Wipro's Conversational Assistant

Powered by Wipro HOLMES™

A conversational interface for your IT Support & Maintenance and Business transactions

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Business Scenario Today

The way end users interact with the applications today has changed dramatically over the years, with User Experience becoming a deciding factor for consumerization and adoption of an application. The users are moving from a Navigational Experience to Conversational Experiences.

How can enterprise leverage this shift in user experience to deliver quality UX to the end user?

Solution Introduction

Wipro's Conversational Assistant, is an intelligent assistant powered by HOLMES™ and leverages Azure services – Bot Service, Office 365 and Cognitive Services – LUIS, Text Analytics, Computer Vision, Speech, Translator Text and Search to help end users get a simplified and elevated experience by converting the traditional transactions from Navigational to Conversational. The conversational solution delivers 24/7 support across multiple channels in multiple languages.

The 2 streams of the Assistant are:-

- Conversational ITSM- Automating L1 and L2 support along with service request for application support and user education. Pre-Built with a curated knowledge base for Office 365 and Dynamics 365 workloads.

- Conversational Business- Enabling conversational business transactions for existing/ new business processes across various domains. The solution enables building NLP models with API integration tailored for your business needs

The Assistant is backed with Cognitive SME's, Enterprise Architects & a curated knowledge base for Office 365 & Dynamics 365 tickets. With its enterprise ready architecture you can now achieve enhanced support and boost employee productivity in no time

Enhancing a Conversational System- Beyond Chatbots

The market has seen a boost in the number of chatbots developed in the past few years, but how do we reach a state where the Virtual Agent is more intelligent and intuitive?

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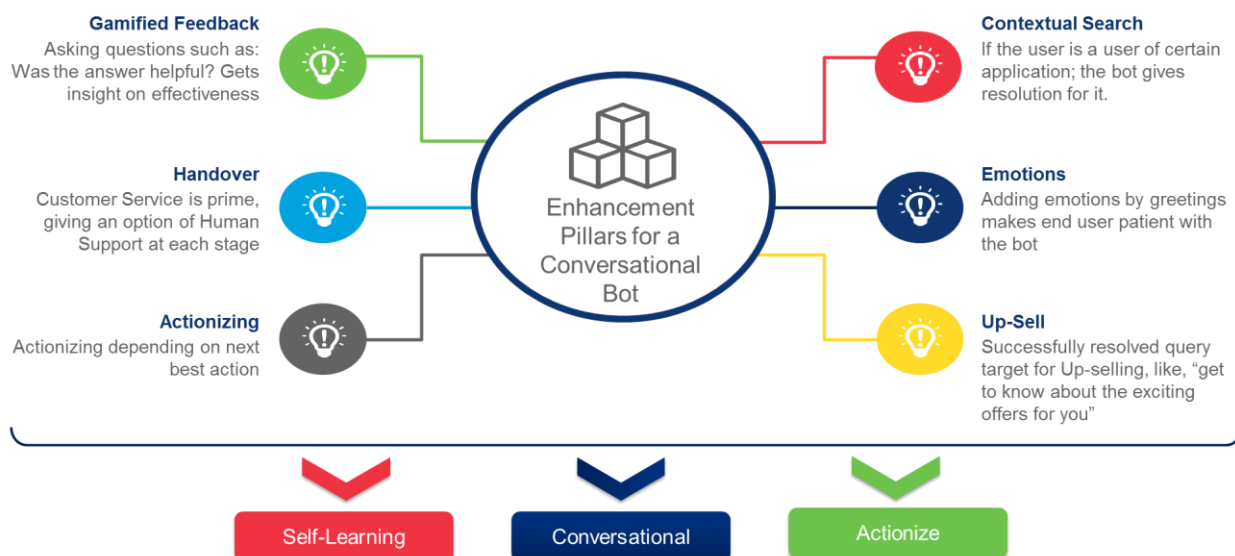
Conversational ITSM

Give a conversational interface to the ITSM for Office 365 & Dynamics 365 Applications

Optimize support to your IT Landscape

Help your support workload to be free of small repetitive issues by empowering the end user

Empowered Employee
- 24x7 Support
- Consistent UX across Channels
- Relevant & Responsive Reporting
- Easy to access

Faster Resolution
- All L1 to be routed with bot
- Automating L2 support
- No delay with round the clock support

Faster Implementation
- Implementation framework developed
- Curated Knowledge base
- Multiple implementation experience

Conversational Business

Integrate your business applications with WCA to perform business transactions using conversations

Deploying conversational interfaces in an enterprise can simplify and reimagine the business process, and reduce and automate workflows through context-aware intelligence systems achieved through connected API's.

Navigational to a Conversational enabled by solution that understands your language

To achieve a conversational experience while doing transaction with the chatbot, it is important to understand the 'Lingo' of that business.
We have the capabilities to train LUIS NLP model for your tailored needs.

Intelligent Business
- Interact with business using chat
- NLP tailored for your business
- Customized entities & intents

Smart Responses
- Contextual responses specific to user
- Understanding users previous searches
- Understanding sentiment & tone

Self Learning
- Analytics aided learning
- Whitespaces identification and knowledge curation
- Learning from human response

With a plug and play architecture for Azure Cognitive Services make your bot smarter by enabling capabilities such as Machine Learning, Speech Recognition, Computer Vision amongst others.

Powered by HOLMES™, Wipro's Conversational Assistant delivers a truly digital user experience to you.

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 160,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at **info@wipro.com**