



Press Release

## **Hexaware Launches COCO-Unified Teams Bot for Improved Employee Experiences & Seamless Return to Workplaces**

Hexaware, a Leading Global IT Consulting & Digital Solutions provider, today announced the launch of COCO, the Unified Teams Bot built for Microsoft Teams, on [Microsoft AppSource](#), an online cloud marketplace providing tailored line-of-business solutions.

With the unprecedented and extraordinary times in the backdrop, Hexaware is now more focused than ever on delivering touchless, immersive experiences, and automation-led cost savings for customers who have moved to remote working arrangements. Hexaware also recognizes the market need to build and foster cloud resilience to ensure preparedness and optimized responses in the event of recurring contingencies.

Hexaware, a Microsoft Gold Partner, delivers differentiated offerings across the Microsoft cloud ecosystem, and designs solutions and strategies that help boost teamwork, and improve employee productivity and enhance employee experience. COCO, Hexaware's omnichannel chat bot, is a step in the direction of making work easier, safer and sustainable for customers as they gradually bring employees back to the workplace amidst and post the COVID-19 pandemic.

COCO seamlessly integrates with existing disparate backend IT systems and platforms like ERP, CRM, Service Desk or any other enterprise systems. Employees can use COCO, straight from their Microsoft Teams app on desktop or mobile devices, to access information and undertake transactions with key business functions through a unified, simple, and conversational interface. COCO is built on Microsoft Azure Cognitive Services including LUIS to enable intuitive conversations.

COCO enables intuitive user journeys on a single-window chat interface for multiple employee touchpoints leading to vastly improved employee experience, noticeable increase in adoption of Teams within an organization and time savings of up to 85% by employees and managers while raising and approving requests.

COCO helps simplify and speed up:

- *Approvals (Absence, Time Management, Service Desk)*
- *Service Desk functions (Create/View/Update)*
- *COVID-19 -- Return to the Workplace (Apply / View Office Pass, Team Roster)*
- *Absence Management (Apply / View / Cancel / Approve Leaves, Check Leave History / Balance / Company Holidays)*
- *Customer Relationship Management (Active Pipeline, Leads Information)*
- *Search for Employees across the organization*
- *Time & Shift Management (Raise/ View/Cancel)*



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COCO is powered by a suite of functionalities that help organizations ensure seamless and safe return to the workplace amidst and post-COVID-19.

Some notable features of COCO:

- Self-screening and Return to Workplace options for employees
- Compliant with all industry standards for Health Information handling
- Helps employers increase workplace safety amidst COVID-19
- COVID-19 health assessment is powered by the Microsoft Healthcare Bot service

*Rupesh Mithani, Vice President, Transform Customer Experiences™ Practice, Hexaware Technologies said, "COCO, our Unified Teams Bot, was born out of the necessity for delivering world class experiences for today's Work from Anywhere employees. We believe that COCO will enable employees with the power of information anytime, anywhere. The bot makes it easier for employees to accomplish daily activities and saves time and boosts productivity. We have also equipped COCO with COVID-19 health assessment capabilities, powered by the Microsoft Healthcare Bot service, which will help ensure a more seamless return to the workplace".*

Know more about COCO and how we can help you improve employee experience and increase productivity here <https://hexaware.com/coco-microsoft-teams-bot/>

## **About Hexaware**

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything™, Cloudify Everything™, Transform Customer Experiences™.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.



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Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

**Learn more about Hexaware at <https://hexaware.com/>**

**Safe Harbor Statement:**

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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