Intelligent Front End

Automated Support Desk
- Ticket classification and distribution
- Multi-channel service desk
  - Chat, Email, Tickets, IVR, Events
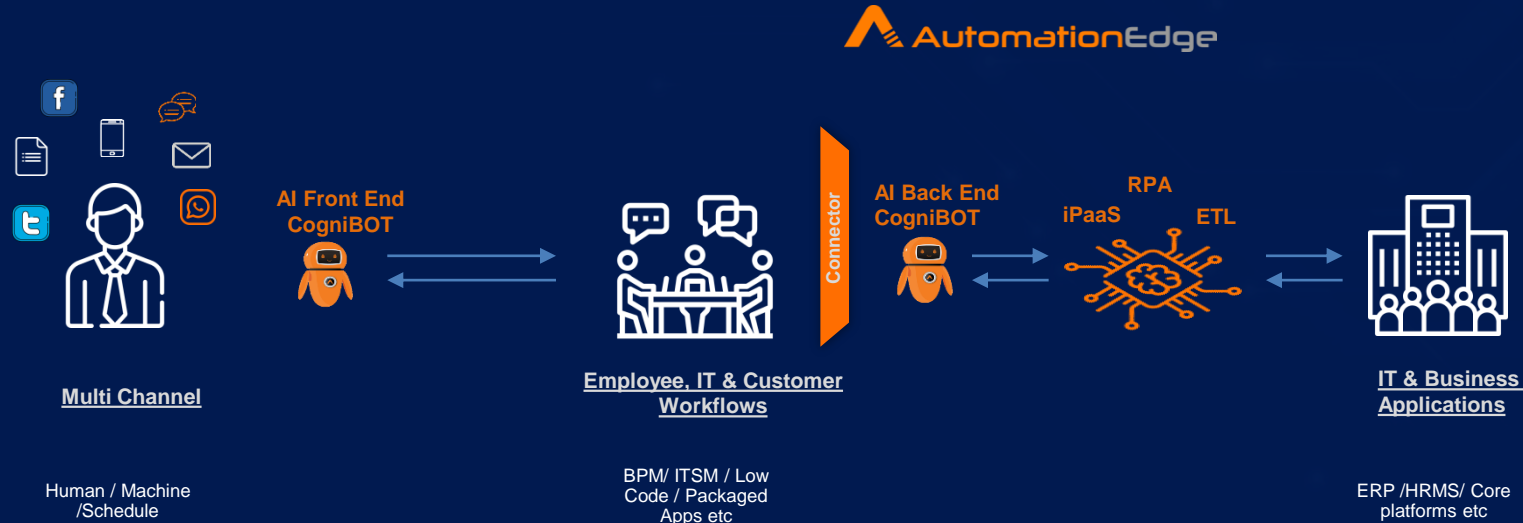- FAQ Bot

Robust Automation Framework

Inbuilt
- RPA, iPaaS, Data integration capabilities
- Process studio
- Massively scalable agent framework
- Multi-threading and parallel processing

Intelligent Back End
- Service requests automation
- Incident automation
- Guided automation
- Semi and fully automated
- Autonomic computing

Cognitive Service Management
IT, HR, Finance and Customer Service

Digital Enterprise with AutomationEdge Hyperautomation Platform

AutomationEdge

AI Front End CogniBOT

AI Back End CogniBOT

Connector

RPA
iPaaS
ETL

Multi Channel

Employee, IT & Customer Workflows

IT & Business Applications

Human / Machine /Schedule

BPM/ ITSM / Low Code / Packaged Apps etc

ERP /HRMS/ Core platforms etc

AutomationEdge

Thank You