


HCL Clara V2.0


An Intelligent Virtual Assistant for HCL Workload Automation


HCL Workload Automation enables organizations to gain complete visibility and control over attended and unattended workloads. HCL Clara, an Intelligent Virtual Assistant, understands human input, provides answers by tapping into a rich, specialized knowledge base, and allows direct interaction with Workload Automation in natural language to execute tasks.




Value & Benefits


 **Reduce Common-Issue Repetitive Incidents:** Clara saves IT ops time, frees up the users, manages the how-to questions and initiates the initial troubleshooting of HCL Workload Automation conveniently with voice command or simple text chat.

 **Minimize the FAQ type calls:** Clara offers a human-like, personalized around-the-clock experience to HCL Workload Automation users, to minimize the FAQ-type calls. Clara facilitates Semantic Search in product documentation to increase the response rate.

 **Speeds up learning curve on new features:** Ability to predict the next conversation based on the current one and build a conversation flow at run time.

 **Promote best practices:** Extendable and customizable knowledge database based on client's best practices (naming conventions, internal operation guides, specific runbook procedure...) and customizable by the administrators.

Capabilities

 Interactions in Natural Language

 Voice Recognition

 Push Notifications

 External Interface for third party integration

 Robust AI/NLP based intent identification engine

 Multi Languages



About HCL Software

HCL Software, a division of HCL Technologies (HCL) develops, markets, sells, and supports over 30 product families in the areas of Customer Experience, Digital Solutions, DevSecOps, and Security and Automation. HCL Software is the cloud native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including over half of the Fortune 1000 and Global 2000 companies. HCL Software's mission is to drive ultimate customer success with its IT investments through relentless product innovation. please visit www.hcltechsw.com