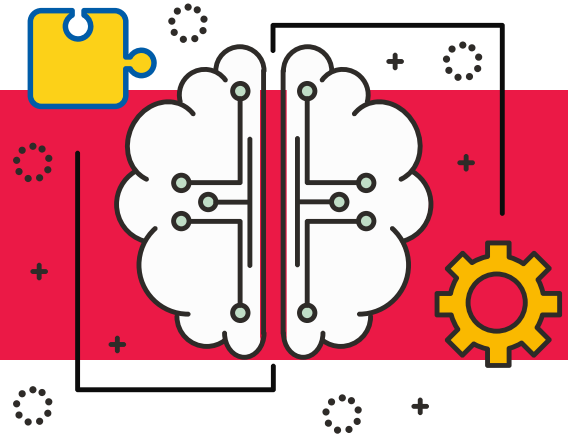**HCL**

TRANSFORM EXPERIENCE.
# TRANSFORM BUSINESS.

Lucy Smart Helpdesk

SOLUTION OVERVIEW

LUCY is our digital assistant powered by AI, an automated interactive solution that provides an improved experience and engagement for your employees. Digital assistants have ushered in a new era in the way enterprises work, making processes simple, intuitive and engaging.

The digital engine is built on our DRYiCE Cognitive Orchestrated Process Automation framework (COPA) and allows automation of any business process through API endpoints that can be connected to RPA tools like WorkFusion and Blue Prism. This allows us to automate any business process across any application with intelligence.

SOLUTION DETAILS
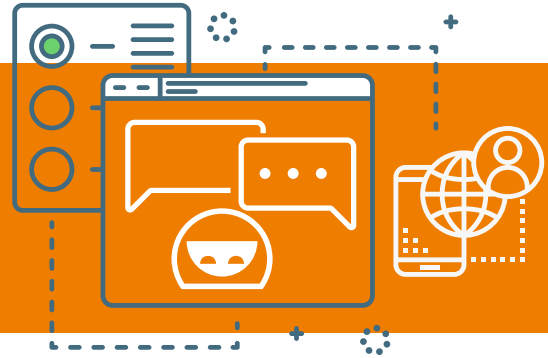
HCL's LUCY Autonomics and Orchestration Framework by HCL DRYiCE is deployed on an SAP Cloud Platform architecture using Recast. AI and SAP Leonardo Machine Learning as the default services with configurable options to consume alternate cloud services. It is a Service Management solution for SAP business processes that

- Is easily ACCESSIBLE through Multiple Channels
- Has COGINTIVE capabilities to understand the user requests
- Can INTELLIGENTLY ASSIGN the user requests
- INTEGRATES with Enterprise applications either directly or via Process Automation tools to process the user requests
- Is AVAILABLE 24*7
- Can SCALE UP quickly
- Offers a CONFIGURABLE service catalogue
- Includes core functions to MANAGE service delivery lifecycle of user requests

TECHNOLOGIES USED
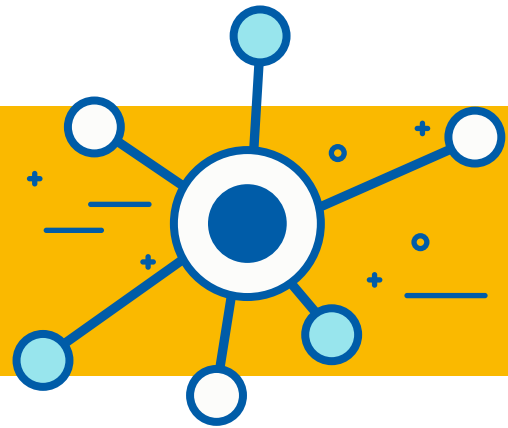
▶ SAP Cloud Platform Cloud Foundry for deploying Microservices

▶ SAP Recast AI NLP engine and conversational APIs to enable HCL's Lucy Smart helpdesk, the virtual assistant

▶ SAP's Leonardo ML Service Ticket Intelligence for automatic assignation of service records based on historical data

▶ Application monitoring using Dynatrace SaaS and UFO to ensure 100% up-time

▶ Metering enabled using CF-Abacus

▶ Integration with Enterprise Applications & Process Automation tools using APIs

WHAT IS DRYICE?
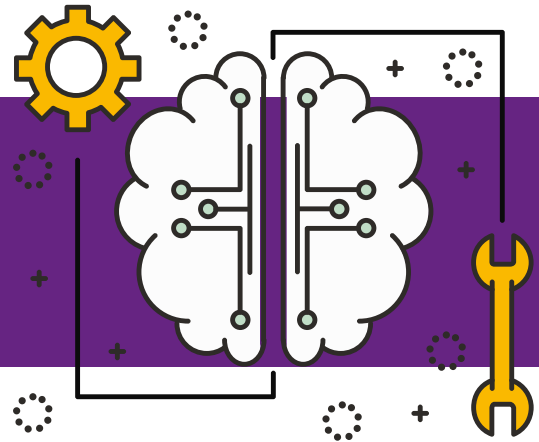
DRYiCE is an Enterprise AI Foundation. It is HCL's autonomics and orchestration suite of services, products, and platforms powered by the world's best AI technology. It enable enterprises to operate in a leaner, faster, and cheaper way while ensuring superior business outcomes in terms of experience, speed, and agility. It brings the power of AI to transform IT and business services, business processes, and digital operations. Extensive partner ecosystems and Centers of Excellence support HCL's cutting-edge autonomics and AI-enabled solutions, across the globe.

Mail to us at sap@hcl.com

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