

**DXC Red Rock
services for Oracle®
Digital Assistant**

Embrace AI-powered digital assistants.

In today's always-on digital culture, customers want answers. Instantly, 24/7, leading to the rise of chatbots. From big business to local government, simple Q&A chatbots are now available for many everyday functions, improving customer satisfaction and reducing wait times and customer care costs.

Benefits:

- Configurable AI-powered digital assistants
- Multiple integrated systems connected for a rich customer experience
- Go beyond FAQ responses with an integrated solution
- Use machine learning to understand customer intent
- Deliver personalised, accurate, useful interactions
- Gain customer insights with detailed analytics
- Reduce your customer service volume, overhead and costs
- Free up human resource to focus on business outcomes
- Enable personalised botinitiated conversations
- Enjoy peace of mind with seamless hand-offs to the human agent

Oracle® Digital Assistant is powered by AI and machine learning, changing the game and raising business efficiency while enhancing the customer care bar. It is found on websites, mobile apps, messaging apps and voice interfaces, and it's available around the clock.

The next generation of chatbots has arrived

Oracle's Digital Assistant platform enables simplified configuration to create sophisticated AI-powered digital assistants providing a satisfying experience for end users.

The user-friendly Digital Assistant platform allows for efficient configuration and integration, harnessing natural language processing to automate customer interaction, creating deeper, more personalised and more engaging customer connections.

The secret to success is the streamlined deployment and integration to optimise the machine learning process and extract maximum value from the digital assistant technology. DXC Red Rock has a team of digital Cloud experts who can help you unlock business potential in an accelerated timeframe.

Oracle Digital Assistant deployed by DXC Red Rock

Just as Oracle leads the way in AI-powered digital assistant capability, DXC Red Rock has unrivalled Oracle platform and integration experience, unlocking the value and potential of the Oracle Digital Assistant.

We can work with you to deliver a full end to end solution, or partner with your team to integrate and configure the digital assistant business outcome that you are looking to achieve.

Drawing on our experience and Oracle Partner relationships, we can offer a full set of implementation and 'run' services to ensure your Oracle Digital Assistant solution evolves seamlessly to meet your changing business requirements.

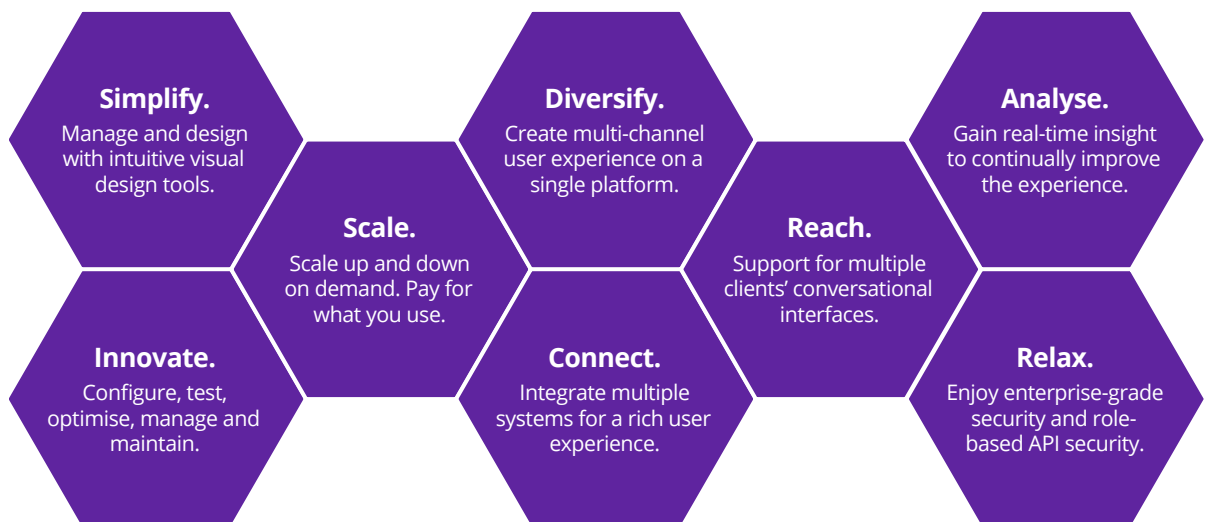
Collect your business data from multiple systems with machine-learning capabilities, providing improved customer engagement, while paving the way to a more natural customer conversation for users.

Do more with your AI-powered digital assistant.

All in one place. Configure, test, analyse and manage your digital assistant, then launch, track, and engage across multiple channels, without the management overhead and maintenance of traditional technology sets. Take advantage of the Oracle Digital Assistant Cloud-based platform.

Self-teaching digital assistant

Digital assistants are not like traditional chatbots. Supervised self-learning (using analytics to augment capabilities) allows the digital assistant to continually improve while enabling visibility and understanding of the user community.



Greater satisfaction for users, greater efficiencies for you.

Because digital assistants understand user intent and context, they can provide an accurate, personalised response to customer enquiries. Transforming the user experience across your organisation. Reducing call wait times. Enhancing customer engagement and experience. Streamlining sales. Managing job applications. Supporting internal staff, contractors and suppliers.

But just as importantly, with machine learning and insightful analytics driving continual improvements, your digital assistants will also deliver ongoing business efficiencies and savings.

80%

Reduce call center volumes by up to 80% with AI-powered Oracle Digital Assistants.

Business benefits



Scale up & down with engaging, informative conversations 24/7/365.



Streamline & automate procurement processes and standard response flows.



Accelerate digital transformation on a multi-channel platform.



Reduce customer service cost, free up human resource and increase productivity.



Scale and personalise employee / candidate engagement via popular channels.



Access procurement flows, budgets & work orders instantly, anywhere.

User experience



Deploy on websites, mobile apps, messaging apps and voice-based interfaces. Everything from Facebook Messenger, WeChat and Slack, to Amazon Echo, Google Home, and Apple HomePod.



Support access through customer preferred channel.



Personalise the user experience. Create deeper, more satisfying interactions.



Deliver nuanced, useful & up-to-date support around the clock.



Minimise or eliminate wait times, delays & user frustration.



Escalate automatically, to human agent with seamless hand-offs.



Responsive, continually improving service provision.

Extract maximum value from digital assistants with DXC Red Rock

Our team of Oracle specialists will ensure the platform is deployed and integrated in a timely, efficient and cost-effective manner, expediting your time to value.

- Australia and New Zealand's largest Oracle partner practice
- 20+ years delivering vertically aligned Oracle solutions
- Proven ERP implementation track record
- Small start-ups to tier-one enterprises
- Proven methodology and governance
- Market-leading ERP insights and IP

About DXC Red Rock

DXC Red Rock is the largest independent provider of Oracle consulting and managed services in Australia and New Zealand. Red Rock provides dynamic technology leadership in delivering Oracle Cloud solutions, with a full continuum of services around Oracle's integrated suite of applications, platform services, and engineered systems.

As part of DXC, Red Rock offers speed and agility with thought leadership and global scale. This allows us to design and deliver innovative market-leading solutions that enable clients to transform their businesses and the broader market.

Oracle has globally recognised DXC's expertise and skills by accrediting us as a Modern Oracle PartnerNetwork (OPN) partner certified across all four tracks - Build, Sell, Service, License/Hardware. DXC has achieved Cloud Solutions Provider Expertise (CSPE), globally certified, audited, proven.

Learn more at
dxc.to/au-redrock
dxc.to/nz-redrock

Learn more about the exciting possibilities and transformative potential of Oracle Digital Assistant from our chatbot and platform integration experts:

Email redrockenquiries@dxc.com for more information.

Get the insights that matter.
 Opt-in to DXC Red Rock.



About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).

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