Minimal effort to train and test the intent samples
- AUTO ENTITY RECOGNIZER FROM TRAINING SET** - Recognizes the entity based on the highlighted/selected text as entity for which no coding effort is required
- MACRO BASED CONVERSATION MODULES** - Conversation can be added in the form of questions, validation prompt, confirmation, rephrase, etc
- INTUITIVE CONVERSATION DEFINITION VIA UI** - Populate the training set for a given intent and configure required parameters/entities for training
- ACTION SCRIPT SUPPORT FOR INTEGRATION** - The workbench comes with a script IDE which can be used for writing the actions against each Intent
- RECORD AND REPLAY** for virtual integration with business systems
- TASK AUTOMATION** modules
- EXTERNAL INTERFACE** for third party integration
- EXTERNAL LANGUAGE SUPPORT** for integration (Java, C#, Perl, Python, etc)
- VOICE RECOGNITION**
- Pre-built models for **EMOTIONS**
- Inbuilt **SEMANTIC ANALYSIS** for informative intents
- READY TO USE INTEGRATION** with Web, Lync, Skype for business, mIRC, FB Messenger, Slack, Amazon Alexa capabilities coming soon



Business Benefits



Reduction in friction points while improving the operational efficiency

Chat Bots as the new face of customer service

Bots can help automate fraud prevention processes

Bots can push relevant content to end users and test user engagement

Chat bots mean no peak times or extra staffing projections for the holidays

Bots can lead a company's personalization strategy and generate incremental revenue

Chat bots ensure brand consistency

Pain points



Use Cases FOR A FINANCIAL INSTITUTION

FOR A DIGITAL BANK

- Bot Banking is the new experience
- Automates tasks like Balance check, money transfer, bill payments, reminders and notifications
- Enable faster onboarding of customers -KYC
- Robo advisory - Recommend Credit cards, Loans, Insurance etc
- Helps with account summary and reminders
- Answers user queries on loans, credit cards, etc.
- Provides alerts on stock prices & portfolio
- Enables buying and selling through the platform
- Guides on mutual funds and equity markets

FOR AN INSURANCE COMPANY

- Automates tasks like insurance premium check, reminders and notifications
- Enable faster onboarding of customers -KYC
- Robo advisory - Recommend Insurance products
- Helps with account summary and reminders
- Answers user queries on health, auto, home insurance queries
- Provides alerts on premium payments, top ups
- Enables buying and selling through the platform

