Digital Assistant

The AI chatbot and Digital Workplace platform
Innovation inhibitor #1?

According to Forrester: Business applications

- 62% Require help of another person or team to access some data
- 75% Struggling to log into multiple apps, forgetting login or confusion over location
- 38% Unable to access data and apps inside and outside the office
How much screen hopping?

61%  Of knowledge workers use 4 or more systems daily

13%  Of knowledge workers actually use over 11 different systems every day

36%  Amount of productive time wasted looking for & consolidating information

Figures by IDC
How many clouds?

508 Average number of different applications used in the enterprise (Source: Forbes)

36 Cloud services are actively used by the average employee (Source: McAfee)

83% Of company workloads are done in the cloud (Source: Forbes)
News Feed

**New Wi-Fi enabled product line**
We called our new series “Toaster-Fi” because consumers should have access to their home appliances everywhere and anytime. With...
2 hours ago

**Grand Opening of a New Plant in China**
On Monday, the new plant of Toastery Inc. was officially opened at Chuansha, Shanghai.
8 hours ago

**Opening of new logistics and distribution center**
The new 10,000 square meter distribution centre in Edison, New Jersey will offer a wide range of logistics services. Together the two Toasters...
a day ago

Open Tickets

**When will I receive my order?**
a day ago

**Cannot finish checkout process.**
a day ago

**Locked out of my account, no access to email.**
a day ago

**Request product exchange.**
a day ago

All tickets

New Leads

**Rigoberto Okuneva**
Learn@Reb
Open • an hour ago

**Daniella Kub**
McLaughlin, Cummerata and Crona
Open • 3 hours ago

My Approvals

Feedback

Requirement to hire
Key Account Manager for region east 2
5 hours ago

PTO Request
James Cook, 8 hours ago
a day ago

Open Issues

**Outlook crashes with error 0x43a4b227d2f1**
3 hours ago

**cannot open VPN connection**
3 hours ago

DevOps Dashboard

Server Status

**Mars:** down
4 hours ago

**Jupiter:** up
3 hours ago

**Saturn:** down
6 hours ago
How does Digital Assistant help?

- **Automatically checks and aggregates your business app notifications** into one place, e.g. a new approval, new ticket, server gone down.
- **Avoid constant window hopping** with an AI chatbot you can ask anything instead of having to hunt for the information yourself.
- **Pin interesting Cards to a personalized Board** so you can quickly check in on your favorite sources.
- **Always be connected to your workplace** – even outside the office; with chatbots for popular enterprise chats like Slack or MS Teams.
- **Quickly integrate the Assistant with your existing data**, with dozens of plug-and-play API integrations from the Card Hub.
- **Delight and empower your employees**: Award-winning digital workplace; proven to improve workplace satisfaction by 17%.
How does Digital Assistant help?

5 Ways Digital Assistant innovates the employees experience for users

1. Receive **smart notifications** from any data source or cloud app
2. Use AI to **find anything or start requests** within seconds
3. **Fill out forms** on the go, or inside chat tools
4. **Take your data with you** via web app or chatbot in Teams or Slack
5. Find Cards **embedded into the Intranet or Search** and pin them

5 Things Digital Assistant can do for users in under 1 minute

1. Look up and request PTO and manage PTO requests
2. **Find and reserve a meeting room** and order catering
3. Get recent **service desk issues** or start a new issue yourself
4. **Approve expenses** or submit an expense report
5. Look up a colleague and find the best way to reach them
Use it on any channel

- Mobile Web App
- Smart Speakers
- Desktops
- Chatbots & Webchat
- Browser Extension
- Embedded into Intranets
Works with any API or database
Connectors

Plug-and-Play
• Ready to use Connector and integrations from Card Hub
• To all major SaaS applications

• Fully integrated identity management

Custom Connectors
• On-premises databases and APIs via Proxy
• RESTful APIs via Postman
• Webhooks
• Node.js
Cards

Plug-and-Play
- Ready to use Card templates from the Card Hub
- Ideal for IT, Productivity, Sales, Dashboards
Cards

Plug-and-Play
• Ready to use Card templates from the Card Hub
• Ideal for IT, Productivity, Sales, Dashboards

Custom
• Customized HTML Cards with built-in Card Designer tool
• Microsoft Adaptive Cards

Adaptive Cards
adaptivecards.io
Awarded design and proven benefits

found Digital Assistant contributed towards:

- 17% improvement in workplace satisfaction
- 15% improvement in work/life balance
- $60m lowered attrition rate
How much can your organization save?

Impact Calculator

Number of applications: 200
with unified authentication (%): 50%
with mobile access (%): 30%
Annual revenue ($): $2,000,000
Number of employees: 100
Average annual salary ($): $20,000

$1,125,000
Potential annual revenue impact from saving 36% of time wasted looking for information

How much time is your organization wasting? Fill out this impact calculator and see how much you could save with a digital workplace assistant.
Architecture: Digital Experience Platform

- **Digital Experience Platform**
- **AI**
- **Intent recognition**
- **Bot platform**

- **Channels**
  - embedded Web Sites
  - Portals
  - Sharepoint
  - Desktop
  - Web Browser
  - WebChat
  - Mobile Devices
  - Slack
  - MS Teams
  - Spark
  - workplace by fb
  - MS Cortana
  - Google Assistant
  - Amazon Alexa

- Uses Natural Language Processing to understand the user's utterances and recognize the intent
- Card recognition
- Bot platform specifically handles the transformation of HTML5 Cards into the native formats of the destination

Card is defined once

Receives, liaises and fulfills requests received through any channel
Architecture: **Security and Identity**

1. App makes a request
2. Token requested from Federation Server
3. If required: User logs in
4. Federation Server returns Claims back to Now Assistant (automatic when SSO is enabled)
Architecture: **API Connectors**

System Authorization:
- Shared Secret, Keys ...

**Connector**
- Transform, filter & aggregate
- Proxy

**User-Identity:**
- Token, Claims, Kerberos ...

After trigger event the Connectors securely aggregates data from backend sources.
Architecture: **Scalability**
Architecture: AI Engine

**Training**

**In Action**

- User says: "Who is James?" "How can I reach James?"
- Input: Voice recognition, keyboard input
- AI captures: Intent, Entity (James)
- NLU: Natural Language Understanding
- Entity Resolution: James
- Sends to user

**Diagram Elements**

- **Intent**: employee_profile_card.csv
  - Who is <employee>James<employee?>?
  - How can I reach <employee>James<employee?>?
- **Entities**
  - James
  - Tina
  - Tracy
- **Intents**
  - Employee Profile Card
- **AI Model**
  - AI model transferable between engines due to structured training data
- **Training**
  - Recognized Card gets filled with up-to-date data from the backend source
Architecture: Proactive and Reactive Cards

- **Proactive Cards** are shown as soon as something new or relevant is detected.
- **Reactive Cards** are AI triggered based on user's voice or text input.

**Push** updates arrive instantly.

**PUSH**
- Webhook
- WebSocket
- Event-based

**PULL**
- Data
- Delta Recognition

**Actionable**
- In-line:
  - Approve/Reject
  - Respond
  - Fix
  - Start workflow
- Open actions:
  - Open app
  - Detail view
  - Show form
  - Read more
Architecture: Cards as Micro Service

Cards can be fully functional micro service applications that wait for signals, apply logic, trigger actions, post actions, and send outputs.
What next?

Contact adenin Sales
E: customers@adenin.com
T: (617) 977-6746

Start your own free Assistant

See pricing and benefits