# USTGlobal®

DIA - AN AI POWERED BOT FOR ENTERPRISE AUTOMATION

DIA

In an enterprise landscape, employees need to juggle between several different applications and data sources as part of their daily work routine. These processes would include stages of navigation that an employee would have to embark upon to access information from a variety of sources like Enterprise Applications, Self-service portals, company websites etc. Repetitive trainings and orientation attempts couldn't abate the increased support requirements. With nonexistent or difficult to access self-service, the support model was not scalable. Delays in executing actions and failed or extended effort in data retrieval/modification was a common occurrence.
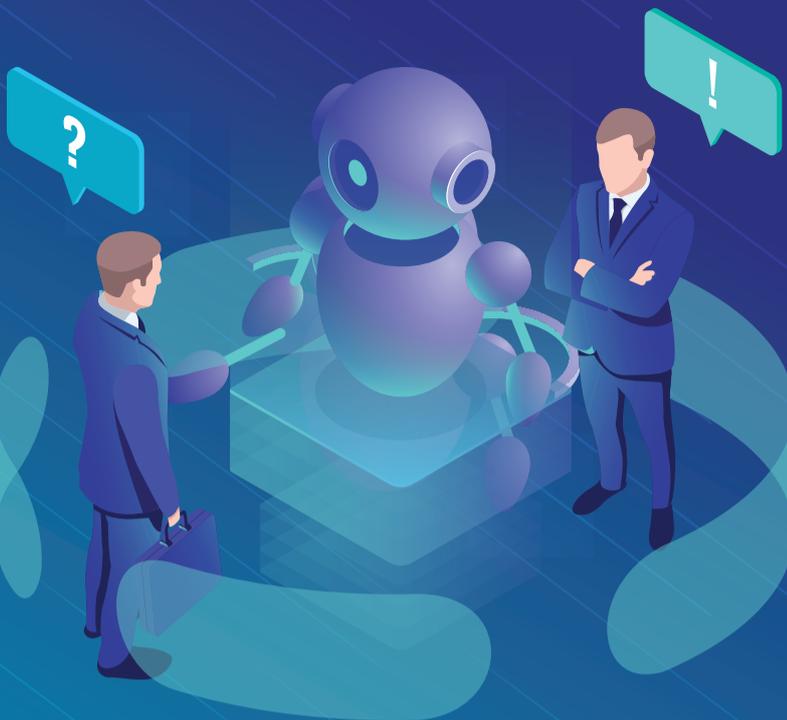
An interface, which can connect multiple systems and tools, can significantly influence the employee productivity by eliminating the overheads and by retrieving information on demand or processing approval cycles with ease. One of the most commonly used interfaces is the chatbot. As per Gartner, employee assistants/chatbots are expected to increase productivity by 10% by the year 2020. Chatbots are dramatically changing business by identifying the intent of the employees' queries and thereby providing the right first response with options to clarify or confirm the intent.

HOW CAN UST'S DIA HELP?
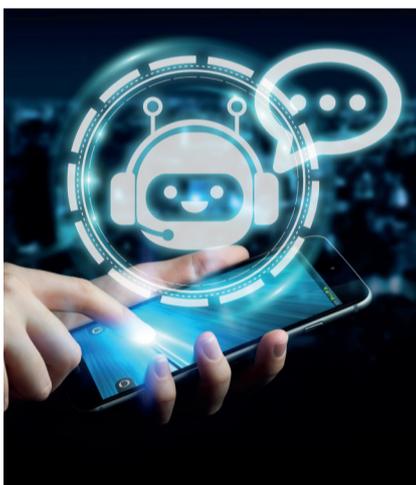
UST DIA, an AI powered platform build on top of Microsoft bot framework, helps create a significant impact for simplifying the operation of core business functions like HR, Finance, Sales, IT operations etc. With its Ability to integrate with enterprise level applications, DIA brings more agility and scalability for business process automations with consistent user experience across business functions.

DIA connects with internal websites, applications, tools and services like Cortana, Slack, workplace, telegram, webchat and Skype. Coupled with its Cognitive capabilities, DIA can converse in a more humane manner, establishing an emotional connect with its users for every interaction.

Case Study for a Leading Grocery Retail Chain

One of the leading Grocery retail chain in the US wanted to implement enterprise level automation with a vision to improve employee productivity, ease of access to information, reduction in service requests in turn improving customer experience.

After multiple rounds of evaluation of various AI engines, customer has decided to choose UST's DIA as the preferred solution for their digital transformation journey. The engagement started with a pilot implementation for a limited set of users and was later rolled out to the larger user groups with the feedbacks incorporated. The successful implementation led to the addition of new use cases from various business divisions within the enterprise.

FAQs to know DIA better

What are the scenarios in which DIA can be applied?

- Automations involving complex integrations / high degree of customization
- Enterprises with a Microsoft heavy IT landscape
- Enterprises with security as a prime concern on automation

Enterprises looking to achieve

- Increased Productivity
- Reduced support dependency
- Any time anywhere assistance
- Scalable to any extent
- Employee self service
- Reduced data retrieval and execution time

What will be the typical implementation time?

The base platform will take a maximum of two weeks for installation and an additional four weeks will be required for the setting up of various use-cases. Integrated use cases will require a weeks' time for installation.

Is there an on-premise version of DIA?

No. DIA is a cloud based solution.

Is DIA compatible with AWS or Google cloud?

Yes, DIA can be integrated with any on-premise or cloud-based system

??? Have more questions to need answers to?
Please feel free to contact us to know more about DIA and Its capabilities.

70%	90%	40%	30%	84%	80%-90%
Reduction in approval lead time	Reduction in time for identification of internal resources	Decrease in time spent for routine tasks	Decrease in support ticket count	Decrease in lead time from request creation to process completion	of employee queries managed by chatbot