



INTELLIGENT AUTOMATION

ACCENTURE OPERATIONS

ESTRATÉGIA

RDA's |
Mini Bots

Workflow

Automation

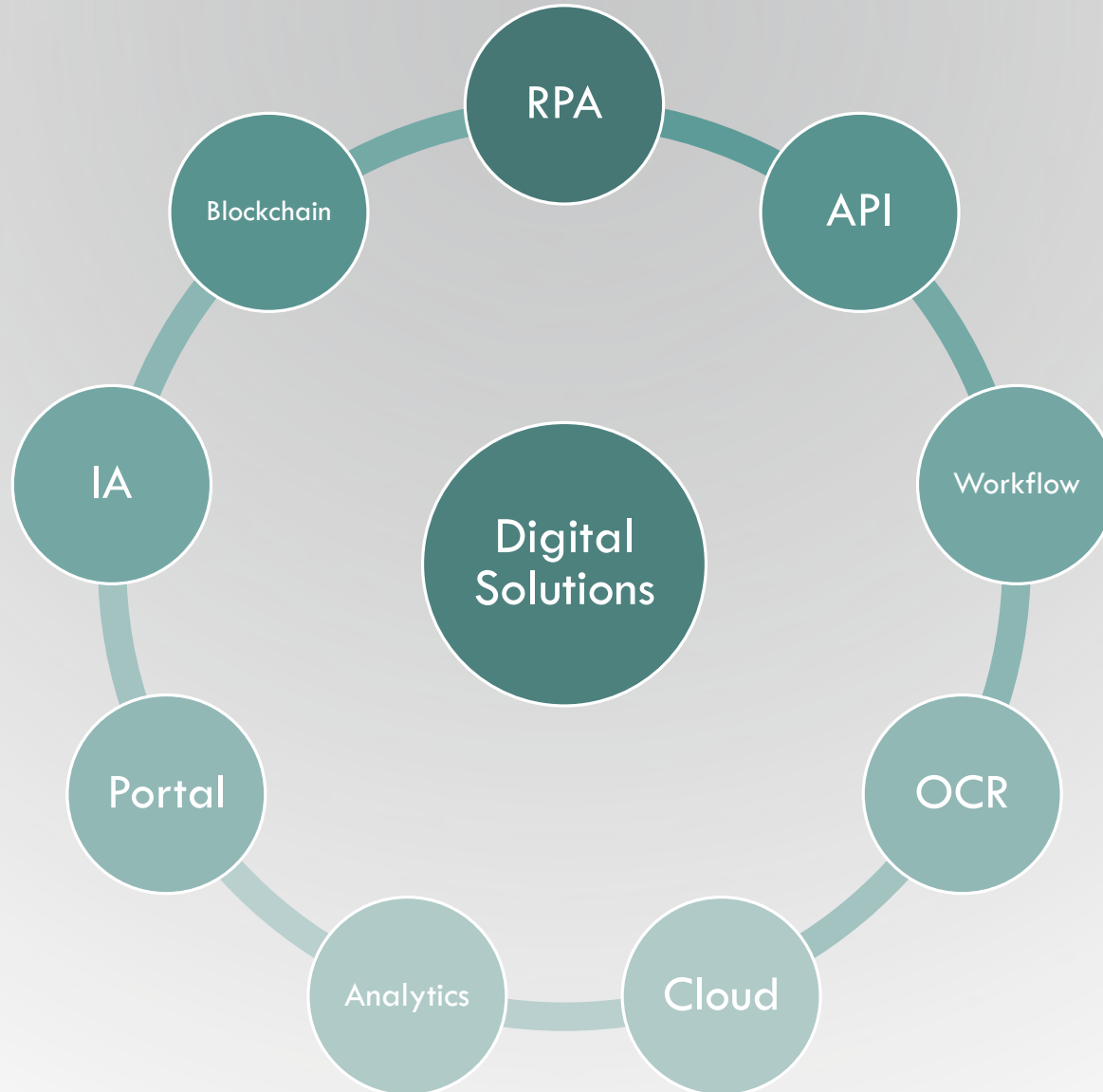
Analytics

Inteligência
Artificial

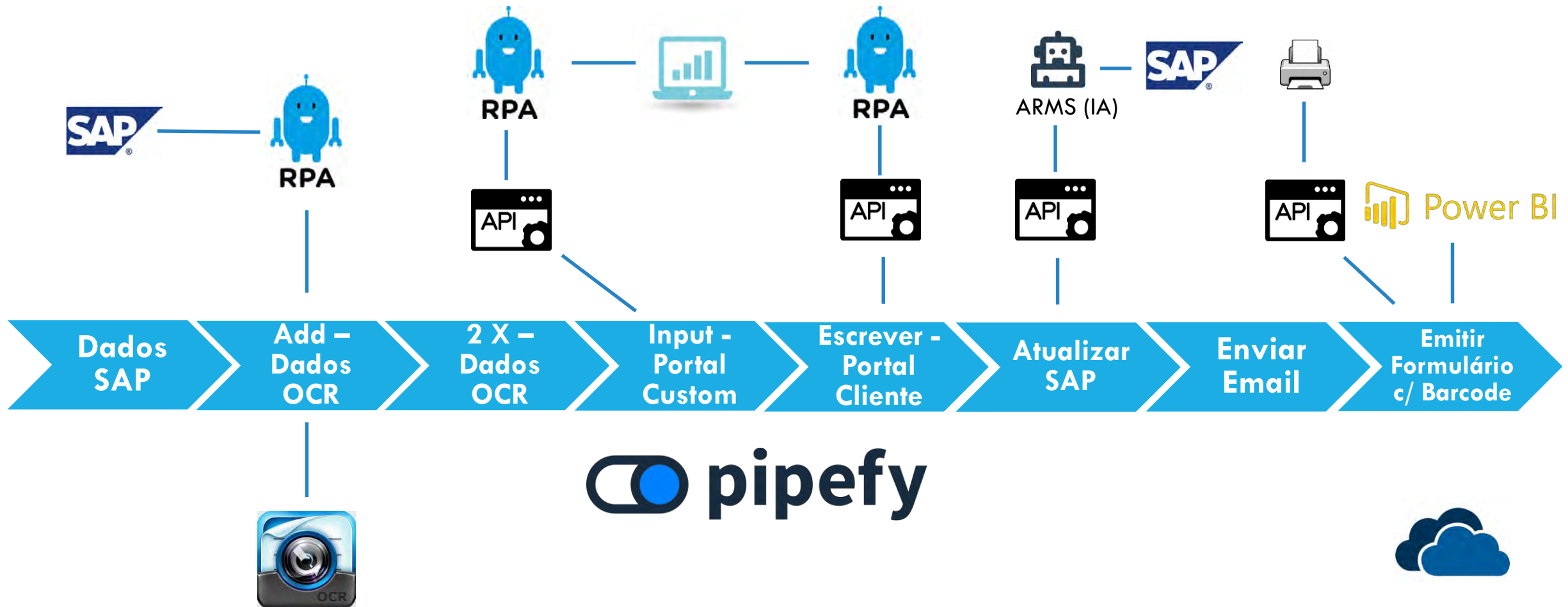
Blockchain

Outras
Inovações

DIGITAL SOLUTIONS FOR OPERATIONS

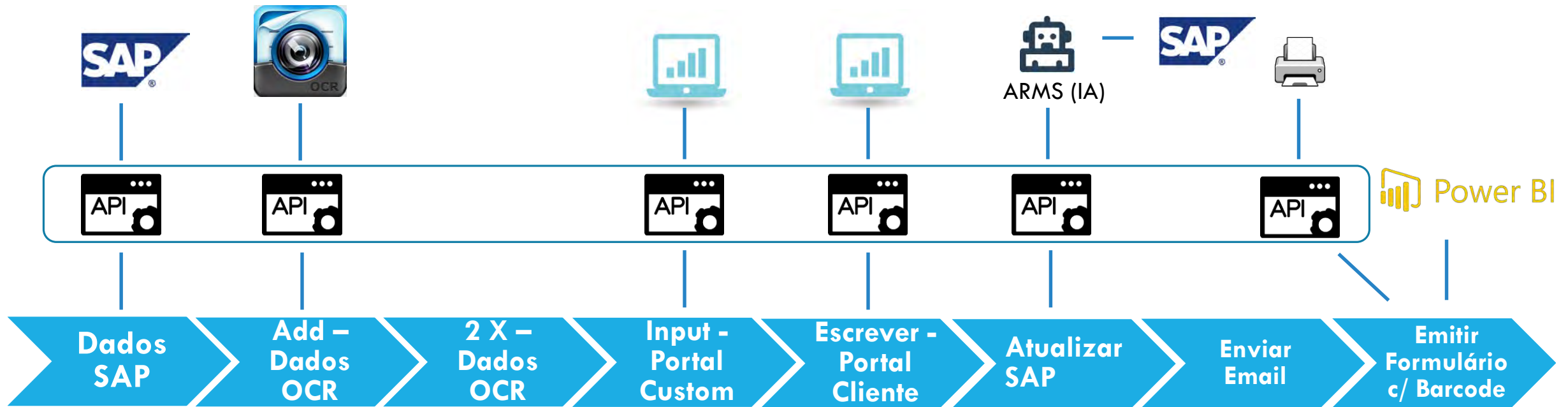


ORQUESTRAÇÃO | INTELLIGENT AUTOMATION



Exemplo [Não Exaustivo]

ORQUESTRAÇÃO | INTELLIGENT AUTOMATION

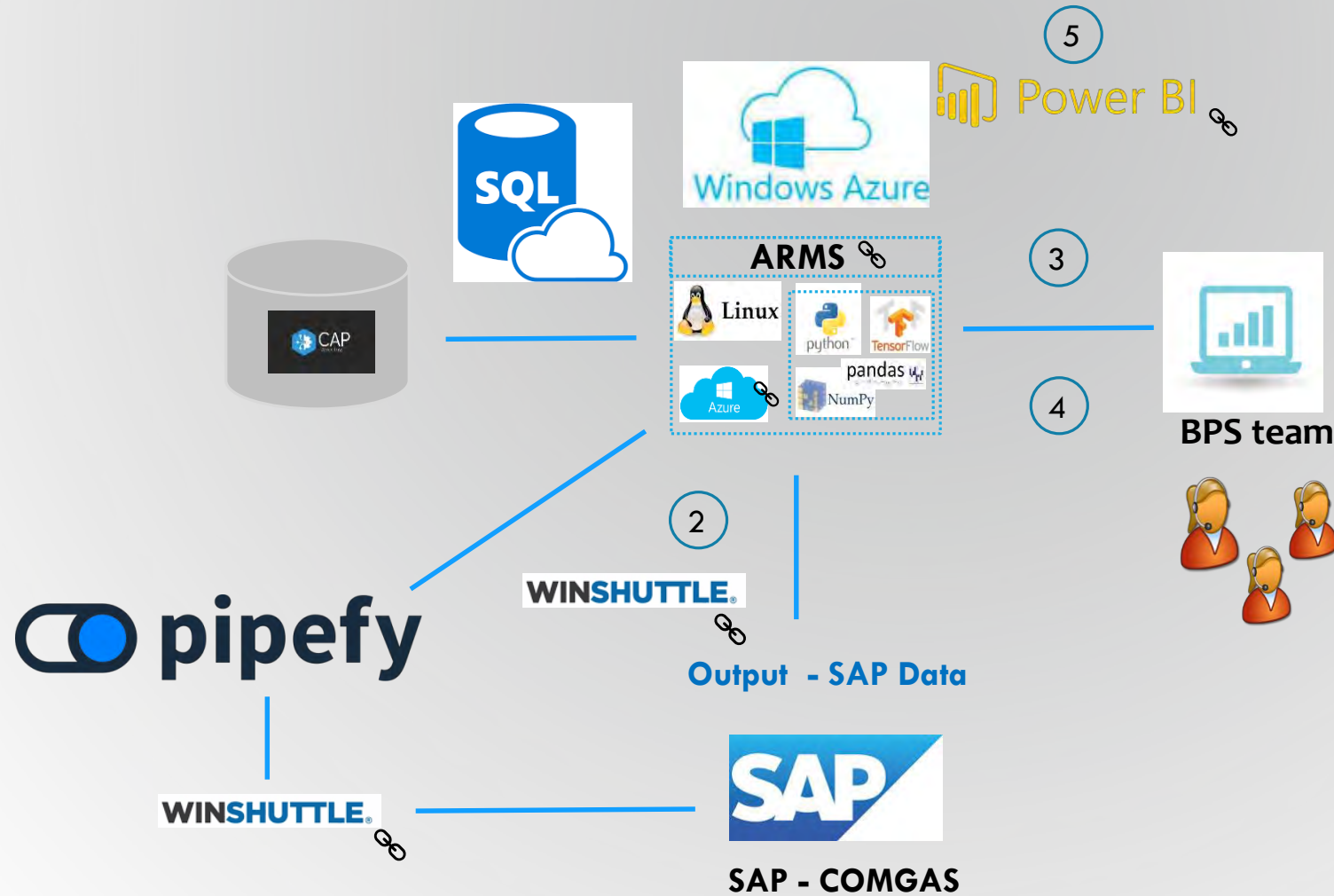


 **pipefy**



Exemplo [Não Exaustivo]

INTELIGÊNCIA ARTIFICIAL



- 2 ARMS gathers all information on systems and SAP using SQL/RPAs
- 3 ARMS distribute classified tickets considering agents skills and historical results (machine learning)
- 4 Accenture BPS team answer the tickets based on ARMS suggestion (wrong/correct suggestions are used to retraining AI solution)
- 5 ARMS feeds Power BI dashboard with relevant data about results and business outcomes

INTELIGÊNCIA ARTIFICIAL

Automatic ticket resolution : In this functionality, after reaching a minimum probability index (eg minimum index = 95%), the ARMS will automatically populate the systems if the probability is greater than this "minimum index" (eg Probability = 97 %)

AI 1 (type) = Machine learning

AI 2 (type) = Natural language processing

Editar Solicitação Materiais

Analista Responsável:
 EDUARDO FERNANDES DE OLIVEIRA

Status do Atendimento:
 Aberto

Observações:
 Favor atuar, analista responsável está ausente.

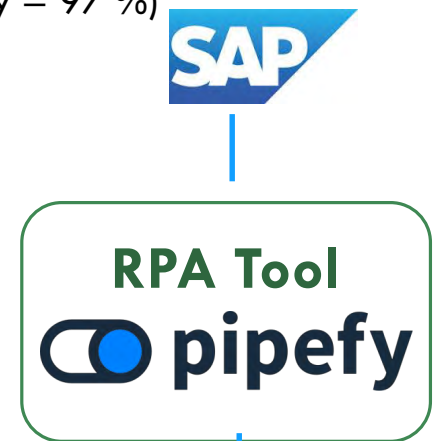
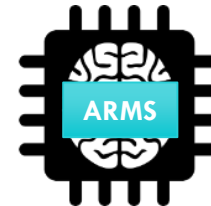
Sugestão de atendimento:
 Encaminhar Solicitação para área (SGS)

Probabilidade:
 85 % Incorreto Correto

Fechar Salvar

Minimum Index = 95%

If "Probabilidade" > 95%,
 then "Automatic ticket
 resolution"



MACHINE LEARNING EVOLUTION TODAY



Automatic ticket resolution

OBRIGADO.

Fabiano Guastella

Digital Transformation Manager at Accenture

(11) 99308-7850

fabiano.guastella@accenture.com

