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UST DIA

An AI powered
bot for
enterprise
automation

ust.com

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 capabilities, DIA can converse in a more humane manner, establishing an emotional connect with its users for every interaction.



What Benefits you get

70%

Reduction in approval lead time

90%

Reduction in time for identification of internal resources

40%

Decrease in time spent for routine tasks

30%

Decrease in support ticket count

84%

Decrease in lead time from request creation to process completion

80%-90%

of employee queries managed by chatbot

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.