

# Enterprise Digital Assistant – Ekaa

Ekaa is a smart AI chatbot to automate entire operations of HR, IT, SALES and ADMIN within the organization. Integrated with data source systems like salesforce, success factors, Jira, Azure SQL. Ekaa is an informative as well as transaction-based chatbot

## Key-Value Points

- Manage employee rewards, leave requests and recognition programs
- Handle CRM software to get a 360-degree view of customers
- Specific workflow bots can speed up approvals
- Quick insights can be generated in real-time by entering just a few commands or using natural language
- Sales teams can update customer opportunities in the CRM via a bot
- Managers can get alerts regarding project delays
- Service bots can assist field service technicians in their work
- Virtual assistants can provide customer service and also work as your sales representative
- Bots can carry out most of the work of administrative assistants such as scheduling meetings
- Employees have to spend less time learning new software applications

## Benefits

- 24/7 Availability
- Enables Instant Customer Service
- Enhances brand value
- Saves on Customer Services cost and resources
- Helps to render a personalized experience
- Enable the delivery of Cognitive digital experience
- Capable of Multiple interactions with a natural interface
- Ideally placed to map customer needs and offer apt products and services
- Capable of Self Evolving (self-learning)