

# Devoteam AI Design Win Scenarios

## Scenario and workload support

TRIVALOR



### Contact Center agent assistant

Provide contact center agents with a conversational chatbot surfacing relevant knowledge articles to accelerate issue resolution, as well as proactive response recommendations based on similar cases.



### Customer self-service assistant

Enable customers to search through the company knowledge base with a natural language interface, providing personalized responses.



### Call summarization and analytics

Provide real-time call summarization to customers with prescriptive suggestions for offers and content.



### Employee self-service and knowledge management

Provide employees with a conversational chatbot or customized workflow surfacing relevant knowledge articles, insights, or tools they need in their line of work.



### Document and Intelligence and Knowledge mining

Enables customers to conduct large scale knowledge mining to find information and gain valuable insights and patterns.



### Requisition generation and resume selection

Use Generative AI to assist in drafting job requisitions via prompt-to-text and access to data on business requirements.

### Challenge

- Many invoices to process
- To start the industrialisation of the usage of GenAI to speed up the invoices integration into legacy systems

### Solution

- Extract insights from invoices received in PDF format
- Integrate data with existing system
- Automate the process end to end
- Enable semantic search over documents
  - Modular blocks allow re-use
  - Service oriented
  - Future proof handling of document data
- Automation of information capture and refresh
- Simplified technology stack
- Tried and tested approach
- Azure stack

### Main Benefits

- **Scalable Solution:** Devoteam Document solution can handle large number of documents and adapt to other business units
- **Cost Savings:** Using the best approach that suits the business process
- **Enhanced Productivity and Efficiency:** Ability to use GenAI to recognize fields and values in many types of invoices/document types
- **Centralise and monitor:** ability to monitor cases that need attention and solve with the human in the loop
- **Staying Ahead of Competitors**
- **Reduce time to process** – process was heavy in time and now is quicker