WittyParrot

Microsoft Partner | Gold ISV

Microsoft

AI & ML Powered
INTELLIGENT COMMUNICATION & KNOWLEDGE AUTOMATION

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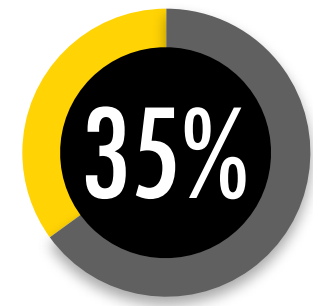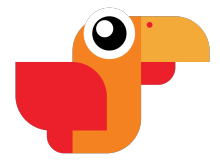
35% SURGE IN ENGAGEMENT

10x PRODUCTIVITY GAIN
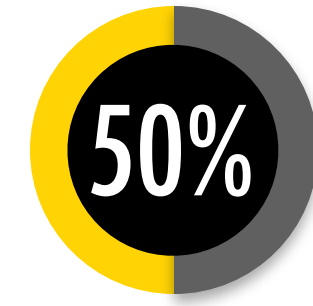
50% REDUCTION IN RAMP-UP

Employee Satisfaction - Delighting Experience - Knowledge Continuum - Aligned Goals - Frictionless Adoption

EMPLOYEE SUPPORT BOT	EMPLOYEE COMMUNICATION	KNOWLEDGE ENABLEMENT	FEDERATED COGNITIVE SEARCH
Deliver top notch concierge exp. to Employees - Enable self-service	**Personalized, Omni-channel communication to resonate & engage**	**Relevant & consistent knowledge at the point of use - Single version of Truth**	**Access relevant content via Bots & Widgets from any source in context**

EMPLOYEE SUPPORT BOT
» Self-Service ~60% of IT & HR queries & transactions

» Publish Bot on Intranet, CRM, Teams, Skype, etc.

» Auto create tickets, classify & assign in ticketing apps

» Use historical interactions to proactively resolve issues

» Bot to enable knowledge for business beyond support

EMPLOYEE COMMUNICATION
» Broadcast messages to amplify impressions across channels

» Tailored Mass Emails & Drip Campaigns - 100% delivery

» Track Email, Link, File, Media: Engagement Stats & Insights

» Author html email, ready to use templates, broadcast messages

» Drive engagement with smart followup based on emp. action

KNOWLEDGE ENABLEMENT
» Intelligent component based micro-knowledge automation

» Create, curate & federate content - SOPs, FAQ, etc.

» Templated content to tailor the message in email, word…

» Modular content blocks for reuse, assemble doc & assets

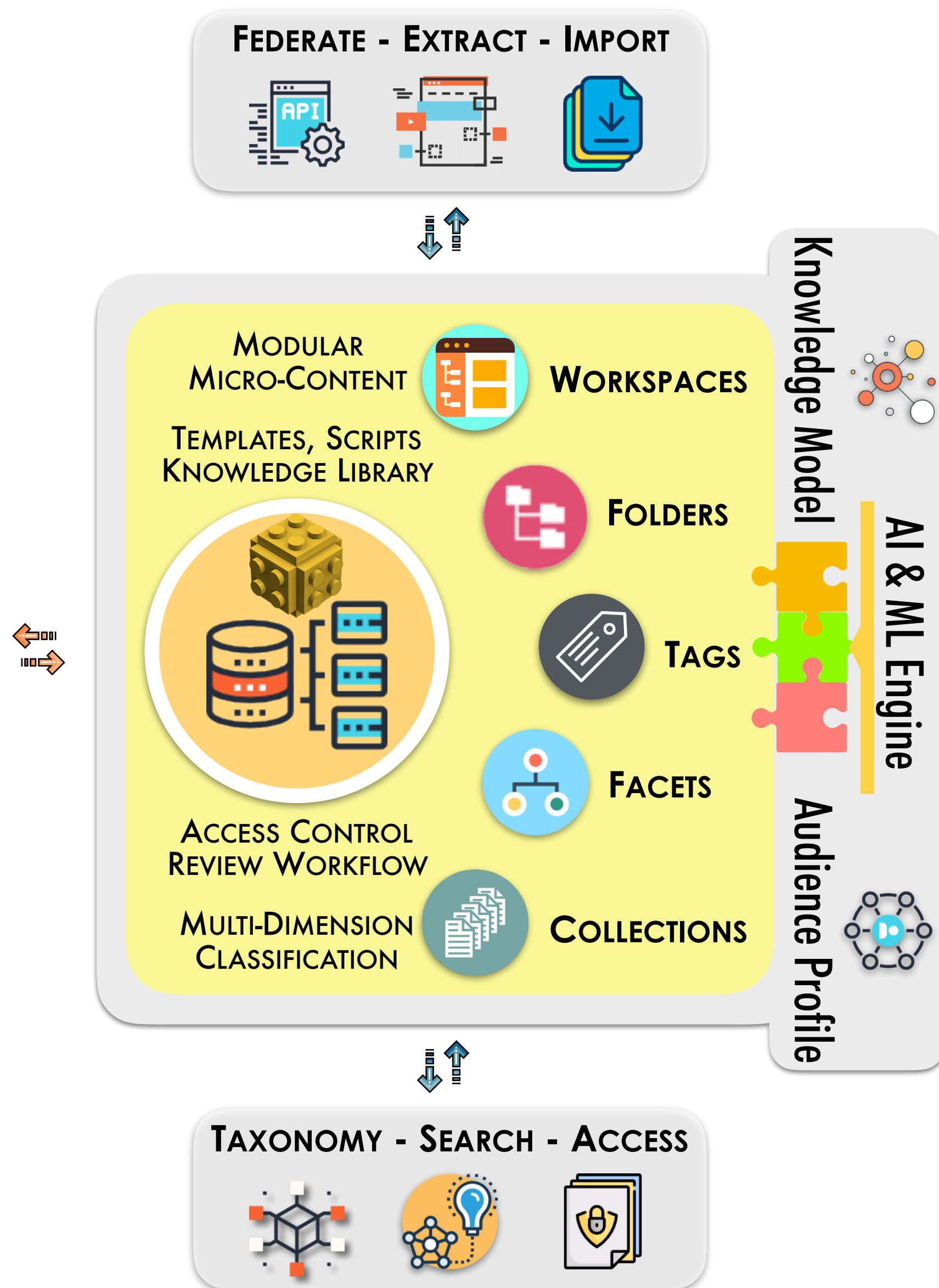» Access control, collaboration, metadata, workflow & version
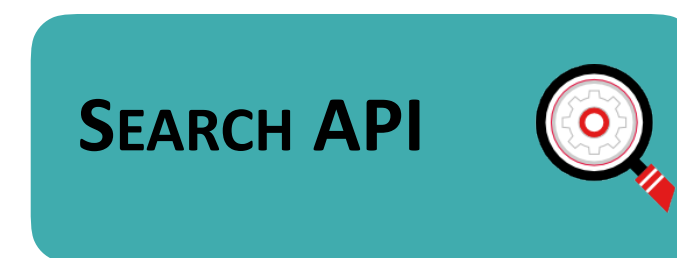
FEDERATED COGNITIVE SEARCH
» AI / ML Search at the Point of Use via Bots & Widgets

» Federated Content Across Sources - Sharepoint, etc.

» Micro-Content, Taxonomy, & controlled vocabulary

» User profile, content model to deliver relevant content
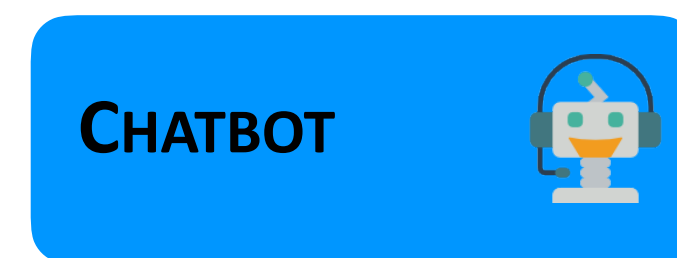
» Point of access widgets and bots in O365, CRM, etc.

KNOWLEDGE AUTOMATION

SOURCES | **KNOWLEDGE CURATION & CLASSIFICATION** | **INTERACTION**

DISTRIBUTED CONTENT

FEDERATE - EXTRACT - IMPORT

Knowledge Model

MODULAR MICRO-CONTENT

WORKSPACES

TEMPLATES, SCRIPTS KNOWLEDGE LIBRARY

FOLDERS

TAGS

AI & ML Engine

FACETS

ACCESS CONTROL REVIEW WORKFLOW

MULTI-DIMENSION CLASSIFICATION

COLLECTIONS

Audience Profile

TAXONOMY - SEARCH - ACCESS

SEARCH API - INTEGRATE WITH ANY BROWSER BASED APP

SEARCH API

12+ PUBLISHING CHANNEL

CHATBOT

EMBED CHATBOT IN ANY APP

WIDGETS

6+ ADD-ON WIDGETS OFFICE 365 APPS, CRM...

COGNITIVE SEARCH - AI, ML, NLP

» Recommend, Full-Text Cog. Search

» Federated Content Across Sources

» Taxonomy, Multi-Dimension Metadata

MICRO-CMS [COMPONENT BASED]

» Content Snippets with Placeholders

» Access Control, Workflow, Versions...

» Assemble Docs, Emails, Sites, PPTs...

BOTS & WIDGETS - OFFICE 365, CRM

» Point of Use Widget -Word, Email, CRM

» Cognitive Search - Content in Context

» Assemble Doc, Share link, Merge Text

USE CASES

» Knowledge Mgt., Micro-CMS, DMS...

» Sales, Channel & Support Enablement

» Tech Pub, SOPs, Knowledge Base, etc.

» Conversational Content for Chatbots