**DRYiCE**
by HCL Technologies

**Lu DRYiCE Lucy**

# COGNITIVE VIRTUAL ASSISTANT

User experience has always been and will always be at the center of any business or organization. Managing that is not as difficult as it seems. All one needs to ensure is that the user can interact with your organization, at the time of their choice, in the language of their choice and via a medium they like (voice or chat). With that in mind, a lot of time, money and effort is invested by the organizations to ensure that they leave the users happy and satisfied. A lot of human resources are positioned to ensure that the end users get what they need, at the right time.

However, even after doing that, organizations still look at their end users and see some one who is not happy and is ready to switch to a competitor. Simply because no one was available to answer their question when they had one. This becomes all the more difficult in the current scenario, where there are multiple platforms for the end users to interact with an organization - Social media, websites, call support, communities etc. How does an organization ensure that there is someone always listening and responding to their customers? That is a BIG QUESTION?

Focusing on enterprise business problems, HCL designed it's cognitive virtual assistant DRYiCE Lucy, which can automate industry-wide use cases through smart conversations, by leveraging Natural Language Processing (NLP) and Machine Learning (ML). It can interact through any medium of choice, i.e. chat or voice, for business and IT support, leveraging its rich plug-in integrations with various IT systems to get end to end automation. DRYiCE Lucy has been trained for 600+ business and IT use cases, a subset of which is available OOB along with a cognitive console for enabling powerful integrations.
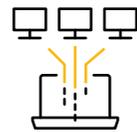
# CHALLENGES ADDRESSED BY DRYiCE Lucy

Limited availability and number of support resources cause high wait time
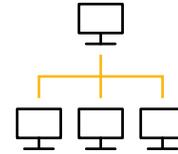
Multiple systems and applications to get the simplest routine work done drains time and efficiency

Language inconsistency in a global business scenario leaves users dissatisfied

Routing through a complicated and information-heavy system, to fetch the required knowledge wastes time and effort

Absence or high cost of 24X7 help/support system

Inconsistent responses to same or similar end user queries based on support executives' understanding

# FEATURES AND CAPABILITIES

### NLP Engine Agnostic

DRYiCE Lucy can consume any NLP engine for interpreting conversations in natural language. Plug in the NLP engine of customer's choice and DRYiCE Lucy starts functioning

### Omni channel

End users can interact with DRYiCE Lucy via its own voice/chat or any chat/voice platform (Skype, Trello, Confluence or client's own platform, Alexa, Google home)

### OOB Integrations & Use Cases

DRYiCE Lucy is already integrated with all market leading systems across ITSM, ERP, DB and legacy. It allows rapid integration using REST APIs based on business need. DRYiCE Lucy has been trained for 600+ business and IT use cases, a subset of which is available OOB

### Deployment Model Flexibility

DRYiCE Lucy can be hosted totally on cloud or as a hybrid solution based on enterprise needs

### Continuous Learning

Integrated cognitive console to fine tune learning with time, to accommodate more business scenarios

### Rule Engine

Client specific business policy for data privacy and security can be induced with DRYiCE Lucy's rule engine

# KEY MODULES

**Channel Integrator**

DRYiCE Lucy can be integrated with any voice / text based channel of communication like voice assistants, social media channels (Facebook Messenger, Skype, MS Teams), and e-mail to receive intuitive human like responses

**NLP Engine**

DRYiCE Lucy has the ability to understand and interpret the context of conversations happening in natural language. The product is NLP engine agnostic and can work with all industry leading NLP engines

**Rule Engine**

The Rule Engine allows DRYiCE Lucy to define business rules and enables integration based on context of conversations as identified by the NLP engine

# BENEFITS

Fast Time to Value - Trained on 600+ use cases, a subset of 250+ is available out of the box

100% response consistency

Available 24x7

Improves through experience

Unified experience for all stakeholders

Infinite productivity

Reduces wait time

![DRYiCE Lucy logo]

# CASE STUDY: MODERNIZED OPERATIONS FOR A F500 CPG COMPANY

## CUSTOMER BACKGROUND

- The client is a consumer goods corporation headquartered in USA

- It primarily specializes in wide range of cleaning agents and personal care products

## PROBLEM STATEMENT

- Adverse service desk performance coupled with inconsistent end user experience resulting from a rapidly changing application landscape and high contact volume

- Increased complexity and effort as users had to access multiple applications to get relevant information

- Hampered response efficiency due to a higher time to resolve a high volume of low priority tickets

## SOLUTION HIGHLIGHTS

- HCL implemented DRYiCE Lucy - An AI based Cognitive Virtual Assistant to support the massively growing user base while controlling costs and improving response efficiency

- HCL implemented DRYiCE Lucy for IT Service Desk related use cases. The scope will further be expanded in a phase wise approach to cover additional use cases in the areas of HR and Order Management.

- Robust integration with over 10 enterprise systems helped it to extend support to more than 115,000 users, handling over 650,000 contacts per annum

## BUSINESS OUTCOMES

- Direct cost saving by leveraging AI driven Cognitive Virtual Assistant technology platform

- Improved Mean Time To Repair and feedback in IT by 40% for the identified use cases

**DRYiCE is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and Cloud.**

**Our vision focuses on:**
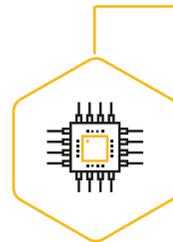


**Enabling a service Oriented Enterprise**

**AI-led Service Assurance**

**Driving Enterprise-wide Digital Agility**

**Business Flow Intelligence**



Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com