Case Study

CXT

COCO Unified Teams Bot
Optimizing Operations to Improve Productivity & Employee Experience

About the client
The client is a global IT services organization helping businesses across industries with solutions for automation, cloud migration and customer experience. The company employs over 20,000 people worldwide and has nearly $800 million in revenues.

Business Challenges
Their internal studies have revealed that one of the key factors impacting employee experience and productivity is the time and effort required in doing various tasks like raising service desk tickets, applying for leave, or searching for people in the organization. There were too many steps involved, too many systems and applications to access and too much wait time for approvals.

The CIO's Challenge
The proliferation of legacy touchpoints was creating a broken and dissatisfying experience for users. Over the years, these legacy applications had become more complex to navigate, making routine transactions time-consuming and taxing for employees.

IT Service Desk challenge

Employees did not have clarity on the right service categories to raise tickets and hence, most of the tickets landed into the general category. These tickets would then have to be manually classified by the service desk and transferred to the right workgroup, resulting in higher turnaround times.

Impact on productivity and employee experience (EX)

Daily Tasks	Legacy applications, fragmented systems, multiple steps	Impact on productivity and EX
Apply for two days unplanned leave	First, find the leave balance. It takes 11 steps to complete a simple leave request	Switching between different applications and systems **distracted employees from their job and impacted productivity**
Raise a ticket to fix laptop issues	Access another application to raise the ticket	Following up with different departments on the status of approvals/requests **was leaving employees stressed and frustrated**
Check the status of approval request for an online paid conference	Access a third application to look for conference approval	Each time different departments updated their systems, employees had to learn them all over again. **This interrupted their thought-process on mission-critical work**
Raise a travel approval request to visit the project site in Munich	Search for the travel approval form	

The client was looking to reduce the number of steps and simplify the processes for various tasks to enable employees to complete daily tasks easily.

The Solution

Hexaware deployed COCO, an AI-powered chatbot designed to seamlessly deliver employee concierge services.

COCO is built using the Microsoft Bot Framework enabling employees to access the bot straight from their Teams app both on desktop and mobile devices. It unifies disparate IT systems like ERP, CRM, Service Desk, and other industry platforms via an intuitive omnichannel solution.

COCO helps to accomplish daily tasks with a single interface!

- Approvals (Absence, Service Desk)
- Service Desk functions (Create/View/Update incidents)
- COVID - Return to Work (Apply/View Office Pass, Team Roster)
- Leave Management (Apply/View/Cancel/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)

Friendly

COCO acts as a single gateway to multiple legacy systems and eliminates having to log in to different systems.

Its intuitive interface comes with clickable tiles and typed command options, enabling a smooth UX.

COCO is built on Microsoft's Azure Cognitive Services including LUIS. Employees simply need to 'utter the problem statement in natural language' and an intelligent ticket classifier engine helps to classify the tickets in the right category.

Convenient

Several of the company's legacy systems are not mobile-compatible and require an additional VPN connection.

COCO overcomes this challenge because it is an always-on and mobile-first platform that can be accessed on desktop or mobile devices.

Employees can start a transaction from their handheld devices while at home or while driving and finish it on their workstations upon reaching the office.

Compliant

COCO adheres to the organization's security and compliance policies.

It integrates with Microsoft Health Bot for COVID-19 health assessment and is compliant with various healthcare industry standards.

- Self-screening and Return to Workplace options for employees
- Compliant with industry standards for health information handling
- Helps employers increase workplace safety

The platform can be extended to other modules like Travel & Expense, Policy Management, Supply Chain, Procurement, etc.

Results

Integrating COCO with Microsoft Teams to develop an all-in-one employee platform was seamless as the client has been a long-time user of Microsoft Office 365 suite.

COCO has accelerated the company's employee productivity and transformation program without having to upgrade the legacy systems, which is a time and cost-intensive project.

- Up to 80% time savings in daily routine transactions
- Up to 90% time savings for managers who approve requests from their team members
- Improved accessibility and omnichannel experience with 100% Teams adoption across geographies

> I am happy and relieved! COCO is now an integral part of my work-from-home routine. The conversational interface has been extremely helpful in catering to my everyday needs as an employee. It has reduced the time I would otherwise spend on repetitive tasks, as well as the effort of shuffling between multiple portals.

Project Manager

> COCO has made life easy with timely and effective notifications. Earlier, I had a hard time approving requests from multiple systems, with no single place to track them all. Not anymore! COCO reminds me of pending actions and allows bulk approvals, which frees up my time to stay focused on work. I don't have to worry anymore about missed or overlooked approvals!

Practice Head

> I am a salesperson and constantly on the move. COCO's mobile interface is a boon because I don't have to wait to get back to the office to raise requests on my desktop. I can easily manage tasks like applying for leave or changing a password on my mobile. Building COCO on Teams is a terrific idea because all of us are on Teams and the seamless integration makes access to different functions super-easy.

Outside Sales Representative

Try COCO today

To get a feel of how COCO works, try our demo version available in the Microsoft AppSource. It is pre-configured to capture intent and undertake system transactions using a dummy database, allowing you to safely try out some of the features

GET THE DEMO ›

The COCO productivity calculator

Get an idea of how much you can save in productivity, cost of integrations and the ROI of implementing COCO in your organization
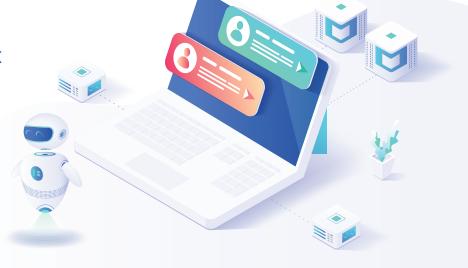
CALCULATE NOW ›

Identify the use cases that will enhance EX

We'll help you discover all the tasks that will improve the employee experience.

Write to us at *marketing@hexaware.com*

EMAIL US TODAY ›

About Hexaware

We are a global technology and business process services company empowering enterprises worldwide to realize digital transformation at scale and speed. Our platform-enabled strategy – featuring Amaze® for full cloud enablement, Mobiquity™ for digital product engineering, and Tensai® for extreme automation – drives human-machine collaboration to create immersive customer experiences and solve complex business problems. We believe technology is a magical thing, and our purpose is to create smiles through great people and technology.

With corporate headquarters in Mumbai and regional headquarters in New Jersey for North America, London for Europe, and Sydney for APAC, we service customers in over one hundred languages from every major time and regulatory zone. We serve customers in banking, financial services, capital markets, healthcare, insurance, manufacturing, retail, education, telecom, hi-tech & professional services, 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; digital product engineering; business intelligence & analytics; digital assurance; infrastructure management services; and business process services.

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

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