



# Wipro's Intelligent Service Management Assistance (iSMA)

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Intelligent service management assistance is a robust, full-featured service management suite that's simple, affordable and aided by virtual agents with artificial intelligence

Smart conversation with end user, service manager and service engineer on derived intelligence from historical call records



Ready intelligence engine on service and claims/warranty management



Combination of pre-processing, post-processing and intuitive usage of NLP and ML algorithms



Smart and multi-modal (voice, chat, sense (touch)) conversation leveraging derived intelligence



Assured business continuity and automated concierge via command center



Easy and seamless integration with enterprise CRM and security



Templatized deployment on public/private/edge Cloud and on-premises systems

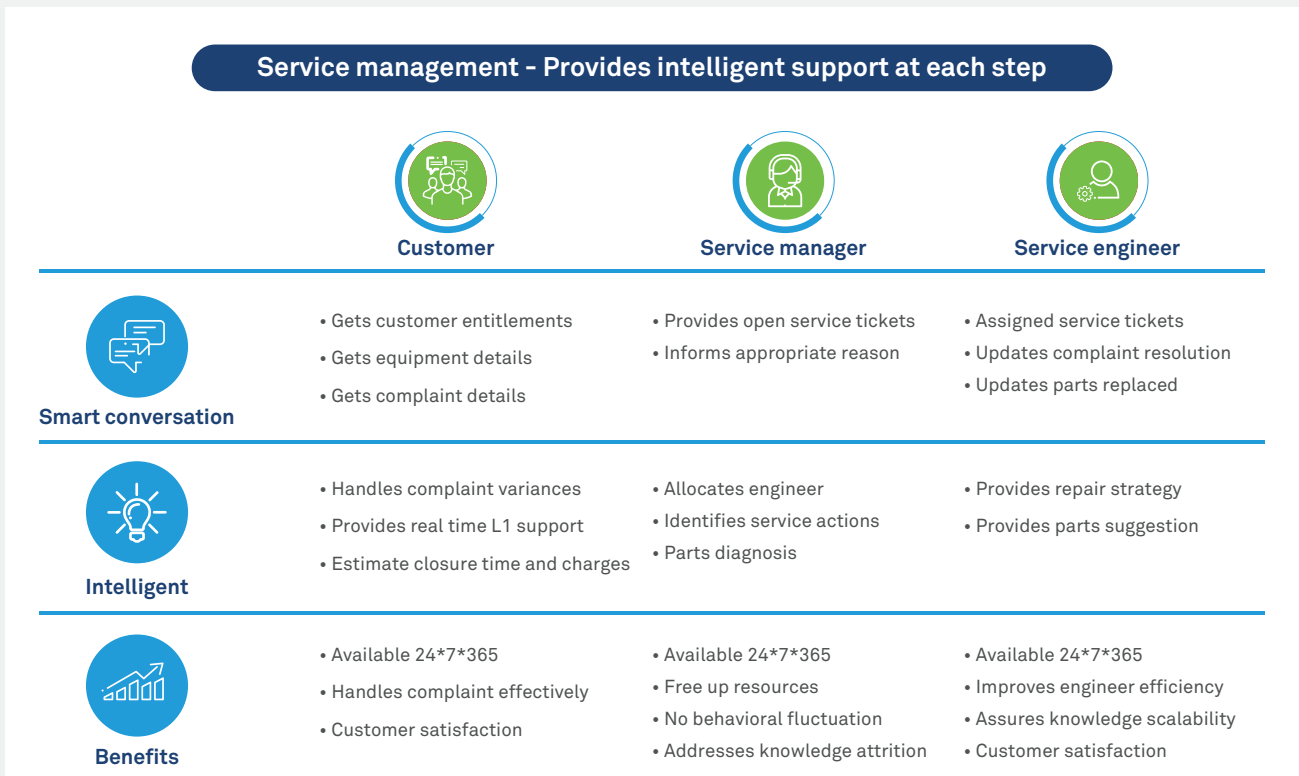
## Solution features

- Leverages expert system to facilitate intelligent resolution of complaints from unlimited number of consumers, simultaneously on any channel
- Minimal administration and easy customization through non-intrusive configuration and drag-and-drop service automation
- Provides support to multinational and local languages
- Provides continual visibility to the operational processes states

## Ready business cloud with derived intelligence

- Notifies stakeholders with informed and intelligent decisions at relevant milestones
- Assures business continuity with intuitive communication to help-desks
- Handles digital payment and conversational e-commerce at sub process level for ancillary parts
- Administers ticket with concierge management at command center

## Solution overview



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