



DIA - AN AI POWERED BOT FOR ENTERPRISE AUTOMATION

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.