LIFE SCIENCES & HEALTHCARE

HCL

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EMPOWERING
THE BUSINESS OF
LIFE SCIENCES

PAVILION: Employee

PAVILION PATHWAY NAME: Employee Support

CHAPTER NAME: TickBOT

DESCRIPTION:

A BOT Solution to automate the tasks generally executed by a L1 Service Desk executives. This can be used as IT Service Desk manpower optimization and productivity boosting for Merck's employees.
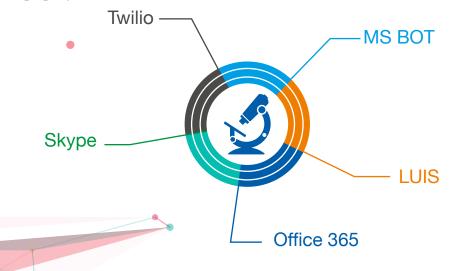
PRE-REQUISITES:

- Client PC with Google Chrome Browser for Web Chat Demo
- Skype installed Mobile Device (iPad / Android Tab / Surface)
- Mobile handset with facility of receiving and sending Text Messages
- High Speed Wi-Fi Connectivity on all Hardware

TARGET STAKEHOLDERS:

All Employees who interacts with Enterprise IT Service Desk

DETAILED USE CASES:

- ▶ User comes to PABOT on his FB Messenger
- ▶ BOT welcomes User
- ▶ User will inform BOT about his need / desire to travel
- ▶ BOT will ask the Location & dates
- ▶ User will provide the location name & dates
- ▶ BOT will check the weather for that location for supplied duration
- ▶ If the weather is unfavorable, BOT will try to double-check if user is still willing to travel
- ▶ On 'Go-Ahead' from user, BOT will check Event details for that location to ensure no upsurge in price of Hotel and Flights
- ▶ If there is major event, BOT will alert user
- ▶ If user is still willing to travel, BOT will open the Travel Request system with Location and Dates pre-filled

TECHNOLOGY:

Twilio

MS BOT

Skype

LUIS

Office 365

Contact.lsh@hcl.com

www.hcltech.com

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