

Story
Series

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AI-powered Chatbots

The compelling story of COCO, a Microsoft unified Teams bot in boosting employee experience & productivity

This is the leadership team of a global IT services firm. The company employs over 20,000 people and has nearly \$800 million in revenues.

Reagan, the Chief Operating Officer and Janet, Head of HR and their team are in discussion with Mark the company's Chief Information Officer. The agenda for discussion is - **Improving Employee Experience (EX) and Productivity**



The connection between employee experience (EX), productivity and profitability in the workplace has been well-proven and has always been a priority for business and HR leaders.

4% growth in revenue

3% growth in 1-year gross profit margin

4% growth in 3-year gross profit margin

Organizations with a Strong EX

1% decline in revenue

10% decrease in 1-year gross profit margin

3% decrease in 3-year gross profit margin

Organizations with a Poor EX

Analysis of EX vs financial performance across organizations by Willis Towers Watson

<https://www.willistowerswatson.com/en-US/Insights/campaigns/breakthrough-research-on-employee-experience>

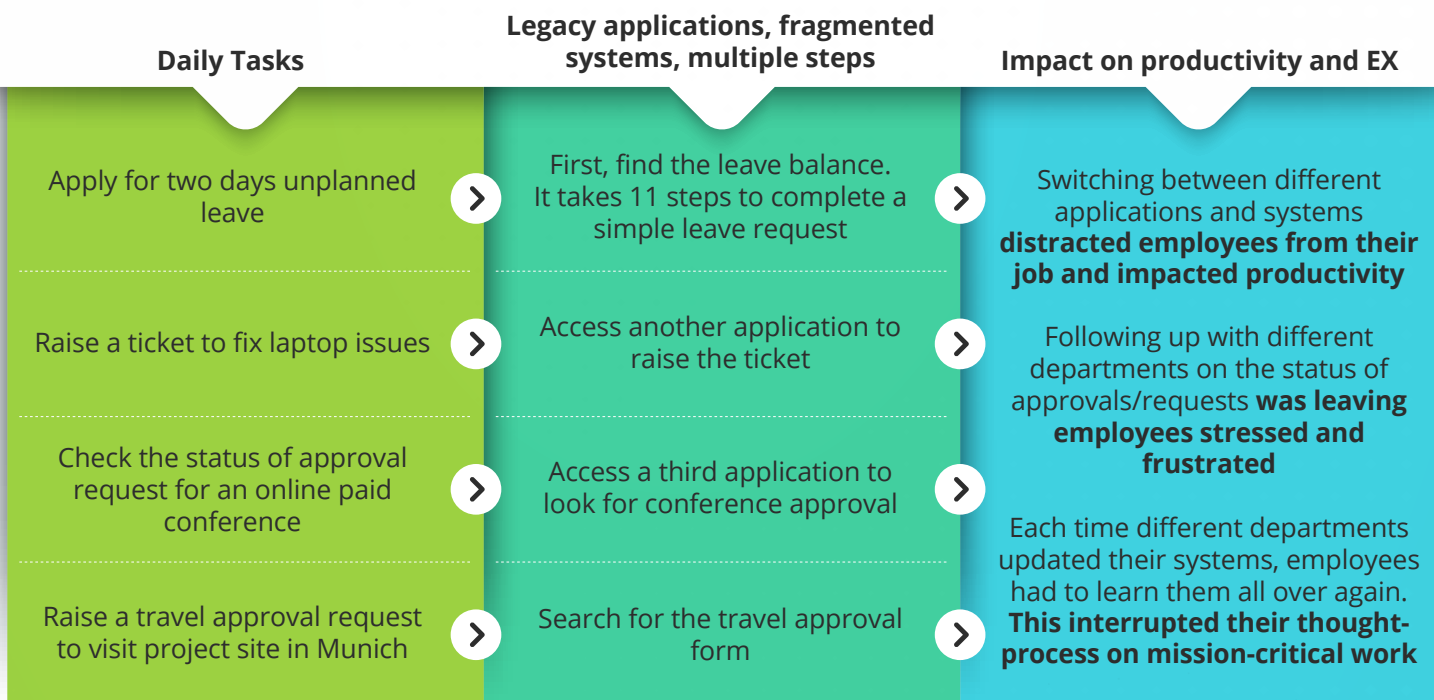
Their internal studies have revealed that one of the key factors impacting employee experience and productivity is the time and effort it took in doing routine tasks.

They examine a typical workday for Elsa, their project manager, based out of their Frankfurt office in Germany

A typical day in the life of **Elsa**, Project Manager



Impact on Productivity and Employee Experience (EX)



Back in 2008, when digital distractions were fewer, a University of California Irvine research revealed some startling insights:

It showed that once an employee had been derailed from a task by an interruption, **it takes an average of 23 minutes, 15 seconds to get back on track.**

In today's era of greater digital distractions, **imagine the impact on organizational productivity if all employees get derailed for 20-30 minutes every day!** The number of workdays lost is unimaginable.

The CIO's Challenge

Legacy and disparate systems

Employees need to use multiple systems including CRM, Service Desk and HR. The proliferation of legacy touchpoints creates a broken and dissatisfying experience for them. Over the years, these legacy applications have 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.

What can Mark do to reduce the number of steps and simplify the processes to enable employees to complete daily tasks easily



Introducing COCO



An AI-powered chatbot to deliver employee concierge services

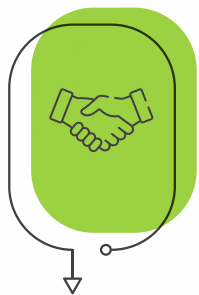
Say Hello! to COCO

A Unified Teams Bot

COCO is built using the Microsoft Bot Framework enabling employees to access COCO 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.



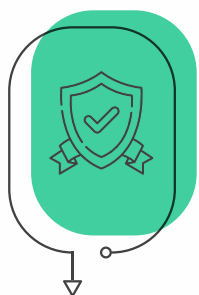


Friendly

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.

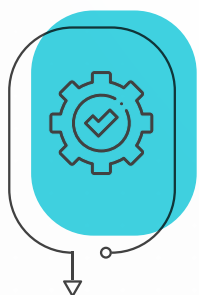


Convenient

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.

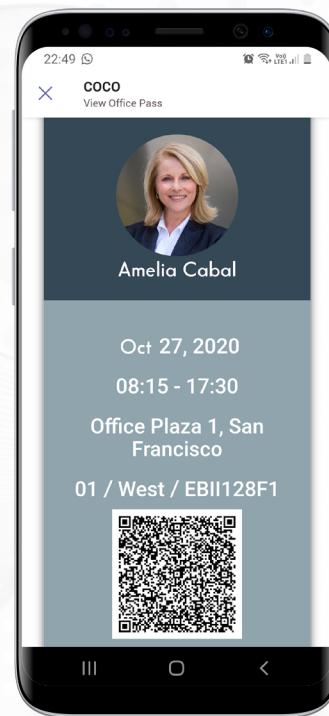


Compliant

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.

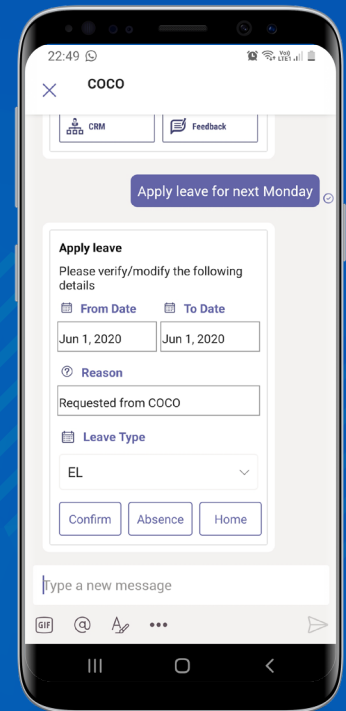
- Self-screening and Return to Workplace options for employees
- Compliant with industry standards for health information handling
- Helps employers increase workplace safety



Daily Tasks Accomplished with a Single Interface!

Isn't that cool?

- 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



Just four weeks after installation, COCO is driving tremendous productivity improvements
EVERYONE IS HAPPY!



Reagan is no longer worried about productivity



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



Janet is happy to hear about the decreasing stress and frustration levels & improved employee experience

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.



Elsa

— 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!



David

— 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.



Mike

— Outside Sales Representative



For Mark, integrating COCO with Microsoft Teams to develop an all-in-one employee platform was seamless as his company 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.

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

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 ➤

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 ➤

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

Write to us at
marketing@hexaware.com

EMAIL US TODAY ➤

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, 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.

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.

NA Headquarters

Metro 101, Suite 600,101
Wood Avenue South, Iselin,
New Jersey - 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3
Millennium Business Park
'A' Block, TTC Industrial Area
Mahape, Navi Mumbai - 400 710
Tel : +91-22-67919595
Fax : +91-22-67919500

EU Headquarters

Level 19, 40 Bank Street,
Canary Wharf,
London - E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

09-01, One Finlayson Green,
1 Finlayson Green,
Singapore-049246
Tel : +65-63253020
Fax : +65-6222728

Australia Headquarters

Level 3, 80 Mount St,
North Sydney, NSW
2060, Australia
Tel : +61 2 9089 8959
Fax : +61 2 9089 8989

