HCLSoftware

HCL Clara V2.0

An Intelligent Virtual Assistant for
HCL Workload Automation

HCL **Workload Automation**

Overview

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 if HCL Workload Automation conveniently with voice command or simple text chat.

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

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 rsponse rate.

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

Capablities

- Interactions in Natural Language
- External Interface for third party integration
- Voice Recognition
- Robust AI/NLP based intent identification engine
- Push Notifications
- Multi Languages

About HCLSoftware

HCLSoftware develops, markets, sells, and supports product families in the areas of Digital Transformation, Data, Analytics & Insights, AI & Automation and Enterprise Security platforms. HCLSoftware is the cloud-native solution factory for enterprise software and powers millions of apps at more than 20,000 organizations, including more than half of the Fortune 1000 and Global 2000 companies. HCLSoftware's mission is to drive ultimate customer success with its IT investments through relentless product innovation.

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