

**TECHGIG**



**RESULTS-DRIVEN  
SOLUTION FOR CCAI\_OPS**

WITH MANAGED DATA CLOUD



ANALYTICS BIG  
DATA PLATFORM



CUSTOMER DATA  
INSIGHT  
SOLUTION



ARCHITECTURE -  
CLOUD



Monitoring & Alerting  
for CAPACITY  
PLANNING - NOSQL



CASE STUDY -



SECURITY MODEL



VALUE ENGINEERING



DATA & AI



FOCUS

# IDEA SUBMISSION

# ARTIFICIAL INTELLIGENCE

COMPLIANCE AND REGULATION: Shared policy model with data security is considered as a hurdle from cost management hence AI model is most preferred to take over the entire operation and notify about the bottleneck

CIA Triad can serve as a useful yardstick that justifies the need for the security controls that are considered in cloud security postures



# CLOUD ADOPTION

Customer experience is enhanced (CX) using a Design thinking roadmap articulating user history that has modern architecture

**Analytics for better business decisions**



PROJECT - RISK DATA  
MANAGEMENT



USER APPLICATION



MIND MAPS AND  
BRAINSTORMING IDEAS



# Contact Center today

Business content management is under attack with click through attack vector as mobile internet data explosion turned into holistic view for productivity metrics

Contact Center is strictly moving towards Code First Approach with more visibility and search engine optimisation using AI techniques to overcome identity theft driven by secure environment.



**Qualitative** feedback used for providing opportunities



International clients derived data that generates business requirement



Call center IT and specialist automate pipeline.



# Solutions

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Architecture for Modern application   Cutting  
edge Technology

# Value Add Ons



CDCI



App  
UI

## iOS Data privacy

From marketing strategy enterprise customer goes through IOT experience guaged by user purchase behavior. App data traffic is monitored and controlled for capacity planning with Contact Center resources for rapid CI - CD



Data analytics



App security with serverless computing



Cloud native shift-left

# Monitoring & Alerting



Resource Deployment



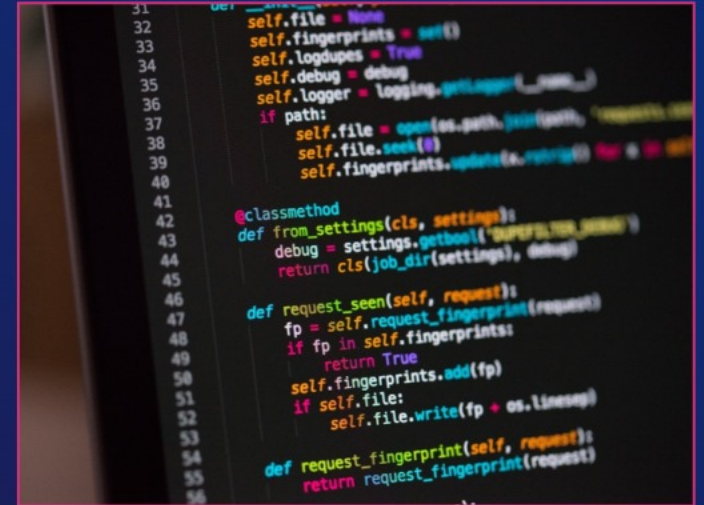
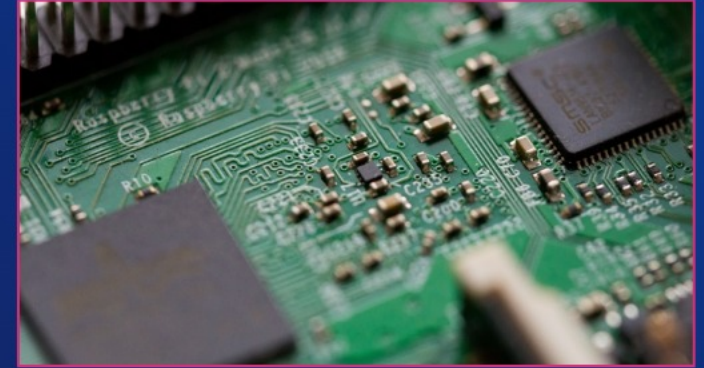
Monthly analysis and reporting



Contact Center Consultation  
every 90 days



# Storyboard - VR



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**THANK YOU MICROSOFT!**

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