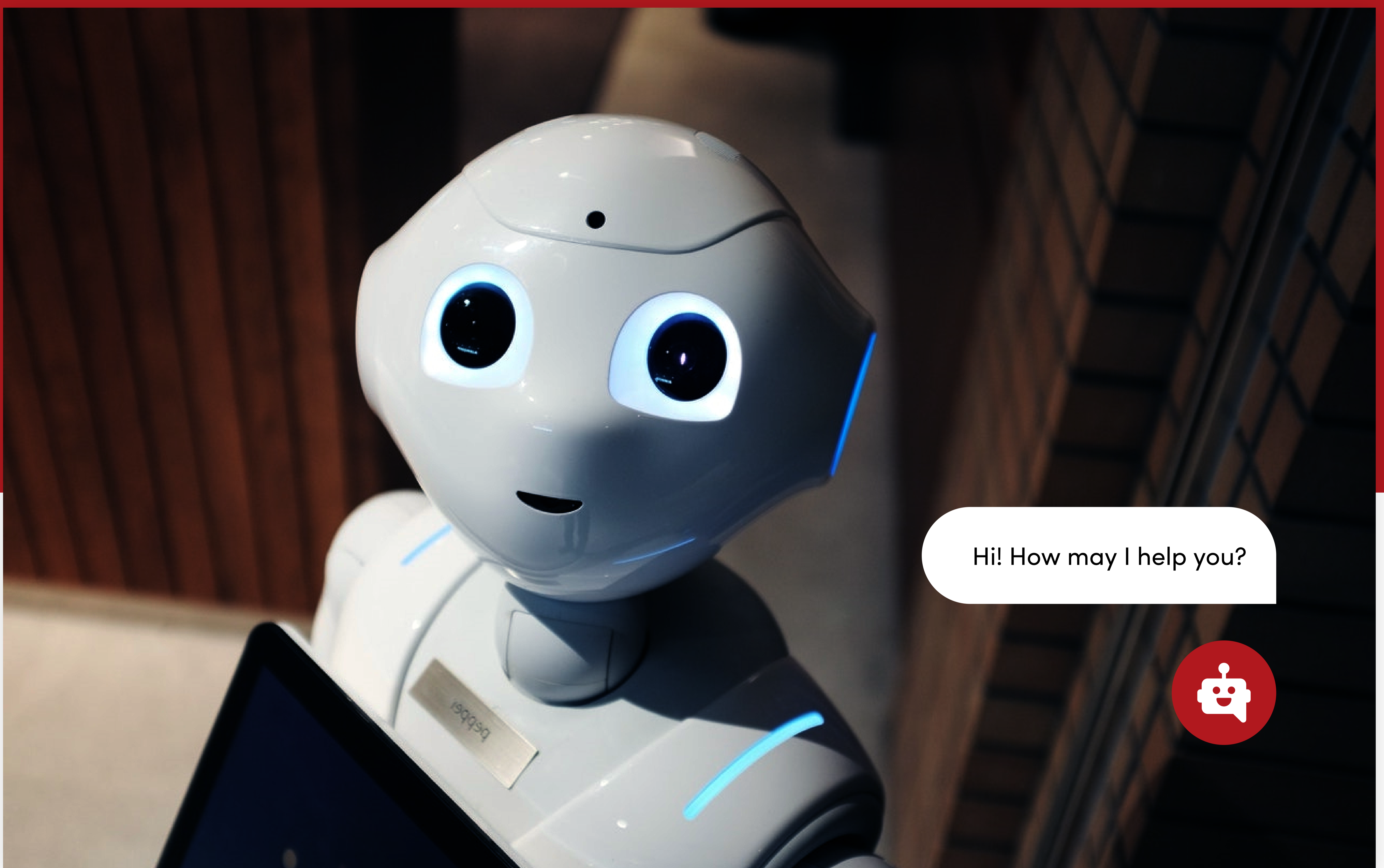


A leading software firm in Americas automates and streamlines its key Internal Business Processes by implementing an AI Powered Conversational Interface powered by IBM and Streebo.



Industry : Software

Solution : AI Powered Conversational Interface

Solution Components : IBM Watson Assistant, IBM Watson Discovery, Streebo Bot Builder

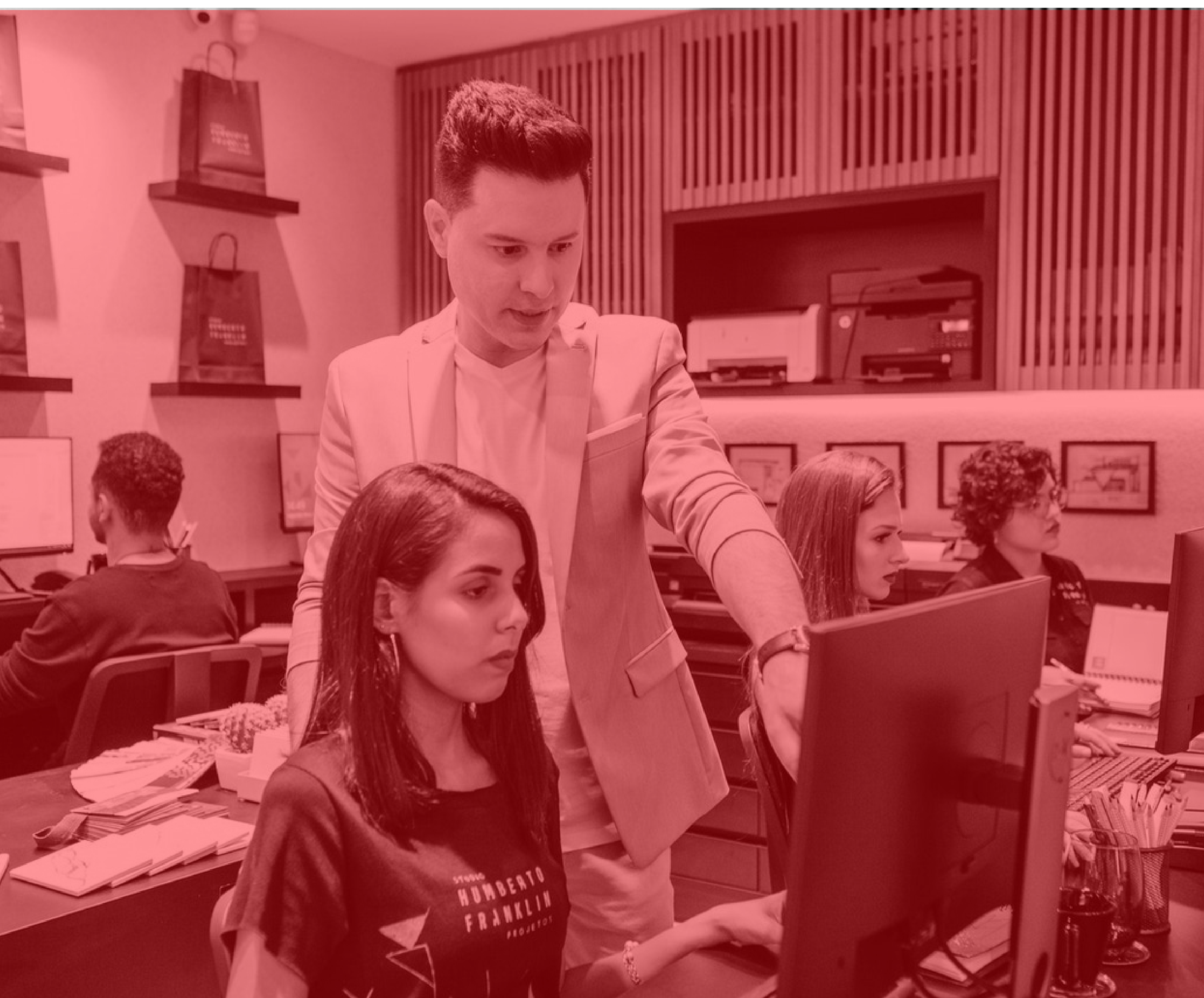
About the Customer

Our client is a data protection leader with a strong focus on cloud-based data protection and management.

Their comprehensive approach to multi-cloud data management provides protection, availability, and insight everywhere the information travels.



Business Challenge



With more than 5000 employees, the client's team were receiving multiple internal requests like password resets, authentications, leave balance checks, raising tickets for IT support resulting into efficiency and scalability issues. For each request, employees had to reach out to a specific team and go through the waiting lines to get their request resolved.

So, to avoid this hustle, the client was looking to automate its internal business process by implementing HR and Operations Bot.

So, through this intranet bot they wanted to reduce the waiting lines and time spent in resolving each of the support requests. Moreover, they were using Microsoft Teams Software as their internal messaging platform and so they wanted to extend their Bot onto the existing messaging platform. Also, client's team were using Workday and Service Now for managing business processes and maintaining reports and so they were looking for a Bot which can be integrated with their existing system. So, with a virtual assistant (running on various channel) in place, employees can put in requests from any channel of their choice and can get immediate and accurate responses, thus allowing the employees to focus on important tasks and boost productivity.

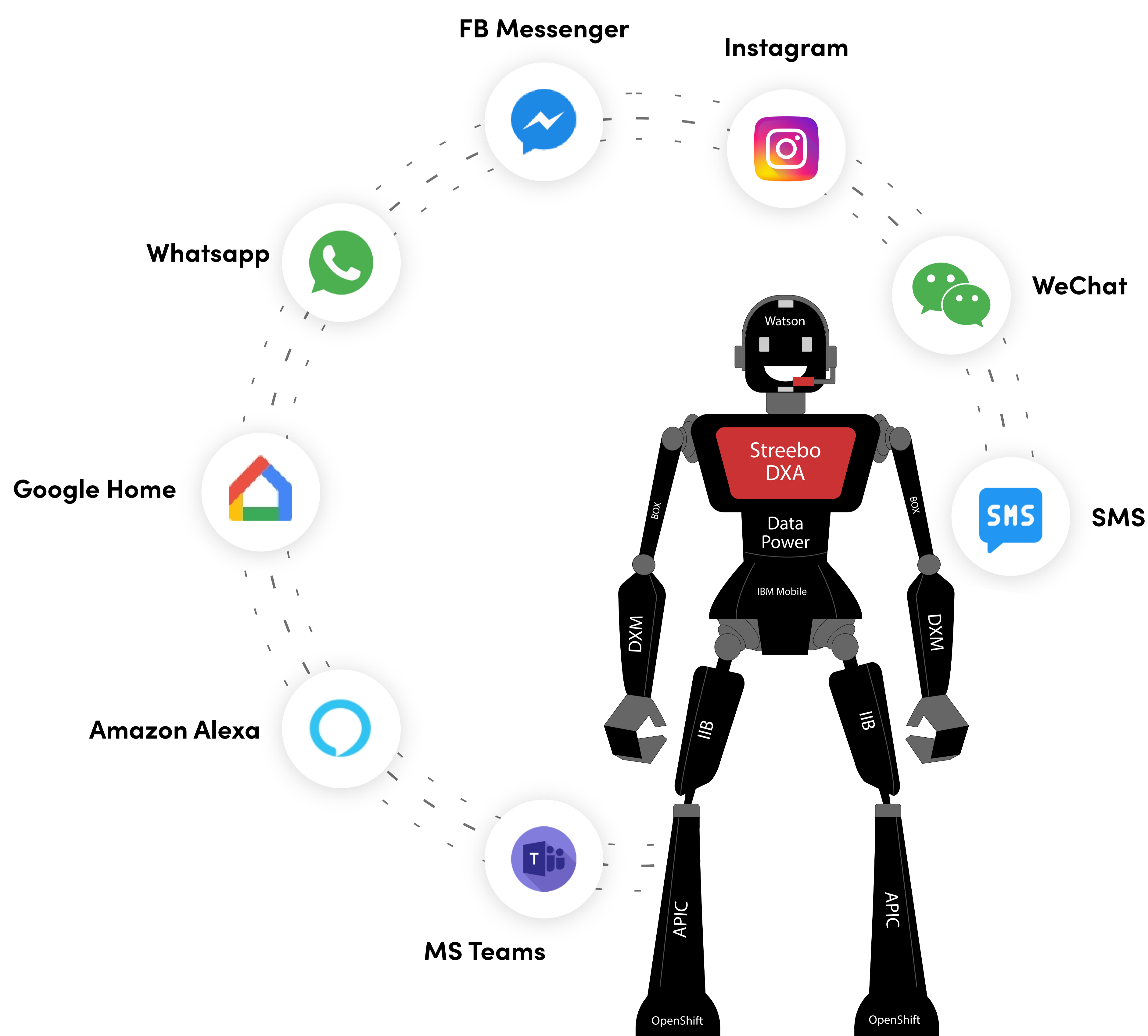
Solution

Streebo, with its Trusted Bot Builder Technology and IBM Watson, builds a comprehensive and an interactive Chatbot on web, mobile and extends on to internal messaging channel Microsoft Teams to give instant responses to employee requests around IT support such as password/network access reset and more.

By Leveraging Point and Click Integration feature of Streebo's Bot Builder tooling, the Bot is seamlessly integrated with the existing third-party systems such as Workday and Service Now in no-time.



The solution allows the users to log the requests through any channel of their choice via voice and chat commands. Moreover, the Bot is rolled out as a Stand-Alone Application and hence it is more secure and easy to manage. Thus, IBM Watson Assistant and Streebo's Bot Builder creates a powerful transactional Chatbot to support any ad-hoc request for the IT Support team. In addition, the solution offers Live Agent Transfer where needed to assist complex queries and issues.



Benefits



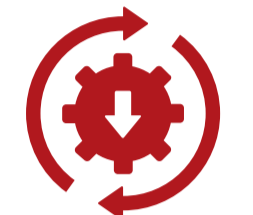
Live Agent Transfer

A live agent (IT Support Team) will take over the conversation if and when needed or requested taking the conversation to fruition.



Omni-Channel Support

Instead of reaching out to IT Support Team every-time, the employees can now directly raise the ticket from any platform/channel of their choice (such as Web, Mobile, Microsoft Teams)



Seamless Integration with existing systems

Chatbot will be seamlessly integrated in no time with the third-party systems such as Workday and Service-Now due to point and click feature of Streebo's Bot Builder Tooling



Voice and Chat Interface

Chatbot will be programmed to handle/answer ad-hoc requests for the IT Support Team via Voice and Chat Commands.

Features



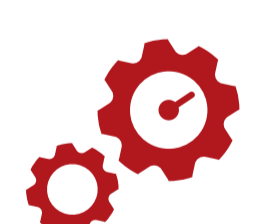
Efficient and automated processes

Deploying Chatbots across various channels has seen over 80% of requests handled efficiently reducing the request handling time.



Higher data security and compliance

By leveraging a highly secured and one of leading Natural Language Processing Platform, IBM Watson Assistant, the integrity of the crucial data which flows via chatbot remains intact.



Improved productivity

Implementing IBM Watson Powered Chatbot, our client has experienced over 60% increase in productivity.

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