

YOSI created with Artificial Intelligence, Bot, and now oriented to the attention and inclusion of people with reduced vision and multilanguage capacity



¿Whoisit YOSI?

YOSI an Azure-based solution that provides a virtual assistant that provides help, 24/7/365 support, and immediate response to users outside the organization, in this message aimed at including those with diminished vision



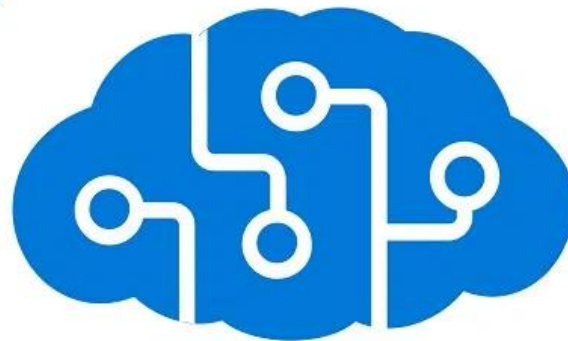
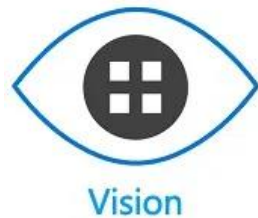
PROPUESTA DE VALOR DEL BOT

YO SI it is able to automate repetitive processes of the organization, thus freeing up the workload of man hours and, likewise, providing a continuous service 24/7/365. Minimizes customer response times, because it's an online and immediate service.

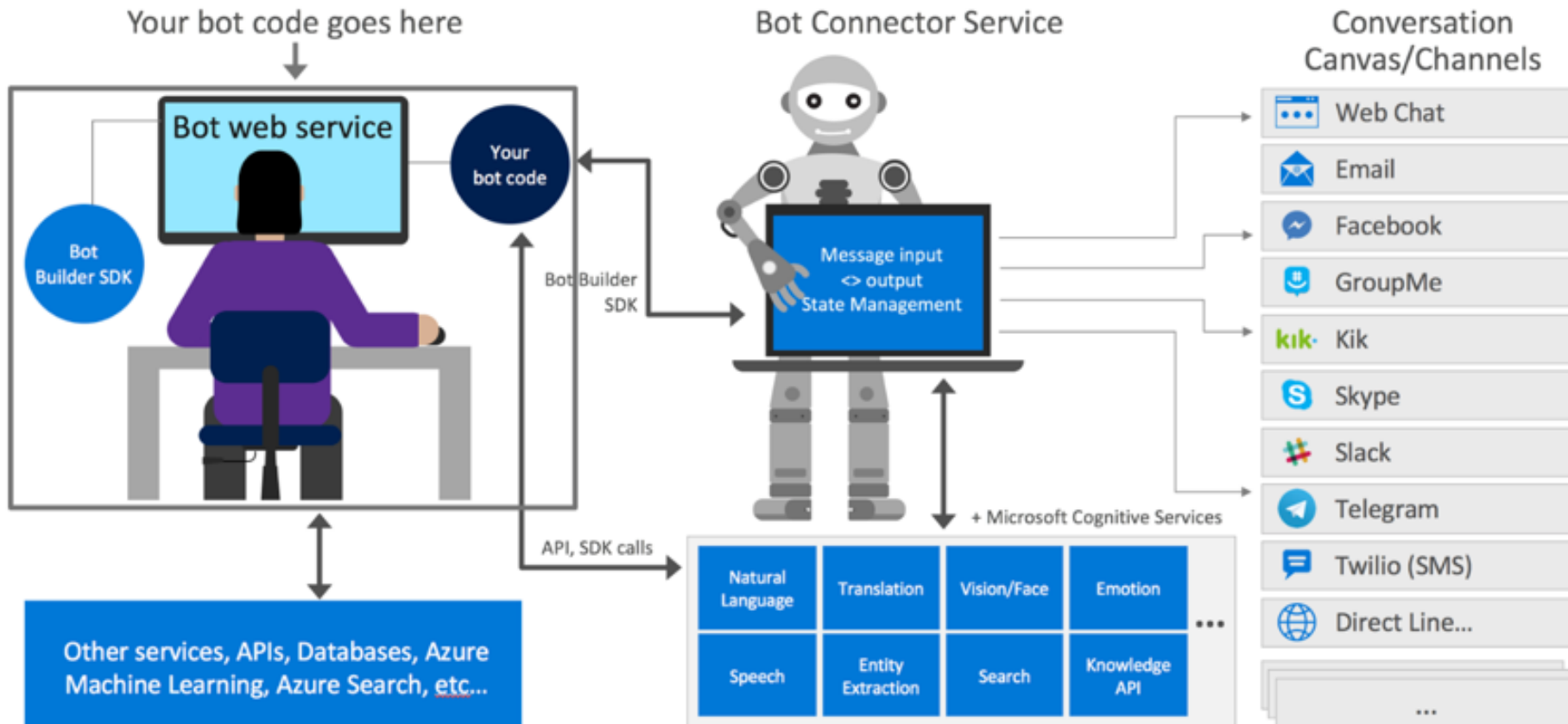


COMPONENTS OF THE BOT

YOSI uses the cognitive services of Azure Speech and Microsoft Translator, acquired capabilities to provide care to excluded people: with reduced vision or non-Spanish speakers.



COMO TRABAJA el BOT



To get attention, commands were added to enable Chatbot Voice Support functionality, as people with reduced vision can't locate the microphone icon, perform the CTRL+CLIC combination, on a PC or four (4) consecutive taps on a mobile computer screen, with this action Aria welcomes in voice and activates the microphone to wait for user interaction.



Accessibility

Vision

Speech

Language



Social Inclusion