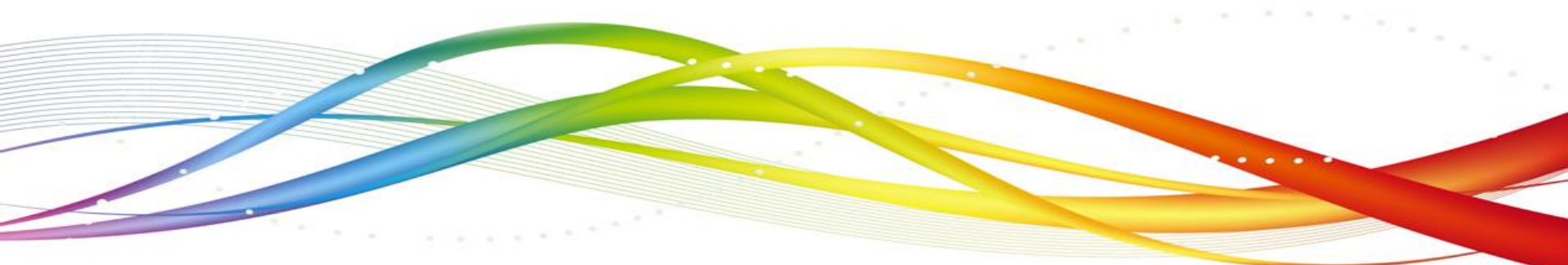


# Wipro HOLMES Case Studies

AI and Implications for Indian IT players  
A NASSCOM-BCG Report



# Tickets Classification for Helpdesk



## Case Description

Web based Chat Interface with the capability to classify tickets for Helpdesk Operations



## Solution

1. Wipro HOLMES web based chat interface through Natural Language Processing and Machine Learning based interaction
2. Auto classification of incident tickets to reduce reassignment index



## Challenges

1. SAP tickets are raised across geographies for various functions
2. High cycle time for logging ticket and seeking resolution. 2-5 mail exchanges required to log a ticket
3. Over 90% of tickets logged required clarification



## Benefits

1. Achieving over 80% accuracy in ticket categorization
2. 24x7 usage of BOTS since the company operates across geographies
3. Elimination of email exchanges needed to log a ticket. Reassignment index reduced by 30%
4. Natural Language Interface for delightful user experience

# Internal CIO Helpdesk



## Case Description

1. Wipro has over 150,000 employees, across multiple geographies
2. Users raise queries & issues from across a variety of departments & functions in the form of tickets
3. A number of ticketing systems deployed across functions and departments
4. Requirement of having a single system, which auto-direct tickets to the right department/service provider



## Solution

1. 'E-Helpline', a unified delivery platform, running on Wipro's HOLMES AI engine and related Bots, deployed across all channels – email, web, chat, voice
2. HOLMES AI engine assigns requests to the right functions
3. Bots built on Machine Learning Models, using historical information, a corpus of tickets, resolutions and assignments
4. Allows users to place requests in and assigns them to the correct function & agents, using NLP
5. Bots capture user queries, categorize, diagnose and recommend potential solutions to users directly
6. If tickets are raised, bots manage the queues, assign tickets to the right agents, and also recommend preferred solutions to agents



## Benefits

1. System handles over 150,000 tickets/month, across 60+ service functions, and 3500+ categories
2. Consolidated all ticketing systems, which provided users with a single platform to raise queries, complaints, issues, etc.