



# Wipro Enterprise Generative AI

Conversational AI-HR Assistant

Powered by Azure OpenAI

# Overview

## Intelligent Conversational AI Assistant Powered by Azure OpenAI

The Wipro Enterprise Generative AI can understand and respond to natural human like language queries, using state of art Azure OpenAI Large Language Models. Unlike traditional chatbots, which are rule-based and require a pre-define set of questions and answers, this chatbot can generate responses on the fly, based on the context of the conversation.

System is able to understand the nuances of human language and generate responses that are more human-like in nature. This makes the conversation more engaging and natural, which can lead to a better user experience. Our proprietary Query deflection engine and prompt engineering can orchestrate response generation from various Azure OpenAI models and legacy chatbots.

Additionally, this chatbot includes smart content moderation module for query and response which is customizable for Enterprise Data. System extensively uses various secured Azure components such as Azure OpenAI, Azure Kubernetes Services, Azure Functions, Azure CosmosDB, Azure Cognitive Services to ensure privacy, security and scalability.

# Key Features

- **Natural Language Understanding:** Understand and process human language, allowing users to ask questions in a conversational manner
- **Azure OpenAI Integration:** Embedding generation & Chat completion using AOAI embedding models
- **Advanced Semantic Search:** Enables semantic search through Large Volumes of structured and unstructured data, including databases, documents etc. Also, supports auto data indexing using Azure and Custom AI/ML based data processing for efficient embedding.
- **Intelligent Deflection Logic:** Proprietary AI/ML based query deflection logic for routing queries to legacy Chatbots and different AOAI Models
- **Content Moderation:** Smart content filtering and moderation engine for Query & Response trainable on Enterprise specific data
- **Integration:** Can be integrated with various data sources within an organization, including CRM, ERP, and other proprietary systems, to access and analyze data.
- **Role-based access control:** The system can be set up with role-based access control, ensuring that users can only access and query data that they are authorized to view.

# Traditional VS Wipro Generative AI Experience



## Traditional FAQ Chatbot

Talk to us

Bot

Hello! What can I assist you with today?

You

How much leave do employees at other organizations get?

Bot

I didn't get that. Can you say it again?

Type your message

## Direct Azure OpenAI Response

Talk to us

AI

Hello! What can I assist you with today?

You

How much leave do employees at other organizations get?

AI

The amount of leave that employees get at other organizations can vary depending on the country, industry, and company policies. In some countries, the legal minimum for annual leave entitlement can be as low as 10 days, while in other countries it can be as high as 30 days or more. Additionally, some organizations offer additional benefits such as sick leave, parental leave<expand>

Type your message

## Wipro Generative AI

Talk to us

WeGA

Hello! What can I assist you with today?

You

How much leave do employees at other organizations get?

WeGA

I'm sorry, but I cannot provide information about leave policies of other organizations. However, I can provide you with information about Wipro's leave policy. You can refer to the India Leave Policy on the Wipro People Policies website.

Source: [IndiaLeavePolicy](#)

Type your message

Prompt Engineering + Content Moderation + \*LM domain finetuning

# Generative AI for Metaverse – Pluggable Interface

- **AI enabled Dynamic Digital Interacting Avatar**
  - AI powered Non-Playing Characters (NPC), with ability to interpret languages, perform text & voice based interactions.
  - Dynamic placement of these NPCs is decided by AI, based on multiple factors like other character movements, navigation patterns, your conversation history.
- Meta's conversational AI will not solve domain centric requirements
- **Personalized Experiences (Smart Marketing)**
  - Personalized product displays and theme within shop
  - Contextual ad display boards, signages and videos
- **Live Event Analytics (Behavior shaping, Revenue tracking)**
  - People behavior during live events (concerts, special screenings etc)
    - Sentiments
    - hand gestures
    - gaze
    - fashion patterns of people
    - Performance/speech relation to people behavior
  - Nudge user behavior using digital NPCs



# Actual Application Screenshots

## Generative AI for next level of Customer Experience

Deflection Logic | Content Moderation | Data Connections | Bolt-on Chatbot

wipro  
HR Assistant

Hi Welcome to WeGA

Can I plan for the sick leave next month

**AI Answer**  
Sick leave can only be availed if you are unwell or indisposed. You cannot plan for it in advance. It is meant to be used only in case of personal ill health or if the employee is unwell. Please refer to the India Leave Policy on the People Policies website for more information

wipro  
HR Assistant

Can I fly Business?

**AI Answer**  
The eligibility for air travel class depends on your career level. Senior Vice Presidents and above are eligible for Business Class for all flights with a duration of over 3 hours. Vice Presidents (Band E) are eligible for Business Class for all flights, while Band D2 employees are eligible for Premium Economy for flights over 5 hours and Economy Class for shorter flights. Band D1

wipro  
HR Assistant

Can I bring beer to office?

**AI Answer**  
I'm sorry, but bringing alcohol to the office is strictly prohibited as per policies. For more information on please refer to the policies, People Policies website

Source :  
[Link](#)

wipro  
HR Assistant

I want to bring my pet dog to office, is that allowed?

**AI Answer**  
I'm sorry, but bringing pets to the office is not allowed as per policy. For more information on policies, please visit

Source :  
[Link](#)



# Why Wipro?

# Strengths of Wipro as a Trustworthy AI Partner

*Partnership to innovate in the field of generative AI by providing following range of services and solutions & help our clients improve operations, create new products and services, and gain a competitive advantage in the market.*



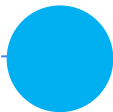
**AI Consulting services**



**Identify opportunities:** Identify the areas where generative AI can bring the most value to businesses, such as automating tasks, creating new products and services, and improving the customer experience.



**Building Framework for Large Language Models:** ML Standardization Update, Model Optimization & Finetuning



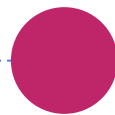
**AI Solution development**



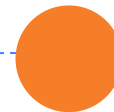
**AI Lab for Foundational Model:** Setting up AI Lab for building capabilities around large foundational models



**Create a platform for customer engagement**  
Create a platform for customer engagement to keep customers informed of the latest developments, to gather feedback, and to share success stories.



**AI Support and maintenance**



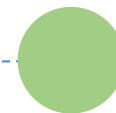
**Data engineering and cloudification**



**Develop a joint go-to-market strategy:** Exploring possibilities of offering different industry vertical business solutions & Develop a joint go-to-market strategy that leverages their respective strengths



**Projects:** Identify Top use cases with measurable business returns, implement and validate solutions for prod. scale



**AI led digital transformations**





# Generative AI – Use cases & Tech we are working on...



## Healthcare

## Banking & Finance

## Manufacturing

## Retail & Marketing

## Metaverse

## Data & Coding

## Shared Services

Use cases

Create patient data for medical simulations

Generate data for financial simulations

Generative AI models to optimize delivery truck routing

Create unique content for websites, product descriptions, brochure, ad campaigns etc.

Create virtual worlds and characters e.g. medical training simulations, factory floor trainings

Generating Documentation for Code usage, code generation

Legal/Contract Document Generation & staff trainings

Literature mining

Generate Applicant-Friendly Denial Explanations

Event Simulations, Simulate manufacturing quality

Product Image generation from title & descriptions

3D Product generation for VR/Metaverse

Data anonymization & data privacy

Knowledge Mining /search, Summarization

Clinical research: Text summarization

Generate Mortgage Product Campaigns

Simulate material efficiency, simplicity & increase production speed

Search engine optimization

Generate energy leak events for better planning

Information mining from technical documents

Virtual Assistance

Simulate clinical trials

Create borrower profiles

Technology

GAN   Gaussian GAN   Percuro Health models   VAE   TabGAN+   CTGAN   T5   GPT   StyleGAN   CycleGAN   GAN-BERT   •   •   MS Azure   OpenAI   Dall-E   GPT4

Microsoft Azure

NVIDIA NeMo

HuggingFace

NVIDIA DGX

# Wipro customer case studies on Generative AI

Client	Description & business outcomes	Benefits
A global media giant	Automated the generation of contextualized abstracts/summaries of news article to our customer's clients.	Cost savings of 33% and improved productivity of existing personnel.
Swedish multinational networking and telecommunications company	Generate high quality synthetic data ensuring preservation underlying data patterns, so that privacy aspects of data is preserved, but easily shared for data monetization use cases.	Easily monetize value from data assets while ensuring privacy and security preservation.
USA based chocolate manufacturer	SEO Optimization & text generation for Ecommerce channels.	Improved searchability in e-commerce websites such as Amazon, leading to greater business visibility and revenues.
A leading Human Capital Solutions provider	Automated processing of over 5 million documents with varying scan qualities. Generative AI enhanced low resolution document images, enhanced bridge broken characters in low quality images uplifting the performance of OCR recognition.	Reduced manual efforts by 60% Savings of USD 400 million Improved process efficiency by 50%
A global pharma major	AI to generate & recommend Standard Response document on the topics of drugs, products or clinical trials in response to physician requests.	Reduced man hours spent in gathering and nailing down precise / referenceable information.
	Synthetic handwritten data generation to equip downstream AI / OCR with enough training data.	Increased accuracy of OCR models, leading to reduced need of "human in loop" .

