



Mphasis CG

An Enterprise Virtual Assistant Platform

Version 3.0

AGENDA

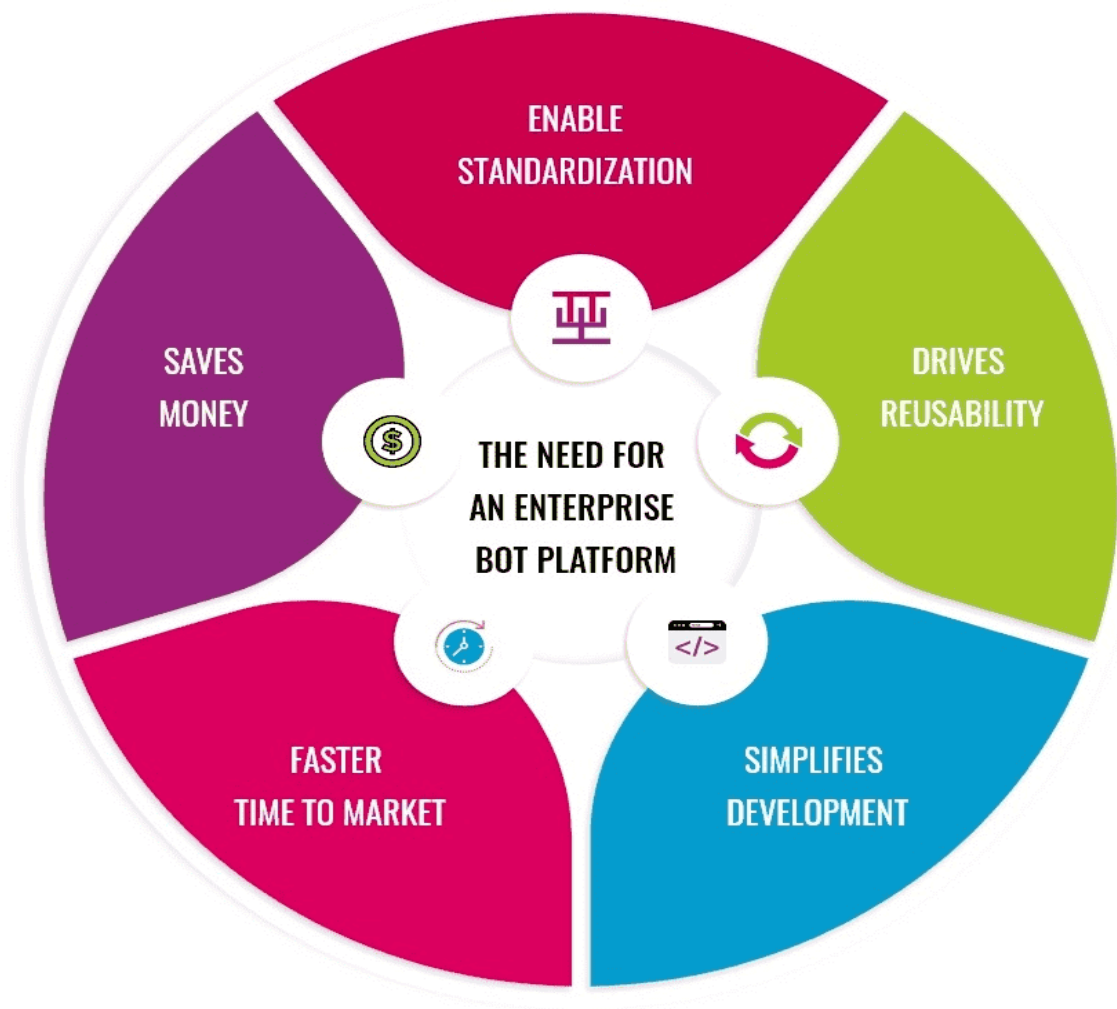
- WHY MPHASIS CG?
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WHY MPHASIS CG?

- 1 MULTIPLE BOT TECHNOLOGIES**
Bot technologies available from large ISV's to niche technology providers
- 2 DIVERSE ENGAGEMENT CHANNELS**
Numerous channels to engage within enterprise - Skype, Teams, WhatsApp, Messenger, Slack, ...
- 3 EVOLVING TECHNOLOGIES**
NLP & NLU technologies continue to evolve steadily enriching the intent & entity identification in utterances
- 4 SHADOW BOTS MUSHROOMING WITHIN ENTERPRISES**
Departments within enterprise launching their own Bots specific to their need
- 5 ENTERPRISE SYSTEMS INTRODUCING BUILT-IN CONVERSATIONAL EXPERIENCES**
Products enabling a conversational channel to interact with them
- 6 EVOLVING FROM INFORMATION TO TRANSACTIONAL TO CONVERSATIONAL BOTS**
Intelligent conversational experiences evolving and re-imagining the way users engage with systems



THE NEED FOR AN ENTERPRISE BOT PLATFORM



ENABLES STANDARDIZATION

All departments launch their automated tasks in a single location making it easy to build & maintain

DRIVES REUSABILITY

Common actions are pushed into libraries enabling reusability of actions across Tasks

SIMPLIFIES DEVELOPMENT

Removes the clutter involved in building and hosting bots

FASTER TIME TO MARKET

Developers focus on Task Automation as against spending time hosting and managing environment

SAVES MONEY

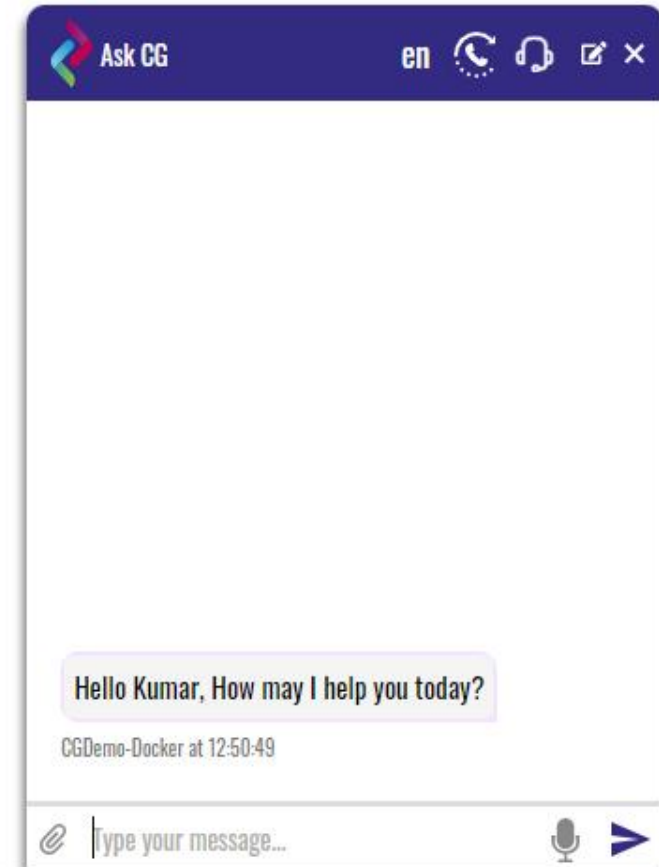
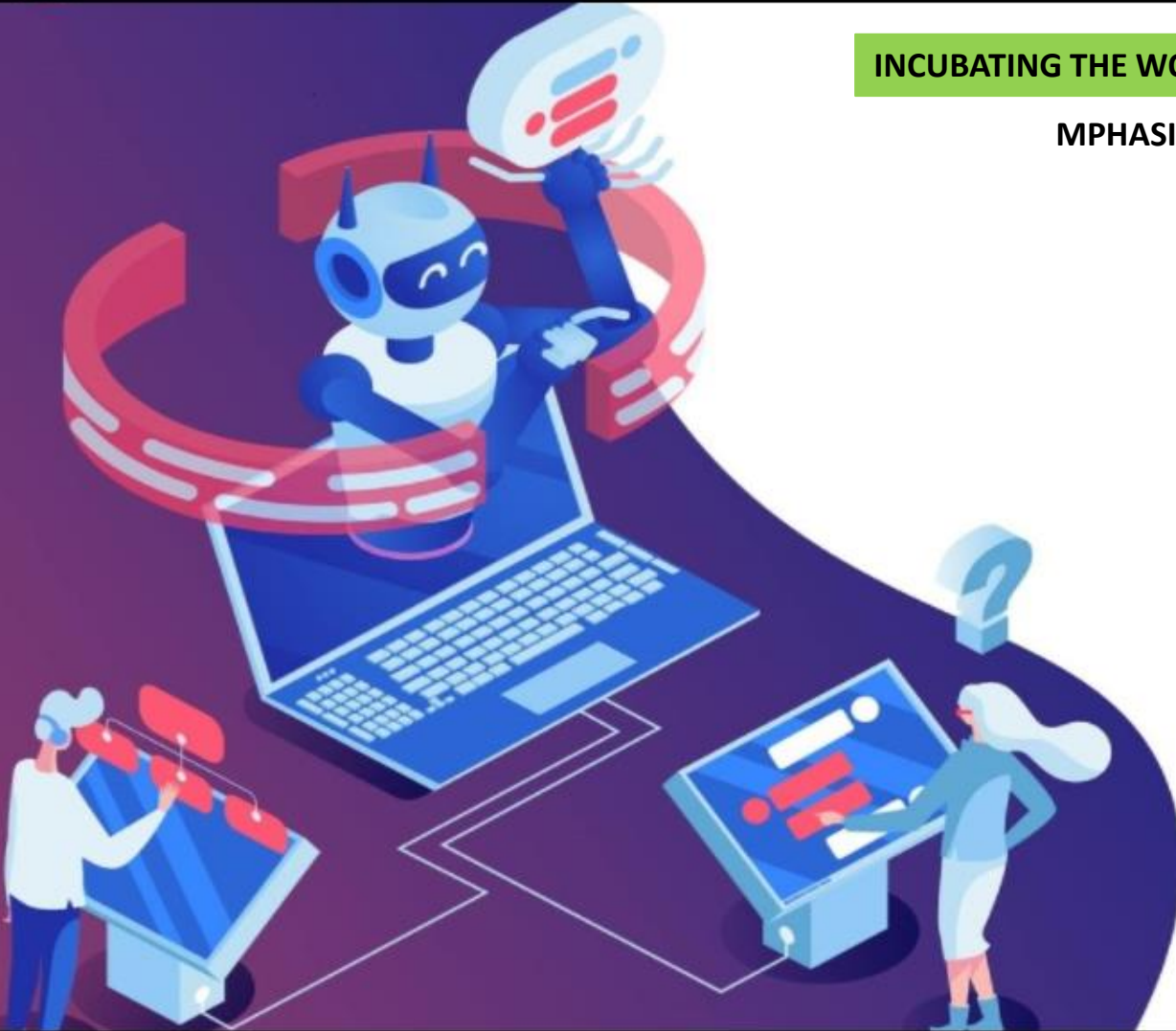
Reduce technology costs & support costs by hosting Tasks in a single environment



INCUBATING THE WORKFORCE OF THE FUTURE

DRIVEN BY TALENTS, POWERED BY AI

MPHISIS CG - THE ENTERPRISE VIRTUAL ASSISTANT PLATFORM



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MPHISIS CG ENTERPRISE TALENTS

Airlines



Banking



Government



Healthcare



Insurance



Social



▲ TALENTS BY DOMAIN

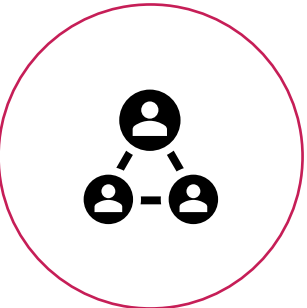
TALENTS BY FUNCTION ▼



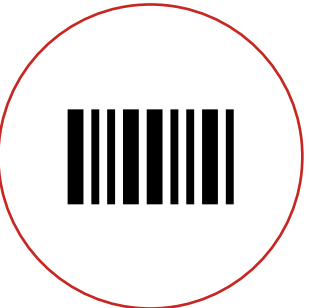
Sales & Marketing



Service Desk



Human Resources



Products



MPHISIS CG SUCCESS STORIES

Mphasis CIO Organization

ENTERPRISE USERS

- ◆ 30+ Employee related services catered through Dexter & ServiceNow
- ◆ 50% Reduction in Manpower through end-to-end Automation
- ◆ 30% Reduction in Tickets to Agents
- ◆ 80% Faster turnaround of employee services

SERVICES DELIVERED THROUGH CHATBOT

- ◆ 2 Communication Services
- ◆ 2 Group Policy Services
- ◆ 2 Provident Fund / 401K Services
- ◆ 2 VPN Services
- ◆ 4 Distribution List Services
- ◆ 2 Technical Support Services
- ◆ 3 Shared Drive Services
- ◆ 4 Generic ID Services
- ◆ 11 HR Services
- ◆ 1 Software Request Service

40 WEEKS

American Multinational Headquartered in Redmond

ENTERPRISE CUSTOMERS

- ◆ 30+% requests successfully deflected to ChatBot channel
- ◆ Bot Channel as new Revenue Driver
- ◆ Improvement in Customer Engagement and Customer Satisfaction
- ◆ 24x7 Availability

SERVICES DELIVERED THROUGH CHATBOT

- ◆ Help me Choose Products Services
- ◆ Help me Understand Services
- ◆ Help me Resolve Services
- ◆ Personalized Experience

82 WEEKS

American Multinational Headquartered in Palo Alto

ENTERPRISE CUSTOMERS

- ◆ Million customers, 700+ Topics, 8 languages, 10 channels
- ◆ Migration from legacy to Power Virtual Agent
- ◆ Integrated CSAT feedback through Medalia
- ◆ Omnichannel Interaction with Facebook & WhatsApp integration

SERVICES DELIVERED THROUGH CHATBOT

- ◆ Help me with Product Information
- ◆ Help me Understand Product
- ◆ Help me Troubleshoot an Issue

42 WEEKS



DEXTER: AN MPHASIS CG SUCCESS STORY

30+

Employee related services catered through Dexter & ServiceNow

80%

Faster turnaround of Employee Services

50%

Reduction in Manpower through end-to-end Automation

30%

Reduction in Tickets to Agents

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ASK DEXTER our intelligent Chatbot

AUDIO CONFERENCE BRIDGE REFER CHIEF RISK OFFICE CREATE SHARED FOLDER & PERMISSIONS

DEXTER Enhanced
Our intelligent chatbot with new features

- Audio Conference Bridge:** For Conference Bridge request.
- Chief Risk Office:** For policies and training programs
- Refer:** Refer your buddy.
- Create Shared Folder & Permissions:** For creating, controlling and managing your server space

So what are you waiting for? Click [here](#) and say hi to Dexter!

Mphasis The Next Applied

DEXTER GETS SMARTER!

A host of collaborative and communicative services now available on Dexter.

Get instant Access to

- 1) Shared Folder
- 2) Create Shared Folder
- 3) Distribution List
- 4) Generic ID
- 5) Communication Services
- 6) Software Services and much more

[Click here](#) TO KNOW MORE

SO STOP WASTING YOUR TIME CALLING THE EASE HELP DESK NUMBER. JUST ASK DEXTER!

Powered by **EASE +**

COLLABORATION, COMMUNICATION, TECHNOLOGY AND SOFTWARE SERVICES

BOT SERVICES

COMMUNICATION SERVICES

- Raise request for a new Skype ID
- Raise request for a new Zoom ID

GROUP POLICY SERVICES

- Add members into a group
- Remove members from a group

PROVIDENT FUND / 401K

- Get fund balance
- Frequently asked questions

VPN SERVICES

- Request access for VPN
- Revoke access for VPN

DISTRIBUTION LIST SERVICES

- Request a new Distribution List
- Delete an existing distribution list
- Extend validity of an existing list
- Change ownership of a list

TECHNICAL SUPPORT

- Get status of a raised ticket
- Unlock account

BOT SERVICES

SHARED DRIVE SERVICES

- Request for a new shared folder
- Request access to shared folder
- Revoke access to shared folder

GENERIC ID SERVICES

- Request a new Generic ID
- Delete an existing Generic ID
- Extend validity of Generic ID
- Request Mailbox ID

HR SERVICES

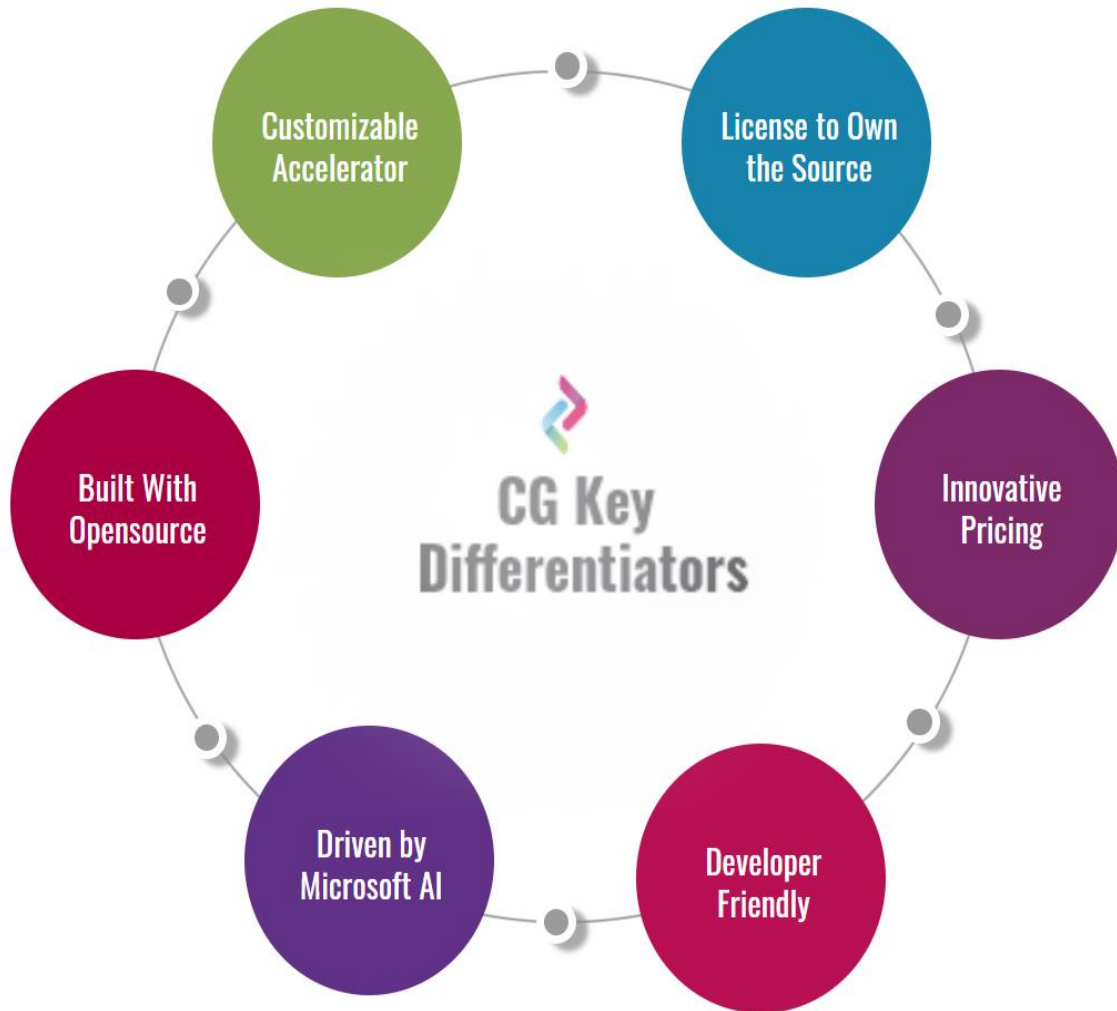
- Policy related FAQ
- Set Work from Home
- Set Travel, Work from Client
- Find Internal Job Postings
- FAQ on Referrals
- Get Holiday Calendar
- Create Bonafide Certificate
- Know status of actions
- Appreciate a Colleague
- Get access to HR tools
- Immigration support

SOFTWARE SERVICES

- Create a new Software Request



MPHISIS CG DIFFERENTIATORS



CUSTOMIZABLE ACCELERATOR

As a solution accelerator, every aspect of CG is customizable

LICENSE TO OWN THE SOURCE

License to own 100% of the source code

BUILT WITH OPENSOURCE

Written using Opensource technologies used by millions world-wide

INNOVATIVE PRICING

Value based models like price-per-talent, price-per-conversation

DRIVEN BY MICROSOFT AI

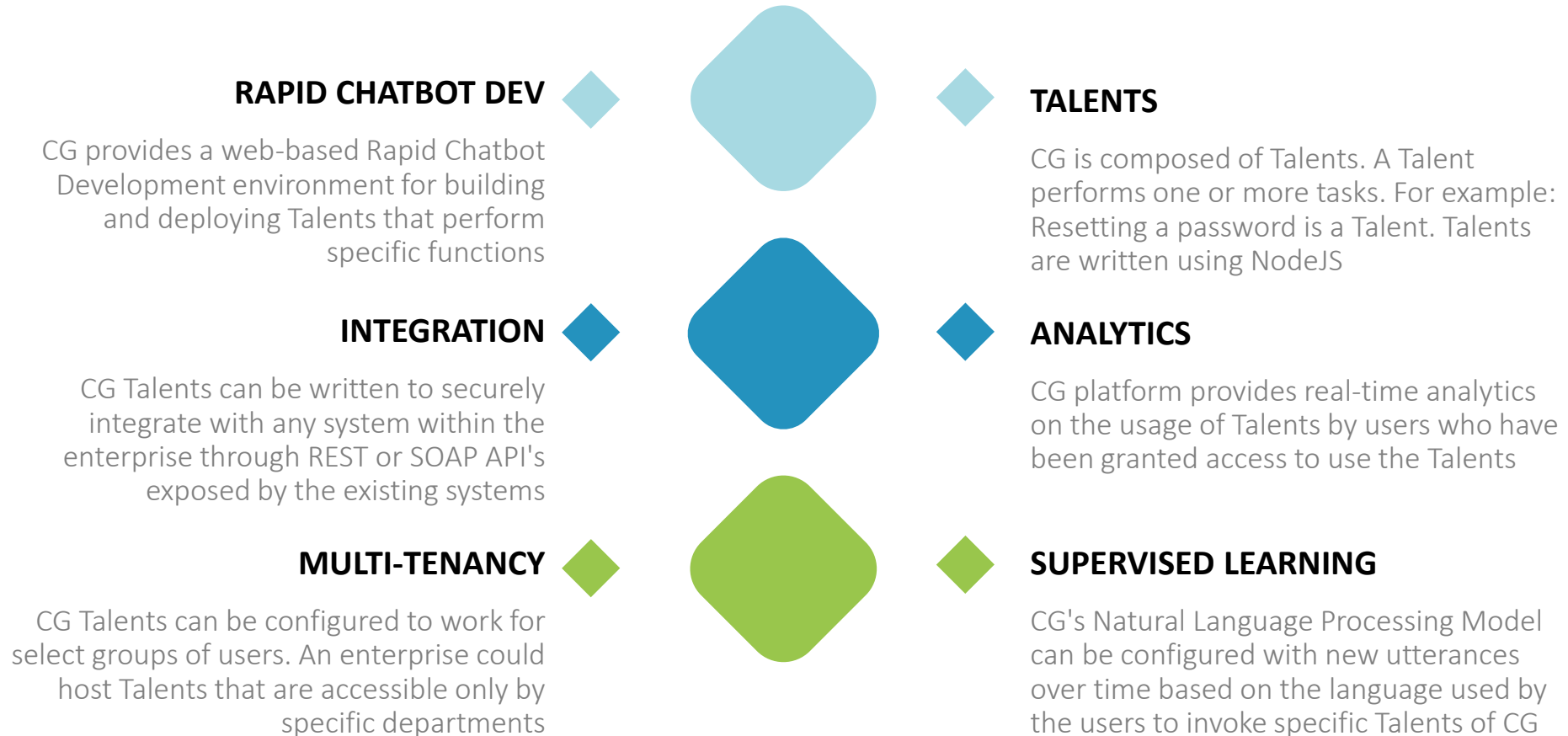
Built using Microsoft LUIS & Microsoft Bot Framework

DEVELOPER FRIENDLY

100% flexibility for developers to change all aspects of the experience



MPHISIS CG KEY FEATURES





MPHASIS

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized

(C=X2C²_{TM}=1) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. Click here to know

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