DRYiCE Lucy - Cognitive Virtual Assistant

User experience has always been and will always be at the center of any business or organization. In order to manage this, one needs to ensure that user can interact with your organization, at the time of their choice, in the language of their choice.

Catering to this enterprise business requirement, DRYiCE Lucy, a cognitive virtual assistant ensure to automate industry-wide use cases through smart conversations, by leveraging Natural Language Processing (NLP) and Machine Learning (ML).

What is Lucy?

DRYiCE Lucy is an AI powered cognitive assistant, automated to communicate in human style chat. DRYiCE Lucy learns and adapts to your needs through smart conversations by leveraging enterprise grade Natural Language Processing (NLP) and Machine Learning (ML).

It can interact 24 x 7 in place of business and IT support users, leveraging its rich plug-in integrations with various IT systems to get end to end automation.

DRYiCE Lucy has been trained for 600+ business and IT use cases, a subset of which is available OOB along with a cognitive console for enabling powerful integrations.

What will you get?

Access to AI enabled virtual assistant on Cherwell leveraging our newly released **connector for DRYiCE Lucy.**

This will empower users to create ticket for creating request ticket for new support required or avail new service. Also, Lucy will suggest users about different knowledge articles based on their problem.

Features of Lucy

NLP Engine Agnostic
Understand and interpret the context of conversations happening in natural language. It can work with all the industry leading NLP engines.

Predefined Business rules
DRYiCE Lucy has been trained for predefined business and IT use cases. It can easily create Incident and Service Request tickets in the system using user's chat.

Continuous Learning
Integrated cognitive console to fine tune learning with time to accommodate more business scenarios.

Cognitive behavior
Lucy has been trained to suggest possible work arounds and solutions to the problem raised using the existing knowledge article.

Benefits of Lucy

- Ease of connectivity with Lucy
- 100% response consistency
- 10 preconfigured use cases

- Automatic ticket creation through chat
- Access knowledge articles and configured items directly using chat
- Chat transcript to automatically attached to ticket