Wipro’s Conversational Assistant (WCA) is a virtual SME for users across IT and business. It leverages Microsoft’s Cognitive Services to help end-users get a simplified and elevated experience by converting the traditional transactions from navigational to conversational.

Key takeaways

WCA offers prebuilt and pre-trained bots for

- ITSM - O365 & D365 support & End User Computing
- Domain specific bots - Airport, HR, & Lead Management
- Capability store - Cognitive search and ML based learning

The solution is powered by Azure Cognitive Services, Azure BOT framework and Azure ML.
Highlight

Uses master child architecture to integrate multiple chatbots built on different technologies giving a single window for multiple existing chatbots.

Key benefits

• Enterprise grade dialogue management promotes simple humanized conversations

• Conversation Design Studio with curated knowledge packs boosts the scalability of the product and brings down the GTM time

• Multi-faceted machine learning models allow BOT once deployed to self-learn and self-heal

• Hybrid deployment model benefits both on-premise as well as cloud customers

Features

• SaaS based offering for Office 365 & Dynamics 365 support

• Prebuilt NLP models on LUIS for Airport, Banking, Utilities, Energy etc. with rich dialog management

• Supports master-child architecture

• Smart search framework - Humanized way of searching, through structured, & unstructured documents with Azure Cognitive Search Framework

• Omnipresent across multiple channels with connectors for Webchat, FB Messenger, Microsoft Teams, SMS, Mail, Skype for Business, Yammer etc.

• Is highly multi-lingual - Supports across 60 languages with Azure translator

• Automated feedback learning for smarter self-development

• It has a prebuilt insight & analytics dashboard for performance management

60+ language multi-channel support with social media integration on all major platforms like Teams, Yammer, Skype, Kik, and Facebook Messenger