

Azure Intelligent Bots



Microsoft Azure: The cloud you can TRUST

Intelligent bots are computer programs that leverage artificial intelligence to enable natural conversations with people. The recent advancements in machine learning and the convergence of compute power and big data are bringing artificial intelligence into the mainstream. Intelligent bots will transform every facet of every industry and dramatically improve both, the customer experience and internal communications.

NDS Global based in US & India is a trusted Microsoft Gold Partner that has successfully built and deployed applications on Microsoft's cloud platform Azure. Our solution experts team with experience in building, deploying and migrating applications to the cloud offer solutions which are efficient, quick to deploy and easy to scale.

For Demo/Workshop:

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HR Bots

Current scenario/ Business challenge

HR departments in organizations often are caught up in repetitive and mundane tasks like explaining employees leave application process or leave pertaining policies. These tasks though very simple, take up a lot of efforts and time of the HR personnel and hence don't allow them to focus on their other core and important tasks.

Business Benefits/ Outcomes

- Quick deployments
- Bot use LUIS (Language Understanding Intelligent Service)
- The HR personnel can focus on their core responsibilities
- Available 24x7
- Available across platforms. kype, Microsoft teams, on web pages etc.

Solution

Leave And Regularization Assistant (LARA) is an intelligent bot built, managed and trained to take care of accomplishing repetitive tasks which otherwise take up a lot of time of the HR personnel. LARA is highly customizable and trains itself automatically to address employees queries pertaining to leave and company policies upto solving queries related to income statements and taxation. LARA automatically recognizes the user by authenticating from the company's AD and addresses queries accordingly.



I'm Iris and I can help you get things done quickly. The areas I can help you with are listed below. You can choose one of them or simply choose to talk to me. You can type and we can chat or better still, we can talk - as per your convenience.


The Options are

Apply Leave

Check Leave Balance

Check Leave Status

I want to know my leave balance





Help Desk Bots

Current scenario/ Business challenge

Analysis have confirmed that 68% of help desk tickets that are raised in an organization are on known issues and have a simple proven solution to it. Yet, help desk agents spend more than 50% of their time addressing these issues. In an attempt to address these known issues, the agents have very limited time when it comes to solving actual crucial tickets.

Solution

SD is an intelligent help desk bot which is built and trained to provide solutions on service desk related queries. The bot learns and builds a knowledge base of its own over time and matures quickly to share the burden with the actual service desk team. The Bot is highly available and very natural at its conversations giving the impression of an actual agent to the end user.

Business Benefits/ Outcomes

- Quick deployments
- Bot use LUIS (Language Understanding Intelligent Service)
- The Help Desk personnel can focus on their core responsibilities
- Available 24x7
- Available across platforms





Marketing and Sales Bots

Current scenario/ Business challenge

Whenever a user visits a website, he is exposed to huge amount to information which might not always be specific to the user. In such case, the user has to browse through the website to find the desired information by browsing through the website which can be both distracting and time consuming.

Solution

Marketing and Sales Bots are highly intelligent bots built and trained to face the customers of the organization.

Varying range of customer bots are available like

- **Marketing and Sales Bots for Banks**
- **Marketing and Sales Bots for Real Estate**
- **Marketing and Sales Bots for Retail, E-Commerce & Start-up organizations**

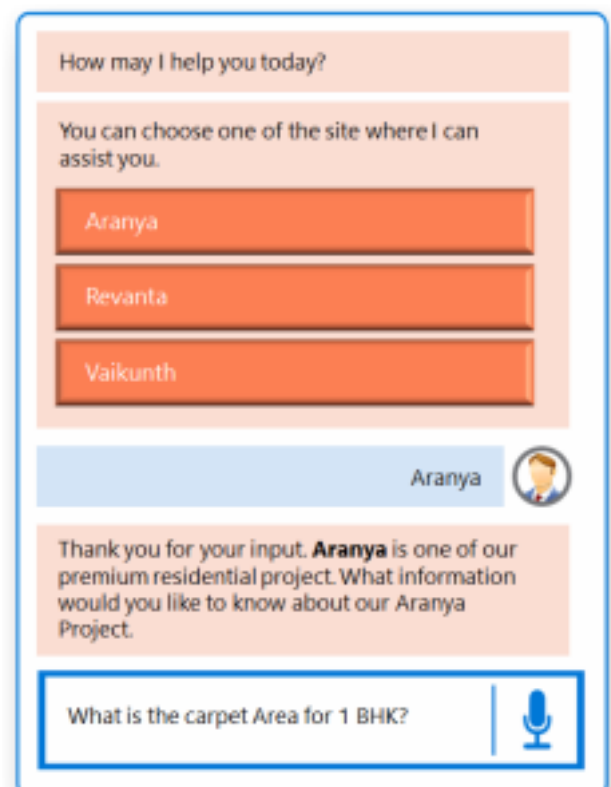
Marketing and Sales Bots are specialized bots which can be deployed across various platforms and perform three major tasks

- **Lead generation**
- **Sales**
- **Feedback**

Business Benefits/ Outcomes

- Quick deployments
- Bot use LUIS (Language Understanding Intelligent Service)
- The user gets a personalized experience every time he visits the website or application
- Available across platforms
- Available 24x7

Whenever a customer visits a portal, he can be greeted with a Bot which goes ahead and using built in machine learning mechanism starts conversing with the customer in a very natural way. The bot can go ahead and help the customer to search for the products or information to his requirements across websites and give intelligent suggestions and alternatives too. Beyond a point where the Bot is not able to add any value to the customer, the Bot is intelligent enough to handover the conversation to a real agent very seamlessly.





Customer Facing Bots for Support

Current scenario/ Business challenge

When a customer purchases a new product from a company, the customer has to go through a series of documentations and guides to set up or start using the product. This activity could be tedious and time consuming since not everything in the documents will be applicable to all the customers, also the customer would have to manually go through the whole document to find material related to him. Many times the document could be difficult to and the customer would need further clarifications on some points.

Solution

Support Bots are an excellent solution to the mentioned challenge. Support Bots can be deployed on the websites of the company where the customers can browse and start communicating with the Bots. The Support Bot can guide and help the customer in a very natural way. Due to the AI and machine learning mechanism running at the back end, the Bot can also predict what further difficulties the customer could face and make suggestions accordingly. This way the customer gets access to very specific information that he is interested in and saves time.

Business Benefits/ Outcomes

- Quick deployments.
- Bot use LUIS(Language Understanding Intelligent Service).
- Natural Communication
- Direct access to desired information.
- Available 24x7.



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