

Guest Lecture on “Future of Work and E42 AI Platform, a product of light”

Academic Year: 2021-2022

Name of the Event: Guest Lecture on “Future of Work and E42 AI Platform, a product of light”

Date & Time of the Event: 26th November, 2021 10.00 am to 12.00 pm.

Name of the Speaker: Mr. Sudhir Menon

Designation: Senior vice president, Head Academy and Learning CoE , E42

Name of the Company with Address: Light Information Systems, Pune

Targeted Audience: SE, TE and BE students

Venue: Microsoft Teams (Online Mode)

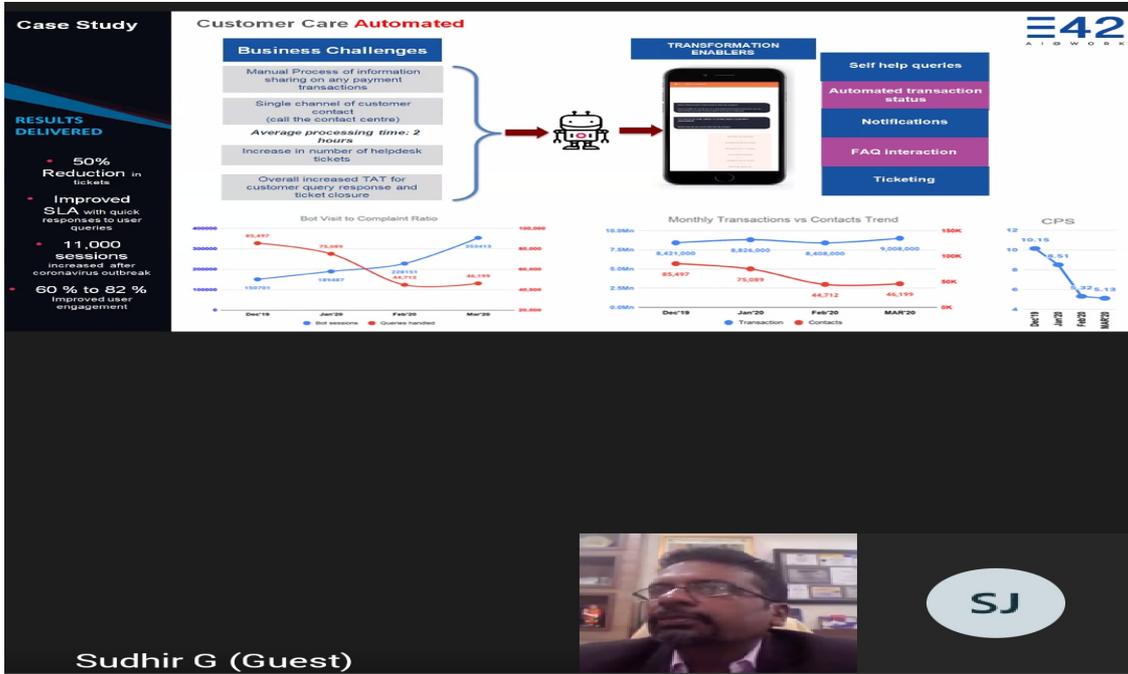
Event Coordinator: Prof. Shilpa Jadhao

Number of Participants: 77

Activity Description in Nutshell:

The guest session was organized by the Department of Computer Engineering of International Institute of Information Technology in association with Light Information systems, Pune for SE, TE and BE students. The session was conducted by Mr. Sudhir Menon - Senior vice president, Head Academy and Learning CoE , E42 on 26th November 2021 from 10.00 am to 12.00 pm. He introduced EC42 platform and he made the students familiar with the EC42 platform and AI worker concept. He showed a live demo of Ec42 platform regarding workflow. He also explained the difference between bot and cognitive platform, 3 A’s of computation for the future and difference between human, AI worker and Robots.

Event Photos:



Case Study

Customer Care Automated

Business Challenges

- Manual Process of information sharing on any payment transactions
- Single channel of customer contact (call the contact centre)
- Average processing time: 2 hours
- Increase in number of helpdesk tickets
- Overall increased TAT for customer query response and ticket closure

TRANSFORMATION ENABLERS

- Self help queries
- Automated transaction status
- Notifications
- FAQ Interaction
- Ticketing

RESULTS DELIVERED

- 50% Reduction in tickets
- Improved SLA with quick responses to user queries
- 11,000 sessions increased after coronavirus outbreak
- 60% to 82% Improved user engagement

Bot Visit to Complaint Ratio

Month	Bot visits	Queries number
Dec-19	138951	85,497
Jan-20	183887	75,089
Feb-20	200111	44,712
Mar-20	233674	46,199

Monthly Transactions vs Contacts Trend

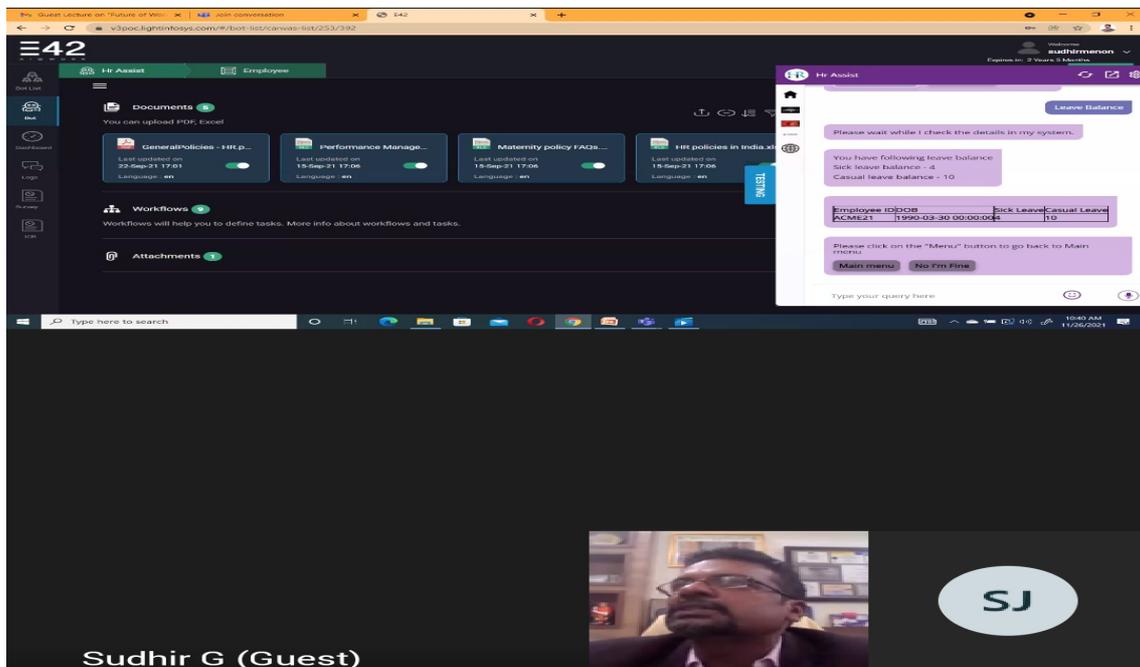
Month	Transaction	Contacts
Dec-19	7.8M	85,497
Jan-20	8,431,000	75,089
Feb-20	8,824,000	44,712
MAR-20	9,008,000	46,199

CPS

Month	CPS
Dec-19	10.15
Jan-20	8.51
Feb-20	7.25
Mar-20	32.13

Sudhir G (Guest)

Case study explanation using AI worker



HR Assistant

Documents

- General Policies - HR p... (Last updated on 22-Sep-21 17:51)
- Performance Manage... (Last updated on 18-Sep-21 17:06)
- Maternity policy FAQs... (Last updated on 18-Sep-21 17:06)
- HR policies in India.xl... (Last updated on 18-Sep-21 17:06)

Workflows

Workflows will help you to define tasks. More info about workflows and tasks.

Attachments

Chatbot Conversation:

Leave Balance

Please wait while I check the details in my system.

You have following leave balance

Employee ID	Sick Leave	Casual Leave
ACM21	1190-03-20 00:00:00	10

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Sudhir G (Guest)

Explanation of EC42 platform