

GA Release Notes

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Welcome to the GA Release Notes.

This is a GA release of , and an official release is coming soon.

What's in the Release Notes?

- About
- Main features

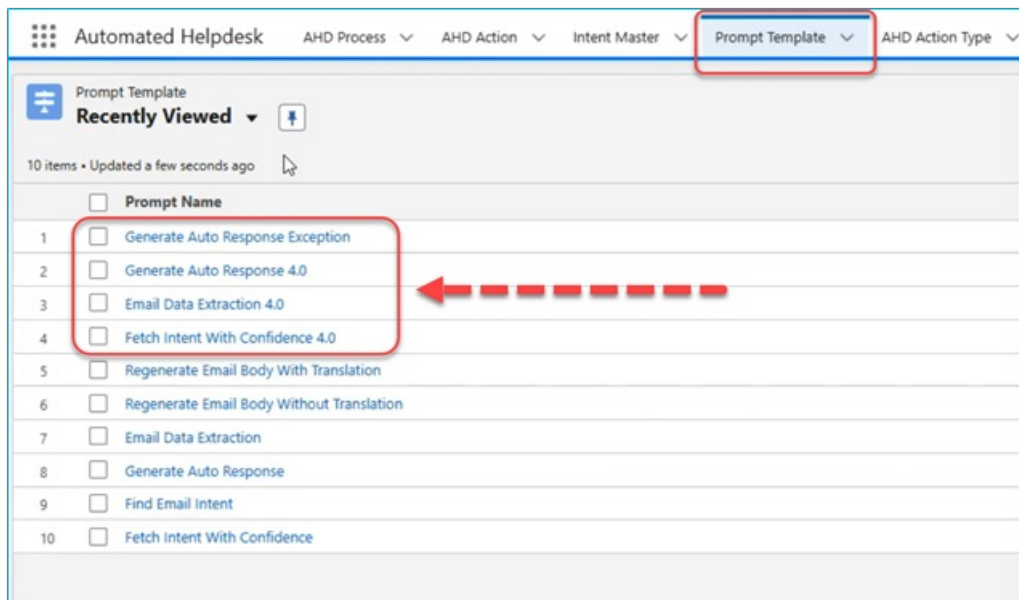
About

is a GenAI solution that provides an automated helpdesk (AHD) to automate ingestion, interpretation, and response generation of queries. provides a robust, future-proofed management platform powered by a dynamic workflow with a focus on service-level agreements, quality processes and collaboration between multiple teams.

solution automates case and workflow management across any F&A business process for better operational control and provides robust reporting with case status dashboards backed by configurable reports. The solution is based on configurable business rules, approval management, and auto-alerts to streamline business processes. With centralized case content repository, enables quick and easy access across teams and cuts case resolution time significantly. The solution also facilitates real-time collaboration between the business, service delivery teams, and customers enabled by role-based authorization and access features. Case status reports and data dashboards increase visibility and offer configurable reports and templates.

Main features

- GPT 4.0 Mini enabled GenAI : The GenAI solution, with GPT 4.0 Mini edge cutting functionality, delivers advanced contextual understanding, precise responses, and an improved user experience with minimal processing times.
 - Enhanced performance: GenAI solution ensures faster, smarter, and more efficient query handling. The solution offers the following prompts for query handling:
 - Fetch Intent with Confidence 4.0
 - Email Data Extraction 4.0
 - Generate Auto Response 4.0
 - Generate Auto Response Exception 4.0



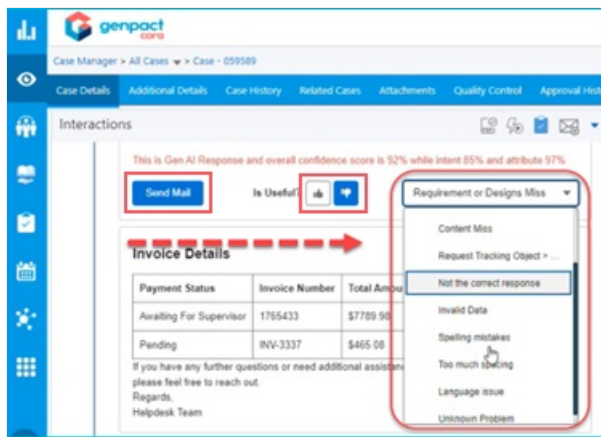
Additionally, the solution identifies the email sentiments, emotions and language, and the Response generation adapts to the vendor's language and sentiment for personalized communication.

- Linearized Data Extraction: The solution extracts both email body and attachments data, ensuring all relevant information is processed and utilized effectively.
- Confidence Scores Module: The solution comes with a module to calculate and display confidence scores for critical AI processes. The module measures the model's confidence in detecting query intent, reflects the accuracy of extracted data from email body and attachments, and indicates the precision of generated responses. The computed average of intent, the extracted data, and the response is the overall confidence score.

Confidence scores are displayed in the UI, enhancing transparency for end users.

<input type="checkbox"/> Request Tracking ...	Case Number	IntentConfidence	DataExtractionConfidence	ResponseConfidence	Final Confidence Score
<input type="checkbox"/> RT-1021	059591	100	98	95	98
<input type="checkbox"/> RT-1020	059590	85	97	95	92
<input type="checkbox"/> RT-1019	059589	85	97	95	92
<input type="checkbox"/> RT-1018	059588	85	98	95	93
<input type="checkbox"/> RT-1017	059587	85	98	95	93
<input type="checkbox"/> RT-1016	059586	85	95	95	92
<input type="checkbox"/> RT-1015	059585	85	95	95	92
<input type="checkbox"/> RT-1014	059584	85	90	95	90

- Feedback Capture: The Feedback Capture functionality in the GenAI interface enhances user interaction with the AI generated drafts. The users can provide feedback on the quality of the drafts, thus offering a streamlined workflow and capturing valuable insights for continuous improvement.
 - The users can send the AI generated draft as-is, without making edits, enabling quick and effortless email dispatch and saving time and effort.
 - An easy Thumbs Up and Thumbs Down button to indicate satisfaction and dissatisfaction respectively, with the AI generated draft.
 - A root cause analysis (RCA) option to choose a specific reason of dissatisfaction.



- Enhanced Data Masking for personally identifiable information (PII): The solution offers enhanced data masking capabilities for PII, specifically for phone numbers, mobile numbers, and email addresses. Administrators can configure masking rules via custom settings in the services to ensure sensitive data is obfuscated in medium-complexity scenarios. This feature ensures improved data security and compliance while maintaining system usability.