HCL

TRANSFORM EXPERIENCE.
TRANSFORM BUSINESS.

HCL's DRYiCE Lucy

SOLUTION OVERVIEW

HCL's DRYiCE Lucy can integrate with any enterprise application seamlessly. Lucy can imitate conversation with a real person making processes simple, intuitive and engaging. Some of the use cases are mentioned below.

Integration with Success Factors

Success Factors AI Chatbot is like a CONVERSATIONAL HR, an automated interactive solution that allows seamless interaction with Employees while responding to their queries. This is done using Recast AI tool to interact with Success Factors. The BOT is configured for multiple SF scenarios cutting across all Success Factors module right from EC to PM-GM to RCM and extended to newer modules like EC Employee Well Being.

Integration with Smart Helpdesk

HCL's Lucy Smart helpdesk is a virtual assistant powered with cognitive and machine learning capabilities that is enabled on DRYiCE XSM to aid consumers. It includes capabilities to track service transactions, fulfill and manage service delivery & usage, and seamlessly identify and resolve issues.

Integration with HCL iMRO Solution

SAP® Enterprise Asset Management (SAP EAM) solution, add-on for MRO by HCL for SAP S/4HANA®. The add-on is designed specifically to manage and streamline the complex maintenance processes of asset-intensive organizations. It features an intuitive interface and enables an extensive range of industry- and role based experiences, with sophisticated inspector, induction, maintenance requirement, and task list functionality. The add-on extends and integrates with SAP S/4HANA. Lucy has been implemented on scenarios such as Induction, Part Request etc.

Benefits

- Cut down on the emails that your business receives

- Provide faster around-the-clock feedback for common customer questions

- Enable your customer service agents to dedicate more time to resolving more complicated customer issues

The great thing about LUCY...

- Learns from failure and resolutions of the responses

- Increases employee productivity to complete routine tasks

- Reduces complex business transaction to just few quick conversations

- Enables unified experience for all stakeholders

- Provides real time information in conversation

- Available 24*7 for quick conversation

- Supports multiple users at the same time

- Flexible to extend to other industry and use cases

TECHNOLOGIES USED

SAP Cloud Platform Cloud Foundry for deploying Microservices and Leonardo Machine Learning

SAP Recast.AI NLP engine and Leonardo conversational APIs to enable the virtual assistant

Integration with Enterprise Application like Success Factors, S/4HANA etc.

ARCHITECTURE

NATURAL LANGUAGE PROCESSING
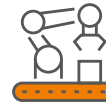
Watson •
Amazon lex •
Ms luis •
Google NLP •

VOICE BASED

Amazon Alexa •
Google voice •
Twillio •

Enterprise Integrations

SAP LEARNING

CHAT BASED

• Facebook messenger
• Skype
• Slack

600+ USE CASES

LUCY

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BEYOND THE CONTRACT

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