HCLSoftware

DRYiCE AEX

Data Sheet

We live in times where the quality of service and support extended to all key business stakeholders defines business success. As enterprises gear up to build digital-first ecosystems in their bid to stay competitive and resilient, the quality of their virtual interactions and the promptness of assistance will impact the satisfaction and productivity of their employees, customers, and partners. 24x7 human help desks and manual assistance are resource-intensive and unscalable, dated options. Most enterprises, therefore, have been automating their service and support interactions with chatbots and virtual assistants (VAs). But unintelligent or static automation has failed to offer contextual and accurate assistance, which demands going beyond templatized responses to understand what a user requires at the moment indeed. This is where an employee experience product driven by Artificial Intelligence (AI), Machine Learning (ML), and Natural Language Processing (NLP) can help.

Introduction to
HCL **DRYiCE**
AEX

HCL DRYiCE AEX (AEX) is an AI-driven employee experience product designed for automating a wide range of industry use cases. AEX mimics human interaction, learns and adapts to your needs through smart conversations by leveraging Generative AI, Natural Language Processing (NLP) and Machine Learning (ML). It helps the users solve issues through a wide suite of enterprise integrations without the need to interact with the service desk. AEX Version 9 has 1000+ out-of-box use cases that cater to the need of the users in various aspects. It also includes enhancements towards low code/no code.

AEX enables enterprises to boost business outcomes as their internal and external stakeholders (AEX users) feel valued, supported, and understood just the way they want.

Key features

Conversational AI:

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

End user healing and agent assist:

- End-point resolution and healing
- End-user experience monitoring and analytics
- Advanced routing and chat management capabilities for service desk agents
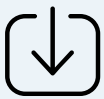
Integrations and assistance:

- 25+ One-click integrations with enterprise applications
- Deep integration with service management platforms
- Service orchestration capabilities by integrating with RPA components
- Account lock and password reset scenarios
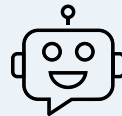
Generative AI:

- Auto-response generation in multiple languages
- Complex conversation flow creation within seconds
- Customized dialog designing in an all-in-one GenAI studio using natural language
- Intelligent search and cross-questioning of custom knowledge
- Auto-code generation to integrate with enterprise application

System requirements

SAML 2.0-based user authentication	ServiceNow as system of record	Microsoft Teams as enterprise chat platform
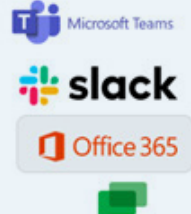
Key integrations

AEX supports integration with the following:

1-Click connectors and integrations for faster time to value

ITSM	ERP	End user healing	Workplace management	Customer support	RPA
cherwell bmc REMEDY servicenow ivanti bmc Remedyforce solarwinds	salesforce SAP SAP SuccessFactors	Lakeside nexthink nanoheal	CONDECO layerX	ayusphere servicenow GENESYS twilio	WorkFusion UiPath AUTOMATION ANYWHERE blueprism

DRYiCE IPs	Software management	Dashboards	Workload automation	Collaboration	Integration
HCL BigFix HCL DRYiCE SX	HCL BigFix System Center Configuration Manager *Not a 1 Click Connector	kibana Power BI	bmc Control-M BROADCOM AutoSys Workload Automation	Microsoft Teams slack Office 365	MuleSoft boomi

Deployment options

AEX is available on cloud as a SaaS offering

Implementation timeline

1-2 Days

0

Discussion
Need creation
- Initial discussion with the customer to either establish the product need and then demonstrate OR address an existing need via AEX

4-5 Days

1

Finalization
Shortlisting
- Finalize mode of implementation - SaaS/ On Prem
- Use cases for initial POC/ implementation
- Shortlisting
- SOW/contract closure

10-30 Days

2

Development
Use case creation
- Use case design
- Integrations

3-5 Days

3

Testing
User acceptance testing
- Expose the instance to a limited user group in customer organization
- Gather feedback and ready the product for final release

Support begins

4

Delivery
Final release
- Launch the final product to the customer
- Put the required support services

Product adoption

5

Adoption
- Sensitize users about the product
- Set adoption and usage KPIs within the organization

Benefit realized

6

Business value
- Reduction in service desk volume
- Improvement in FCR
- CSAT improvement

AEX benefits

End-user benefits include:

- Close to 70% improvement in Customer Satisfaction (CSAT) score
- Faster resolution
- Real-time support and service with 24x7 availability

Business benefits include:

- Cost-effective support and service scaling
- Significant Service Level Agreement (SLA) improvement
- Agile and prompt service and support
- True left shift with end user healing

IT and Operational benefits include:

- Close to 30% improvement in ticket deflection
- Take control of user experience
- Exhaustive pre-built use cases
- Omnichannel capabilities
- Eliminate waiting queues
- Complex use cases can be built in a blink of an eye using Generative AI

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