


A woman with blonde hair and glasses is smiling while looking at a tablet computer. She is wearing a dark blue sweater over a collared shirt. The background is a blurred office or retail environment.

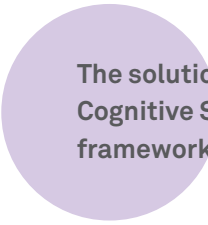
Wipro's Conversational Assistant

Wipro's Conversational Assistant (WCA) is a virtual SME for users across IT and business. It leverages Microsoft's Cognitive Services to help end-users get a simplified and elevated experience by converting the traditional transactions from navigational to conversational.

Key takeaways

WCA offers prebuilt and pre-trained bots for

-  ITSM - O365 & D365 support & End User Computing
-  Domain specific bots - Airport, HR, & Lead Management
-  Capability store - Cognitive search and ML based learning

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The solution is powered by Azure Cognitive Services, Azure BOT framework and Azure ML

Highlight

Uses master child architecture to integrate multiple chatbots built on different technologies giving a single window for multiple existing chatbots.

Key benefits

- Enterprise grade dialogue management promotes simple humanized conversations
- Conversation Design Studio with curated knowledge packs boosts the scalability of the product and brings down the GTM time
- Multi-faceted machine learning models allow BOT once deployed to self-learn and self-heal
- Hybrid deployment model benefits both on-premise as well as cloud customers

Features

- SaaS based offering for Office 365 & Dynamics 365 support
- Prebuilt NLP models on LUIS for Airport, Banking, Utilities, Energy etc. with rich dialog management
- Supports master-child architecture
- Smart search framework - Humanized way of searching, through structured, & unstructured documents with Azure Cognitive Search Framework
- Omnipresent across multiple channels with connectors for Webchat, FB Messenger, Microsoft Teams, SMS, Mail, Skype for Business, Yammer etc.
- Is highly multi-lingual - Supports across 60 languages with Azure translator

60+ language multi-channel support with social media integration on all major platforms like Teams, Yammer, Skype, Kik, and Facebook Messenger

- Automated feedback learning for smarter self-development
- It has a prebuilt insight & analytics dashboard for performance management



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