HCLSoftware

AI-driven Employee experience accelerating productivity and innovation

HCL DRYiCE
AEX

Introduction

Enterprises today operate at an unprecedented scale, with numerous business units catering to diverse end users. These enterprises invest extensively in transforming user experience, striving to boost productivity and foster innovation. They deploy various communication channels, from social media and websites to call support and forums, to engage with their audience. However, ensuring a consistent, personalized and seamless omnichannel experience remains an enduring challenge.

To tackle these complex issues, HCLSoftware has developed DRYiCE AEX (AEX).

AEX is an AI-driven employee experience product designed to revolutionize user experience, increase productivity and foster innovation for global enterprises.

AEX is purpose-built to automate a wide variety of use cases across industries and business functions. It emulates human interactions and learns from smart conversations, harnessing the power of Generative AI, Natural Language Processing (NLP) and Machine Learning (ML). AEX comes with multiple out of box (OOB) use cases, enterprise integrations, omnichannel experience and multi-lingual capabilities, ensuring rapid adoption and return on investment.

Challenges addressed by AEX

- High wait time and low first-call resolution due to limited availability of support resources

- Use of multiple systems for routine tasks depletes time and efficiency

- Poor user experience due to language inconsistency in global corporate context

- Complex, information-heavy system for essential knowledge consumes valuable resources

- Absence or high cost of 24X7 help/support system

- Inconsistent response due to support executive's varying interpretation of identical end-user queries

- Organization's constrained adaptability during the implementation of new processes stemming from the requisite extensive training for employees

Key features

Generative AI:

- Auto response generation in multiple languages
- One-stop-shop GenAI studio to rapidly design customized natural language conversation flows
- Intelligent search and cross-questioning of custom knowledge
- Auto code generation to integrate with enterprise applications

Conversational AI:

- Intuitive low code UI for creating and managing programmed agents
- Multilingual and multi-channel support
- Training using GenAI
- Auto-generated use cases
- Natural language understanding and generation
- Cross-channel context

End user healing and agent assist:

- Endpoint resolution and healing
- End-user experience monitoring and analytics
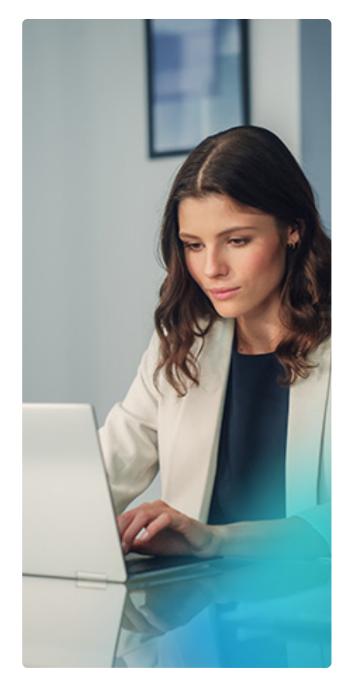- Advanced routing and chat management capabilities for live agents

Integrations and assistance:

- 25+ one-click integrations with enterprise applications
- Deep integration with leading service management platforms
- Service orchestration capabilities by integrating with robotic process automation (RPA) components
- Account recovery and password reset

Security:

- Data region flexibility with end point-based security and third-party integrations
- The current version of AEX is Security Assertion Markup Language (SAML) and Single Sign-On (SSO) enabled

Key modules

Agent Assist

Allows seamless connection to service desk agent in a conversational way to address critical queries anytime and anywhere

Self Heal

Allows automated end-point remediation to resolve system and application issues through unassisted automation and self-heal mechanism

Generative AI

Helps create customized use cases (chains) within seconds with auto response generation in multiple languages

Configuration Module

Administrators can configure AEX for various aspects. It has various sub-modules such as Standard Operating Procedure (SOP) Management, UI Management, etc. to name a few

Cognitive Module

AEX has the ability to understand and interpret the context of conversations happening in natural language. The product is NLP engine-agnostic and can work with all industry leading NLP engines

Channel Integrator

AEX can be integrated with any voice / text based channel of communication like voice assistants, social media channels (Facebook Messenger, Skype, Microsoft Teams) and email to receive intuitive human-like responses

NLP Engine

NLP engine empowers AEX to comprehend all conversations happening in natural language

Rule Engine

The Rule Engine enables AEX to define business rules and enabling integration based on context of conversations as identified by the NLP engine

Benefits

Boost Efficiency:
Streamlined processes for strategic focus

Enhance productivity:
Fewer errors and faster outcomes

Personalize engagement:
Repeat business through loyalty-driven experiences

Take informed decisions:
Real-time insights, accurate information strategic focus

Swift support:
24/7 responses, higher satisfaction

Seamless scalability:
Adaptive, industry-agnostic growth

Market edge:
Forward-thinking with innovative technology

Future-ready:
AI investment for competitiveness

Rapid ROI:
Value realized through integrations

Cost-effective automation:
Substantial savings

Case Study

A prominent Finnish industrial machinery entity, generating USD 12.7 billion in revenue with a workforce exceeding 63,000, faced intricate challenges. Complex infrastructure and scattered data repositories caused sluggish user experiences, reducing productivity.

By introducing AEX, manual routing and data retrieval issues were eradicated. AEX's NLP capabilities facilitated seamless conversations, accessing and analyzing 83,000 documents from diverse domains. Additionally, AEX tapped into external sources for answers, which could escalate to human experts if needed. Future plans involve RPA integration for user-driven actions.

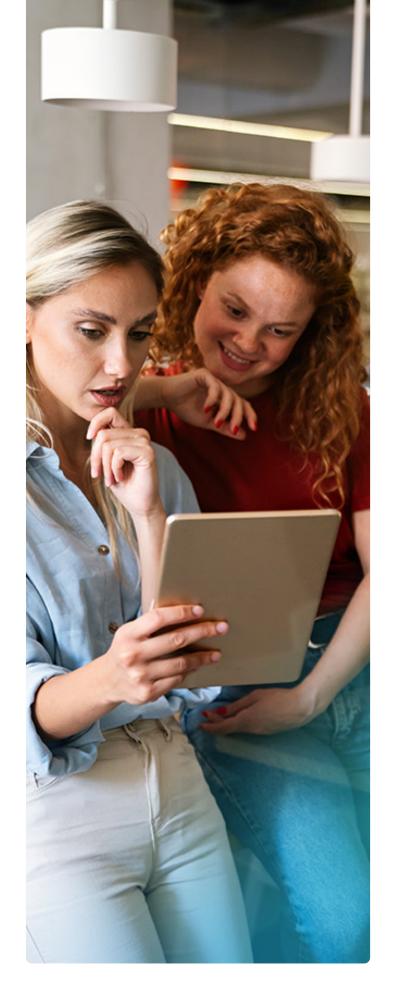**Enhanced**
user experience

Time-efficient
information retrieval
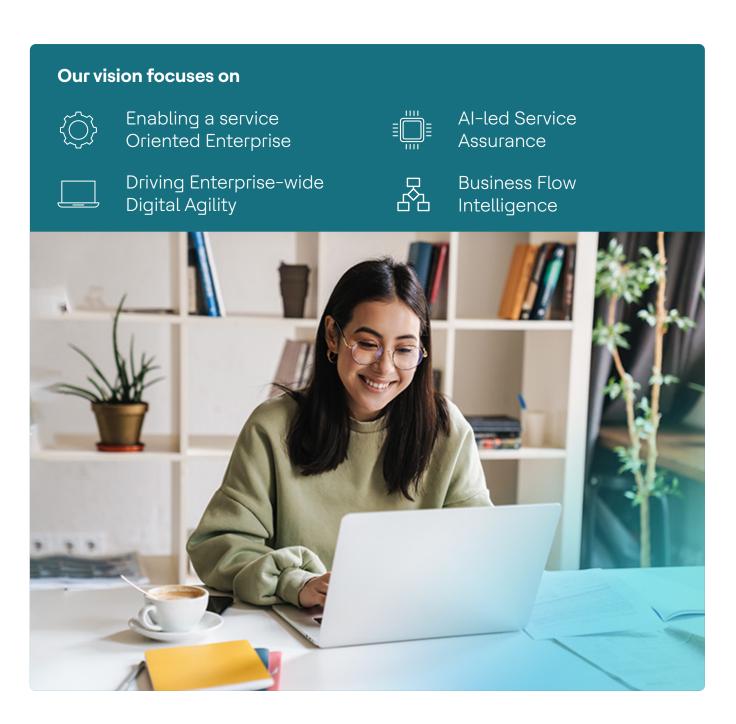
24 x 7
availability

Transformation from
a search-based experience to a
conversation-driven experience

About DRYiCE™

DRYiCE™ is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster and cost-efficient manner while ensuring superior business outcomes.

Our vision focuses on

- Enabling a service Oriented Enterprise
- AI-led Service Assurance
- Driving Enterprise-wide Digital Agility
- Business Flow Intelligence

Want to know more?
Visit our **website** or write to us at **dryicemarketing@hcl.com**

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