

Experience with European Financial Giant

Virtual Tax Query Resolution System for Huge Public Anonymous User Base

Financials

Intelligent Conversation

Azure AI, ADAz IA

Customer Profile

A **global provider of professional information**, software solutions, and services for clinicians, nurses, accountants, lawyers, and tax, finance, audit, risk, compliance and regulatory sectors. The company is headquartered in Alphen aan den Rijn, Netherlands with a revenue of with EUR 3.7 billion revenue.

Problem Statement

- Tax Service Desk was flooded with User Calls resulting no bandwidth
- Long waiting hours for Users for simple queries
- Work Pressure resulted inaccuracy in responses
- Huge volume of Use Cases to maintain and refer while responding

Implemented Solution

- 47000+ Tax Queries consolidated with answers under a natural language enabled ambience
- A cognitive platform accessible from anytime anywhere over various channels and auto-detectable multilingual capability by users for Tax related queries
- High Scalability to support initial load and addition of 10K+ new queries every year
- High accuracy w.r.t. query responses resulting significant improvement in user satisfaction
- Automation of query resolution energized internal operations and improved service quality
- HCL's IP ADvantage Azure Intelligent Assistant was used as AI Provider on top of Azure AI Platform

Value Delivery

- Enormous scale with undefined concurrency during peak period
- High Accuracy based on self-learning
- High degree of Automation